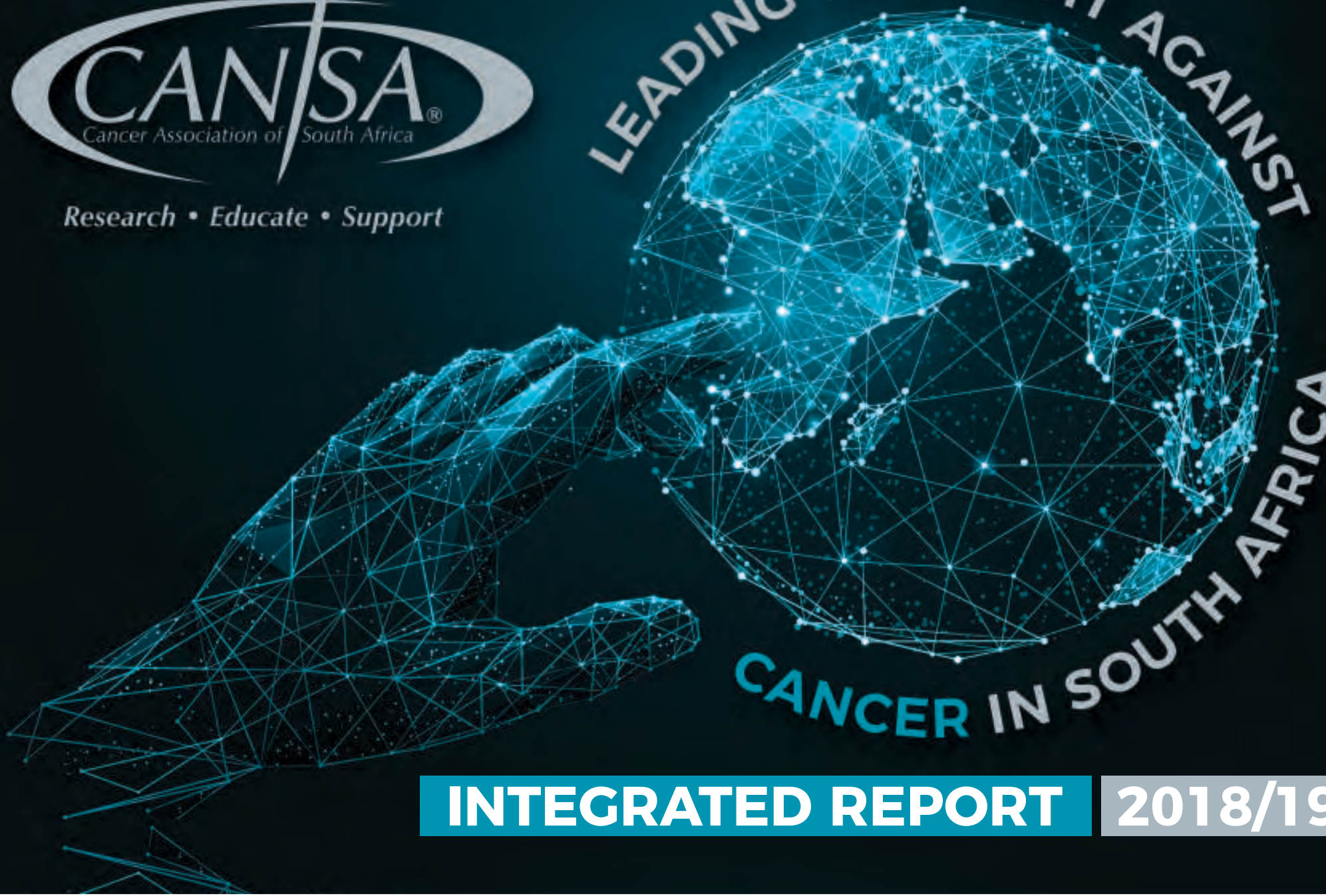
CANSA®
Cancer Association of South Africa

Research • Educate • Support



LEADING THE FIGHT AGAINST CANCER IN SOUTH AFRICA

INTEGRATED REPORT 2018/19

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JOIN
THE FIGHT
AGAINST CANCER



OUR PURPOSE

is to lead the fight against cancer in South Africa

OUR MISSION

is to be the preferred non-profit organisation that enables research, educates the public and provides support to all people affected by cancer



OUR 5 PILLAR STRATEGY



Maintain and improve sustainability of CANSA



Drive successful volunteer engagement and management programmes



Attract, retain and develop human capital



Maintain and enhance CANSA's reputation and brand



Drive transformation across CANSA

BOARD OF DIRECTORS

NON-EXECUTIVE DIRECTORS



Derek Foster
Chairperson: Board



Prof. Patrick Arbuthnot
Vice Chairperson and Chairperson: Research Committee



Dr Martin Mandew
Chairperson: Remuneration Committee



Dr. Rosie Mngqibisa
Chairperson: Social and Ethics Committee



Bothwell A Mazarura
Chairperson: Audit Committee



Ms Vuyokazi Memani-Sedile
Chairperson: Investment Committee



Judge Faan Hancke
Member

EXECUTIVE DIRECTORS



Elize Joubert
Chief Executive Officer



Rudolf van Jaarsveld
Chief Financial Officer

CHAIRPERSON REPORT 2018/2019



DIRECTORS

We're grateful for a Board of Directors that is well balanced in terms of the knowledge it brings to bear, the experience its members have and the dedication that each and every one brings to the table. There were no changes in the constitution of the Board of Directors during the year.

The Board and CANSA fully subscribe to and practice the good governance principles as set out in the King IV and previous reports.

COUNCIL OF GOVERNORS

The Board has, after thorough deliberations and discussions with the Council of Governors, disbanded the Council of Governors group. This is mainly due to the ultimate responsibility for CANSA's operations rests with the Board of Directors and some confusion has been evident as to the functions and responsibilities of the Council of Governors. However, the present governors, who have played a mayor role in CANSA's governance and direction, will be redeployed on regional basis and as advisors within CANSA's Board committees. It is also proposed that the role of President be retained.

We express our appreciation to the governors for their guidance and support during the past few years.

MANAGEMENT

CANSA is proud to have a management team led by the very capable and experienced Elize Joubert, who has vast experience and involvement in CANSA's affairs. She is supported by a well-disciplined, experienced and extremely dedicated team of personnel, without which CANSA certainly cannot exist and honour its business goals. They are continuously faced with severe pressure due to the economic environment of our country as well as abroad, while also having to cope with the inaccessibility of patients due to security reasons and conditions of infrastructure across the country. However, their capability to make ends meet with the limited financial and human resources is legendary.

The involvement of all our volunteers in CANSA's activities are appreciated and acknowledged. Their involvement assists in CANSA better performing its calling.

RESULTS

The current state of South Africa's economy, political uncertainty within the governing party, high rate of unemployment and the effect that that has on both corporate and private contributions has certainly had its impact on CANSA's results and financial position. Costs have been cut by at least 5% but income from donations and projects are severely under budget and showed a drop in comparison to the previous year. A loss of R12,7m (2018: loss of R7,2m) was consequently suffered. The Board and management are again relooking and revisiting CANSA's strategy in order to ensure sustainability of CANSA's operations.

Our appreciation to a dedicated team at CANSA involving everybody who honoured the expenditure budget and worked hard to fill the income gap. The Board's appreciation is extended to all our employees and volunteers that are part of the CANSA family.

Derek Foster
Chairperson

FIT FOR THE FUTURE

MESSAGE FROM THE CEO



CANSA continued with its high impact delivery on its mission and accomplishments against the objectives of year one of the five-year strategy. We sustained our important role in the cancer-control arena nationally and internationally.

Economic and social challenges persisted in 2018 and our team had to take decisive action to sustain CANSA's value-add by reassessing how we achieve our mission in a sustainable manner. A new Service Delivery model was developed to improve the value we offer through more focused service delivery offerings. Income generation optimised current revenue streams, however also expanded with new initiatives and projects to gain new revenue. We worked hard to improve efficiency and to drive down costs.

The New Service Delivery model ensures more cost-effectiveness without forfeiting professional services and mobilising resources more equally while maintaining the basic offerings. We further optimise our Volunteers and partnerships in communities and the clinical HR structure is much more affordable.

CANSA improved support through online platforms that showed an increase of over 25% in membership. This includes offering support, receiving and providing encouragement from fellow members and sharing stories on the CANSA 'Champions of Hope', CANSA 'Caring for the Carers' and CANSA TLC for children and families affected by cancer.

We enhanced efficiency and the impact of service delivery by initiating restructuring of the CANSA Research Programme. CANSA's advocacy role and influence was expanded via alliances and partners and grown our visibility and presence.

New national Service Delivery partnerships were established to improve and expand CANSA's value:

- The M Store, providing professional fitting services and full range of breast prostheses at CANSA Care Centres nationally, to support cancer survivors
- Phakamisa Sizwe trading as Infinity Care through supplying diapers, linen savers at very affordable prices
- Compass Waste offer free medical waste disposal country-wide
- SAVF enables CANSA to offer CANSA Care Rooms in their Homes for the Elderly and outsource nursing staff to CANSA
- Medirite (Checkers) and the Spar Pharmacy Group are offering clinical space to CANSA for paid cancer screening at 64 pharmacies
- Novartis sponsored a SunSmart video and pamphlets for the SunSmart Health Campaign
- Discovery Medical Aid pays CANSA for support to aid members
- Correctional Services appointed CANSA as preferred service provider for paid screening services to their staff in their workplace

Improved efficiency was further attained:

- Improving the stock management processes and controls and improved asset control
- Restructuring the Administration reporting structures to enhance financial control environment.
- The CANSAonline system development, started in 2017, progressed more in 2018 specifically looking at financial and service delivery reports to give accurate and up to date reports and was launched in late 2019
- A cost savings and commercial improvement exercise resulted in a national cost saving of R2million on telephone systems, insurance, banking fees and charges and fleet services

Key Highlights:

- We reached almost 700 000 beneficiaries with our total service including 20% more people with support groups and opened a new CANSA Care Home in Richards Bay
- CANSA performed over 10 000 clinical breast examinations as part of our early detection efforts to lower the cancer risk
- Worked with the Human Rights Council and partners regarding several patient advocacy matters including addressing the lack of radiation and oncology facilities in the public sector that led corrective actions taken by the Department of Health in KwaZulu-Natal
- In April 2018, CANSA partnered with the University of KwaZulu-Natal and KwaZulu-Natal Department of Health to promote awareness of cervical cancer and increase screening achieving a Guinness World Record number for the most Pap smears in a day
- As CANSA CEO, I was appointed by the National Department of Health on National Cancer Campaign Planning Task team
- In September 2018, myself and the SA NCD Alliance, joined hundreds of partners from across the globe to call on governments to take assertive action to deliver progress on NCD prevention and control at the first Global Week for Action on Non-communicable Diseases (NCD's)

CANSA invested in our staff wellness through numerous initiatives:

- We conducted several workshops for senior and middle managers to capacitate our managers with skills required to successfully implement the CANSA strategy and established road shows to improve engagement
- We ran a research project to provide the scientific basis for establishing a self-sufficient peer support network to contribute to healthy satisfied staff team who can function optimally in the workplace

Governance has been improved by developing the first ever Risk Appetite Framework for CANSA in areas of Service Delivery, Sustainability and Finance, Human Resources, Governance, IT, Property, Occupational Health Safety, Branding, Marketing and Communication. This framework provides early risk indicators and mitigating actions to staff for pro-active risk management.

The role of the Council of Governors was revisited and resolved that the duties of the Council of Governors has been replaced by the responsibilities of the Board of Directors

We amplified our impact on cancer-control nationally and internationally through co-operation with partners and alliances. As the implementing organisation and fiscal partner for the SA NCD Alliance, we received two grants to advocate for an integrated people centred NCD's policy. We further aim to strengthen leadership and governance.

Focus needs to be placed on improving the Sustainability of CANSA. The year ended on an operational deficit of R6,7 million due to costs not budgeted for such as growth strategy expenses. Sadly, we experienced fraud losses to the value of R450 000 by an external telesales supplier and were the victims of cyber fraud. Legislation changes effected that a Broad-Based Black Economic Empowerment (B-BBEE) scorecard poses a real challenge for CANSA resulting in delays in the certificate and subsequently a loss of about R1 million. Unforeseen factors on the part of two major sponsors, forced withdrawal of their sponsorships to CANSA, amounting to R1,120 million - which also contributed to the deficit. Financial processes were reviewed and tighter control measures implemented to mitigate any future possible losses.

THE FUTURE

Areas to grow include:

- Utilising opportunities in corporate and global funding sectors for innovative financing of our mission delivery
- Developing strong partnerships with the Public sector, including financial support of CANSA's projects supporting government health and welfare implementation
- Ensure ethical principle based on-brand fundraising
- Grow online fundraising
- Strengthening Health Systems by training Health Professionals
- Establishing more advocacy platforms and local partnerships to strengthen our voice
- Managing volunteer applications, onboarding, in-service training and supervision of volunteers remotely
- Improve B-BBEE compliance and rating
- Strengthening CANSA Community structures and partners for patient care where CANSA does not have facilities

THANK YOU

My gratitude to our donors and stakeholders for their belief in CANSA to achieve cancer-control. Your continued support helps us to make a difference in the fight against cancer. We're enriched by the services of our volunteers. Thank you for unwavering commitment and great relationships.

My sincere appreciation also to the CANSA Board of Directors for their excellent leadership and our highly dedicated CANSA staff who work together to ensure CANSA is run smoothly and effectively to deliver on our mission.



Elize Joubert
Chief Executive Officer

HOW WE OPERATE



HOW WE MANAGE
GOVERNANCE

We focus mainly on optimising performance through sound governance, best practice and ethical behaviour, with emphasis on standardisation, integration, adherence to legislation as well as a culture of accountability.

ROLES AND RESPONSIBILITIES

In accordance with the King III recommendations, CANSA has adopted integrated reporting to reflect the business reality that strategy, risk, performance and sustainability have become inseparable. The philosophy of the report revolves around leadership, sustainability and corporate citizenship.

Legislation changes effected that a Broad-Based Black Economic Empowerment (B-BBEE) scorecard poses a real challenge for CANSA resulting in a downgraded level of seven. CANSA is now measured on Management Control (20 points), Skills development (25 points), Enterprise and Supplier Development (50 points) and Socio-economic Development (5 points). Since CANSA cannot drive Supplier Development due to restricted financial resources, CANSA aims to achieve well in other categories with a planned strategy. As a result of our service delivery offerings, the Black Beneficiary Base Percentage certificate of 75% still meets the funder's requirements. CANSA ensures that we maintain a 75% or higher percentage to attract potential donors.

A review of the Memorandum of Incorporation was conducted to ensure compliance with the current legislation and governance codes by CGF Research that was approved and adopted by members at the Annual General Meeting in September 2018. Amendments and provisions were made regarding membership, appointment of President and Governors and Board of Directors.

The role of the Council of Governors was revisited and resolved that the duties of the Council of Governors has been replaced by the responsibilities of the Board of Directors as contained in CANSA's Articles of Association and in Part 6.3, Principle 9 of King IV. The Board resolved that the Council of Governors be disbanded and the current Governors be absorbed in other existing governance structures on Business Unit levels.

