



PARTNER IMPACT REPORT

THE LOTTERY OFFICE

*Building lasting, local support for young people
impacted by cancer across the Northern Territory*

WITH THANKS

THANK YOU FOR STANDING WITH YOUNG PEOPLE IMPACTED BY CANCER

On behalf of the young people, families, and communities we support across the Northern Territory, thank you. The Lottery Office's funding has allowed Canteen to put down permanent roots in the Northern Territory. This is already changing outcomes for young people facing cancer in some of the most complex service-delivery environments in Australia.

Licensed in the Northern Territory, The Lottery Office has chosen to invest directly in the communities it calls home.

This report shares what your investment has made possible over the past year and the impact this has had on the lives of young people facing cancer.

WHY THE NORTHERN TERRITORY IS DIFFERENT

The Northern Territory presents a distinct service delivery environment. Young people and families impacted by cancer face additional barriers related to geography, workforce availability, cultural safety, and limited access to specialist services. In a landscape of small, dispersed communities, successful service delivery depends on visibility, trust, and long-term relationship building, not one-off outreach.

When specialist support is delivered intermittently or remotely, families experiencing cancer-related distress are less likely to be referred, to engage early, or to stay connected. This isn't a story about lack of need. It's a story about the absence of consistent, locally based support. Funding from The Lottery Office has enabled Canteen to re-establish a permanent, Northern Territory-based workforce, giving young people access to the same quality and continuity of support as their peers in every other state.

BUILDING A STABLE LOCAL WORKFORCE

Funded by The Lottery Office, Canteen has established two permanent Northern Territory-based roles:

A PSYCHOSOCIAL CLINICIAN

Provides counselling and emotional support to young people and families impacted by cancer.

Recruitment and retention are an ongoing reality of working in the Northern Territory, and the staff turnover of the past year reflects broader Northern Territory workforce pressures rather than any lapse in commitment. With both roles now filled, we are moving from workforce recovery into workforce consolidation, the critical next step toward sustainable impact.

A PROGRAMS OFFICER

The newly appointed Programs Officer brings extensive experience as a school and community nurse in the remote Aboriginal community of Wadeye, directly strengthening Canteen's ability to engage Aboriginal and Torres Strait Islander young people and families in culturally informed, locally grounded ways.

REACHING MORE YOUNG PEOPLE, AND KEEPING THEM ENGAGED



Referrals are growing

Northern Territory referrals rose 66% between the 2023/24 and 2024/25 Canteen financial years. This growth was achieved during a period of staffing instability. It's clear evidence of latent demand, and of how quickly young people respond when local capacity grows.



Engagement is strong

Once connected, Northern Territory young people engage deeply: 70% consistently attend Canteen programs and events, a strong signal of relevance and impact once access barriers are lowered.



Programs are reaching Darwin locally

Eight recreational programs were delivered in Darwin this past financial year, giving young people navigating a family member's cancer vital connection, peer support, and emotional relief.

YOUTH LEADERSHIP AND VOICE: CLOSING A REPRESENTATION GAP

Restoring local staffing has done more than grow services; it has reopened leadership pathways that had been closed to Northern Territory young people for years:

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Darwin-based young people joined Canteen's Leadership Program, the first Northern Territory representation in four years.

1

Young person completed Braving Training and now serves as an organisational peer mentor supporting Northern Territory program delivery.

Braving is Canteen's national program that trains young leaders in peer support and mentoring.

1

Young person completed Leading Voices, representing Darwin nationally through youth advocacy and media engagement.

Leading Voices trains young people aged 18+ to become Canteen Youth Ambassadors, sharing their story to raise awareness and support.

For young people from smaller or marginalised communities, opportunities like these are transformative and simply would not exist without a local team to identify, encourage, and support them.

Equitable access to national programs

Geographic isolation has long limited Northern Territory participation in Canteen's national offering. With local staffing in place:

10

Northern Territory young people were supported to attend national Canteen programs including retreats, therapeutic, leadership and survivor-specific programs.

5

Northern Territory young people are registered for SA BASE Camp

BASE Camp is a recreational camp for under-18s. The SA/NT team runs one each year for young people from both South Australia and the Northern Territory.

No young person should miss out on life-changing support simply because of where they live. With The Lottery Office's support, we have been able to reach young people that would have otherwise missed out on these opportunities.

DEEPENING ROOTS IN THE COMMUNITY AND HEALTH SECTOR

The Lottery Office funding has let our team invest in the long-term relationship building that the Northern Territory context demands.

Community engagement

- Collaboration with Darwin Clontarf and STARs Academies to deliver Bandanna Day street stalls
- Strong participation from Aboriginal and Torres Strait Islander young people
- Darwin street sales outperformed those in many larger states

7 Health and community partnerships

Canteen has strengthened access pathways through collaboration with 7 local organisations:

Royal Darwin Hospital

Alan Walker Cancer Care Centre

NT Palliative Care

Danila Dilba Aboriginal Health Service

Aboriginal Medical Services Alliance Northern Territory (AMSANT) Cancer Liaison initiatives

NT Health Promoting School Nurses Program

The BreastScreenNT mobile screening service 'Millie', reaching over 1,000 women a year across up to 20 remote Northern Territory communities

LOOKING TO THE FUTURE

Canteen's sustained Northern Territory presence has built the trust, relationships, and system capability needed to support young people facing cancer at a much larger scale. That groundwork has opened the door to a funded Youth Cancer Services (YCS) position at Royal Darwin Hospital, as part of the SA/NT YCS team currently under negotiation.

Youth Cancer Services are specialist hospital-based teams providing age-appropriate treatment and support for young people aged 15–25 with cancer. Through YCS, Canteen delivers life-saving treatment coordination, psychosocial care, and practical support tailored to teenagers and young adults at a pivotal stage of life.

This opportunity was made possible by the local Northern Territory team funded by The Lottery Office.

10-12 In 2026, Canteen plans to deliver 10–12 school-based services, helping identify and refer young people who might otherwise go unseen.

THANK YOU

Every young person impacted by cancer deserves timely, specialist support, regardless of postcode. The Lottery Office's funding has played a pivotal role in ensuring young people and families in the Northern Territory are not left behind.

With a local team now in place, Canteen aims to turn this investment into sustained, equitable outcomes for Northern Territory communities. We are deeply grateful for The Lottery Office's partnership and belief in this work, and we look forward to any future opportunities to collaborate together for the benefit of young people, families and the broader Northern Territory community.



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The Northern Territory has been part of The Lottery Office's story from the start, so investing in Territory communities matters to us. Canteen's local team is reaching young people who would otherwise have gone without support, and we're proud to stand alongside them.

Jaclyn Wood
CEO, Global Players Network Pty Ltd

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The Lottery Office has helped us put down real roots in the Northern Territory. A local team means young people impacted by cancer can get support close to home, from people who know their community. At Canteen we are so grateful that we get to partner with an organisation that shares our belief that where you live shouldn't decide the support you get.

Siona Hardy
CEO, Canteen Australia