



cancer
wellness support

Complementary Therapies | Community Generosity



ANNUAL REPORT
2021 - 2022

Acknowledgment of Country



Cancer Wellness Support acknowledges the Dharug and Gundungurra peoples who are the Traditional Owners of the Country on which our facilities are located. We pay our respects to Elders past, present and emerging and acknowledge the legacy of strong cultural wisdom and knowledge which is embedded in this land.

Strategic Plan 2019-2022

Vision

That people in the Blue Mountains and Penrith Valley regions experiencing cancer will have the opportunity to access affordable therapies and services to assist them and their families to cope more effectively with their diagnosis and to feel supported by their local community.

Mission

Cancer Wellness Support is a non-profit, non-denominational charitable organisation committed to helping cancer clients and their families retain their sense of control and balance through innovative, integrated and holistic therapies and education, whilst at all times giving hope for those facing challenging circumstances. We treat everyone with compassion, care, confidentiality and respect.

Goal 1

Provide, strengthen and expand subsidised therapies, education and services to clients and their families living with cancer in the Blue Mountains and Penrith Valley regions

Goal 2

Grow the organisation and achieve adequate funding to undertake Goal 1

Goal 3

Engagement of local community support and participation on all levels

Goal 4

Best practice Corporate Governance





In our 17th year of operation and on behalf of my fellow board members of Cancer Wellness Support I commend to you our annual report including audited accounts for the financial year 2021–2022.

The past year, in which Australia experienced a third wave of the COVID-19 pandemic, has been a challenging one for the whole community. Our Wellness Centres were closed from 1 July 2021 to early January 2022, while our Op-Shops were closed from 1 July 2021 to October 2022. Technology, in the form of telehealth consultations and online workshops, helped us to keep clients and therapists connected, while the online Op Shop helped us to maintain an income stream. It is pleasing to report that by 30 June 2022 all our facilities were fully operating again with a COVID-19 Safety Plan in place.

We acknowledge the hard work of all our managers, staff and volunteers, and therapists during difficult times. The year saw several changes to the Board and management, with some long-term Board members stepping down. We thank Bob Reid OAM, our previous Chair, as well as Kerry Fryer, Christine Killinger OAM and Annette Wickens for their dedicated service. We also thank Bronwen Johnston and Shelley Fitzpatrick for their important contributions as CEO and Penrith Wellness Centre Manager, respectively. We are grateful to Kevin Stapleton for stepping in as Acting CEO while we recruit to fill the position.

The development of a comprehensive set of up-to-date organisational policies and procedures has been one of the years' major achievements. They cover everything from Governance to Anti-Discrimination and Workplace Health and Safety.

In February 2022, with the assistance of an external consultant, we began a process of strategic planning for the next three years, carrying forward the legacy of Robyn Yates, our Founder. We have refined our vision, purpose and values, remaining true to the mission statement in our constitution, and developed a new organisation structure that provides a cohesive organisation with a common purpose and values and three broad areas of activity: client services, retail and operations (administration and support). Our ecosystem, shown on the next page, is unchanged.

Cancer Wellness Support is an innovative, compassionate, community-driven organisation that provides holistic, person-centred complementary care. We wish to acknowledge all our members, and the broader community for their generous donations, our loyal op-shop customers and our sponsors.

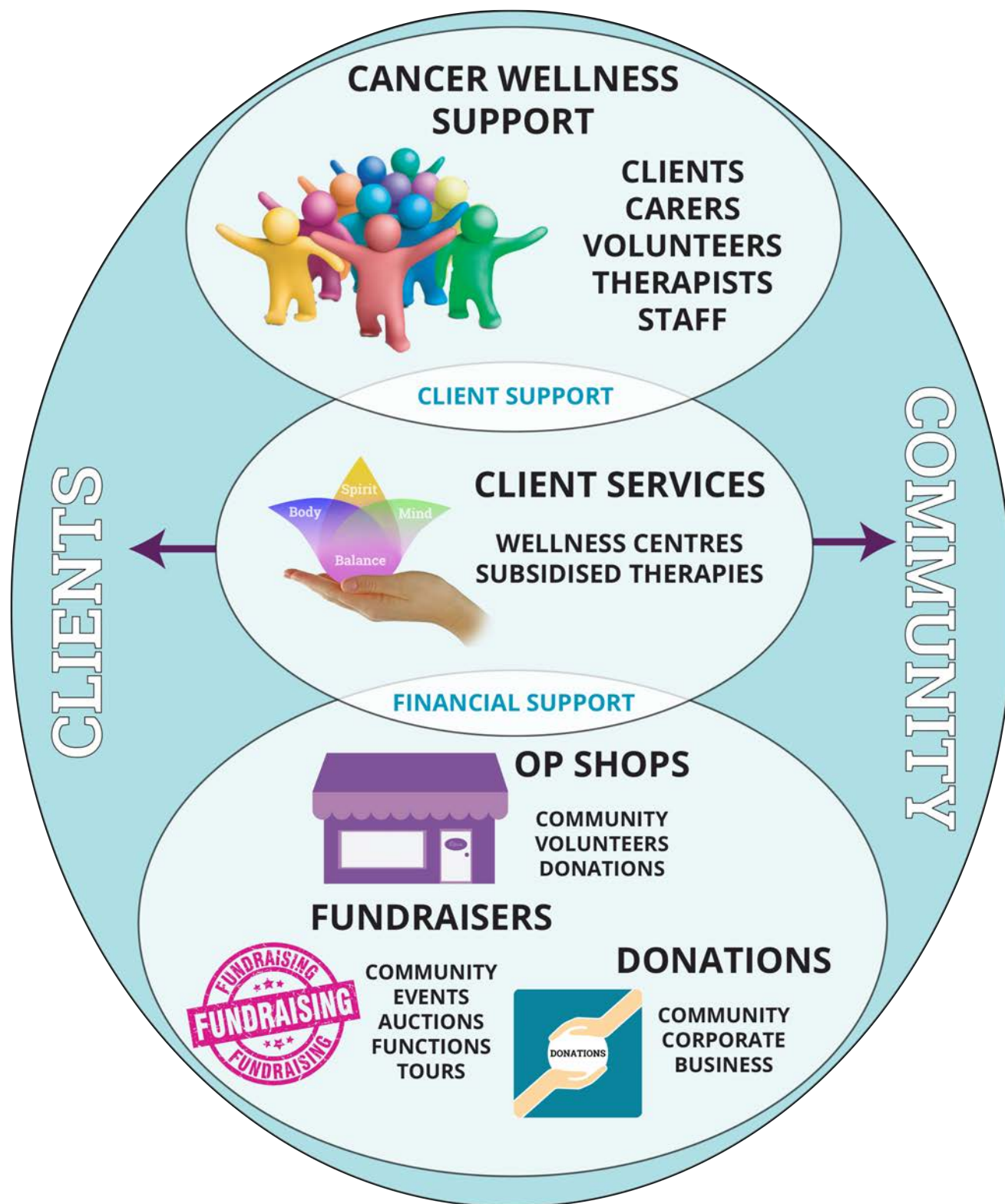
In the coming year, we look forward to our organisation continuing to grow and support people living with cancer and their families in the Blue Mountains and Penrith Valley.