SUB-COMMITTEES OF THE BOARD

Audit ensures effective financial and broader risk management within the organisation.
Chairpersons provides advice and guidance regarding business practices within operations.
Investment promotes and ensures solid investment practice and growth.
Remuneration (REMCO) enhances sound, transparent and fair human capital practice and employment equity.
Research (RESCOM) ensures relevant and effective allocation and management of research funding.
Social and Ethics promotes integration and oversees social and ethical matters relating to CANSA.
Nominations ensures that the Board has the appropriate composition for it to execute its duties effectively.

OPERATION RISK COMMITTEES

There are four EXCO-managed operation risk committees that meet quarterly, while the most significant operational risks within the CANSA structure are reported on and addressed at EXCO on a monthly basis.

The risk committees are:

- Finance and Sustainability Risk Committee for financial management and sustainability.
- Service Delivery Risk Committee.
- Human Resources Risk Committee.
- Quality Assurance committee overseeing the standardisation and integration of all policies and procedures (only meet bimonthly).

Regular meetings and forums are held to ensure the sharing of ideas and concerns, as well as the promotion of communication to enhance understanding, cooperation and integration. The internal audit process continues, identifying non-adherence to CANSA policies and procedures as well as possible risks and gaps to be addressed within the current working processes at EXCO level. Emphasis is placed on consequence management within a culture of accountability, with zero-tolerance of non-performance and misconduct.

Work was finalised regarding the Risk Appetite Framework in areas of Service Delivery, Sustainability and Finance, Human Resources, Governance, IT, Property, Occupational Health Safety, Branding, Marketing and Communication. This framework provides early risk indicators and mitigating actions to staff for pro-active risk management.

THE CANSA ETHICS HOTLINE

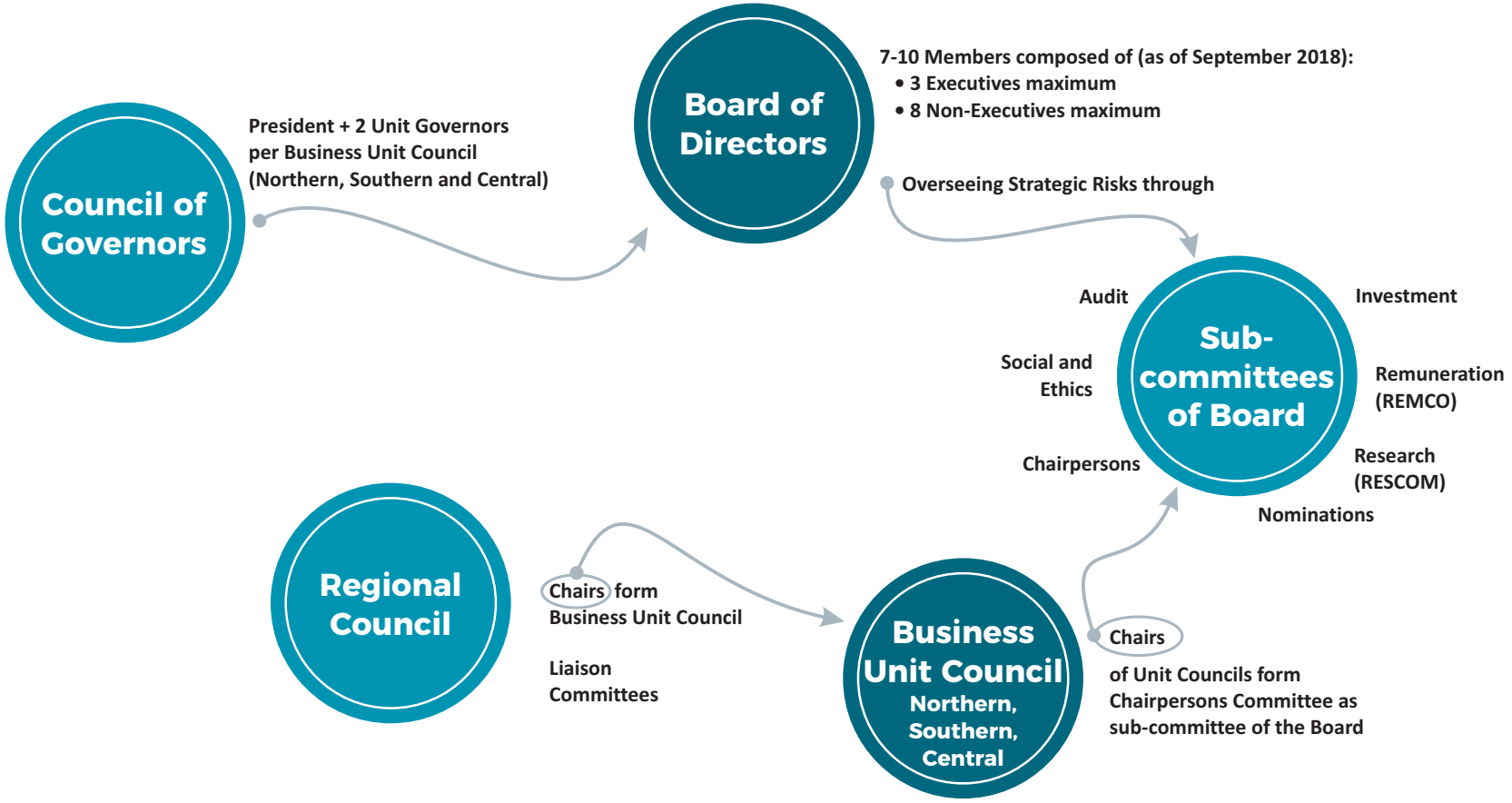
Since September 2018, a new facility, Whistle Blowers was implemented at CANSA for staff and stakeholders. A total of two calls were received and successfully resolved.

CONNECTING WITH YOU - OUR STAKE-HOLDERS

We place a high importance on building relationships and engaging with our stakeholders. We value the buy-in, active participation and feedback from all stakeholders. This includes identifying risks and challenges and dealing with any key concerns raised by them.

Stakeholder	How we engage	Message
• Communities - the public	• Online and website clinical support • Membership opportunities • E-newsletters	• Access to info and education, message of Hope • Opportunity to get involved in the fight against cancer
• Survivors, caregivers and those affected by cancer	• Dedicated and interactive 'Champions of Hope' and 'CANSA Caring for the Carers' and Facebook sites • iSurvivor - online programme to help guide cancer survivors • Survivor network gatherings • Presence at all CANSA Relay For Life events • One-on-one training sessions and meetings • E-newsletters	• Solidarity, support and care • Sense of belonging by honouring, empowering • Platform to spread their message of hope as champions in CANSA's programmes and projects
• Volunteers	• Active participation in our health campaigns, service delivery programmes and income generating projects • Face-to-face and conference call training and meetings • Leadership opportunities and programmes to develop talents • Network and acknowledgement gatherings • E-newsletters • Road shows	• Education regarding the cancer challenge • Active involvement • Ownership in the fight against cancer • Sharing their resources and talents in their own communities
• Partners (corporates, donors, suppliers and government)	• Integrated Report and AGM meetings • Roadshows • Donor recognition and network gatherings • Wellness programmes • Cause-related programmes • CSI partnership programmes • E-newsletters	• Opportunity to achieve their goals in respect of their social responsibility • Enhancing their image and credibility in the market through a meaningful partnership with CANSA • Employee wellness and development
• Employees	• Regular email and monthly reports • Regular 'CANSA on the Move' newsletter • Quarterly 'Learning and Review' sessions, strategy and team workshops • Monthly strategic forums and meetings to ensure integration and efficiency (Marketing and Research Operation Committee) • Strategic training workshops • Face-to-face sessions • Talent management and development programme • Road shows	• Opportunity for learning and growth • Using their talents, passions and abilities to make a difference in the communities in the fight against cancer • Social development programmes • Mentorship and growth
• Governance structures: Board of Directors, Council of Governors, Board sub-committees, Regional and Business Unit Councils • Executive Committee with Operational risk committee and quality assurance committee	• Quarterly and regular feedback meetings • Network gatherings • AGM meetings • Regular 'CANSA on the Move' newsletter • Ad hoc workshops as needed • E-newsletters • Roadshows	• Compliance and adherence to legislation • Risk management • Integrity • Transparency • Active involvement and participation in the fight against cancer

GOVERNANCE STRUCTURE



FUNDING RESEARCH IN SOUTH AFRICA



Contributing to Sustainable Development Goal 3 - Ensure healthy lives and promote well-being for all at all ages.



Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

RESEARCH

CANSA is one of the largest local funders of cancer research in South Africa. Funds, mainly donated by bequest, have been invested for use in enabling cancer research. Each year, CANSA dedicates approximately R7 million to direct research costs. Funds are currently used across five research programmes categorised Type A, B, C, D and E. CANSA's core research focus is on reducing risk, early detection and diagnosis and optimising patient care.

CANSA uses evidence-based research to inform our advocacy work, our health education programmes and our service delivery to those living with cancer and members of the public.

TYPE A RESEARCH

Type A research is aimed at MBChB and PhD cancer researchers based at South African universities and research organisations. The purpose is to support high-quality research to advance management and improve outcomes for the most common cancers in South Africa. Applications are accepted on the following topics:

- Epidemiology and causes of the burden of cancer in South African populations
- Health seeking behaviours, early detection and diagnosis of cancer
- Health promotion and risk reduction of cancer, with a focus on behavioural risk reduction
- Optimal patient care including rehabilitation and palliative care services
- Other health services and health system research relating to the above categories
- Health economics of cancer, including economic burden of cancer and its risk factors and cost effectiveness research
- Research relating to cancer biology/biochemistry/ molecular biology as these relate to early detection, risk reduction and patient care.

Grants of up to R1.2 million over three years are awarded to projects based on scientific merit.

See www.cansa.org.za for a detailed summary of projects currently funded.

#CANSAResearch

Going forward, CANSA is revising its current research strategy. We believe we can play a better strategic role in formulating health policy to control cancer in South Africa through scientific evidence-based information. We will be launching a consultative process to establish the priorities and best investments for our research resources. This is intended to reposition CANSA's Research Programme to target the challenges of cancer risk reduction, early detection and survivorship in South Africa.

Publication awards

CANSA rewards researchers who publish their work in accredited journals with an amount based on the impact factor of the journal and the order of authorship. In total, R191 000 was awarded to the following researchers who completed their projects in 2018 and between them published 26 journal articles.

Professors Riana Bornman, Adrienne Edkins, Wentzel Gelderblom, Lizette Jansen van Rensburg, Ben Loos, Jennifer Moodley, Viness Pillay, Sharon Prince, and Dr Karl-Heinz Storbeck.

Graduates arising from CANSA granted projects

CANSA acknowledges the importance of building the capacity of a new generation of cancer researchers to further develop much needed advances in cancer research in South Africa. Where appropriate, Type A grants permit students to work under the supervision of the Principal Investigator and grant holder to obtain a postgraduate qualification. A total of six researchers completed their CANSA research grants. Emanating from these projects were the following 17 degrees awarded to students:

- BSc (Hons) = four; BMedSc (Hons) = one; MSc = six; PhD = six
- Stellenbosch University = 12; University of the Witwatersrand = three; University of Cape Town = two

CANSA Detective booklets

These booklets showcase some of the Type A research CANSA has funded. A new booklet, 'Hodgkin lymphoma in young people in South Africa: history and mystery', written by paediatric oncologist Dr Jennifer Geel of Charlotte Maxeke Johannesburg Academic Hospital, was produced and added to CANSA's series of cancer research booklets. Go to **www.cansa.org.za/cansa-research-detectives-booklets/** for a list of all booklets.

CANSA Research in Action Conference, 3 to 5 July 2018, University of Pretoria

This conference, hosted by CANSA in collaboration with University of Pretoria, provided an opportunity to showcase the research work that CANSA funds, as well as bring the South African cancer research community together. The event, which included sessions on cancer surveillance, breast and cervical cancer, men's health, paediatric cancers, basic molecular and clinical sciences, mathematical modelling for cancer, cancer and nutrition, and patient care and experiences, was attended by 120 delegates. Keynote presentations from both local and international speakers added further value to the conference, as did poster presentations from numerous students working on CANSA-funded grants.







TYPE B RESEARCH: REDUCING RISK

This is research conceptualised and conducted by CANSA, sometimes in collaboration with other institutions. Projects are focused on reducing public exposure to cancer risks.

- **Knowledge, attitudes and behaviour surrounding electronic cigarettes (e-cigarette) usage**
  There is currently very little information regarding prevalence of e-cigarette usage in South Africa and the way in which e-cigarettes are used by young people (for e.g. as a stop smoking aid or as a gateway to cigarette smoking). Further, public perceptions and beliefs regarding the safety of e-cigarettes is largely unknown in South Africa. A postgraduate student from UCT conducted a qualitative study to collect formative data on these issues to help inform CANSA's messaging and health campaigns, as well as our advocacy work. The research work has been completed and the student has submitted his MPH thesis. The findings will now be prepared for submission to a journal for publication. CANSA plans to make use of the findings to develop a targeted campaign on e-cigarettes for young people. Findings were also presented at a Department of Health meeting as evidence in support for the regulation of e-cigarettes in the Tobacco Products Control Amendment Act.
- **Informing and developing a skin cancer prevention campaign for Black Africans in South Africa**
  While the incidence of skin cancer among people with deeply-pigmented skin (i.e. Black Africans) is relatively low, the five year survival rate after diagnosis is poor. Cutaneous melanoma in Black populations tends to manifest on sites not exposed to the sun such as the palms, soles of the feet and mucosal surfaces, and so information regarding lowering the cancer risk should be more aligned with secondary prevention (checking skin) than primary prevention (reducing UV exposure). Very little is known about the awareness and understanding of skin cancer, in this group, as well as actions taken to reduce this risk. CANSA, along with partners at the Medical Research Council have undertaken to conduct research to ascertain this. Data collection through a quantitative survey with over 1 200 Black South Africans from across of South Africa is currently underway (conducted through Nielsen) and will be used to inform further qualitative research and ultimately, development of a health campaign targeted at Black South Africans.

TYPE C RESEARCH: ENHANCING SERVICE DELIVERY

This is research conceptualised and conducted by CANSA, sometimes in collaboration with other institutions. Projects are focused on optimising services to cancer patients and addressing their needs.

- **IRONMAN** (International Registry for Men with Advanced Prostate Cancer) Project: Funded by the Movember Foundation, CANSA is co-ordinating South Africa's participation in a global observational study on advanced prostate cancer (overseen by the Prostate Cancer Clinical Trials Consortium) aimed at determining the best way to manage advanced prostate cancer. Medical history, treatment information, blood samples, and patient-reported outcomes are collected from all participants to investigate which treatment and care practices deliver the best outcomes. The study aims to recruit 5 000 men globally, 450 of whom will come from South Africa, recruited from five different clinical sites working closely with CANSA. We're excited to be involved and assisting address South Africa's highest incidence cancer in men. Ethical approval has been obtained at three of the five sites and contractual agreements signed at two to date.
- **Staff support project:** Many of our service delivery staff play a significant role in supporting those with and affected by cancer. This can at times be challenging work requiring considerable emotional input. CANSA recognises that for the service delivery team to be able to offer a high-quality, sustainable support service, it's important that they too are adequately supported. A study was initiated to assess the support needs of staff and intervene to offer support in a feasible, effective and sustainable way, working with two researchers experienced in working with organisations that offer compassionate work. Data collection is complete with

ten confidential in-depth qualitative interviews as well as a confidential online quantitative survey with 56 staff providing data for the needs-assessment. This informed the development of phase two of the project, an intervention for support that was piloted over a six-month period with two teams within CANSA, after which a quantitative and qualitative evaluation of the intervention was conducted. Data analysis has been completed and a project report has been finalised. This will be used to determine whether CANSA wishes to implement the intervention with staff across the organisation.

