


CanNET
Cancer Service Networks
National Demonstration Program
Linking regional and metropolitan
cancer services for better
cancer outcomes

CanNET Victoria
Engaging consumers in
cancer services improvement

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Why engage consumers?

**“the only way we will
have health services
reform in the cancer area
is if it is driven by the
people affected”**



Active consumer involvement

CanNET as a 'consumer driven' project aims to

- Hear experiences of consumers - cancer and cancer care
- Seek guidance from consumers regarding the focus of the project

Develop a consumer engagement strategy – ongoing, effective, meaningful participation:

- Identify interested consumers
- Model a range of methods for Consumer engagement
- Identify and implement Support & training required

Travel

“The tyranny of distance really does make it hard for us”

“Mentally that caused me more stress, how was I going to get around?”

Financial pressures *'devastation'*

"We were left financially crippled"

"I saw people almost fall apart looking at the bills and the money they had to pay"



Information

"There are lots of services available but how do you know about them if no-one tells you?"

"The scariest thing is not knowing what's ahead"



Support services

“No matter how much people say they are all right, they’re not”

“The biggest thing for me was not being able to talk to anyone about what I was experiencing at the time”



Valued aspects of care

“Being treated as a person and not just as a sickness. The nurses know and understand my situation”

“My doctor kept me informed in a language I could understand”

“The human touch is very, very important”



What now?

58 consumers interested in being involved in the activities of CanNET Victoria & ICS

- Service directory
- Professional development
- Review