Ilse Blignault
Chair





“With the community working together we can truly achieve anything”





I volunteered to take up the position of acting interim CEO on 26th April 2022 after the resignation of previous CEO, Bronwen Johnston. In reporting the achievements of the last financial year, I am therefore reporting substantially for the period Bronwen was CEO and I trust that I do her justice for that period of the year.

This financial year has been a difficult year with COVID-19 lockdown restrictions starting it off with both Op Shops closed until reopening in October and Wellness Centre's opening in January 2022.

Managing mandatory vaccinations of staff and volunteers, social distancing, mask-wearing etc. imposed a lot of stress on staff who rose to the occasion and continued to perform magnificently throughout this period. As an organisation, we could not have retained our staff or survived without assistance from the Federal Government JobKeeper program. The Op Shops opening day was an outstanding success with record takings at both shops.

During the COVID-19 lockdown, the organisation still had to be managed and this was achieved via Zoom meetings. Development of over thirty policies based on *ourcommunity.com* templates, employment of an external consultant to carry out an organisational healthcheck survey and a client services review were some of the significant achievements over the period. The resulting reports have given us feedback on what we are doing well and areas where we can improve.

A good low kilometre used truck was purchased to replace our existing truck which was having maintenance issues.

Our founder Robyn Yates memorial sign was erected at the entrance to our Leura building and we farewelled our much-loved Penrith Wellness Centre manager Shelley Fitzpatrick. However, we welcomed several new staff appointments namely Judith McGrath (Bookkeeper), Louise Palmer (Operations Manager) and Gail Searle (Retail Manager).

The Board reviewed the organisational structure chart and created a new management structure to better serve the organisation and our Client Services being our core business. The new chart is shown on page 7.





Fundraising was again significant including a \$15,000 Business Grant from Service NSW, a \$10,000 donation from Tour de Cure for Client Services and Maurice Cooper's best ever dinner/auction function for Cancer Wellness Support. A highly successful Penrith Op Shop fashion parade was also held. Thanks to all who have helped in this fundraising effort it is much appreciated.

Once again this year we thank all our loyal staff and volunteers who have been so resilient throughout this most difficult year. We look forward to a more normal 2022-2023 year.

Kevin Stapleton
Chief Executive Officer

Robyn Yates OAM

24/09/1951 - 27/11/2020

Robyn set up the Cancer Wellness Support organisation in 2005 to help cancer patients and their families through their challenging journey. Her mission was to provide subsidised therapies and education to give hope. Her goal was to always treat everyone with compassion, care and respect.

She was an inspiration when dealing with people at a very vulnerable time. Often it was when they had just received their cancer diagnosis, not knowing which way to go with their treatments or how they could cope. It wasn't just her extensive nursing and palliative care background; it was her extra empathy for clients that immediately put their fears and concerns at ease.

Unfortunately, Robyn's great work was cut short when she was diagnosed with motor neurone disease, which she succumbed to after four years.

The Robyn Yates memorial sign



Our Centres



Service delivery at our two wellness centres in Penrith and Leura has progressively consolidated with a regular schedule of therapists, groups and activities now available at both locations. Services and also delivered by our therapists in their own professional rooms.

Subsidised therapies such as, massage, counselling, reflexology and acupuncture provide opportunities for client and carer members to access vital therapeutic services.

Groups including Yoga, Qi Gong, Wise Moves, Gentle Movement, Mindfulness Meditation and Art Therapy are offered weekly at the centres, and specialised workshops are programmed throughout the year.

In addition to our library of books, CDs and DVDs relating to wellness and living with cancer, both centres offer a range of wigs which are available for loan.



