

# ANNUAL REPORT 2024

## Acknowledgement of country

Canteen acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of this land. We pay respect to Elders past, present and future. We are committed to providing inclusive and appropriate support for Aboriginal and Torres Strait Islander young people, their kin and community.



# MESSAGE FROM THE CEO



Thank you for your amazing contribution to 2024 being a very special milestone year for Canteen. This year, more Australians than ever before donated to Canteen. Your unwavering support allowed us to provide life-changing assistance to around 5000 young people and parents.

Our community education programs and free resources reached an astonishing 75,000 people, and we delivered an incredible 25,531 services, including counselling, vocational support, programs, and youth leadership training.

Youth leadership is central to Canteen's DNA, as we witnessed at another vibrant Youth Leadership Festival and AGM in August. I'm also very excited to say we took a vital step in delivering culturally appropriate cancer support for Aboriginal and Torres Strait Islander young people, when we launched the Culturally Responsive Framework. We also unveiled AYA Vision 2033, a comprehensive 10-year cancer plan for young Australian patients, while continuing to invest in life-saving clinical trials for young cancer patients.

Finally, we are extremely grateful to receive continued funding from the Australian Government for Cancer Hub, our partnership with Camp Quality and Redkite that has provided a single entry point for families dealing with either a child or parent's cancer. Cancer Hub delivered over 3000 cancer navigation sessions for families going through the challenges of cancer.

Join us as we take you through the remarkable highlights of our 2024 financial year.

**PETER ORCHARD**

Chief Executive Officer



Around **5000** young people and parents supported through over **25000** services delivered, including counselling, programs, youth leadership training, and education and career support



**75000** people in the wider community helped by our education programs and free resources



**83%** young people feel better and cope better in their cancer journey with Canteen's support

# SERVICES HIGHLIGHTS

Thanks to your generosity, we supported thousands of young people and families with a range of vital services in 2024.

## AROUND 5000 YOUNG PEOPLE AND FAMILIES SUPPORTED

Of the young people we supported:

**58%** have or have had cancer.

**29%** have a family member who has or has had cancer.

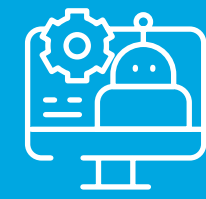
**12%** have lost a family member to cancer.



**1097** young people impacted by cancer were able to connect with others in similar situations across **194** Canteen events and programs.



**2087** young cancer patients were supported through the hospital-based Youth Cancer Services or accessed a clinical trial.



**640** Canteen Robot sessions were delivered to 33 new young people.



**4568** young people and parents were supported by our counsellors and specialists.



**1090** Education and Career sessions helped young people stay connected to study or work both during and after their cancer treatment.



**2410** families received practical and emotional support via Cancer Hub, a digital gateway for assistance thanks to the partnership between Canteen, Redkite and Camp Quality.



**83%** young people feel and cope better with Canteen's support.



**85%** of Canteen Connect users said they felt less sad after accessing our online community.



**92%** young people were satisfied with the education and career support they received at Canteen, with 96% reporting they would come back if they needed more help.