- **Cancer Stigma Project:** The stigma associated with cancer has been found to play a significant role in negatively impacting the psychosocial wellbeing of cancer patients, as well as cancer risk reduction behaviour and adherence to treatment. While there is research evidence of this internationally, this has not been examined in any detail in South Africa. The experiences of our Service Delivery team indicate that cancer stigma is a significant problem in many of the communities in which they work. CANSA launched a qualitative study in KwaZulu-Natal and Cape Town. A total of 40 interviews and six focus groups with cancer patients were conducted to explore experiences of stigmatisation, its impact, how people have coped and what their needs are for support. In addition, six focus groups were conducted with members of the public to explore from an external perspective why cancer is stigmatised. Data is currently being analysed and the results will be used to inform interventions to address stigma in the communities.
- **Evaluation of training for oncology registrars in palliative care:** In collaboration with UCT, CANSA co-funded a study led by Dr Rene Krause, Prof Jeanette Parkes, Dr Liz Gwyther, Dr David Anderson and Dr Nadia Hartman, to evaluate a palliative care module that was implemented with oncology registrars at five universities across South Africa. The study is complete and will be written up for publication and findings presented at several conferences. The researchers now plan to make the course available through UCT and expand it in order to make it available to all universities (oncologist and surgical oncology fellows) and private oncologists. There will be a cost involved and the proposed model is that it is subsidised by including private oncologists paying for it and universities paying a global fee. The researchers are also working towards compulsory inclusion of this kind of training in the curriculum. Dr Rene Krause is also now writing her PhD protocol doing a realist evaluation on the integration of Palliative care into Groote Schuur Hopital and evaluating three strategies used.

TYPE D PROJECTS: COLLABORATIVE RESEARCH

These projects are funded by CANSA and usually take the form of a partnership between CANSA and one or more research institution with the objective of combining resources to achieve a common goal.

- **Vitamin D:** Determinants of serum 25-hydroxyvitamin D levels in adults in the Western Cape Province of South Africa: Vitamin D deficiency has been associated with an increased risk of breast, prostate and colorectal cancer. Exposure to solar radiation is a major source of Vitamin D production. Greater exposure is required by those with darker skin tones in order to produce Vitamin D. CANSA funded a study led by Janicke Visser at Stellenbosch University to determine Vitamin D levels of people with diverse skin tones and geographic regions in South Africa at two time points (Winter and Summer) in order to establish whether darker skin tones are at risk for Vitamin D deficiency and therefore at increased risk. Data collection and analysis is complete, and a manuscript is in preparation. A low prevalence of vitamin D deficiency was found amongst healthy young adult participants, despite low dietary vitamin D intakes. Significant relationships were found between serum 25(OH)D and gender, skin tone and vitamin D intake. Further research is needed particularly in high-risk groups. A journal paper has been published on this research and it has been presented at several conferences. Read more on www.cansa.org.za under research.

TYPE E PROJECTS

These projects are aimed at building the capacity of South African cancer researchers through funding or co-funding of symposia and congresses on cancer research as well as travel grants of researchers presenting at research conferences or attending training locally and internationally.

Travel grants were awarded to:

- **Dr Margaret Venter –** Palliative Care Education and Practice course at Harvard Medical School, Boston, USA
- **Dr Biance Rowe –** Annual Society of Paediatric Oncology (SIOP) Conference in Kyoto, Japan
- **Prof Jeannette Parkes –** Annual Society of Paediatric Oncology (SIOP) Conference in Kyoto, Japan
- **Dr Lynn Edwards –** 20th World Congress of Psych-Oncology and Psychosocial Academy in Hong Kong
- **Linda Greeff –** 20th World Congress of Psych-Oncology and Psychosocial Academy in Hong Kong
- **Mukovhe Phanguphangu –** 34th World Congress of Audiology in Cape Town
- **Dr Gisela Kahl –** 6th International Symposium on Childhood, Adolescent and Young Adult Non-Hodgkin Lymphoma in Rotterdam
- **Janicke Visser –** ESPEN (European Society for Clinical Nutrition and Metabolism) Congress in Madrid, Spain
- **Dr Thuran Naiker –** Society for Neuro-Oncology in Sub-Saharan Africa meeting in Nigeria

Event grants were awarded to:

- **Dr Karl-Heinz Storbeck –** co-funding of the 17th International Congress on Hormonal Steroids and Hormones and Cancer in Stellenbosch
- **Dr Palesa Sekhejane and Dr Steven Mufamadi –** co-funding of the HSRC and Nabio Consulting Cancer Policy Dialogue 2018: Biomedical Innovation for Early Diagnosis and Treatment of Cancer

EVENTS AND PRESENTATIONS

Head of Research, Dr Melissa Wallace was invited to an event in April 2018, hosted by Stellenbosch University to acknowledge significant funders of research at the university.

She further presented at a UCT symposium entitled 'Beyond the metrics: measuring research impact'. UCT is considering alternate ways to evaluate the impact of research beyond academic publication, and invited research funders and other stakeholders to provide their perspectives.

Dr Melissa Wallace attended UICC's World Cancer Congress in October 2018, in Kuala Lumpur, Malaysia to present on 'Cancer-related stigma in South Africa: exploring beliefs and experiences among cancer patients and the general public.'



AG OETTLÉ MEMORIAL AWARD

The AG Oettlé Memorial award is presented in remembrance of the late Dr Oettlé, a cancer researcher and epidemiologist working in the South African Institute for Medical Research in Johannesburg in the 1960's, financed by CANSA. His research over 16 years strengthened the theory that environment may play a considerable role in causing cancer. He discovered an epidemic of oesophageal cancer in Africa and particularly the East Coast of South Africa. After his premature death, his family and colleagues created the Oettlé Memorial awards to be awarded by CANSA to recipients who had significantly contributed to cancer control in South Africa.

2018 OETTLÉ AWARD



The award was presented to Professor Jennifer Moodley, a Public Health Medicine physician with expertise in health systems research, epidemiology and public policy development. She is the Director of the Faculty of Health Sciences Cancer Research Initiative at UCT, leading the development of a comprehensive, integrated cancer research programme, promoting collaborative partnerships and supporting the translation of cancer research into clinical and public health benefit. She is also the Deputy Director of the UCT/SAMRC Gynaecology Cancer Research Centre.

Prof Moodley is a committed, highly regarded and socially responsive researcher. Her work focuses on cervical and breast cancer and includes epidemiological research on the association between HIV, HPV, and cervical cancer in South Africa, programmatic challenges in prevention of cervical cancer, research on the cost-effectiveness of the HPV vaccine, quality of life research and research to better understand patient journeys to cancer care. Prof Moodley has published more than 50 peer-reviewed articles on these topics.

Her commitment to social development and translating research in policy and practise is evidenced by her involvement and contributions to the development of national cancer policies. Namely her service as a technical consultant to the World Health Organization on the implementation of the HPV vaccine, her invitation to serve on the Ministerial Advisory Committee on the Prevention and Control of Cancer (MACC) where she chaired the MACC cancer research working group and her invitation to serve on the American Association for Cancer Research Regional Advisory Committee for Africa. In addition, she has made important contributions on cancer through arrangement of seminars open to the public, involvement with cancer non-governmental groups and interactions with the media.

Prof Moodley commits a significant amount of time to teaching and has developed a module as part of the UCT Masters in Public Health (MPH) on Cancer Prevention and Control, the first such module in the country. She has also convened courses to support translational cancer research for researchers from low and middle-income countries.



KNOWLEDGE INTO ACTION



Contributing to Sustainable Development Goal 3 - Ensure healthy lives and promote well-being for all at all ages.

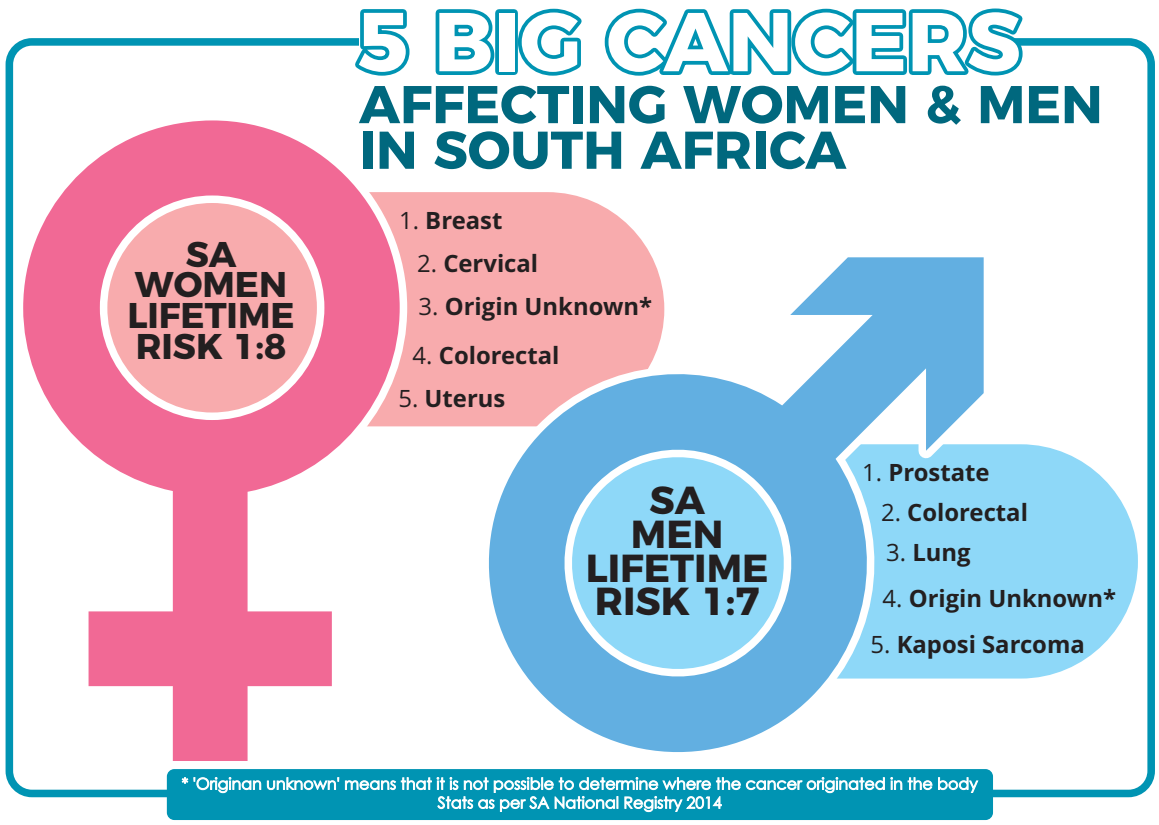


Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

ADVOCACY

HEALTH AWARENESS CAMPAIGNS – LOWERING THE CANCER BURDEN

CANSA's annual Health Awareness campaigns educate and promotes behaviour that lowers the cancer risk. The focus is to promote health as well as to reduce exposure to cancer risk factors including tobacco consumption, overweight and obesity, unhealthy diet, alcohol intake and levels of physical inactivity, as well as exposure to other known cancer risk factors.



They are:

- Keeping safe in the sun with our SunSmart programme
- Leading a balanced lifestyle
- Promoting anti-tobacco and new regulations against smoking
- Encouraging Women's and Men's Health and that of the Youth and children

Other national key awareness dates include:

- World Cancer Day – 4 February
- International Cancer Survivors' Day – celebrated in the month of June
- Nelson Mandela Day – 18 July
- CANSA Care Month
- Childhood Cancer month

#CANSAadvocacy


WE CAN. I CAN.
Invest in Cancer Control
WORLD CANCER DAY4FEB
WE CAN. I CAN.
LOWER MY CANCER RISK
WE CAN. I CAN.
BUILD A QUALITY WORKFORCE
WORLD CANCER DAY4FEB
WE CAN. I CAN.
Create healthy workplaces
WORLD CANCER DAY4FEB

FACTS SHEETS AND POSITION STATEMENTS

Based on the latest research, to date, over 305 fact sheets and position statements have been created, revised or updated to help educate and reduce the cancer risk. These can be found on www.cansa.org.za or a copy can be requested via the CANSA Information Centre, toll-free line (0800 22 66 22). During the year, eight new Fact sheets were produced and 1 995 revised and updated. A total of 7 566 Fact sheets were downloaded nationally and internationally via ResearchGate.

Information ranges from: Types of cancer; Known causes of cancer; Screening and testing for cancer; Coping with cancer; Treatment; Conditions giving rise to cancer; Carcinogens and possible carcinogens; Reducing the cancer risk; Patient Rights and the Rights of Caregivers and Cancer and nutritional guidelines

Health24

Our Health Consultant provides answers to any cancer related questions and often other health related queries via an online format on a weekly basis.

CANSA Information Centre (based in Western Cape)

CANSA Toll Free 0800 226622 - info@cansa.org.za

Our trained information officers continue to empower, inform and support patients, their caregivers, families and friends by providing up-to-date and credible information about cancer and resources in a personalised, confidential and timely manner. The phone service is available in English, Afrikaans, Xhosa and Zulu. The team responds to questions and comments submitted through the CANSA website and info email address. Specialised clinical queries were referred to health and clinical specialists for follow-up. Over 7 046 people benefited from information provided by this service in the reporting period. After contacting the toll-free line, users feel less anxious and better informed about the information provided by helpful and supportive information officers.

A WhatsApp service is also available during office hours. Adding this service has allowed clients to access information in a more efficient, effective and timely manner.

072 197 9305 English Afrikaans
071 867 3530 Xhosa, Zulu Sotho, Siswati



from Richard, Media 24

Good morning Prof Herbst,

Thanks so much for taking the time to send us such a comprehensive response. We really appreciate it. Also, thanks to CANSA on behalf of our readers for your crucial work in terms of education and awareness around these very important issues.

BY NUMBERS

- A total of **5 312** people (national and international) accessed the Information Service
- **372** people received support and counselling
- **441** ponytail hair donations were received
- **707** people enquired about CANSA services
- **235** people offered volunteer services
- **203** requests were made for health talks

MAIN QUERIES REGARDING CANCER

- **390** breast cancer
- **180** cervical and ovarian cancers
- **19** less common cancers
- **109** prostate and testicular cancers
- **37** skin cancer
- **61** smoking and lung cancer
- **85** colorectal cancer
- **46** childhood cancer

CLINICAL ADVICE AND SUPPORT BY NUMBERS

- We responded to **1 734** queries via the CANSA website and social media and **5 312** through telephonic contact and email.

INFLUENCING POLICY AND LEGISLATION

CANSA as a civil society organisation plays a diverse and critical role in driving cancer control in South Africa. Together with our partners, we make decision-makers in our country aware of the necessary changes needed to lower the public's cancer risk and to protect the rights of cancer patients and caregiver. CANSA contributes to the Sustainable Development Goals (#3) to ensure healthy lives and promoting well-being for all.

