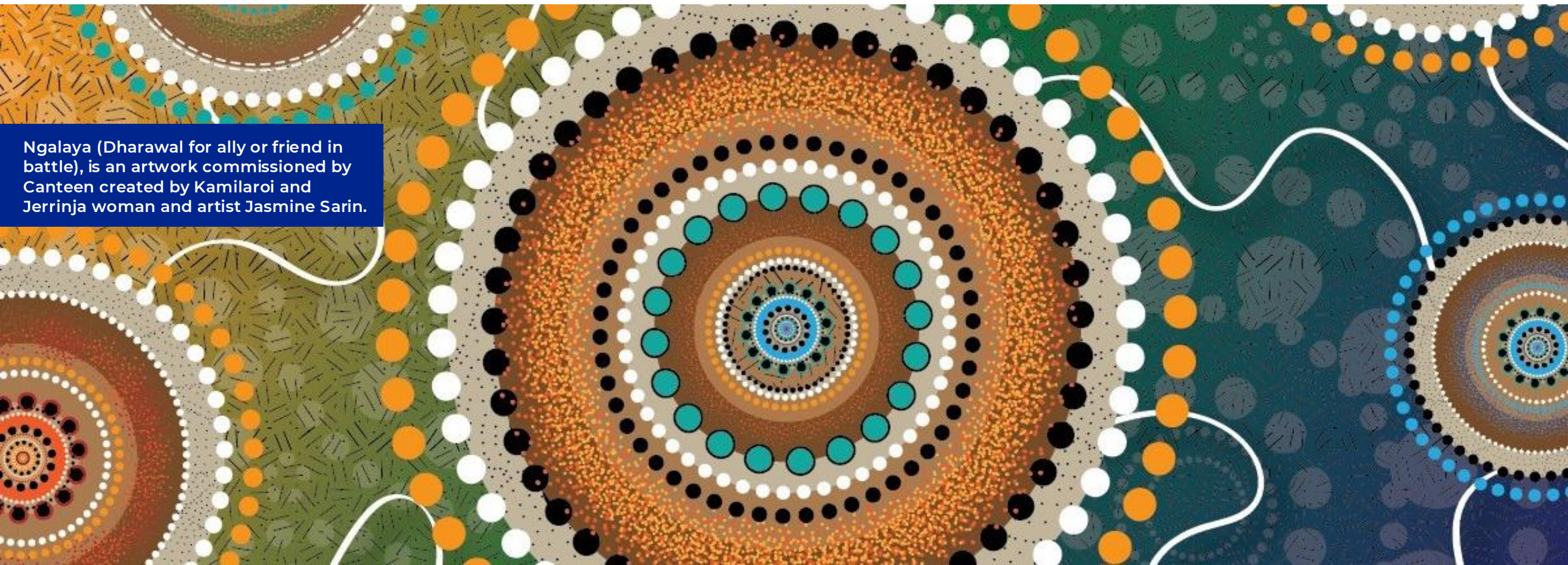




CANTEEN
STRATEGIC PLAN
2025–2029

ACKNOWLEDGEMENT OF COUNTRY

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



Ngalaya (Dharawal for ally or friend in battle), is an artwork commissioned by Canteen created by Kamilaroi and Jerrinja woman and artist Jasmine Sarin.

OUR VALUES AND COMMITMENTS

We are guided by our values and our commitment to ensure that everyone at Canteen feels respected, included and safe.



**WE
CONNECT**

Connection is our core. We connect young people with others their age who 'get it' and with specialist staff who truly understand cancer's challenges.



**WE
EMPOWER**

We empower young people to lead within and beyond Canteen to shape the organisation they need and the world they want to live in.



**WE
CHALLENGE**

We use research and evidence to constantly challenge ourselves and others to be better in order to deliver the best outcomes for young people.



**WE
ARE REAL**

Young people's real experiences are at the heart of everything we do. We don't shy away from the tough stuff - we use it to build hope, resilience and meaning.



We are guided by our values and commitments to ensure that everyone at Canteen feels respected, included and safe. We welcome the LGBTQI+ community and people from all cultures, backgrounds and abilities.





**Accredited
Service Provider**

National Safety and Quality
Digital Mental Health Standards

Canteen meets all the Digital Mental Health Standards.

This signifies that our support services, governance structures and the way our teams operate are of high quality, safe, and meet international standards.

BOARD CHAIR WELCOME

Young people like me always have and always will be, at the heart of everything that Canteen does. That's because forty years ago, Canteen was created by six visionary young people grappling with their own cancer diagnosis and treatment. To this day, young leaders continue to hold the majority of the seats at the Canteen board table and provide direction for the organisation at every level. We have also embraced Australia's traditional custodians through our YARN group, made up of young Aboriginal and Torres Strait Island leaders, which provides guidance to the Board and the organisation on providing culturally safe support for our First Nations young people and communities.

As leaders of Canteen, we are fuelled by our passion for making sure that young people get the right support at the right time and in the right way. The Strategic Plan 2025–29 is built on consultations with our young leaders across the country and sets out an exciting plan to really grow our reach to many more of the 100,000 young people in the next four years who we know will be struggling with the terrifying news of either their own or a family member's cancer diagnosis.