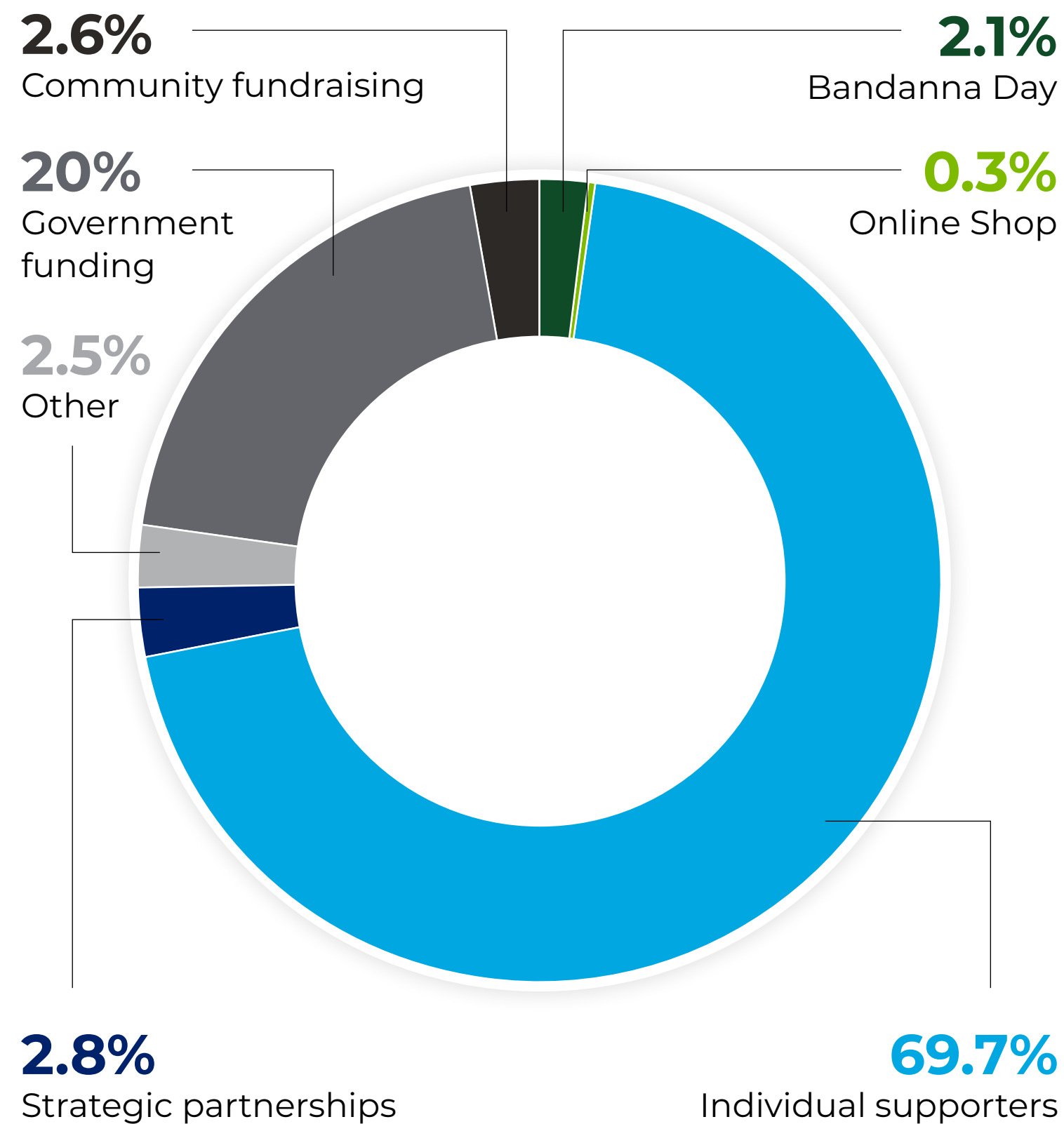
# FINANCIAL SUMMARY

ANNUAL INCOME: \$45,396,694

We extend our deepest gratitude to our generous community of supporters. Your donations enable us to continue providing critical services and support to young people affected by cancer. None of our achievements would be possible without your steadfast support.