Robyn Yates Centre Leura



Samantha Alston
Executive Assistant



Shelley Fitzpatrick
Manager, Penrith Valley Centre



Cancer Wellness Support Centre Penrith

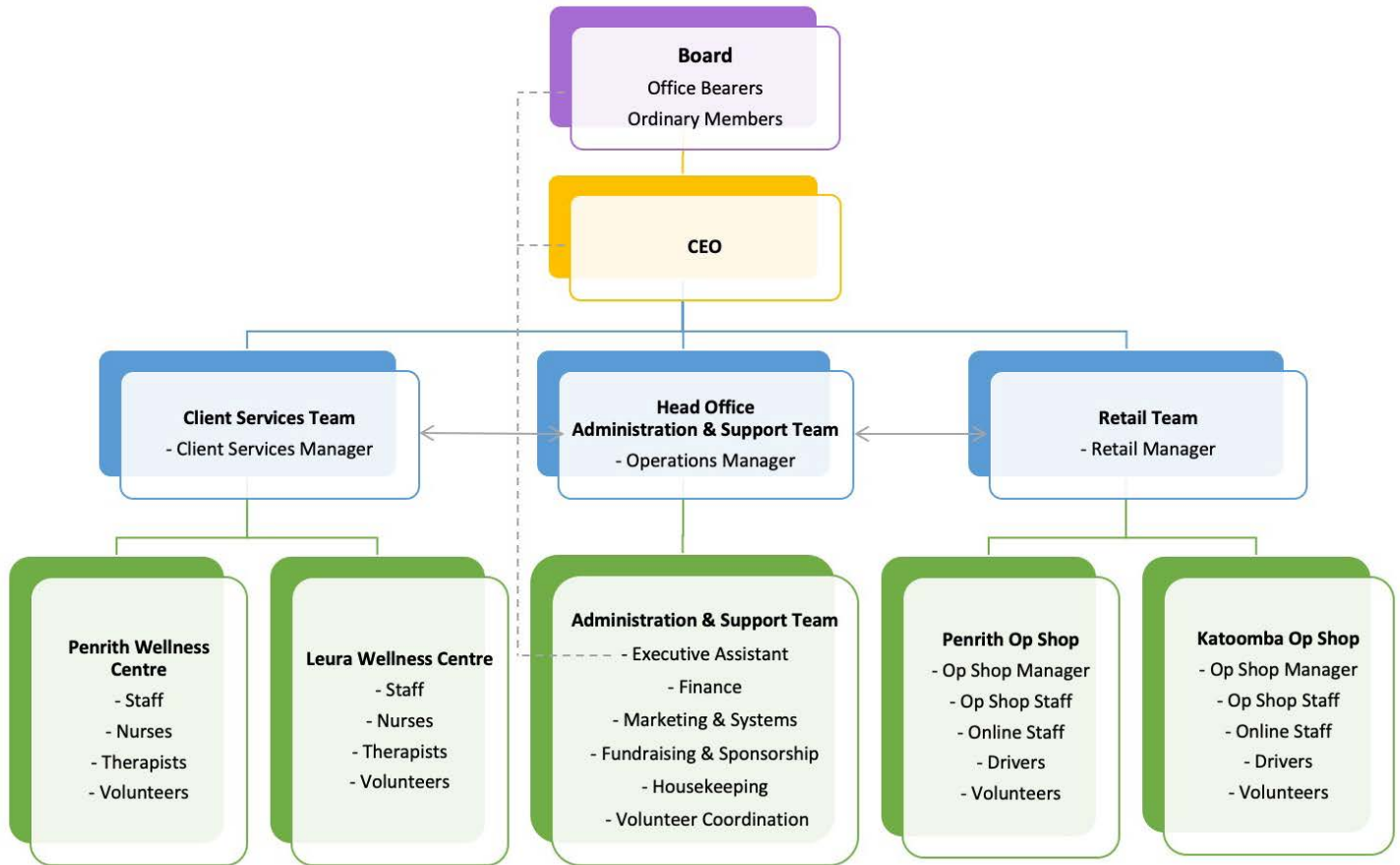


Organisation Structure



Cancer Wellness Support Organisational Chart as at 30 June 2022

Note: Organisational structure is supported by permanent full-time, part-time and casual staff (12.5 FTE), and volunteers



Dr Ilse Blignault
Chair



Judith Field
Vice Chair



Kevin Stapleton
Secretary



Bob Yates
Treasurer



Bob Reid OAM
Chair
Retired



Kerry Fryer
Deputy Chair
Retired



Christine Killinger OAM
Retired



Annette Wickens
Retired



From the Client Services Manager



Our relationship with COVID continued in the 2020/21 financial year with a six-month lockdown making a small dent in the delivery of therapies in our Robyn Yates Centre, Leura and Penrith Wellness Centre. However, it did not limit some innovative thinking on how to deliver therapies while in isolation or prevent us from establishing new therapies ready for when we opened our doors once again. We also undertook a client services review seeking feedback from clients, carers and therapists to lay a basis for our future strategic plan.

Again this year's lockdown called on our creative energies to ensure we maintained a connection with our clients, carers and therapists. The weekly 'Shout Out' was an emailed weekly catch-up of thoughts on life, love and any other stuff of life, often featuring the Tao of Winnie the Pooh. 'Monthly Matters' continued with one edition even attempting to stretch our minds with a rather curious homemade quiz.

Zoom sessions became a weekly 'go-to' event with various therapists delivering their particular therapy through the screen. This delivery style was highly effective as it exposed clients and carers to therapies they may not have previously accessed and provided an opportunity to experience other therapeutic approaches.

In the client services review, clients and therapists alike highlighted the caring and supportive specialised holistic care as a major strength of our work. Clients also noted the value of subsidised therapies and therapists expressed their satisfaction in delivering holistic care. Both clients and therapists agreed that Cancer Wellness 'treats everyone with compassion, care, confidentiality and respect.'

The sentiment expressed in these words confirms the strength of our work rests with our commitment to delivering professional therapies within a bubble of heartfelt care.

Viv Maitland
Client Services Manager





COVID-19

Closure on 1 July 2021 continued to early January 2022 in both Leura and Penrith wellness centres due to Greater Sydney lockdown. On opening the centres we continued strict guidelines which limited the number of clients able to attend a group session. The client's individual sessions were also impacted as they were cautious of engaging in the community outside of the safety of their home. Our COVID guidelines are shaped to cover the specific needs of our clients and have therefore remained in place longer than defined by the governing health authorities.

Individuals Assisted and Therapies Delivered 1st July 2021 – 30th June 2022

- An average of 390 individuals received therapies each month
- Intake nurses responded to a total of 122 intake enquiries for the year
- The total number of individual and group therapies delivered was 3268

Therapy Types and Locations 1st July 2021 – 30th June 2022

An overview of the most popular therapy types highlights the importance of providing therapies to meet both the immediate needs of clients during the active treatment phase while always ensuring treatments exist to meet the long-term needs of clients.

In particular, lymphoedema management plays an essential role in the long-term maintenance of this condition as it accounts for 16.59% of the total number of therapies provided in one twelve-month period. The following therapies, in order, account for Oncology massage, 12.38% Counselling, 11.80% Acupuncture, 10.88% Massage, 9.92% and Reflexology, 9.00%.

The location of therapy delivery is shared across our two centres, Penrith delivered 30% of therapies and Robyn Yates Centre 31%. Therapists' private rooms located through the mountains account for 16% of therapy delivery within the section. Phone and zoom sessions account for another 15%. This section has increased as a service delivery option due to the ongoing issue of COVID.