Our voices, the voices of all young people impacted cancer, will be heard in parliaments federally and every state and territory, and in the community, as we strive to make sure that the latest advances in genomics and treatment lead to better health outcomes and that there is greater financial, cultural and other support for young people and their family members diagnosed with cancer.

Dr. Madeleine Way



CEO WELCOME

Canteen will provide 1,000,000 meaningful touchpoints for young people (12–25 years) and their families right across Australia by 2029. This will see many more of the 23,000 young people who are newly impacted each year by either their own cancer diagnosis or that of a close family member, provided with essential, world class support from skilled health and youth professionals and trained peers. Whether it be treatment by one of the internationally regarded hospital-based Youth Cancer Services or clinical trials that Canteen funds or connecting with other young people in the same boat through lifechanging peer support opportunities provided face to face or online, or specialist counselling and vocational support by one of our Canteen professionals.

Reaching more young people means expanding our wonderful supporter community and providing even more opportunities for them to engage with the critical difference they make in the lives of these young people, and making sure that we are continually resourceful and using the latest technology in maximising the impact of each dollar that's given.

And the extraordinary Canteen team will continually be inspired and empowered to ensure that we deliver exceptional support to the young people and families we serve.



THE VOICE OF CANTEEN YOUNG LEADERS

"The YAT ensures that the voices of young people navigating cancer are at the forefront of all decisions here at Canteen."

YAT Co-Chairs

"Canteen turned my grief into growth, giving me opportunities I never imagined and friendships that will last a lifetime."

Chantelle, ACT

"To me Canteen means community, understanding and belonging."

Imogen, NSW

"We are so happy to see reconciliation as a strong and continuous theme throughout the strategic plan and that YARN plays a large part in guiding this."

YARN





OUR AMBITION

Over the next four years, we commit to deliver over **1 million meaningful touchpoints**, to ensure that every young Australian impacted by cancer can access the support and care they need.

THE CONTEXT FOR CANTEEN'S FUTURE DIRECTION

Every year, another 23,000 young people have their world turned upside down by either their own, or a close family member's cancer diagnosis.

For young people, a cancer diagnosis can disrupt the physical, emotional, social and every aspect of their lives, in ways that are different to those of children or older adults with cancer. These impacts don't all end with treatment, and many are felt lifelong, well into survivorship.

Young people with a family member diagnosed with cancer, also have unique needs. For example, they are up to six times more likely to experience severe anxiety and depression than their peers and can be left with overwhelming responsibility for the wider family when a parent is diagnosed.

That's why it's so important all young people impacted by cancer can access tailored, age-appropriate support to help navigate their own experiences of cancer, and optimise their health, wellbeing, and connections.

We have seen key progress in the care and support available to young people with cancer.

In recent years, there have been improvements in the care provided to young people impacted by cancer. Canteen has led efforts in establishing specialist multidisciplinary care through funding Youth Cancer Services in major hospitals across Australia. Also the first Optimal Care Pathway for Adolescents and Young Adults (AYAs) has been established as the national standard of consistent, safe, high-quality, and evidence-based care and Canteen has been funding AYA-specific clinical trials.



THE CONTEXT FOR CANTEEN'S FUTURE DIRECTION

Important challenges remain however that will require focused effort over the years ahead.

Despite this progress, in Australia there remain key differences in AYA cancer incidence, outcomes and overall burden of disease compared to paediatric and adult counterparts. Our AYA cancer incidence rates are also higher than many comparable countries.

Many young people with cancer miss out on the gold standard care provided by Youth Cancer Services, and an even greater number of young people with a diagnosed family member are not getting access to the vital support they need. Survivorship pathways are not standardised, leading to variation or gaps in the care provided to many former AYA with cancer, who are higher risk of chronic illness, mental health challenges, and poorer educational and career outcomes.

Similarly, young people with a diagnosed family member face greater risks of mental health issues as they grapple to juggle substantial carer responsibilities on top of their educational and career needs. On top of this, cancer creates a heavy financial burden for many families, adding to the already immense challenges they face.



CANTEEN 2025–2029 STRATEGY ON A PAGE

PURPOSE

To provide life changing treatment and support to young people facing cancer.

MISSION

Be in the corner of every young person when cancer crashes into their world.

VALUES

We connect.
We empower.
We challenge.
We are real.

Young people
are at the heart
of everything
we do.

OUR DNA



OUR PEOPLE

Our people are our strength, and they are empowered to ensure our organisation delivers exceptional support to young people.

**A 10% increase
in our employee
engagement score.**



OUR SUSTAINABILITY

Create a Canteen for now and in the future. Our financial strength is underpinned by innovation and high-quality experiences for our supporters.

**Raise \$220 million
over 4 years.**



GROW OUR REACH

The treatment and support we offer changes lives, but too few young people are getting access. We will ensure that more young people are provided with our vital support each year.

Reach 25% of young people newly impacted by cancer each year with our services and programs.



DEEPEN OUR IMPACT

We will direct our efforts where we can make the greatest difference. We will support young people so they are living longer, more fulfilling and connected lives.