The most common activities are rendering services and offering technical expertise to lobby and advocate

Key Highlights:

- CANSA contributed to the National Cancer Strategic Framework: 2017-2022
- Further contributed to updating the national Breast and Cervical Cancer Prevention and Control Policies and to the Prostate Cancer Prevention and control Policy (yet to be published)
- Is represented on the steering committee of Fix the Patent laws coalition, we aided in getting approval of the new Intellectual Property policy and still campaigning for affordable medicines for cancer patients
- Universal Health Coverage (UHC) - we continue to advocate for quality health care through the call for UHC
- We part of the Presidential Health Compact that seeks to address the crisis in the health system
- Continue to assist with queries regarding health insurance, individual rights and smoking in public places, cancer patients' rights in the workplace and address access issues to oncology treatment
- Make the public aware of their right to quality care, pain control and palliative care information and subscribe to the World Health Organization's pain control guidelines
- Working with the Cancer Alliance we lobby for cancer access and treatment - hercepatin (one of the treatment medications for breast cancer) is now on the essential medicines list
- Support the Cancer Advocacy Toolkit developed by the Cancer Alliance
- Backed the sugar tax to lower consumption - high sugar intake indirectly increases the cancer risk by promoting obesity
- Welcomed the Liquor Amendment Bill that highlights the harmful effects of alcohol related to cancer
- We remain influential in promoting anti- tobacco legislation

ADVOCATES FOR CANSA

The CANSA Advocacy team continues to receive several enquiries for CANSA to assist and help with health insurance, individual rights regarding smoking in public places, banning of smoking in public places, cancer patients' rights in the workplace as well as to address access issues to oncology treatment in certain regions.

ONCOLOGY CRISIS

In 2017, the Advocacy team partnered with the Cancer Alliance and Medical Rights Advocacy Network and the media to highlight the plight of delayed treatments on cancer patients at Addington and Inkosi Albert Luthuli Hospitals. All of the advocacy efforts led to an investigation by the South African Human Rights Council in August 2017 finding that the rights of cancer patients were violated.

Subsequently, the Provincial Department of Health repaired one Linear Accelerator machine at Addington Hospital. The first patient was treated in June 2018, using this machine. Further, some staff members from Addington hospital, who were stationed at Inkosi Albert Luthuli Central hospital, have returned to Addington hospital in order to provide services to oncology patients. The department continues with the public–private partnership agreement with Wits Consortium which supplies oncology services to the hospital on a weekly basis. CANSA'S Mkhuhla Care Home in Durban is pleased to accommodate patients again at the home who are receiving chemotherapy and radiotherapy at Addington Hospital.

TOBACCO CONTROL LEGISLATION — SAY #NoToTobacco

CANSA promoted public awareness of the Tobacco Products and Electronic Delivery Systems Bill during the 2018 World No Tobacco Day campaign. Awareness drives included community mobilisation through social media and face-to-face platforms. Over 200 handwritten submissions in support of the Bill to the Department of Health was submitted.

CANSA also raised awareness of the current legislation and the gaps that will be addressed through the new Bill. We continue to receive enquiries to assist with tobacco transgressions via the website and CANSA Information Centre. Relations are forged with the Department of Environmental Health to ensure public compliance with the current legislation.

CANSA is a partner on the National Tobacco Control Alliance. During the year, we presented a first South African research project - Knowledge, Perceptions and Attitudes of Young Adults towards Electronic Cigarettes at a workshop held by National Department of Health and the Campaign for Tobacco Free Kids. Research student, Pakhani Mhazo was funded by CANSA and co-supervised by CANSA's Head of Research. Although the research paper has not been published, the findings strengthen the support for the Bill which asks for e-cigarettes to be controlled as Tobacco Products thus restricting advertising, marketing, sale and use of the device in public places.



ENHANCING PARTNERSHIPS AND ALLIANCES

FIGHTING FOR AFFORDABLE MEDICINES - FIX THE PATENT LAW CAMPAIGN

CANSA, together with the Cancer Alliance, Doctors Without Borders, Treatment Action Campaign, Section 27 and other stakeholder representatives are advocating to influence and amend the Patent law that will result in more affordable medicine for cancer and other chronic patients. CANSA is represented on the steering committee.

In May 2018, we celebrated the landmark move by the South African government, after years of advocacy efforts by civil society through the Fix the Patent Laws campaign, to release a new intellectual property policy that will stop the country's process of blindly handing out patents, providing hope to people who cannot afford the medicines they need. The policy is a first big step to amend the country's patent law in favour of public health. Fix the Patent Laws Coalition and Cancer Alliance continue to push for government to urgently address the patent issue and provide affordable generic medicines for cancer.

In 2018 Cancer Alliance announced that it was turning its attention to eight medicines which will be the focus of a concerted two-year campaign to change the path of cancer treatment in the country. The eight medicines have been chosen from a case study of 24 life-saving cancer medicines published in October 2017 by Cancer Alliance and Fix The Patent Laws. The research and the advocacy campaign are funded by a grant from the Open Society Foundation.

The call for affordable access was made in February 2019 for lenalidomide and/or thalidomide, used for the treatment of Multiple Myeloma. The advocacy campaign, including patient stories and clinical perspectives, will be highlighted on the Cancer Alliance website.

CANSA'S advocacy department receives numerous concerns from the public regarding challenges faced in accessing life-saving cancer drugs because of high costs and availability.

PROMOTING SKIN CANCER AWARENESS

CANSA partners with the University of KwaZulu-Natal's Department of Dermatology to raise awareness and promote SunSmart behaviour. UKZN assisted with spot check clinics at CANSA Durban's Gijima For CANSA event held on 3 February 2019 where over 20 people were screened.

NON-COMMUNICABLE DISEASES

CANSA is a co-founder of the South African Non-communicable disease Alliance (NCD Alliance) along with the Heart and Stroke Foundation, Diabetes SA and the Patient Health Alliance of Non-Governmental Organisations (PHANGO) and its 27 primarily patient–based groups.

In September 2018, thousands of people across the world, participated in activities to mark the first Global Week for Action on Non-communicable Diseases (NCD's), ahead of the third United Nations High-Level Meeting that was held in New York on 27 September 2018. CANSA was represented by CEO, Elize Joubert and the SA NCD Alliance CEO, Dr Vicki Pinkney-Atkinson who joined hundreds of partners from across the globe to call on governments to take assertive action to deliver progress on NCD prevention and control.

UNIVERSAL HEALTH COVERAGE (UHC)

CANSA advocates for universal access to quality care through promoting collaboration with other organisations. The importance of commemorating UHC day was encouraged on 12 December 2018, joining the global community in calling for access to needed services of good quality health care without the risk of financial ruin linked to paying for care. CANSA hosted events with the theme 'Strengthening advocacy efforts for equitable access to treatment and care for ALL' at CANSA's Head Office and an event was also hosted at the CANSA Durban Care Centre, in KwaZulu-Natal

A highlight included the presentation from the Rural Health Advocacy Group that shared lessons learnt in health advocacy and the need to strengthen advocacy education at undergraduate studies. The outcome of the workshop included networking and strengthening collaborations and alliances at grassroots level, including the Departments of Health at all levels.

PRESIDENTIAL HEALTH COMPACT

The Advocacy team represented CANSA as part of the Presidential Health Summit Advocacy Working Group. Input was given regarding the Health Service Provision and the Health Users commissions which include civil society organisations, to ensure that the needs of cancer patients are addressed, together with strengthening education on reducing the risk of cancer and ensuring access to screening services for all. The process involves developing action plans that are recommended to be undertaken by the national and provincial Department of Health in the process of trying to address the crisis of the health care system as per the Presidential Health Summit recommendations.

THE CANCER ALLIANCE

The National Cancer Campaign announced by President Cyril Ramaphosa was launched in October 208 in Pietermaritzburg, KwaZulu-Natal by the former Minister of Health, Dr Aaron Motsoaledi and the former MEC for Health in KwaZulu-Natal, Dr Sibongiseni Dhlomo. The aim is part of the government's plan to accelerate access to health services, particularly cancer treatment. Over 3 000 people attended and screening was provided for breast, cervical and prostate cancers. A CANSA volunteer and breast cancer survivor, Thokozani Mnikathi from Howick, spoke about the importance of supporting people affected by cancer.

CANSA supports the Department of Health's focus on reducing the cancer burden in South Africa through early detection initiatives. A pre-launch of the campaign was held at Grey's Hospital earlier in 2018 and educated on the importance of lowering the cancer risk through early detection and leading a balanced lifestyle.

CANSA supports the Cancer Alliance Advocacy toolkit, based on the Photovoice research outcomes of Dr Lynn Edwards and Linda Greeff. This research captures the felt needs and experiences of a representative sample of cancer patients and caregivers in South Africa. Our partner, the Cancer Alliance has distilled this into nine Priority Areas of concern, which also align with the UICC World Cancer Declaration. For each Priority Area the toolkit provides fact sheets, policy briefs and notes on how to meet the challenges, aimed at policy and decision makers. We distribute and share information utilising all our platforms and highlight CANSA's specific advocacy role.

Fighting Cancer Together

In October 2018, our CANSA CEO joined over 380 global leaders and influencers from 68 countries to attend the World Cancer Leaders' Summit in Kuala Lumpur, Malaysia. Organised by the Union for International Control in partnership with the International Agency for Research on Cancer, the International Atomic Energy Agency and the World Health Organization, the Summit was hosted by the National Cancer Society of Malaysia.

Discussions explored how 'Treatment for All' will support the full implementation of national cancer control plans to deliver strengthened health systems with strong links with other non-communicable diseases and health programmes. This culminated in an urgent call to scale-up access and investment in cancer services. The CEO also took part in the CEO Programme which strengthened leadership and management capacities of its participants.



CANSA AS CONSUMER SAFETY ADVOCATE

CANSA has taken on the massive responsibility to assist in public health and awareness (particularly in terms of cancer) by acting as consumer safety advocate and educator.

Research shows that nearly 40% of the cancer risk can be lowered by making better lifestyle and product choices. CANSA serves as a consumer safety advocate on multiple committees of the South African Bureau of Standards (SABS), the recognised standards authority within South Africa, in order to contribute and influence standards. We further created the CANSA Seal of Recognition (CANSA Smart Choice) as a tool for consumers to easily identify and make smarter, safer product choices, with the main goal being to reduce consumers cancer risk.

The CANSA Smart Choice Seal is only awarded to products that are free of all known toxins, carcinogens (cancer-causing substances) and hormone disruptors; comply with the relevant National Standards (SANS) and/or International Standards (ISO), as well as the stringent evidence-based requirements for each category as set out by the Research and Operations Committee of CANSA.

The science-based requirements are reviewed on a regular basis to ensure they remain up to date. Should a product not meet the criteria, CANSA will approach the manufacturer with regards to possible reformulation of the product. As part of our quality assurance process, products that have been awarded the CANSA Smart Choice Seal will undergo randomised independent testing and will be monitored for compliance with National label legislation and inappropriate use of the trademark.

We utilise our research and findings to further consumer safety and influence brands to clean-up consumer product categories containing undesirable substances. CANSA constantly strives to apply resources for maximum impact on the broader public by focusing on product categories consumed in mass. Thank you for the consumer research statistics worth several million rand over the past years, provided pro bono by Nielsen – for which CANSA is truly grateful.

The CANSA Seal is awarded in the following five categories:

- Food: Edible consumer products that may assist in reducing the risk of cancer, but also promote smart health choices in general, free of all known toxins, carcinogenic and hormone disruptive substances.
- Non-foodstuffs: Non-edible consumer products, free of all known toxins, carcinogenic and hormone disruptive substances. As is the case for food, the same strict test requirements apply to non-edible consumer products wishing to qualify for the CANSA Smart Choice Seal. Although the products considered in this category are those with a relevance to cancer, a holistic health approach is applied.
- Natural environment protection: Products that offer protection against factors in the natural environment that may lead to cancer. Consideration is given to solar radiation, water quality and the quality of air we breathe. Products that pass the relevant strict protection requirements qualify for the CANSA Seal of Recognition or CANSA Smart Choice Seal – and include among others sunscreen, UV-protective garments, apparel and shade items.
- Processing and food preparation: Products, equipment and processes that enhance and result in improved smart and balanced lifestyles. Products in this category require proven research results to qualify for the CANSA Smart Choice Seal and include food preparation equipment and juice extractors.
- Health Programmes: Education that enhances and results in improved, smart and balanced lifestyles. Products in this category also require proven research results to qualify for the CANSA Smart Choice seal. Includes exercising equipment and courses; dietary guides; weight control courses and guides; smoking cessation courses and subject related books.

CANSA SMART CHOICE™

A detailed list of associated products can be found on www.cansa.org.za




The Blessing Wall



CANSA SMART CHOICE COOKBOOK

In September 2018, CANSA partnered with the B-well brand to develop a cookbook that can lower the cancer risk. The Smart Choice Cookbook with CANSA and B-well is a collection of recipes that focuses on cancer risk reduction. The book covers breakfast, lunch, dinner as well as snacks and treats, with a vegetarian option included in each section. All the recipes were developed in consultation with CANSA's consulting dietitian Megan Pentz-Kluyts, who is renowned for her knowledge on the role of nutrition in helping to lower the risk of cancer.

PROMOTING SUNSMART

Incobrands (Pty) Ltd provided 10 000 sachets of sunscreen to the value of almost R1m. Techniblock also provided sunscreen valued at R324 000 for schools initiatives in most parts of the country as well as towards the CANSA SunSmart campaign, to be applied to public supporters at risk of sunburn at CANSA outdoor events.

SEAL AND SEAL-PARTNER MARKET GROWTH

Despite South Africa's low economic growth in the last financial period, the 2.7% growth in sunscreen sales value and 8.58% growth in Cling Film sales value, was especially rewarding. Collectively the Seal income has generated R2.9 million in 2018/9 including the addition of eight new Seal partners.

TELEVISION BROADCASTS

Dstv (M-Net) continued their support for over 20 years of the cancer cause with pro bono airtime. The original Cancer Can Be Beaten infomercial (with voice-over provided by Archbishop Desmond Tutu) and the CANSA UV-Suit infomercial were broadcast in various bursts throughout the year, with the cumulative airtime valued in excess of R1.2 million at trade price.

SABC Foundation provide airtime to the value of of R380 000 to broadcast the Cancer can be Beaten infomercial.





PROVIDING CARE & SUPPORT



Contributing to Sustainable Development Goal 1 - End poverty in all its forms erywhere



Contributing to Sustainable Development Goal 3 - Ensure healthy lives and promote well-being for all at all ages.



Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

SERVICE DELIVERY

CANSA's Service Delivery team contributed towards the sustainable future of CANSA by growing fees for services model. The redefined goals, new service delivery model and more affordable staff structure enabled quality services in a more cost effective and efficient way.

The focus was on growing core care and support offerings - CANSA Care Homes, CANSA TLC facilities, Stoma Support and Employee Wellness Programmes. This enabled CANSA staff to engage and empower patients, corporates and the public addressing all facets of cancer control.

The most valuable risk-reduction and patient-centred work would not be possible without the strength and commitment of our partners, supporters, volunteers, patients and professional staff. We offer facility, community and workplace-based programmes to meet the various needs of cancer patients during and after treatment and clients in need of education and screening programmes. The facility and workplace-based programmes are driven by registered nurses and social workers, while the community-based ones, follow the principles of community mobilisation and development. Community members contribute to our programmes through their commitment and willingness to be trained as CANSA volunteers.