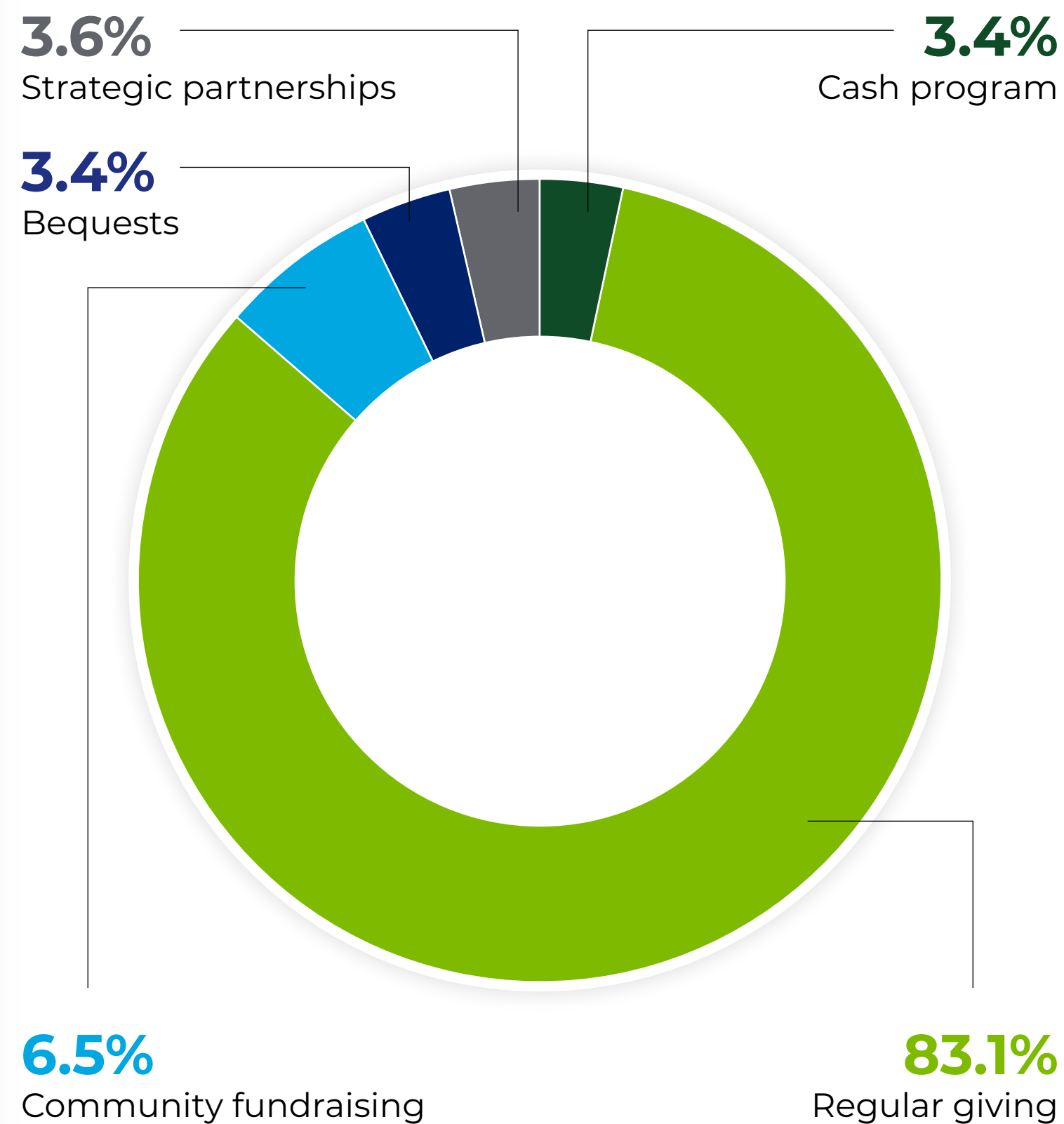
## Income

Income summary



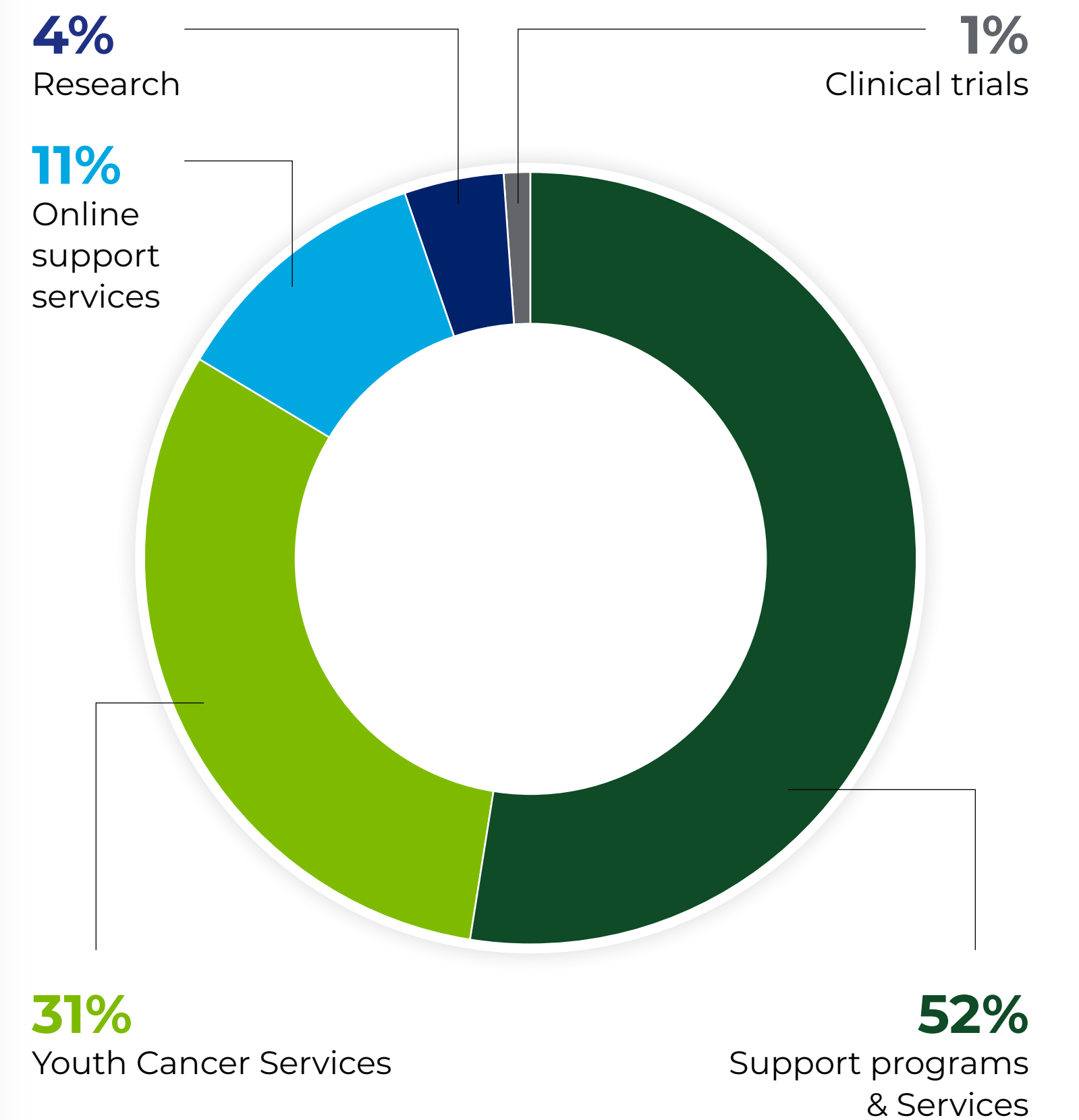
## Income from donations

Percentage breakdown of individual supporters



## Expenditure

Services





# OUR SUPPORTERS

We believe that every young person deserves access to life-changing cancer support. Thanks to your generosity, all Canteen services are completely free of charge.

With your continued support we will be able improve our services, expand them and reach more young people than ever before. With your donations, young people can discover treatments, support and new experiences, and find life in the face of cancer. From our generous donors to our dedicated fundraisers and volunteers, we are deeply thankful for your contributions. Your ongoing generosity creates real value for thousands of young people and their families when cancer turns their world upside down.

## Partners

We're accomplishing extraordinary things for young people, thanks to the generous support of the corporate sector. Your partnerships make it possible for us to deliver essential services and support to those in need.

**Principal Partner** 

**Major and Corporate Ambassador Partners**      

**Official Partners**         

## Proudly Supporting and In-Kind Supporters

- |                                       |                                     |                       |   |
|---------------------------------------|-------------------------------------|-----------------------|---|
| Assetinsure                           | CMV Group                           | Seek Limited          | Toyota Finance Australia                |
| Bluestone Home Loans                  | NT Fasteners                        | BHP                   | Westpac                                 |