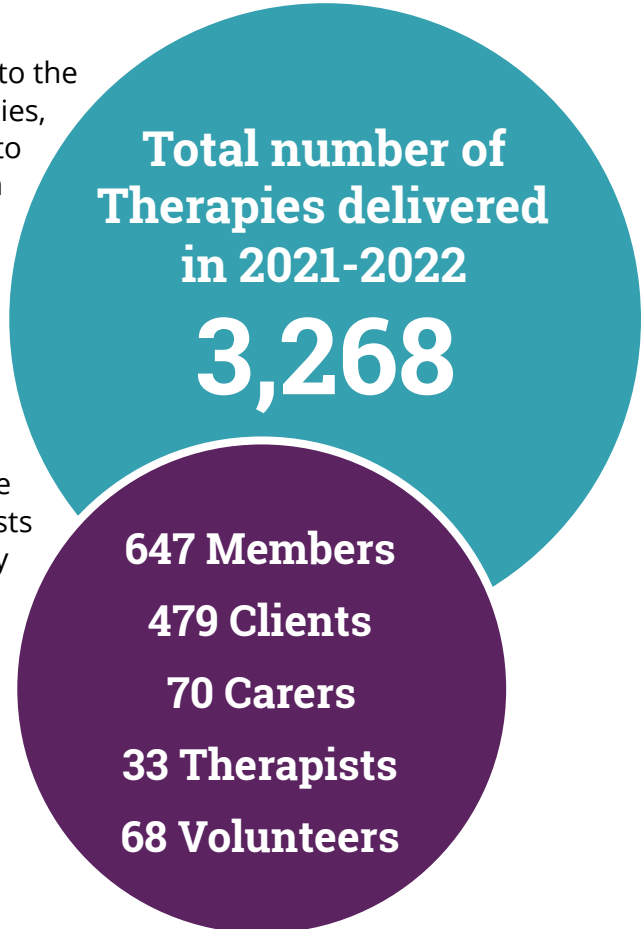




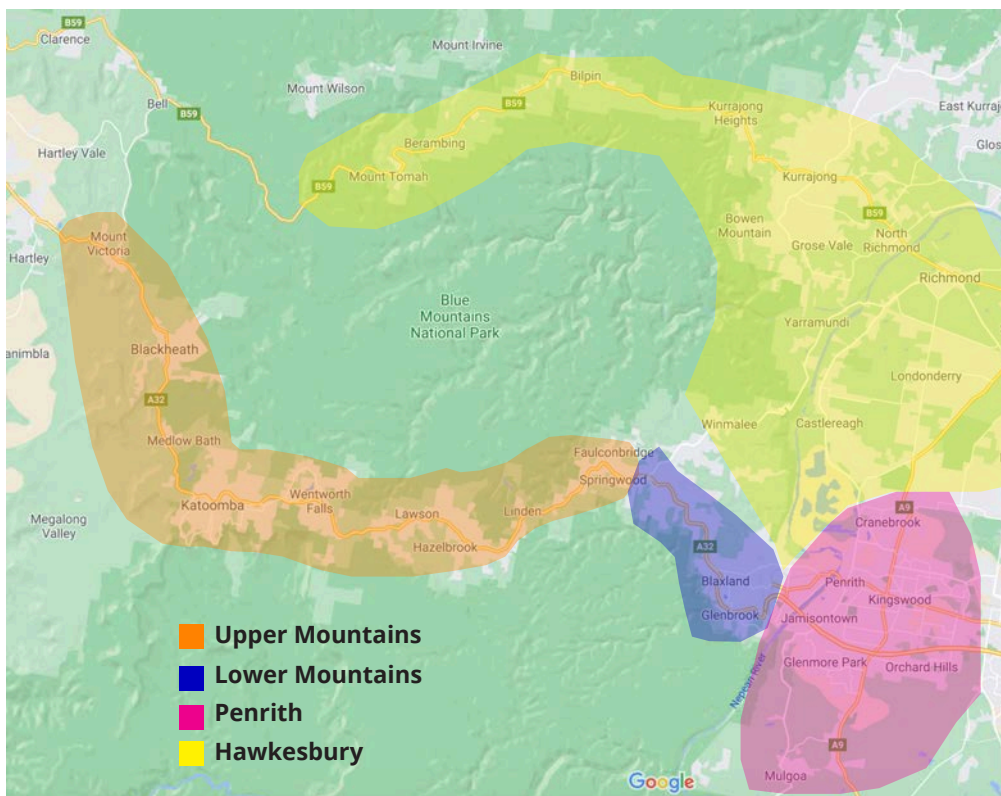
From the initial contact with Cancer Wellness Support to the intake assessment, to designing the right mix of therapies, to finally beginning therapies, we encourage clients to feel empowered in their choices with the open invitation to revisit these choices to ensure the therapies are continuing to meet their changing needs as they travel through their cancer journey.

Investing in your personal “Wellbeing Path” is an essential component of being well. Complementary therapies ‘complete’ the overall health approach. Selecting therapies is a personal choice with guidance from the intake nurse, counsellor, or other therapists who may identify a need and suggest another therapy that they believe will enhance wellbeing.

Each client’s journey through the various types and phases of cancer will manifest a variety of outcomes from either their medical treatment or their medical condition.



Service Areas





Body Wellbeing

- Acupuncture
- Acupuncture Detox Group
- Bowen Therapy
- Kinesiology
- Lymphoedema Management
- Mindful Foodies
- Oncology Massage
- Nutrition/Naturopathy
- Reflexology
- Reiki



Movement Wellbeing

- Gentle Yoga
- Dru Yoga
- Yoga Independence 'all about lymph'
- Very Gentle Movement
- Joyous Exercise
- Qi Gong
- Wise Moves



Mind Wellbeing

- Art Therapy
- Counselling
- Hypnosis
- Mindfulness Meditation
- Metastatic Support Group
- Counselling Support Group
- Write Talk Meditate
- Quest Retreats
- Workshops
- Events
- Tours
- Financial Peace of Mind



From the Operations Manager



Returning to Cancer Wellness Support in the last two weeks of the financial year after a 14-month break has been very rewarding. I am very grateful to once again work alongside beautiful people who are always striving to improve the lives of so many people within our Blue Mountains and Penrith Valley communities.

At the end of the 2022 financial year, the Board approved a key change to the organisational structure to strengthen all areas of the business and support the new strategic plan going forward (see page 9). This new structure introduced two new management roles and provides clearer reporting lines. There are now three distinct business teams that will each report to the CEO. These are the Client Services Team, Retail Team, and the Administration & Support Team.

In my role as Operations Manager, I lead the Administration & Support Team which includes the Executive Assistant, Accounts, Systems & Marketing, Fundraising, Housekeeping and eventually a Volunteer Coordinator. The Administration & Support Team are not all directly client or customer-facing but are the very important behind-the-scenes team that provides support to the Client Services and Retail Teams and keeps business processes and systems running smoothly.

I would like to express my gratitude to the Board and my colleagues for welcoming me back to the Cancer Wellness Support team. I look forward to working with you all again and implementing the strategic goals of the organisation.

Louise Palmer
Operations Manager



Volunteers



Many kind community members have joined the Cancer Wellness Support cause as volunteers and donated countless hours in our Op Shops, Wellness Centres and Head Office.

During this financial year, 67 dedicated volunteers were involved in sorting donations, stacking shelves, displaying clothing, supporting our team in the Head Office, providing maintenance work, supporting events as well as testing & tagging to ensure the safety of electrical goods. These are just some of ways in which our volunteers have contributed to supporting their community. Thank you for your ongoing commitment to our cause.



Volunteers and staff run several Sausage Sizzle BBQ's across the year.

These BBQ's events are a great way to connect with our community, have some fun and raise funds for our subsidised complementary therapies.

"When I retired 9 years ago I knew at some point I would like to volunteer for a worthwhile cause. Both my parents volunteered for a number of charities and I wanted to carry on for them and to help others in some small way. I have 9 grandchildren who are now older and not needing my full attention so I had some spare time.

About 4 years ago I was at a Probus meeting and met Viv Maitland and she suggested I come to the Robyn Yates Centre to see if I would be interested in doing some data entry - and as they say "the rest is history". I have had the opportunity to be involved in many activities including the Devonshire Tea and the Spring Fashion Show fundraisers and thoroughly enjoyed both.

The lovely people I have met here is a bonus and I believe I get more enjoyment here than I give."