FACILITY BASED CARE AND SUPPORT PROGRAMMES

- A total of 23 CANSA Care Centres are staffed by professional registered nurses who deliver comprehensive cancer risk reduction, early detection and care and support programmes to 32 500 cancer survivors and those affected by cancer. Over 195 communities are assisted with more than 1 400 caring volunteers.
- Facility based care and support programmes include; support groups, counselling, stoma support, loaning of medical equipment and emplyee wellness programmes.
- CANSA Care Homes provide a 'home-away-from-home' that includes accommodation, meals and transport for patients undergoing cancer treatment at oncology and treatment clinics. There are 12 CANSA Care Homes in metropolitan regions: Pretoria, Johannesburg, Durban, Richards Bay, Bloemfontein (2) George, Cape Town (2) Polokwane, Rustenburg and Port Elizabeth.
- CANSA Tough Living with Cancer (TLC) is the childhood cancer support programme with three CANSA TLC facilities for children / teens and parents and families affected by cancer: CANSA TLC Nicus Lodge at Steve Biko Academic Hospital in Pretoria; CANSA TLC Paediatric Oncology Ward in Pietersburg Provincial Hospital in Polokwane and the CANSA TLC Family Lodge in Durban.

#CANSACares
#LowerCancerRisk

COMMUNITY BASED CARE AND SUPPORT PROGRAMMES

CANSA's Community Mobilisers are trained to build community structures to support cancer patients and their families. The role of trained volunteers, caregivers (including home-based) forms the backbone of our community-based care and support programmes.

Support Groups

CANSA's active support groups connect patients, survivors and their loved ones with others who have 'been there' for insight, moral support, understanding and hope and inspiration. Regular visits to oncology treatment centres are made, offering support and care as well as a Tough Living with Cancer (TLC) support group for children and families affected by cancer.

We ran a total of 122 support groups reaching 8 671 people.

CANSA's TOUGH LIVING WITH CANCER (TLC)

Support to children and teens with cancer

CANSA's TLC programme supports not only the diagnosed child or teen, but also family or loved ones affected by cancer. We embrace a holistic approach to include all aspects of physical, spiritual, psychological and social wellbeing. We educate and promote awareness of childhood cancers and early detection at schools and at community level and train volunteers to take hands with us and make an impact in their local community. CANSA TLC further offers support groups, prosthetic assistance, skills development programmes and educational ward programmes.

Online Support

CANSA offers online support mainly through an iSurvivor e-online programme, providing guidance on how to travel the cancer journey. (www.iSurvivor.org.za). It's a free, 20-week email-guide written by a cancer survivor to help other survivors cope better. Once registered online, patients and survivors receive weekly communication from 'Aunt Sophia' that is informal and has helpful resources and information to help cope. To date, 1 032 active survivors signed up.

CANSA's eKick-butt programme is an online smoking cessation programme guiding and supporting members to stop smoking. A total of 90% of the more than 3 000 current subscribers find this programme helpful in their efforts to stop smoking.

Further, that are online support platforms offering support, receiving and providing encouragement from fellow members and sharing stories:

Facebook Groups:

- **Champions of Hope -** CANSA Survivors for cancer Survivors *www.facebook.com/groups/ChampionsofHope/*
- **CANSA Caring for the Carers -** for caregivers helping cancer Survivors (patients) w*ww.facebook.com/ groups/CANSACaregivers/*
- **CANSA - TLC** specifically for children and families affected by cancer *www.facebook.com/ groups/CANSATLC/*







POSITVE FEEDBACK

fromTracey Merle

I had a friend staying at CANSA Mkhuhla Care Home many years ago , and now have another friend in the care of your system I am so grateful that there are still facilities in Durban to care for cancer patients with the dignity and attention they deserve. You are doing amazing work. Thank you.

from a Support group member, CANSA Pretoria

"I was diagnosed with Non-Hodgkins Lymphoma in January 2018 and started chemotherapy at Mary Potter Oncology in March 2018. Here while I was sitting inside the room getting my monthly treatment I met a member of the CANSA Pretoria support group. She invited me to join the group for the monthly meetings. In April I joined the group and I am so happy I joined. I met the most loving and caring group of ladies that really encouraged me and made me feel welcome and right at home from the start, even though I am the youngest member.

Even now that I am in remission for almost a year and getting Mabthera treatment every 3rd month I still join the group monthly when possible. Being part of the group helped me to understand the emotional, psychological and physical aspects of cancer better and made me realise we are not alone in this fight. We lift each other's arms up high when we feel weak. Whether we are sick at home or in hospital. Someone cares and is praying for me today."


ADT
Armed Response
Imagine
a World
without CANCER
www.cansa.org.za

CANSA CARE ROOMS

CANSA Care Rooms are CANSA's Palliative in-patient units, in partnership with local homes for the elderly and various service organisations, providing specialist palliative care for people who cannot spend their last few weeks at home or when caregivers are in need of relief for short periods. An environment is created that is as relaxing and homely as possible with the latest medical and nursing equipment available. A holistic assessment of the patients' circumstances is done prior to admission and access is based on availability of the room. CANSA has nine fully functioning rooms based in the Western Cape (5), Gauteng (2) and Northern Cape (2) with plans to add eight more in 2019/2020.

CANCERCARE COPING KITS

The CancerCare Coping Kit provides practical advice to newly diagnosed patients and their loved ones and caregivers. It helps them to cope with the cancer journey and equips them to make more-informed choices. These coping kits can be accessed via the CANSA website in audio or collected at the CANSA Care Centres in printed format.

HONOURING CANCER SURVIVORS

Annually, International Cancer Survivors' Day, is celebrated in the first week of June. Survivors, caregivers and their loved ones are recognised for their role in fighting cancer. Cancer survivors were addressed by fellow survivors who shared their experiences and provided guidance and inspiration to those fighting cancer. Some regions visited survivors at oncology and treatment centres. We have assisted over 894 300 beneficiaries with our range of services.

COMMUNITY HOME-BASED CARE

These services are rendered in mostly hospital, out-patient and community home-based care settings. This service provides an opportunity for patients and their loved ones to have care and support in the comfort of their own home or current environment. Volunteers aim to complement the trained professional community nurses, social workers and CANSA Community Mobilisers dealing with care and support by supporting the patient and their primary caregivers. A total of 9 617 patients and their loved ones benefitted from CANSA's home-based care programme.

HEALTH AWARENESS

Early detection and health promotion is key to reducing the cancer risk. CANSA achieves this through national health awareness campaigns - SunSmart, Balanced Lifestyle, Anti-tobacco and No Alcohol, Women's, Men's, Children and Youth Health.

CANCER SCREENING

We aim to raise awareness regarding early detection, the importance of cancer screening, as well as leading a balanced lifestyle. The following affordable screening tests and examinations are available at most CANSA Care Centres countrywide:

- Pap smear - liquid based cervical cancer screening test for early diagnosis of cervical cancer
- Prostate Specific Antigen tests (PSA) - a blood test to help detect prostate abnormalities
- Clinical Breast, Breast light and SureTouch examinations
- Skin and FotoFinder examinations – mole mapping device for examining moles and spots
- Colorectal screening–testing for occult (concealed) blood in stools.

Other health screening is performed, such as healthy lifestyle risk assessments, HIV rapid tests (a finger-prick blood test) and blood glucose tests for diabetes. Screening is offered at special events, employee wellness days and community facilities at affordable fees that cover basic costs for consumables and laboratory services. Owing to partnerships with various laboratories who offer special rates to CANSA, we able to offer a high-quality service at a low price. Clinical screenings are conducted by registered nurses who are regularly upskilled. Services are made free of charge to those who cannot afford it via secured sponsors and earmarked funds.







from Chanelle

Thanks to your wonderful team -Sister Ros and Stella. They did an excellent job. We have also received the positive feedback from the employees that participated in both the Pap Smear and PSA screenings- indicating that they were impressed with both Sister Ros & Stella approach of educating/empowering them as they were doing their individual tests, also commending them about their passion for the work they do as well as high levels of professionalism. It was also interesting to note that there were individuals that did their Pap smear for the 1st time in their life- which is commendable. The Department also recorded the highest number of PSA tests in comparison to those done in previous years (exceeding the targeted number of employees scheduled) and we attribute this to Stella's passion as other men ended up encouraging others to test emphasising that she didn't only empower them with information about Prostate but other cancers as well.

from the Department of Correctional Services

"The screenings went well and the sister was always on time. High level of professionalism was portrayed at all times."

EMPLOYEE WELLNESS PROGRAMME

CANSA's Employee Wellness programmes offer businesses the opportunity to invest in the health and wellbeing of their employees. Through health impact assessments and wellness days, we help to lower the cancer risk and encourage early detection. It also provides a cost-effective method to demonstrate an employers care for their employees. Just over 100 Employee Wellness days and early detection screening events were held. CANSA Care Centres conducted a total of over 55 870 screenings of which 2 510 abnormalities were detected and referred for further follow-up.

PARTNERSHIPS

Collaboration and partnerships are key to success in any organisation. Collaborating with cancer like-minded networks and working together with the departments of Health, Social Development and Education and Public Works ensures a more holistic and effective cancer control approach. We also partner with the South African Non-Communicable Diseases Alliance, Alliance for Access to Palliative Care, the Cancer Alliance, as well as other non-profit organisations and cancer-related bodies in South Africa.

The Service Delivery team has formal working agreements that are regularly reviewed with Childhood Cancer Foundation South Africa (CHOC); Hospice Palliative Care Association (HPCSA) and Reach For Recovery. This approach ensures a firm foundation for cooperation, avoiding duplications of care and support offerings and allows opportunity for referrals to and from organisations. CANSA is also part of the Childhood Cancer Network, that allows CANSA to work with many other organisations to see how we can best serve our childhood cancer patients and their families.

We also partner with various government departments such as the Departments of Health, Social Development and Education as well as Public Works at national and provincial levels. Grants were received from the Department of Social Development for care and support programmes amounting to R4 million in Gauteng, Western Cape and Free State. These grants assist CANSA to subsidise social work positions and to assist with facility care in some areas.

CANSA is also a beneficiary of the National Lottery Commission funding comprehensive health programmes and advocacy initiatives.

Hollard Dare Devil Run

The Daredevil Run was held on 15 March 2019 in Johannesburg. The Run promotes early detection of prostate and testicular cancers and general cancer awareness. Daredevils wear nothing but a speedo in support of male cancer awareness. Free Prostate Specific Antigen (PSA) tests were provided free by CANSA to all Daredevil participants over the age of 40. Through this sponsorship received, CANSA reached 15 419 men with talks on men's health and did 3 584 PSA tests and referred 200 abnormalities.

AVONJustine iThemba Walk Race

CANSA was one of the primary beneficiaries of this event that took place on 20 October 2018 with a Service Delivery team on site to educate and screen as many participants as possible. A total of 180 Clinical Breast Examinations with nine referrals were done,13 FotoFinder skin examinations with two referrals referred, 59 Smokelyser tests to help people quit smoking and 45 people assessed for their heathy lifestyle. AVONJustine staff also received clinical breast examinations.

Funding of R750 000 raised allows CANSA to do risk-reduction screenings and make a positive impact on women who would not normally have access to these screenings during the year in Eastern Cape, Mpumalanga and Free State. A total of 5 023 Clinical Breast Examinations, 2 761 Pap smears and 7 784 consultations were conducted. CANSA further provided all the CANSA Care Centres with an anatomical breast cancer model and materials for exhibitions and talks that also focussed on cervical cancer. This helped us reach over 54 575 women.

PINK TREES FOR PAULINE

Annually, CANSA partners with Pink Trees for Pauline where participants take to the streets, wrapping the trees outside their home, office and public places with pink fabric. The attention is focused on cancer and cancer awareness.

Through the funds raised from the 2018 campaign, CANSA was able to purchase a variety of medical equipment for patients while receiving treatment. We purchased 58 eggshell mattresses, a nebulizer, a syringe driver, an oxygen machine, 10 wheelchairs, 11 commodes, walking frames, urinals, bedpans, donut cushions and 10 sheepskins.

We also secured patient consumables such as wound care kits, 20 boxes of nappies and 36 boxes of meal replacements. CANSA was also able to sponsor the stay of 20 cancer patients that included three healthy meals a day, transport to and from treatment centres and comfortable accommodation.

MStore

The MStore partnered with CANSA to extend services offered at CANSA Care Centres nationally, by providing professional fitting services and a full range of breast prostheses, bras, swimwear and lymphoedema garments to support cancer survivors. This partnership aims to provide greater access to correctly fitted breast prostheses, mastectomy bras and lymphoedema products, in order to restore femininity, confidence and comfort to women after a mastectomy, lumpectomy or breast reconstruction. The breast prostheses, bras and lymphoedema products are covered by medical aid and all administration is done on behalf of the patient. A breast prosthesis and bra package for non-medical aid patients is also available at a lower cost.

Compass Waste

CANSA's screening programmes to enable early detection are in full force via CANSA Care Centres , employee wellness and through sponsored mobile health units. CANSA is supported by Compass Waste nationally. CANSA and Compass both have the same high standards of acoountability to ensure that medical waste that we create is being processed and disposed of as it should be.

Novartis

CANSA is proud to have partnered with Novartis to raise SunSmart awareness. Through the generous sponsorship, 23 CANSA Care Centres country-wide received 56 000 pamphlets, wide brimmed and tightly woven hats and sunscreen to educate volunteers, cancer patients and community members to take care while exposed to the sun.

Fighting Cervical Cancer

In April 2018, CANSA partnered with the University of KwaZulu-Natal and KwaZulu-Natal Department of Health to promote awareness of cervical cancer and increase screening achieving a Guinness World Record number for the most Pap smears in a day.



HOW YOU HELPED US FIGHT CANCER, EDUCATE AND SUPPORT

Based on financial year 2018/19*

CARE & SUPPORT

- Supported over 8 600 patients through 122 support groups facilitated by just over 1 400 trained care and support volunteers
- Visited and supported more than 9 000 patients at public and private oncology units
- Counselled over 5 000 people at our CANSA Care Centres
- Over 2 100 patients stayed at our 12 CANSA Care Homes while Home-Based Care was enabled for 4 100 patients and made over 9 800 home visits
- 850 parents and loved ones accommodated in CANSA TLC facilities and support given to more than 1 000 children and teens with cancer
- Loaned medical equipment to over 1 700 patients and gave stoma support to more than 590 patients
- Provided over 23 000 telephonic counselling and information sessions

#CANSACareAndSupport

CANCER SCREENINGS

Over **55 870** conducted in total with **2 500** abnormalities detected and referred for further follow up

- Over **5 000** Pap smears and facilitated 3 900 in partnership with the Department of Health (DoH)
- More than **10 000** Clinical Breast examinations
- **5 500** Prostate Specific Antigen (PSA) tests and **230** in partnership with DoH
- Over **2 500** skin examinations using the FotoFinder device
- Expanded workplace screening and wellness programmes by **11%**

#LowerCancerRisk

HEALTH SCREENING, EDUCATION & AWARENESS

- Approximately **20 100** individual information and education sessions conducted with screenings
- Over **5 100** people were assessed to determine their healthy lifestyle risk and performed **1 000** glucose tests for diabetes
- More than **360 000** people were reached through **2 000** talks and **560** exhibitions with the help of **730** health promotion volunteers
- Over **300** radio talks were hosted to educate about cancer
- Distributed over **1 930** information leaflets to promote health awareness campaigns
- More than **132 800** youth were reached through **730** school programmes
- Responded to **1 734** queries via the CANSA website and social media and **5 312** through telephonic contact and email.