**90% of service users
recommended Canteen to
others facing cancer in their lives.**



AMPLIFY OUR VOICE

We are an influential force in the cancer landscape, driving system level change, policy and outcomes. We will build connections for greater impact through our partnerships, advocacy and supporter communities.

**Through advocacy and key
partnerships, we secure
ongoing funding to improve
experiences for young people.**

KEY ENABLERS

PRIORITIES

OUR AMBITION

Over the next four years, we commit to deliver over **1 million meaningful touchpoints**, to ensure that every young Australian impacted by cancer can access the support and care they need.



A group of approximately 12 young people, mostly of South Asian descent, are posing for a photo in a modern, casual setting with wooden floors and blue armchairs. They are all wearing bright green lanyards. Several of them are holding up large sheets of paper with handwritten notes in various colors. The notes include phrases like 'We Connect', 'We Empower', 'Comfort Zones', 'Authenticity', and 'The truth of it'. The overall atmosphere is positive and collaborative.

STRATEGIC PRIORITIES AND ENABLERS

GROW OUR REACH



OUR VISION

The treatment and support we offer changes lives, but too few young people are getting access. We will ensure that more young people are provided with our vital support each year.



WHAT THIS MEANS FOR YOUNG PEOPLE

More young people impacted by cancer can connect with inclusive services and supports at the right time, and in a way that suits them best.

Key measure of our success

Reach 25% of young people newly impacted by cancer each year with our services and programs.





GROW OUR REACH

OUR STRATEGIC OBJECTIVES

1

Increase awareness of, and engagement with, Canteen services.

2

Leverage best practice technology and innovation to reach and support young people wherever they are.

3

Increase access to our services for priority populations from Aboriginal and Torres Strait Islander and CALD communities.

DEEPEN OUR IMPACT



OUR VISION

We will direct our efforts where we can make the greatest difference. We will support young people so they are living longer, more fulfilled, and more connected lives.



WHAT THIS MEANS FOR YOUNG PEOPLE

Young people impacted by cancer benefit from services shaped by their unique needs and preferences, based on the best available data and research.

Key measure of our success

90% of service users recommended Canteen to others facing cancer in their lives.





DEEPEN OUR IMPACT

OUR STRATEGIC OBJECTIVES

1

Embed the needs and preferences of young people in the design, delivery and improvement of our services.

2

Harness insights to understand our impact to evolve our services and connect with supporters.

3

Invest in research to improve survival and quality of life for young people impacted by cancer.

4

Continue to prioritise better outcomes for Aboriginal and Torres Strait Islanders, CALD, LGBTQI+, and those with disabilities.

AMPLIFY OUR VOICE



OUR VISION

We are an influential force in the cancer landscape, driving system level change, policy and outcomes. We will build connections for greater impact through our partnerships, advocacy and supporter communities.



WHAT THIS MEANS FOR YOUNG PEOPLE

Young people impacted by cancer have strong and effective voices which shape the policies, changes and outcomes that matter most to them.

Key measure of our success

Through advocacy and key partnerships, we secure ongoing funding to improve experiences for young people.





AMPLIFY OUR VOICE

OUR STRATEGIC OBJECTIVES

- 1** Increase the breadth and impact of our partnerships and pursue collaborations that will genuinely lead to change.
- 2** Equip our young leaders and Canteen community to continue their powerful advocacy efforts.
- 3** Improve our collective understanding of the needs of young people impacted by cancer.
- 4** Strengthen our collaboration with government to deliver best practice services to young people.

OUR PEOPLE



OUR VISION

Our people are our strength, and they are empowered to ensure our organisation delivers exceptional support to young people.



WHAT THIS MEANS FOR YOUNG PEOPLE

Young people impacted by cancer receive exceptional services and support from a dedicated, skilled, and empowered team working together to deliver the best possible outcomes.

Key measure of our success

A 10% increase in our employee engagement score.





OUR PEOPLE

OUR STRATEGIC OBJECTIVES

1

Foster a values-driven culture where everyone feels connected to Canteen's mission.

2

Inspire and recognise exceptional commitment and performance of our people.

3

Promote inclusivity and celebrate diversity across our organisation.

4

Encourage the growth of our people and focus on their wellbeing.

5

Continue to build our team's capacity with evidence, data, and tools to deliver optimal support and client experiences.

OUR SUSTAINABILITY



OUR VISION

Create a Canteen for now and in the future. Our financial strength is underpinned by innovation and high-quality experiences for our supporters.



WHAT THIS MEANS FOR YOUNG PEOPLE

Young people impacted by cancer can be assured of access to Canteen's life changing services and programs, now and for years to come.

Key measure of our success

Raise \$220 million over 4 years.





OUR SUSTAINABILITY

OUR STRATEGIC OBJECTIVES

1

Grow diverse and sustainable sources of revenue that ensures our ongoing support for young people.

2

Maximise effectiveness and efficiency of our resources.

3

Build stronger supporter communities that have meaningful connections to their extraordinary impact.

4

Reinforce our operational foundations to stay agile and better adapt to an ever-changing landscape.

5

Minimise our organisational carbon footprint.

**THANK
YOU**