Sandra McDonald





Marketing

Marketing efforts enable the organisation to undertake more therapies, better targeted to membership needs, and promotes this work to the community at large by keeping them engaged, informed and up to date on the work in the community. We also market and promote our fundraising activities, from our Op Shops to events, donations, bequests, and more.

Our marketing department has grown with David Stott coming on board as our Marketing Coordinator. David brings with him exceptional writing and social media skills, and is now responsible for the majority of marketing and advertising material we produce.

Our Monthly Client & Carer Newsletter, 'Monthly Matters' is now available in FlipBook, PDF and Audio versions.

We are proud to have been selected as finalists for the second year running in the Western Sydney Awards for Business Excellence (WSABE) in the category of Excellence in Social Enterprise. This award recognises an organisation that enriches communities and makes a positive contribution to society.

An affiliate program has been implemented at our online Op Shop, which has proven successful in increasing online sales. This allows others to earn a commission on items sold as a result of their referral to our online op shop.

Significant additions and improvements to the Cancer Wellness Support website over the year include our interactive 'Cancer Wellness Support Guide' (guide.cancersupport.org.au), which has been given a facelift and continues to be visited almost every day, providing a friendly starting point for anyone who may need our help, wherever they may be in their cancer journey. Also this year, we have created the Cancer Wellness Support Guide to Donating (www.cancersupport.org.au/guidetodonating). Hosted on our website and shared periodically via social media updates, the guide supports our efforts to drive awareness of the benefits of donating and the advantages of Reducing, Reusing & Recycling. By providing clear guidelines on what items our shops can and cannot accept the guide helps to reduce costs from disposing of non-saleable donations.

Social media reach across the organisation has increased by 375% over the year, with some 457 new active followers. Our Google search stats show an annual 43 percent increase in profile views.

Our website live chat continues to be a popular way for the public to get in touch with us, with over 320 interactions resulting in over 40 new client intakes since its inception 2 years ago.



Systems

Our primary database and automation systems have been expanded, allowing us better efficiencies through business automations and expanded reporting of all our wellness and fundraising activities. These systems allow us to efficiently manage and report on our therapy deliveries, therapists, volunteer hours, events and fundraisers, marketing and communications activities and more.

A new volunteer hours tracking system, implemented in September 2021, has helped us more efficiently track and understand the vital contribution our volunteers make to Cancer Wellness Support. Over the 2021-22 financial year 16,300 volunteer hours have been donated.

We have developed a new Referral System for our Therapists to use, allowing them to refer clients across therapies as needed.

The two waves of COVID lockdown have had an unexpected beneficial effect in building flexibility into staff working arrangements. New systems adopted over the last year now make it easy for staff to check and update progress when working remotely.

Vent Thomas
Marketing & Systems Manager





FUNDRAISING EVENTS

Due to COVID-19 health risks and restrictions by the end of 2021, our event program met with various date changes and cancellations.

Winter Fashion Parade at Penrith Op Shop

In May 2022, we held a Winter Fashion Parade at Penrith Op Shop. Cancer Wellness Support Volunteers were our models, and all wore new and good-quality clothes sourced from the Op Shop while attendees enjoyed the live music, drinks, canapés, hot food and sweet delights.

Devonshire Tea Fundraisers

Volunteers and staff worked together to cook and serve hot scones with jam and cream for this popular fundraiser held in the Group Room of the Robyn Yates Centre, Leura. Themes included a teapot cosy display during our November 2021 event and a quilt display during the June 2022 event.

Dry July Campaign

Our Annual Dry July Campaign continued with a team of two staff members and three clients all utilising the health benefits of going dry for the month while encouraging family and friends to support their efforts. As part of the Dry July Beneficiary Program from our efforts, we receive a grant of \$6700 towards a second Lymph Scanner for our Leura Wellness Centre.

Virtual Fundraising Event

During the COVID-19 lockdown, we held our first Virtual Fundraising Event to ease everyone back into a social activity with a Trivia Night. Families that were involved were sent fun costume items and lollies that were donated from local businesses to add to the success of the event.

COACH TOURS

- Christmas Tour to Mayfield Gardens
- Lithgow and Portland Region Tour

Cancer Wellness Support fundraising tours were successful due to the generous provision of coaches and drivers from Fantastic Aussie Tours.

AUCTION AND FUNDRAISING DINNER

With the support from, Maurice Cooper OAM from Bygone Beautys held a successful fundraising dinner at the Blue Mountains International Hotel Management School in May 2022.

RAFFLES

Local businesses, craft groups and individuals generously donated items for our successful fundraising raffles that were held to coincide with Mother's Day, Christmas and before other planned fundraising events.

SAUSAGE SIZZLES

Volunteers and staff during all-weather types held three Sausage Sizzle fundraisers at Bunnings Katoomba and one at Bunnings Penrith which, raised funds and awareness of Cancer Wellness Support. We also participated in a Bunnings Christmas Community Event in Katoomba with their barbeque and craft stalls.



Events, Sponsorship & Grants



CORPORATE SPONSORSHIP

Corporate Sponsorship offers an opportunity to not only raise funds but to build strong long-term business relationships that are mutually beneficial to both parties. Sponsorship benefits depend on the Sponsorship level selected and may include brand placement with a link on our website, social media opportunities, invitations to events, inclusion in newsletters, business name and logo on signage at Penrith and Katoomba Op Shops. It is a way of demonstrating the sponsor's support for our purpose and for the local community.

Platinum Sponsors



Gold Sponsors



G&S Henwood Property

Media Partner

Silver Sponsor



Bronze Sponsor

GRACE FUNERALS



Cancer Wellness Support is a member of Penrith Valley Chamber, Penrith CBD Corporation, Women With Altitude and Media Partner with Radio Blue Mountains. Due to COVID-19 restrictions, opportunities to network were limited however our Sponsorship Coordinator attended various live and zoom networking functions with the aim to increase our profile as a major local Not-For-Profit organisation working to support our community and build business relations and sponsorship awareness.

GRANTS

The Dry July Beneficiary Grant of \$6700 enabled the purchase of a Lymph Scanner to support the long term treatment and management of the medical condition, lymphoedema

We would like to thank Susan Templeman, Federal Member for Macquarie and Trish Doyle, Member for Blue Mountains for their continued support.



From the Op Shops



Cancer Wellness Support is 90% funded by our two thriving Op Shops located in Katoomba and Penrith. Through generous saleable donations, the shops continue to be supported and loved by our followers, with many customers being on a first-name basis with our staff and volunteers.

The dedication and expertise of our managers, staff and volunteers, underpins shop growth. Katoomba Op Shop is managed by Violet Handley and Penrith Op Shop by Gail Searle assisted by Maria McLean.

Added support is provided by other casual staff and volunteers. The managers have a key role in retail management, combined with staff and volunteer supervision, training and implementation of WHS practices.