| Mt Thorley Warkworth                  | Maddocks                            | Hindmarsh             | Bartier Perry Lawyers                   |
| CFMEU Lodge                           | The James and Jutta Lauf Foundation | ANZ                   | Freemasons Foundation Victoria          |
| On The Run                            | Allan Frenkel Foundation            | ADP Employer Services | Australian Drivers Trainers Association |
| Hospital Research Foundation Group SA | Lillian and Ralph Sangster          | Coca Cola Amatil      |   |



This life-changing work is enabled by:



**120,154**  
generous supporters



**\$44,334,071**  
in donations



**\$558,000**  
in generous gifts from Major Supporters



**252**  
volunteers with expertise in medical, research and administration

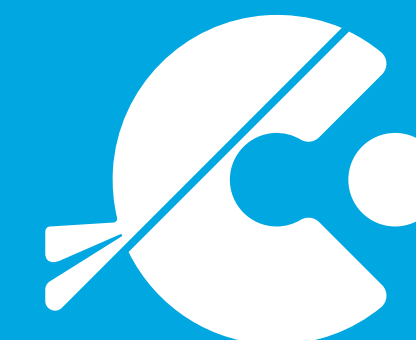


# LOOKING FORWARD

Together, we've achieved so much in 2024. We look forward to what we can accomplish in the year ahead with your continued support. Thank you for being an integral part of Canteen's journey.

As we look to the future, we invite you to join us in creating even more impactful moments:

- 1** Celebrating the **30th anniversary of National Bandanna Day**
- 2** Launching **Phase 5 of Youth Cancer Services** with greater investment from the Australian Government
- 3** Hosting the **6th Global AYA Cancer Congress 2024** in Melbourne
- 4** Expanding **Cancer Hub** to be launched by The Hon Mark Butler MP
- 5** Sharing our **inaugural Impact Report** to better measure, evaluate, and learn about the impact of our services and programs
- 6** Launching a **National Online Parenting Program** to assist parents in better supporting their children
- 7** Ringing in the **40th anniversary** of Canteen Australia in style
- 8** Unveiling our next **multi-year Strategic Plan**



[canteen.org.au](https://canteen.org.au)  
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