We thank our Service Delivery partners and sponsors who generously supported us financially and in other ways:

- ABSA
- AvonJustine iThemba Walk
- Breast Health Foundation
- Compass Waste
- Cupcakes for Kids with Cancer
- Equera health
- Foundation of Professional Development
- Garden Court
- Independent Clinical Oncology Network (ICON)
- Kerksondermure
- KFC Add Hope
- KPMG
- MStore
- Novartis
- Outsurance
- Protea Lodge
- Rainbows and Smiles
- Skin Cancer Foundation of South Africa
- St John Ambulances
- Woolworths



PROMOTING
THE CANSA BRAND

Contributing to Sustainable Development Goal 3 - Ensure healthy lives and promote well-being for all at all ages.

Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

MARKETING & COMMUNICATION

CANSA strives to remain a relevant source of comment on cancer control issues through our strong working relationships across all media. During the past year CANSA achieved media exposure amounting to the value of over R150 million (advertising value equivalent). The circulation steadied out as with the previous year, with mostly positive and valuable media stories.

SABC Foundation proved to be a valuable media partner in sharing our health messages and promoting the CANSA Shavathon campaign. SABC channels provided exposure to the value of more than R1 million via television and radio stations.

CANSA continued producing videos promoting service offerings and shared cancer survivor stories to support our marketing efforts. A total of five videos were produced during the year and can be viewed on the CANSA website (cansa.org.za).

PRO BONO SERVICES

CANSA enjoys the pro bono services of Newsclip with news analysis of coverage received through print and broadcast platforms nationally. Through regular updates, we able to monitor and report on all exposure received and show that our health message is being received by most communities, even the rural and poor resourced regions as well as those with limited access to health services. Our gratitude to Biz Community who provided CANSA with free media releases as well as the Caxton group based in Gauteng who provided us with free advertising space in the reporting period.

PROMOTING HEALTH AWARENESS

CANSA is represented on the editorial committee of the Life magazine, managed by the Lifehealth Care group and printed quarterly. We consult on cancer and health related topics and contribute articles for the magazine that is distributed to all its client, staff and patients at Life Healthcare hospitals country-wide.

We partner with the Buddies for Life lifestyle magazine that is published bi-monthly, specifically supporting the 'Oncology Buddies' section catering for cancer awareness, education and support. CANSA's service offerings are included in the annual Cancer Survivor Guide.

CANSA's website features online versions of both magazines.

#CANSACares
#LowerCancerRisk



from Thobekile Khuzwayo (23 years old)

"I was 21 years old and a Social Work Intern at CANSA Durban, doing my 3rd level field placement in 2017. My field placement was for a month and I was exposed to cancer related materials during this time. Some of the most significant materials to me were women's health posters and pamphlets.

I also had an opportunity to attend a Reach for Recovery volunteer training programme where I also learned more about breast cancer. I learned how to do breast self-examinations and got into the habit of checking my breasts regularly.

In late 2017, while doing my routine breast examination, I felt a lump on my left breast. I visited my doctor, who referred me to a surgeon for further assessment. The surgeon performed a biopsy in January 2018, by the grace of God, the tests done showed that the lump was not cancerous.

If I had not been exposed to health education materials at CANSA, I would not have known how to do a breast self-examination and get into the habit of doing it regularly."

INTERACTIVE AND ENGAGING WITH THE COMMUNITY

Our fully interactive CANSA website not only provides reliable and accurate information to the public, it also makes use of social networking platforms as well as GivenGain's online fundraising tools to stay in touch with our stakeholders.

CANSA makes use of an online communication platform, Touchbase Pro that provides direct electronic marketing, design and targeted email and mobile messaging.

Google Ads is made use of, giving CANSA up to USD10 000 per month worth of search engine advertising free of charge.

ENGAGING BY NUMBERS

- **214** media releases distributed reaching more than **13 800** media partners
- **36** e-newsletters distributed reaching over **1,1 million** subscribers
- **907** new e-newsletter subscribers
- A total of three internal newsletters to staff and volunteers

www.cansa.org.za

CANSA's website, consisting of an average of over 1 100 pages of information, currently includes over 330 Fact sheets (on more than 50 types of cancer), Position Statements and cancer and nutritional guides. Over 664 000 pages were viewed by more than 230 000 visitors. This site provides information on CANSA's care and support services, coping with cancer, treatment, carcinogens and possible carcinogens, nutritional guidelines regarding cancer, screening and testing for cancer and how to lower the risk through leading a balanced lifestyle.

A total of 7 566 fact sheets were downloaded through Research gate.

Interaction and engagement remains constant, especially during international and national campaigns. Most visited pages were: cansa care centres contact details, hubbly bubbly or hookah smoking increases cancer-risk, donating human hair to make wigs availability of wigs, 10-useful-tips-to-help-you-quit-smoking and get-screened-early-detection.

Interest in anti-tobacco awareness and how to quit smoking increased. Visitors to the website further looked up more information on No Tobacco, Balanced Lifestyle, Childhood Cancer, Men's Health, Women's Health, CANSA Care & Support, Volunteering, How CANSA Helps and Nutritional Guidelines. The dangers of hubbly bubbly once again proved to generate the most shared posts on our social media platforms and visits on the website.

We feature an interactive quick-response 'Write on our Wall' and 'Comments' section to allow the public to interact with us. Further, an 'Ask CANSA' button was added to all web pages to facilitate sharing of information via the CANSA information team (info@cansa.org.za).

SOCIAL NETWORKING PLATFORMS

Social networking continues to be a valuable platform for CANSA's interaction with our stakeholders that showed an increase of over 25% in membership during the previous year and 70% access platforms through mobile devices. We have a presence on Facebook, Twitter, Instagram, LinkedIn, YouTube and Pinterest. Further, we use SlideShare and YouTube to share information with the public.

CANSA has enhanced its Facebook presence in regional communities. A total of 25 regional Facebook pages are 'Liked' by 67 419 followers, an increase of over 20%. The national Facebook page has over 18 000 followers. Instagram proves popular and growing with the follower base grown by more than 33%. Twitter provides a communication base in a more immediate time-frame, especially during events. Looking ahead, focus will be placed on Pinterest which is seeing revival as well as LinkedIn and YouTube.

ONLINE CARE AND SUPPORT

Facebook groups for 'Champions of Hope' and 'CANSA TLC' are aimed at individuals with very specific needs and serve as a support and counselling platform for cancer survivors, their loved ones and those affected by cancer. The group format is suited towards member inputs, discussion and participation and serves as a platform to share care and support between members. The group has a 'family feel' as members are quick to encourage and share advice with fellow members. CANSA shares fact sheets / info re CANSA services and refers members to their local CANSA Care Centres for support. A growth of 23% was shown regarding membership.

There is also a Facebook support group 'CANSA Caring for the Carers', for caregivers of cancer patients. We share information which helps caregivers nurture themselves, as well as fact sheets / info re CANSA services to help them care for their patients. Caregivers are invited to share their story and wisdom with others in the group. This group showed a growth of 65%.

We continued our presence on the SlideShare platform to share our cancer education and health information more effectively on PowerPoint slideshows on the website and social media. Our health information slide shows were viewed over 114 000 times last year, showing a growth of 61%.



from Vanessa Vosloo

You did so much for my Mom - I would like to give back"

from an Anonymous Donor

"Until it affects you or a member of your family, you don't know important your donation is!!"

from Michael Bredenhann

"Because my dad had cancer and he was helped by CANSA, I cannot not help where I can. It is my duty to help."

from Andrew Harrison

"It must be hard for what you are going threw and I want to tell you that I am on your side."

CANSA SOCIAL MEDIA MEMBERSHIP



ONLINE GIVING

Fund raisers are recruited and nurtured as online champions called 'Activists' who create, advertise and manage their own fundraising initiatives for CANSA through a GivenGain platform made available on our CANSA website. More than R1,1 million was raised on all CANSA websites via the GivenGain platform. The site also allows for Activists to select a specific national project to support – CANSA Shavathon, CANSA Relay For Life, Cuppa For CANSA and CANSA Active.

CUT FOR THE CAUSE

We received 3 788 donated ponytails of hair to make wigs for cancer patients, mostly received at annual Shavathon events. Many of the hair donors have special messages and reasons why they are donating their hair, either they have lost a loved one to cancer, or would like to make a cancer survivor feel beautiful again. Our hair donors come from all walks of life and include little ones. Wigs are hand-made and it's a lengthy process resulting in 42 wigs being distributed by the Head Office.

PARTNERING FOR THE CAUSE

Partnering with CANSA has the potential to be highly beneficial. Matched-giving programmes involving employees and their participation in our national and other projects, as well as cause related partnerships, can be a source of opportunity, innovation and competitive advantage. We appreciate the support and engagement of all our corporate partners and donors who have contributed to the cause of fighting cancer.

Our consumer orientated partnerships assist in raising funds and awareness for all CANSA initiatives and programmes. Through our partners, customers interact with our brand when they buy stationery, select which jewellery to buy or choose which clothing item to purchase. Cause-related partnerships further help improve brand recognition and create a competitive edge within the consumer market, as well as encourage positive media coverage and increase customer loyalty. Just over R1 million was raised through special events and cause-related programmes.

Some partners went the extra mile and leveraged their partnership by hosting extra activities to help raise further awareness and funds.



POSITVE FEEDBACK

from Bertus Etsebeth

"Where there is a will there is a way, stay positive, stay strong and fight the battle with dignity and all your strength"

from Thamsanqa Ngubeni

"Thank you CANSA for taking care of my sister during her treatment in Durban Umbilo."

from Annamarie Wilke

This fb group is a great support!









Significant highlights include:

- The Brooklyn Theatre in Pretoria generously provide space to CANSA on a permanent basis for art exhibits and other events.
- Thanks to CANSA Ambassador, radio personality Elana Afrika-Bredenkamp who nominated CANSA as the beneficiary of choice in various drives and activities and helped generate R50 000.
- Samsonite came on board for its second year donating a percentage of all sales during October for Breast Cancer Awareness Month and raised almost R26 000.
- National Brands Ltd produced a special, limited edition CANSA 52 pack of Five Roses, where R1 per pack was donated to CANSA that generated R230 000 and also became an official tea partner to the Cuppa For CANSA campaign.
- Barclay & Clegg gave 5% of all mastectomy products sold, to CANSA, and supply information and advice on fitting and wearing mastectomy products and what to expect after a mastectomy.
- For each client who invests in a Legacy Protection Plan™, a percentage is donated to CANSA.
- Zodiac Pool Care ran a campaign throughout October 2018, where 2 000 limited edition pink pacer combi's were promoted as 'Pink Pacer for Hope' and sold to SA consumers to raise R100 000 for CANSA's Women's Health programme.
- The STARS for CANSA concert took place in November 2018 with many local artists and singers performing in aid of CANSA.
- Candice Robbertze, Mrs Charity 2018 hosted an event for CANSA in November 2018 at Monte Casino that raised R10 000.
- A cheque handover breakfast was held with City Lodge with CANSA receiving a R180 200 donation behalf of tea and coffee drinkers at 22 Road Lodge hotels around the country.
- The 12 Apostles Hotel hosted its High tea event that raised R17 000 in October 2018 with breast cancer survivor, Jacqui Ramage as guest speaker and Elena Afrika-Bredenkamp as MC.
- Tempest Car Hire – Proudly partners with CANSA and the Sanlam Cancer Challenge as the national car rental sponsors and supplier. Tempest offers short term car rental services to the leisure and domestic corporate markets.
- CANSA is a member of The Giving Organisation Trust and a beneficiary of the Good Card programme and the Payroll Giving Programme through The Giving Organisation Trust.

THANK YOU FOR HELPING US FIGHT CANCER

Thank you to all our donors and partners who have contributed to the fight against cancer in the reporting period as at end March 2019:

- A Few Grey Hairs
- AO Design
- B Waterwise (PTY) Ltd
- Bracebridge CC T/A Barclay & Clegg
- British International Removals
- Capital Legacy Solutions (Pty) Ltd
- Chapmar Industries CC
- City Lodge Group
- CLE Properties CC
- CORE Active Band (Pty)Ltd
- Downes Murray International
- Duncan Snyman & Liezel Snyman T/A Genesis Mobile
- Dux Clox
- Emperors Palace
- Flash Living (Pty) Ltd T/A ENJO SA
- Flexible Packages Convertors (PTY) LTD
- Gem Appliances (Pty) Ltd
- Global Hair Extensions cc trading as Great Lengths
- I-Collect Textile Recycling (Pty)Ltd
- Inside Half Productions cc
- John Theron
- Knowledge Resources Pty Ltd
- Kretchmann Art Gallery
- Limegreen Online Design print
- Miiskin Aps
- National Brands Limited
- Newsclip
- Nine Five Nine Seven (Pty) Ltd
- OH NINE, film & animation
- Old Mutual
- Once a Puppet
- Pentel South Africa (Pty) Ltd
- Pick n Pay Retailers
- Pixal8 Media Pty Ltd
- Quatro Integrated Services
- Rashid Lanie and Merle Lucas
- Rexel
- Samsonite Southern Africa (Pty) Ltd
- Satin Pillow Cases
- The Bead Coalition (PTY) LTD
- The Red Carnation Hotel Collection South Africa
- TTees Cape Town
- TU GE LA Enterprises (PTY) LTD
- Webbwizz Pty Ltd
- Woolworths & My School
- Zodiac Pool Care South Africa

Large Corporate donations as at end March 2019:

- Tempest Car Hire
- Imperial Hino
- Bolive Purcell Trust
- JMC Transport
- Lear Sewing (Pty) Ltd
- URSA Kraai
- Swissport SA
- Klipspruit Colliery
- Airgro (Pty) Ltd





Contributing to Sustainable Development Goal 3 - Ensure healthy lives and promote well-being for all at all ages.



Contributing to Sustainable Development Goal 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

SUSTAINABILITY

Our strong sense of being mission-driven, measuring the impact of our efforts and sharing results is what drives the success of staff and volunteers fundraising efforts to ensure sustainable income. Despite economic and social challenges persisting in 2018, we focused on optimising CANSA-driven income streams but also expanded with new initiatives and projects.

CANSA RELAY FOR LIFE

The CANSA Relay For Life programme remains the world's largest peer-to-peer, volunteer driven event to raise funds and increase awareness about cancer.

Relay For Life events were hosted in 29 countries outside of the USA in 2018 including in South Africa. CANSA Relay For Life performed well compared to other global partners and raised R8 070 651.

GLOBAL EVENT

- Host an average of 43 events
- Hosted an average of 31 teams
- Honoured an average of 40 survivors
- Empowered an average 11 committee members per event

CANSA EVENT

- Hosted 63 events
- Hosted an average of 37 teams
- Honoured an average of 71 survivors
- Empowered an average of 11 committee members per event

#CANSARelayForLife

RELAY FOR LIFE
CANSA
Research • Educate • Support

Together we can

CANSA RELAY FOR LIFE SUMMIT 2018

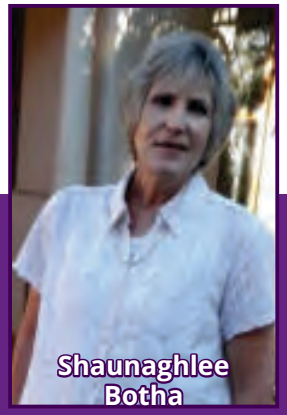
The Relay For Life Advisory Team played host to over 100 South African delegates and three of our American Cancer Society Relay For Life colleagues. During the 10th annual Summit with the theme 'Together we Can', CANSA provided the training platform for staff and volunteers for nurturing, mentoring and recognising the impact of our national volunteer structure.