Katoomba Op Shop



As the Manager of the Katoomba Op Shop, I love the positive energy in the community vibe and the relationships that we continue to make and/or strengthen each day, especially post COVID. A time that rattled us all to the very core.

Generous donations arrive every day from the smallest to the greatest and are handled by our very dedicated team of Volunteers, some of whom had worked diligently throughout lockdown and were the very inspiration in re-opening the store.

When you hand good people possibility, they do great things. Re-opening was a very glorious moment and looking back at 4 months of renovation, laughs, tears, tantrums, and uncertainties, all along guided by boundless love. Thank you Robyn Yates.

Moving forward the shop is thriving with a new vibrant presence changing all the time. Excellent compliments from our customers and positive feedback toward our services, they are coming from far and wide. Whilst we still need to tweak a few things, I believe the shop has never stood as proud as it does today, and the unmeasurable dedication and support from Gail has been outstanding.

"Onwards and upwards everyone."

Violet Handley
Manager Katoomba Op Shop

"My name is Narelle Formosa and I am a volunteer worker for the Cancer Wellness Centre Op Shop at Penrith. I commenced work here in January 2022 and found the experience very rewarding and enjoyable. There is always friendly people and the staff is very helpful and always willing to give advice and take time to let us know that we are all doing a great job. I really enjoy my time here and friendships I have formed that I will always cherish."





Penrith Op Shop



As the manager of the Penrith op shop, I thrive on the workload it entails, and I am looking forward to the next 12 months.

The hard work is rewarded when you see the number of subsidised therapies we are now doing and realise how many people we are helping daily. I am continually grateful for the dedication and care from our staff and volunteers, which without their help none of this would be possible.

We have customers who come into the store as part of their daily routine just to interact with their favourite volunteer, which is an example of the friendly atmosphere we have created. I have a great sense of satisfaction knowing that we are all striving for the same goal.

We have all had to deal with COVID-19 in the community and both of our Op Shops had to remain closed for 12 weeks, from 27th June till 11th October which created great uncertainty for our staff and volunteers. I think we all tried to adopt the attitude of 'Keep Calm and Carry On' and do the best that we could do, which I believe we have succeeded in doing.

The online store continued during this time, with the help of a few exceptional staff who came in daily to do whatever was needed. The contactless click-and-collect service made customers excited to be able to pick up the items they had purchased online even though the store was closed. This service kept CWS in the minds of our customers during the lockdown.

Our opening in October 2021 was exciting because of the high number of customers who returned from the very first day. Social distancing and mask-wearing did not stop customers from coming back and everyone was just pleased to be out and about again. The vibe in the store felt more like a party atmosphere for the next few weeks. We received lots of compliments about the changes we had made to the store while closed from volunteers and customers.

My new role as Retail Manager opens another challenge to which I am looking forward to. My goal is to implement changes in both stores to have them running more consistently with one another and review operation areas to try and increase the profitability of the shops without necessarily increasing prices.

I would like to thank the board of Cancer Wellness Support for entrusting me with this position and how much I appreciate the support that I have been given.

Gail Searle
Manager Penrith Op Shop





Cancer Wellness Support is proud to put into practice the following sustainability principles:

- environmental
- social
- economic.

Environmentally, we work hard to reuse, reduce, and recycle. We continue with our waste management plan which enables dry waste to be recycled into Process Engineered Fuels (PEF). This enables us to recycle 90% of waste from the Op Shops.

Socially, we support our community by providing subsidised therapies to people living with cancer with money raised through our Op Shops.

Our organisation is 90% funded by our Op Shops making us economically sustainable.





Corporate Best Practice

- The organisation is legally compliant. Board members are appointed by members' vote for a two year period at the Annual General Meeting and contribute a range of experience and skills in business, health, welfare and management.
- Annual financial statements are externally audited and made available on the Cancer Wellness Support website www.cancersupport.org.au.
- Appropriate insurances are upgraded to cover changing requirements.
- During the 2021-2022:
 - The Board and and CEO undertook annual governance training organised by ourcommunity.com.au
 - The Op Shop policies and procedures were updated and a range of new policies and procedures suitable for a not-for-profit charity were developed based on templates from ourcommunity.com.au

Treasurer's Statement



Once again COVID-19 impacted heavily on our organisation. First half of the financial year witnessed declining sales due to the ongoing effect of the lockdown. We managed to claw back with encouraging sales from online marketing and many thanks must go to all those involved.

During lockdown both Katoomba and Penrith Op Shops enjoyed several coats of fresh paint, fresh display areas and updated presentation styles which created an inviting atmosphere ready to welcome back our loyal shoppers. Sincere thanks must go to the Op Shop Managers, staff and volunteers for this major overall of these areas.

The energetic shopping and subsequent sales were testament to the success of the lockdown in keeping the community safe. Thank you to Judith McGrath, whose dilligence has made my task much easier.

As the audited accounts attest we are in a strong financial position with net assets of \$2,759,043.

I would like to acknowledge the amount of work Kevin Stapleton has given our organisation, particularly in the role of Acting CEO for the past six months . His attention to detail and undying passion and commitment to the organisation is an inspiration to us all.

Bob Yates
Treasurer



Financial Statements

For the year ended 30 June 2022

Cancer Wellness Support Inc.

ABN 67 202 763 705

Shelley June Rothwell
21 Main Street | PO Box 395
Lithgow NSW 2790
Ph: 02 6352 3152

LITHGOW TAXATION & BOOKKEEPING SERVICES

CHARTERED ACCOUNTANT • TAX AGENT • BUSINESS ADVISOR

Cancer Wellness Support Inc
ABN 67 202 763 705
Independent Auditor's Report to the Members

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Cancer Wellness Support Inc (the association), which comprises the Statement by Members of the Committee, the Income and Expenditure Statement, Balance Sheet as at 30 June 2022, a summary of significant accounting policies and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2022 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Act 1991.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of Associations Incorporation Act 1991. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Associations Incorporation Act 1991 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.