The CANSA Relay For Life Advisory Team consists of dedicated leader volunteers that represent each province that work together with the CANSA Sustainability Divisional Managers. Riaan Loubser (Chairperson), Chad Abrahams (representing the Southern Business Unit) Michelle Carless (representing the Central Business Unit), and Elise Fourie represents the Northern Business Unit.

GLOBAL HEROES OF HOPE

CANSA is proud of our Relay For Life Global Heroes of Hope who are survivors that promote participation in Relay events, share their cancer stories and promote awareness about our care and support programmes.

This great honour was awarded to cancer survivors, Shaunaghlee Botha (Welkom), Deidre Carter (Polokwane), Santana Campobasso (Pretoria), Monica Lotter (Robertson), Sonia Pretorius (East Rand), Christelle Strauss (Lowveld) and Helen Ann Southey (Kimberley). Ianthe Muller from Welkom was appointed as the Global Hero of Hope Caregiver.


Shaunaghlee Botha


Santana Campobasso


Monica Lotter


Sonia Pretorius


Christelle Straus


Helen Ann Southey


Ianthe Muller

CANSA RELAY FOR LIFE NATIONAL AWARDS

Recognition and awards are provided at the Summit based on 28-day feedback reports and also CANSA Spirit of Relay awards in recognition of special ceremonies:

CBU = **CENTRAL BUSINESS UNIT**
(Free State, KwaZulu-Natal and Mpumalanga Provinces)

NBU = **NORTHERN BUSINESS UNIT**
(Gauteng, North West and Limpopo Provinces)

SBU = **SOUTHERN BUSINESS UNIT**
(Eastern, Northern and Western Cape Provinces)

CBU (Free State, KwaZulu-Natal and Mpumalanga Provinces)

CATEGORY – SUVIVOR RECRUITMENT

Recognition Award	Most Survivors	Estcourt	6
	1st Runner Up	Pietermaritzburg	78
Honourable Mention	2nd Runner	Welkom	7

CATEGORY – TEAM RECRUITMENT

Recognition Award	Most Teams	Reservoir Hills and Pietermaritzburg	62
	1st Runner Up	Welkom	47
Honourable Mention	2nd Runner Up	Estcourt	35

CATEGORY – INCOME GENERATION

Recognition Award	Highest Amount Raised	Bloemfontein	R195 205
	1st Runner Up	Estcourt	R167 000
Honourable Mention	2nd Runner Up	Reservoir Hills	R159 935

CATEGORY – HIGHEST AVERAGE INCOME PER TEAM

Recognition Award	Highest Income /team	Bloemfontein	R8 873
	1st Runner Up	Reitz	R6 088
Honourable Mention	2nd Runner Up	Secunda	R5 912

CANSA SPIRIT OF RELAY AWARDS

Most Impactful Mission and Fight Back ceremony:

- CANSA Relay For Life, Reservoir Hills
- 1st Runner up – CANSA Relay For Life, Bronhorstspruit
- 2nd Runner up – CANSA Relay For Life, Middelburg

Most Impactful Luminaria ceremony:

- CANSA Relay For Life, Reservoir Hills
- 1st Runner up – CANSA Relay For Life, Middelburg
- 2nd Runner up – CANSA Relay For Life, Secunda

Most Impactful Survivor and Caregiver Involvement:

- CANSA Relay For Life, Reservoir Hills
- 1st Runner up – CANSA Relay For Life, Nelspruit
- 2nd Runner up – CANSA Relay For Life, Welkom

NBU (Gauteng, North West and Limpopo Provinces)

CATEGORY – SUVIVOR RECRUITMENT

Recognition Award	Most Survivors	Roodepoort	132
	1st Runner Up	East Rand	123
Honourable Mention	2nd Runner	Pretoria	106

CATEGORY – TEAM RECRUITMENT

Recognition Award	Most Teams	East Rand	120
	1st Runner Up	Pretoria	95
Honourable Mention	2nd Runner Up	Vaal Triangle	66

CATEGORY – INCOME GENERATION

Recognition Award	Highest Amount Raised	East Rand	R524 089
	1st Runner Up	Pretoria	R506 713
Honourable Mention	2nd Runner Up	Roodepoort	R125 676

CATEGORY – HIGHEST AVERAGE INCOME PER TEAM

Recognition Award	Highest Income /team	Brits	R5 567
	1st Runner Up	Pretoria	R5 334
Honourable Mention	2nd Runner Up	Bedfordview	R5 291

CANSA SPIRIT OF RELAY AWARDS

Most Impactful Mission and Fight Back ceremony:

- CANSA Relay For Life, Pretoria
- 1st Runner up – CANSA Relay For Life, East Rand

Most Impactful Luminaria ceremony:

- CANSA Relay For Life, Pretoria
- 1st Runner up – CANSA Relay For Life, CAPA University
- 2nd Runner up – CANSA Relay For Life, East Rand

Most Impactful Survivor and Caregiver Involvement:

- CANSA Relay For Life, Pretoria
- 1st Runner up – CANSA Relay For Life, Moot
- 2nd Runner up – CANSA Relay For Life, Louis Trichardt and East Rand

SBU (Eastern, Northern and Western Cape Provinces)

CATEGORY – SURVIVOR RECRUITMENT

Recognition Award	Most Survivors	Athlone	252
	1st Runner Up	Port Elizabeth	200
Honourable Mention	2nd Runner	East London	197

CATEGORY – TEAM RECRUITMENT

Recognition Award	Most Teams	East London	187
	1st Runner Up	Athlone	65
Honourable Mention	2nd Runner Up	Vredenburg	63

CATEGORY – INCOME GENERATION

Recognition Award	Highest Amount Raised	East London	R545 033
	1st Runner Up	George	R391 707
Honourable Mention	2nd Runner Up	Paarl	R391 461

CATEGORY – HIGHEST AVERAGE INCOME PER TEAM

Recognition Award	Highest Income /team	Worcester	R14 891
	1st Runner Up	Garden Route	R12 269
Honourable Mention	2nd Runner Up	Porterville	R10 943

CANSA SPIRIT OF RELAY AWARDS

Most Impactful Mission and Fight Back ceremony:

- CANSA Relay For Life, Worcester
- 1st Runner up – CANSA Relay For Life, Olifantsrivier
- 2nd Runner up – CANSA Relay For Life, Vredenburg

Most Impactful Luminaria ceremony:

- CANSA Relay For Life, Springbok
- 1st Runner up – CANSA Relay For Life, Kuruman
- 2nd Runner up – CANSA Relay For Life, Upington

Most Impactful Survivor and Caregiver Involvement:

- CANSA Relay For Life, Worcester
- 1st Runner up – CANSA Relay For Life, Moot
- 2nd Runner up – CANSA Relay For Life, Athlone and George

#CANSARelayForLife

CELEBRATE REMEMBER FIGHT BACK



CANSA SHAVATHON – GIVING COLOUR TO HOPE

Communities and corporate South Africa generously supported the 16th annual Shavathon campaign in March 2019 with 868 shopping centres and malls and workplaces raising R5 295 763. Participating provides an opportunity for everyone, young or old, to be involved by spraying or stencilling their hair, or shaving their head, or donating a ponytail that will go towards making wigs for cancer survivors. Many workplaces and corporates hosted Shavathon events including Discovery and Tsogo Sun (Gold Reef City and Monte Casino) supported by Jacaranda FM. Thanks to many malls and shopping centres that provide space for Shavathon events at no cost and to long-standing partners Globeflight, Aerosol, Wahl, Limegreen Online Design Print and Newsclip.

A total of R42 575 was raised from online donations through individual and corporate activists and donors via social media platforms. Winners are listed on www.shavathon.org.za.

PROMOTING SHAVATHON

#CANSAShavathon

Media partners raised awareness to promote the Shavathon campaign through Public Service Announcements (PSA's) provided by national and regional media partners. Thanks mainly to the SABC Foundation and Primedia for helping to boost Shavathon via radio and TV ads. The SABC 3 Expresso show hosted a live in-studio Shavathon on 1 March 2019, featuring interviews with cancer survivors and presenters who had their heads sprayed.

Many popular community radio stations hosted live broadcasts on 2 and 3 March 2019 including Lekker FM in Pretoria. Hot91.9 FM in Johannesburg did a live broadcast at Randridge Mall for the fourth consecutive year and raised over R92 200. Thanks to radio personalities and cancer survivors Mark Pilgrim and Jeremy Mansfield for continued support for CANSA Shavathon. The volunteers from Randridge Mall established the 'Hands of Hope' initiative creating quilts from handprints on blocks with messages of Hope for survivors. As part of Nelson Mandela Day, quilts were donated to the CANSA Keurboom Care Home in Johannesburg where patients stay while receiving treatment for cancer.

Cheryl Samuel shares why she donated her hair:

"My dad is a stage 4 cancer Survivor. He was diagnosed on the 12th of January 2018. It has been a long and tough road for him, as well as my family, as we witnessed him go through his treatment. Physically being there for all his chemo and radiation treatments, I have seen so many ladies affected by this killer disease. So I decided to grow my hair. This year on 12 January 2019 I chopped off 32 cm's of my hair. I really hope my contribution will put a smile on a Survivor's face."

SANLAM CANCER CHALLENGE

The Sanlam Cancer Challenge celebrated its 26th year and raised R3 551 968. Country-wide, 782 golf days were hosted by golf-clubs nationally with regional competitions that led to the final held at Gary Player and Lost City golf courses in October 2019. Thanks to long term sponsors, Taylormade, Sun International, Tempest Care Hire, DSV and Ernie Els.

The R25 000 fundraising challenge continued where clubs were encouraged to raise an additional R25 000. Magersfontein Memorial Club again raised the highest amount for the third consecutive year – R502 107.

Clubs raising more than R25 000 during club competition

- Walker Park Golf Club - R50 500
- Fancourt Hotel & Country Club Estate - R47 910
- Burgersdorp Golf Club - R45 990
- Graceland Golf Club - R39 130
- Kimberley Golf Club - R36 625
- Chrome Gc Steelpoort Golf Club - R35 155
- Kingswood Golf Estate - R26 498
- Royal Johannesburg & Kensington Golf Club - R26 350
- Wolmaransstad Golf Club - R26 020
- Mogol Golf Club - R25 000

SAGES

The Sages Senior Golfers, members of golf clubs who have reached the age of 50, have supported CANSA over the past 11 years by hosting annual CANSA Golf Days. The incredible amount of R618 785 was raised during the Senior Golfers Tournament in 2018.

CUPPA FOR CANSA

In 2018, CANSA 'Splashed out Hope' across South Africa and launched the Cuppa For CANSA season that ran from June to October 2018. Participants hosted or attended a Cuppa event and helped raised R4 215 057 towards CANSA's care and support programmes. Hosts were encouraged to make use of 'healthy food and beverage options' at their event, as CANSA promotes a balanced lifestyle. The continued support of Shoprite and Checkers again boosted the campaign who generously contributed over R1,5 million through in-store campaigns.

Five Roses, came on board as the official tea partner and also created a limited-edition Smooth Ceylon Blend 52s pack featuring the pink and blue CANSA ribbon, where R1 was donated for every pack sold.

The first 'National Cuppa For CANSA Day' took place on August 2018 where CANSA challenged workplaces, businesses and service organisations to host a Cuppa and share photos of events. The aim was to create awareness of the challenges both employees and companies experience when having to deal with the cancer.

CANSA ACTIVE

CANSA Active drives healthy active lifestyles to lower the risk of cancer and promotes SunSmart. It also gives sportspeople the opportunity to participate in their favourite sporting activity or race, while raising funds using an online platform, to support our care and support to those affected by cancer. A total of R2 361 235 was raised. The CANSA Active teams promote SunSmart awareness by providing sunscreen and skin cancer examinations at most events and sometimes host water points.

CANSA Active was part of the Telkom 94.7 cycle Challenge, Soweto Marathon, Old Mutual Two Oceans Marathon, Wines2Whales, Pink Extreme at Vrede-en-Lust, Amashova Durban Classic and Tshwane Road Classic. CANSA further partnered with the Toyota Warrior series – South Africa's largest obstacle course racing series and was also one of the beneficiaries of the Fedhealth IMPI Challenge that took place across the country during 2018.

Key Highlights

- The annual Cycle4CANSA was held in August 2018 at Sun City with over 6 000 mountain and road cyclists riding in support of CANSA and Optimum Financial Services Group donated R100 000.
- The annual Absa Cape Epic mountain bike event took place in March 2019 in the Western Cape. Thanks to all riders that rode to raise funds and awareness – Breyton Paulse (SuperSport presenter and ex Spring ruby player), Johan Coetzee, Pieter Du Preez, Denzyl O' Donoghue, Johan Klindt, Stephan Weyers, Riaan Van Wyk, Jacque Lotriet, Schalk van der Merwe, Hanja Oosthuizen and Janine Moore. CANSA hosted sunscreen stations at waterpoints promoting SunSmart awareness for riders and spectators.
- CANSA welcomed Comrades Marathon runners at the Comrades Expo in June 2018 promoting SunSmart tips and offering free skin and mole examinations using the FotoFinder device. On race day, CANSA also hosted a waterpoint with over 50 enthusiastic staff and volunteers from KwaZulu-Natal cheering and providing quick sunscreen applications.
- CANSA Active partnered with the Sanlam Cape Town Marathon in September 2018, by hosting a stand at the Expo and offering free skin and mole examinations to all visitors. Staff and volunteers from the CANSA Cape Metro Care Centre lined the streets of Cape Town to host a water point and provide free sunscreen.

- Over 13 000 swimmers from across the country descended on Midmar Dam near Pietermaritzburg for the 45th edition of the aQuelle Midmar Mile. The swimming event was a great opportunity for CANSA to raise awareness among the open-water swimming fraternity with many committed to swim in aid of CANSA and raised funds for cancer survivors. Free sunscreen was on offer to swimmers and spectators.
- In February 2019, Bowls South Africa took hands with CANSA by hosting bowls events nationally raising just over R200 000 towards cancer education initiatives.
- ILoveBoobies - founded by avid sportswoman, Nicky Webb, raises funds by selling distinctly recognisable socks and receiving donations. Partnering with CANSA, screening programmes were set up in the Cape to enable cancer access for women in poor resource communities.
- Jennifer Sharpe-Scott ran 171 km for CANSA in July 2018 raising funds and awareness.

In memoriam

Sadly, one of the founders of the 'Tour of Light' group of riders that cycled from Johannesburg to Cape Town in support of CANSA, passed away due to cancer in 2018. Jacque Slabber, founder of the 'Runners against Cancer' team who take part annually in the Old Mutual Two Oceans marathon also tragically passed away in 2019. Both their legacies will live on in through their families, friends and CANSA staff.

TEKKIE TAX– LEAVE A LITTLE SPARKLE

This campaign encourages participants to wear sneakers or tekkies with funky shoelaces in support of the annual Tekkie Tax Day that took place on 25 May 201. The campaign raised over R9 082 927 million for five sectors namely Animals, Bring Hope, Children, Disability and Education. CANSA received R789 934 as part of the Education sector.