CHARTERED ACCOUNTANTS™
AUSTRALIA • NEW ZEALAND

Liability limited by a scheme approved
under Professional Standards Legislation

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Cancer Wellness Support Inc
ABN 67 202 763 705
Independent Auditor's Report to the Members

Auditor's Responsibilities for the Audit of the Financial Report

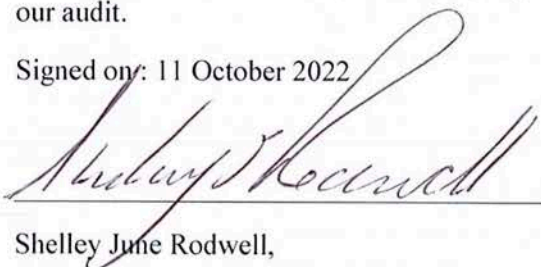
Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on: 11 October 2022



Shelley June Rodwell,
Chartered Accountant, Member Number 78555

Cancer Wellness Support Inc
ABN 67 202 763 705
Income and Expenditure Statement
For the year ended 30 June 2022

| | 2022 | 2021 |
|--|--------------|--------------|
| | \$ | \$ |
| Income | | |
| Op Shop Income | 1,373,245.92 | 1,881,450.48 |
| Client Service Fees | 7,810.00 | 190,610.43 |
| Fundraising Income | 24,847.47 | 27,609.75 |
| Grants & Sponsorship | 79,700.34 | 35,662.40 |
| Client Services | | 2,836.00 |
| Membership Fees | 17,353.55 | 25,524.95 |
| Robyn Yates Memorial Fund | | 4,045.00 |
| Donations | 36,906.95 | 31,430.51 |
| Support Groups | 8,645.00 | 6,197.30 |
| Government Stimulus Payments | | 35,035.00 |
| JobKeeper Payments | | 237,000.00 |
| Work-for-the-Dole | 18,893.88 | 13,659.09 |
| Insurance recoveries | 62,515.73 | |
| Interest received | 16.42 | 32.54 |
| Other income | 5,862.89 | 3,949.48 |
| Profit on sale of property, plant, equip | 505.00 | |
| Total income | 1,636,303.15 | 2,495,042.93 |
| Expenses | | |
| Advertising & promotion | 6,360.72 | 15,497.02 |
| Audit fees | 2,172.73 | 6,150.00 |
| Bank fees & charges | 3,931.56 | 5,857.35 |
| Cleaning & rubbish removal | 269.81 | 3,144.10 |
| Client Services | 17,226.68 | 233,772.58 |
| Client Therapies | 81,451.74 | 201,181.85 |
| Computer Expenses | 7,957.22 | 15,463.63 |
| Consultants fees | 3,700.00 | 1,113.00 |
| Depreciation - Buildings | 2,549.00 | 2,223.00 |
| Depreciation - Other | 20,998.00 | 16,679.00 |
| Fees & charges | 1,706.14 | 124.00 |
| Flowers & Gifts | 1,174.36 | 5,826.51 |
| Fundraising Expenses | 14,205.61 | 16,338.29 |
| Funeral & Memorial Expenses | | 6,233.69 |

The accompanying notes form part of these financial statements.

Cancer Wellness Support Inc
ABN 67 202 763 705
Income and Expenditure Statement
For the year ended 30 June 2022

| | 2022 | 2021 |
|---|-----------------------------------|-----------------------------------|
| | \$ | \$ |
| Gardening & Grounds Maintenance | 7,826.40 | 10,909.53 |
| Insurance | 9,732.82 | 10,748.26 |
| Interest - Australia | 261.76 | 3,812.13 |
| Internet | | 23.86 |
| Labour Hire | 22,088.69 | |
| Legal fees | 41,262.31 | |
| Meeting Expenses | 1,849.37 | 2,525.09 |
| Membership Cards Stickers Pins | 745.26 | 251.92 |
| Motor Vehicle Expenses | 12,995.61 | 8,750.36 |
| Op Shop Expenses | | |
| Katoomba | 167,301.38 | 396,271.14 |
| Penrith | 140,125.31 | 369,097.67 |
| Office Administration | | |
| Leura | 28,926.73 | 26,682.46 |
| Warwick | 50,894.62 | 58,589.73 |
| Postage | 5,714.08 | 671.84 |
| Printing & stationery | 10,788.58 | 9,102.30 |
| Provisions - Employee Entitlements | 1,861.85 | |
| Rates & land taxes | 8,335.10 | 6,599.33 |
| Repairs & maintenance | 4,958.20 | 16,402.11 |
| Staff amenities | 4,353.74 | |
| Staff Recruitment Expenses | 16,080.91 | |
| Staff training | 5,000.00 | 2,198.02 |
| Subscriptions & Memberships | 4,873.76 | 6,158.69 |
| Superannuation | 65,394.82 | |
| Travel Expenses | 272.46 | 411.61 |
| Volunteer Expenses | 1,184.90 | 1,750.83 |
| Wages & Employment Expenses | 681,529.03 | 387,258.45 |
| Total expenses | <u>1,458,061.26</u> | <u>1,847,819.35</u> |
| Net profit attributable to the association | <u>178,241.89</u> | <u>647,223.58</u> |
| Total changes in equity of the association | <u><u>178,241.89</u></u> | <u><u>647,223.58</u></u> |
| Opening retained profits | 2,580,801.34 | 1,933,577.76 |
| Net profit attributable to the association | <u>178,241.89</u> | <u>647,223.58</u> |
| Closing retained profits | <u><u>2,759,043.23</u></u> | <u><u>2,580,801.34</u></u> |

The accompanying notes form part of these financial statements.

Cancer Wellness Support Inc
ABN 67 202 763 705
Detailed Balance Sheet as at 30 June 2022

| | Note | 2022 | 2021 |
|------------------------------------|------|-------------------|-------------------|
| | | \$ | \$ |
| Current Assets | | | |
| Cash Assets | | | |
| Cash At Bank - Bendigo Bank | | 279,962.23 | 151,930.28 |
| Cash At Bank - Donation A/c | | 22,987.07 | 392.54 |
| Cash At Bank - Bendigo Bank D/Card | | 2,896.27 | 5,166.05 |
| Cash At Bank - CBA Cheque A/C | | 38,989.95 | 3,729.95 |
| Petty Cash | | 1,000.00 | (1,001.52) |
| Cash Floats | | 1,425.00 | 1,425.00 |
| | | 347,260.52 | 161,642.30 |
| Receivables | | | |
| Trade debtors | | | 12,850.00 |
| Sponsorship Pledges | | | (1,116.34) |
| Memberships Due | | | (1,085.00) |
| | | | 10,648.66 |
| Current Tax Assets | | | |
| GST payable control account | | (10,260.38) | (5,141.69) |
| Input tax credit control account | | 17,596.00 | 11,782.00 |
| | | 7,335.62 | 6,640.31 |
| Other | | | |
| Prepayments | | 1,684.42 | |
| Rental Bond - Penrith | | 7,975.00 | 7,975.00 |
| | | 9,659.42 | 7,975.00 |
| Total Current Assets | | 364,255.56 | 186,906.27 |

Cancer Wellness Support Inc
ABN 67 202 763 705
Detailed Balance Sheet as at 30 June 2022

| | Note | 2022 \$ | 2021 \$ |
|--------------------------------------|------|----------------------------|----------------------------|
| Non-Current Assets | | | |
| Property, Plant and Equipment | | | |
| Land & Building - Robyn Yates Centre | | 2,353,878.33 | 2,353,878.33 |
| Building Improvements - Admin | | 30,399.81 | 30,399.81 |
| Less: Accumulated depreciation | | (12,329.00) | (10,956.00) |
| Leasehold Improvements - Penrith | | 34,295.00 | 34,295.00 |
| Less: Accumulated depreciation | | (4,630.00) | (3,693.00) |
| Leasehold Improvements - Katoomba | | 10,209.09 | 10,209.09 |
| Less: Accumulated depreciation | | (2,026.00) | (850.00) |
| Plant & Equipment - Admin Office | | 46,435.03 | 46,435.03 |
| Less: Accumulated depreciation | | (18,819.86) | (11,066.86) |
| Plant & Equipment - Katoomba | | 4,122.54 | 4,122.54 |
| Less: Accumulated amortisation | | (1,762.00) | (1,462.00) |
| Plant & Equipment - Penrith | | 12,577.98 | 11,397.07 |
| Less: Accumulated depreciation | | (6,733.00) | (4,569.00) |
| Client Services Equipment - At Cost | | 20,221.15 | 17,282.97 |
| Less: Accumulated depreciation | | (9,929.00) | (8,130.00) |
| Motor vehicles - At cost | | 127,272.45 | 87,272.45 |
| Less: Accumulated depreciation | | (61,915.00) | (66,375.00) |
| | | <u>2,521,267.52</u> | <u>2,488,190.43</u> |
| Total Non-Current Assets | | <u>2,521,267.52</u> | <u>2,488,190.43</u> |
| Total Assets | | <u>2,885,523.08</u> | <u>2,675,096.70</u> |

Cancer Wellness Support Inc
ABN 67 202 763 705
Detailed Balance Sheet as at 30 June 2022

| | Note | 2022 \$ | 2021 \$ |
|--------------------------------------|------|----------------------------|----------------------------|
| Current Liabilities | | | |
| Payables | | | |
| Unsecured: | | | |
| Trade creditors | | 45,875.15 | 28,327.28 |
| Other Creditors | | 116.90 | 5,463.88 |
| | | <u>45,992.05</u> | <u>33,791.16</u> |
| Current Tax Liabilities | | | |
| Superannuation Payable | | 22,269.35 | 5,784.38 |
| | | <u>22,269.35</u> | <u>5,784.38</u> |
| Total Current Liabilities | | <u>68,261.40</u> | <u>39,575.54</u> |
| Non-Current Liabilities | | | |
| Financial Liabilities | | | |
| Secured: | | | |
| Bank Loans - Bendigo Bank | | 2,495.26 | 858.50 |
| | | <u>2,495.26</u> | <u>858.50</u> |
| Provisions | | | |
| Employees entitlements | | 55,723.19 | 53,861.32 |
| | | <u>55,723.19</u> | <u>53,861.32</u> |
| Total Non-Current Liabilities | | <u>58,218.45</u> | <u>54,719.82</u> |
| Total Liabilities | | <u>126,479.85</u> | <u>94,295.36</u> |
| Net Assets | | <u>2,759,043.23</u> | <u>2,580,801.34</u> |

Cancer Wellness Support Inc
ABN 67 202 763 705
Detailed Balance Sheet as at 30 June 2022

| | Note | 2022 \$ | 2021 \$ |
|-------------------------------|------|----------------------------|----------------------------|
| <hr/> | | | |
| Members' Funds | | | |
| Accumulated surplus (deficit) | | <u>2,759,043.23</u> | <u>2,580,801.34</u> |
| Total Members' Funds | | <u><u>2,759,043.23</u></u> | <u><u>2,580,801.34</u></u> |

“ I have been a member of Cancer Wellness Support for a while now. It's been one of the best decisions I have made for my life's journey which has been extremely tough in many aspects. From the time I was first made aware that there was such a place, I haven't looked back from them till currently. I have no words to describe the endearing, valuable care & support I have constantly received from every staff member to the many therapists & educators connected to this organisation. The many members past & present I have forged heartfelt friendships with are such an amazing & beautiful experience for me. I have felt nurtured, loved, supported & cared for and for me has been, and is my go-to happy place where I feel safe & cared for. All in all, it is such a blessing to be a part of a special gift. Thank you Cancer Wellness Support, I will be forever truly grateful for your kindness. ”

Kind Regards,
Tricia,

Bequests

A lasting gift for the assistance of people living with cancer can be made by remembering Cancer Wellness Support in your Will.

Consider adding to your Will a clause such as:
'I give to Cancer Wellness Support (ABN 67 202 763 705) the sum of free of all duties and testamentary expenses for its general purpose, and I direct the receipt of the Chair shall be sufficient discharge to my executors for this bequest'.

or go to www.cancersupport.org.au/bequest to download a Bequest form

Acknowledgments



All our Volunteers
ActiveCampaign
Australia Red Cross, Springwood Branch
Bendigo Bank, Katoomba
Bennett's Printing, Katoomba
Blue Mountains Gazette
Blue Mountains Quilters
Bunnings Katoomba
Bunnings Penrith
Caring Hearts Quilters
Caroline Stanton
Coles Katoomba
Denique Faye
Elizabeth Hart
Fantastic Aussie Tours
Geoffrey Brown
Gerlinde Thomas
Glenbrook Panthers Women's Bowling Club
Greg Palmer
Hominy Bakery, Katoomba
James Craib
Josophans Fine Chocolates
Kerry McKenzie
Ladies Probus Club of the Upper Blue Mountains
Maurice Cooper, OAM
Mondy Financial Services
Penrith Valley Chamber of Commerce
Philip Hammon
Radio Blue Mountains 89.1
Ravir Boutique Blackheath
Rotary, Katoomba
Susan Templeman MP
The Bunker Leura
The Carrington Hotel
Trish Doyle MP
Wendy Hambly
Western Weekender

*Thank
You*



Cancer Wellness Support

Robyn Yates Centre Cancer Wellness Support

104 - 105 Railway Parade, Leura NSW 2780
PO Box 18, Katoomba NSW 2780
Ph: (02) 4784 2297 #1
Email: headoffice@cancersupport.org.au
Web: www.cancersupport.org.au
ABN: 67 202 763 705

Penrith Valley Centre Cancer Wellness Support

56 Warwick Street, Penrith NSW 2750
Ph: (02) 4784 2297 #2
Email: penrith@cancersupport.org.au

Op Shop Locations

Katoomba

Units 1-3/27 Whitton Street, Katoomba NSW 2780
Ph: (02) 4784 2297 #3
Email: katoombaopshop@cancersupport.org.au

Penrith

201 - 211 High Street, Penrith NSW 2750
Ph: (02) 4784 2297 #4
Email: penrithopshop@cancersupport.org.au

Online

opshop.cancersupport.org.au



Complementary Therapies | Community Generosity