Over 250 non-profit organisations are represented including CANSA to sell stickers, pairs of Tekkie Tag shoelaces and t-shirts.

CANSA SOCIALITE – PERFORM FOR A CAUSE

In its second year, CANSA Socialite is for aspiring performers to showcase their talent and become CANSA Ambassadors by spreading a cancer health awareness message, all while raising funds to enable CANSA to continue its care and service.

In its second year, CANSA Socialite, aimed mostly at youth, offers participants a platform of exposure through industry leader brand partners who scout for new talent and through CANSA events in their local communities. Entrants can display instrumental, acting, dancing and singing talents, in a 90 second audition on a professional stage.

CANSA provided workshops to help equip participants for the final event which took place in October 2018 at Carnival City. Great success stories have resulted for up-and-coming performers from this new platform.





DEVELOPING OUR PEOPLE



Contributing to Sustainable Development Goal 5 - Achieve gender equality and empower all women and girls



Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

HUMAN RESOURCES



CANSA's strategic objective is to optimise our human capital through diversity, a sustainable knowledge base, leadership and an organisation that is conductive to a culture of high performance.

Main highlights:

- The CANSA six-month Home-based Care and Support course (includes geriatric care) is still awaiting accreditation from the Health and Welfare Sector Educational Training Authority.
- Improvement of the 'buddy and mentor' wellness programme for employees to help with the on-boarding process, staff burn-out, debriefing sessions, depression and any post traumatic incidents experienced internally or externally.
- Continued implementation of the five-year year employment equity plan as required by the Department of Labour.
- Conducted a second employee engagement survey in 2018.
- Introduced an internal HR newsletter following the employee engagement survey in 2018.

#BuildingLeaders

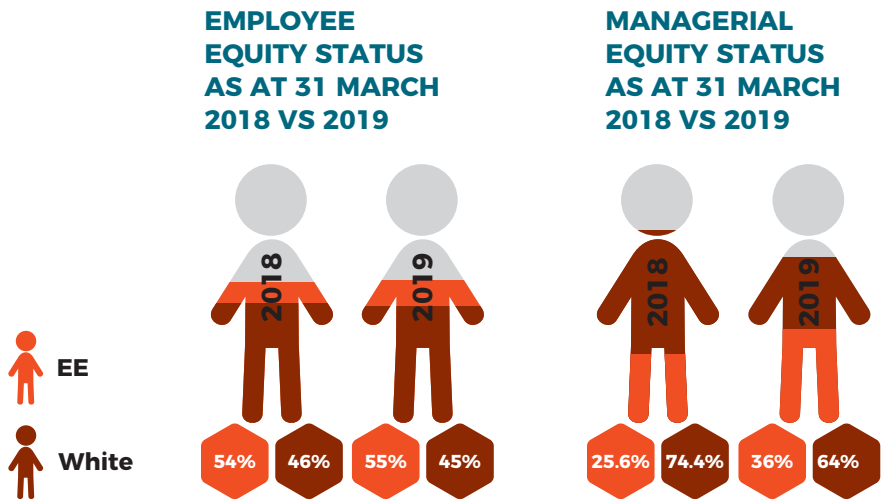
EMPLOYMENT EQUITY

CANSA serves a diverse population in terms of race, gender, age, religion and culture. Diversity is important when employing new staff and engaging volunteers. We always strive to ensure that the diverse needs of all communities are met and aim to ensure that our workforce reflects the natural demographics of our workforce in the communities that we serve.

EXCO remains fully committed in the strict adherence of the policy to promote equity. New junior management positions, grading band C4 and C5 on Paterson grading were implemented during the current financial year. The Divisional Co-ordinator positions focus on the development of EE Community Mobilisers with management potential. All external white appointments are authorised by the CEO on motivation by senior management. When a senior white person reporting directly to the CEO is to be appointed, motivation is to be submitted to the Remuneration Committee (REMCO) for consideration. A quarterly report on the equity status is submitted to REMCO as well as the Board.

The current equity targets within CANSA are:

- 60% of workforce to be equity appointments
- 40% of junior management to be equity appointments
- 30% of management to be equity appointments



CANSA struggles to maintain the set equity targets due to the high demand for professional skills within the private sector and public sector with more attractive salary packages offered to these limited resources (junior management level). In general, less interest is shown in fundraising positions by equity candidates. CANSA is further not able to compete with the salaries and benefits offered to middle management with specific reference to divisional managers.

STAFF TURNOVER

Our goal remains to decrease employee turnover, thereby decreasing costs related to training, recruitment, loss of talent and organisational knowledge. It's difficult for CANSA to offer salaries similar even to that offered by government. With 78 exits (two more than the previous year) retention of staff remains a challenge. The monthly turnover however, remained stable at an average of 2%. At the end of March 2019, the annual turnover was 2.20% compared to that of 1.90% in March 2018.

The reasons for exits are mainly due to difficulties in adjusting to the non-profit work environment, as well as resigning for better packages in the corporate sector. Employees leaving the organisation during the first six months are mostly performance related. Line managers set probation goals and evaluate these goals on a monthly basis before permanent employment is confirmed.

HIGH PERFORMANCE CULTURE

CANSA uses the Paterson Job Grading System and sorts jobs into six broad bands that are graded and grouped into three to five sub-grades. The six grades, also called 'bands' define salary scales with a minimum, median and maximum scale within every band. We align the current salary scales annually after using the Averile Ryder reward survey. These findings are used as a guideline to determine entry levels for salary scales and together with the bi-annual performance appraisal results, guide salary increases.

REWARDING PERFORMANCE

Performance appraisals are conducted bi-annually and the results are used to performance manage staff. Employees with a score of less than 60% (with targets not met) are performance managed through additional in-service training followed by corrective actions. The Board of Directors, following the recommendations by the Remuneration Committee, approved budgeted increases to the maximum of 5%, based on performance evaluation.

COACH, GROW AND RETAIN TALENT

We place emphasis on core competencies and development of staff through training, coaching and guidance to promote leadership and realisation of personal potential. With a limited training budget, the process of 'train the trainer' is mostly implemented after managers attend courses by training providers.

INTERNSHIPS AND DEVELOPMENT

CANSA promotes the development, training and practical experience of students of accredited institutions by facilitating internships at Head Office and many other departments nationally. Students are mainly accommodated in the spheres of social development and health and research departments.

- Training and Development – Health and Welfare Sector Educational Training Authority (HWSETA)

  Training and Development of staff towards a high performance culture is a priority for CANSA. The CANSA Workplace Skills Plan and Annual Training Report for the period April 2018 to March 2019 was submitted to Health & Welfare Seta by the HR department and approved.

  Plans are in progress regarding a new training project focusing on Home-Based Care and Support with the help of the Health & Welfare Seta aimed at volunteers and members of the public. Internal training centres will be accredited by HWSETA including developing training material according to its standards.

  CANSA's National Training Facilitator, completed her Moderator and Assessor qualifications at HWSETA and developed a new Home-Based Care and Support course for the organisation. The course is awaiting final accreditation.

  During the year, training was conducted developing employees and volunteers regarding health promotion, counselling, community mobilisation, management and administrative skills, fundraising, logistics and supply chain management and social media.

  Looking ahead, development will focus on computer literacy (basic and intermediate), CANSAonline system, management and leadership, advocacy, volunteer training, administrative skills, clinical training and health promotion, on-going community mobilisation, fundraising, first aid, interaction management and Industrial Relations training.

POLICIES AND WELLNESS

The Human Resource department reviewed some current policies and introduced new policies as the need arose. The Quality Assurance Committee evaluates new policies before approval by EXCO. The policies are included in the electronic employee manual used during the on-boarding process.

Many CANSA employees benefitted from a new wellness programme with a focus regarding internal mentoring, counselling and support as well as in some cases, intense debriefing for serious matters. Line managers identify 'buddies' as part of a buddy and mentoring process to assist with induction and word-related matters.

PENSION FUND

With the assistance of Alexander Forbes, information is communicated to employees to explain all benefits applicable and to better understand the pension rules. Training is further provided to all employees regarding the online pension information system to minimise manual statement documentation issued to employees.

EMPLOYEE ENGAGEMENT SURVEY AND STRATEGIC RECOMMENDATIONS

A second Internal Communications and Engagement Survey Audit was implemented during October 2018. Conducted by an independent service provider, the aim was to evaluate communication preferences and depth of understanding around specific channels and projects, to provide recommendations for future planning.

Overall, internal communication is performing well. A confidence level of 95% and confidence interval of four was achieved with 81% of staff being proud of the CANSA brand and 88% of employees feel the CEO is personally committed to CANSA.

Communication channels have improved year on year, however, certain areas were highlighted that required improvement, such as in Grade C bands

Following the survey and recommendations, during the current financial year, CANSA implemented several changes and updated training programmes. Road shows were conducted in many regions to help improve engagement.

ZERO TOLERANCE CULTURE

The internal audit process is on-going and outcomes are addressed monthly at EXCO level to ensure that a zero tolerance culture regarding non-performance and misconduct is maintained. Industrial Relation training is given to all line managers regarding disciplinary procedures including performance management. Informal and formal disciplinary hearings are conducted within the scope of the Labour Relations Act. A total of 24 staff were disciplined, including four dismissals due to fraud and non-performance. A total of 20 staff members received warnings for internet abuse and non-adherence to policies and procedures as well as undermining of authority.

FAIR LABOUR PRACTICES

We recognise the importance of employee entitlement to fair labour practice, including the right to dignity and privacy to promote a safe emotional environment within the workplace.

- One employee made a submission to the Commission for Conciliation, Mediation and Arbitration (CCMA) based on a constructive dismissal regarding a travelling allowance.
- There was one unfair dismissal case regarding poor performance. An arbitration award was made against the organisation and after evaluation by the CANSA legal team, submitted for review to the Labour Court where the Judge ruled that the dismissal was fair and the arbitration award was set aside.
- Seven employees were retrenched during a service delivery restructuring process in January 2019.

MAINTAINING A SAFE WORK ENVIRONMENT

Occupational Health and Safety is of high importance to CANSA and so we ensure a safe physical environment for employees, while at the same time complying with the Occupational Health and Safety legislation.

Makrosafe Holdings, our CSI partner, conducts bi-annual assessments to ensure compliance to the Health and Safety Act (No 85 of 1993), at all CANSA premises. The compliance with the basic requirements has stabilised on 98% during the end of the financial year.

We reward our staff annually for their contributions towards improving CANSA in various fields. The following awards were made for outstanding performance and achievements.

LONG SERVICE AWARDS

20 years: Bettie Msibi and Patricia Mbatha

GOLDEN AWARDS

- Service Delivery - Este Heese Botes
- Advocacy - Sr Mitta Sauli
- Marketing - CANSA Port Elizabeth Care Centre
- Sustainability - Andries du Preez
- Teamwork - CANSA Southern Cape Karoo Care Centre
- Best Performing Unit - Finance & IT
- Most improved Division - CANSA Eastern Cape Care Centre
- Best Care Home - CANSA Tipuana Care Home
- Best Performing Division - Northern Gauteng
- Employee of the year - Kehilwe Goeieman

LEADERSHIP AWARDS

- Middle Management - Henley Botha
- Senior Management - Gerda Strauss

VOLUNTEER DEVELOPMENT AND MANAGEMENT





Contributing to Sustainable Development Goal 3 - Ensure healthy lives and promote well-being for all at all ages.



Contributing to Sustainable Development Goal 8 - Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Contributing to Sustainable Development Goal 17 - Strengthen the means of implementation and revitalize the global partnership for sustainable development

VOLUNTEERS



Volunteers are an integral part of CANSA helping us to carry out valuable care and service and assisting with raising funds. CANSA's employees mobilise, empower, retain and expand a diverse group of trained volunteers to ensure active engagement to optimise CANSA's governance and operational capacity.

Liaison committees take the lead in communities to offer services to patients, their families and community. They also raise funds and actively participate as part of our national income generating projects, market CANSA's work and do advocacy work.

During this period, there were over 6 000 leader volunteers consisting of 1 915 liaison committees and a further 50 developing committees. The EE status of leader volunteers is 61% vs 39% of non-EE volunteers.

- Volunteers are an extremely important part of our advocacy campaigns, working directly with patients and treatment centres and often know first of issues regarding access to treatment and pain medication. The chairperson of each liaison committee represents its committees on the Regional Council. The Regional Council is the meeting platform of the volunteer leaders and personnel of CANSA.

KEY HIGHLIGHTS:

- During the year, a manual and toolkit was developed to empower CANSA's community mobilisers. These guidelines assist to expand CANSA's footprint across South Africa to recruit and retain volunteers.
- Volunteer contracts were adapted to be more in line with expected outcomes and provide guidance. CANSA's values were also included and volunteers are re-contracted annually to ensure that volunteers are not under or over-utilised.
- The online application process was expanded and improved to directing potential volunteers to the relevant Care Centre and ensuring a more efficient process.
- Policies regarding volunteers were assessed to ensure that it is still sufficient and applicable to the current volunteer environment.

LEADER VOLUNTEER SURVEY

A survey was initiated in 2018 as part of CANSA's engagement efforts to get a clear understanding of preferences of leader volunteers. A total of 88 leader volunteers across South Africa participated.

Leader volunteers indicated that the two main reasons for volunteering is the desire to contribute to their community as well as personal experience with cancer. The two areas of CANSA's work which interest leader volunteers most are Service Delivery (50%) and health campaigns (40%) while fundraising and research were also found to be popular (with 33% each).

The group further showed a need for more training, improved communication and more information. This led to the formation of WhatsApp groups and targeted communication to supplement monthly liaison committee meetings and quarterly regional council meetings.

A volunteer complaint policy is managed by the Service Delivery team to address any volunteer concerns. In the reporting period, no volunteer complaints were received.

STARTING YOUNG

Young people are engaged in many CANSA programmes and projects, as well as fundraising by encouraging schools and universities to promote support and recognise volunteers in their institutions. CANSA Relay Recess, aimed at primary schools offers the opportunity to take education and community service to the classrooms in a fun and exciting way - focus areas are on education, fundraising and physical activity.

Over 132 800 youth were reached by 300 programmes at 940 primary, secondary institutions.

INTERNATIONAL VOLUNTEERS DAY

Annually, CANSA celebrates International Volunteers Day on 5 December to thank our volunteers and raise awareness about their significant contribution to society. Special functions were held countrywide by CANSA Care Centres to acknowledge and thank volunteers.

BECOME A VOLUNTEER

Perhaps you would be interested to join our team as a volunteer? The role can be challenging, stimulating and extremely rewarding. Contact us on info@cansa.org.za or call toll-free 0800 22 66 22 or visit the nearest CANSA Care Centre – see www.cansa.org.za

MARIETTE LOOTS AWARDS 2018

The annual national Mariette Loots Cancer Trust Awards exemplify the commitment of volunteers to cancer survivors. CANSA regional nominations are forwarded to the Mariette Loots Trust's selection committee who select the Merit and two main award winners based on a stringent grading system.

- Mariette Loots Cancer Trust award winner: Mariana Nel from Bloemfontein
- Mariette Loots Friends for Life achievement award: Trudie Van der Westhuizen from Boland / Overberg
- Mariette Loots Cancer Trust merit award winners: Marita Blom from Bloemfontein; Koba Van der Merwe and Annelene Reinke from Boland / Overberg and Jeannine Frost from Southern Cape Karoo


Mariana Nel


Trudie vd Westhuizen



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