



BACKGROUND

Pancare Foundation is a national not-for-profit organisation dedicated to supporting patients with upper gastrointestinal (GI) cancers, including oesophageal, stomach, liver, biliary, and pancreatic cancers, as well as their families and carers. It provides a range of services to raise awareness, support the physical and emotional needs of patients and families, and fund research. Pancare Foundation also connects patients with medical professionals and provides information on upper GI cancers and treatment options.

Current support services and resources provided by Pancare Foundation include:

- Information and resources: Pancare Foundation 'My Care KIT', website, booklets and fact sheets, and information sessions
- Community supports: online and face-to-face support groups for people with upper GI and their families and carers
- Clinical services: PanSupport Telephone Helpline, one-on-one counselling, and access to a specialist upper GI cancer nurse.

Pancare Foundation has engaged Healthcare Management Advisors (HMA) to conduct consumer and carer consultation (this project) to better understand the experiences and needs of those affected by upper GI cancers. The insights gathered from this project will help Pancare Foundation to continuously improve its existing services and develop new supports and resources that meet the needs of those with upper GI cancer and their families and carers.

PROJECT APPROACH

This project commenced in April 2025 and is scheduled to conclude in November 2025. It includes:

- **A literature scan and desktop audit** of research on the support needs of people with upper GI cancer and their families and carers and existing resources available (April–May 2025)
- **A survey** of people with upper GI cancer and their families and carers to understand current support needs, resource gaps, and potential areas for future expansion of Pancare Foundation's supports (August–September 2025)
- **Interviews and focus groups** with people with upper GI cancer and their families and carers to gather more detailed insights into the impact of upper GI cancer and how to improve support (September 2025)
- **Development of a final report** summarising the findings from the survey, interviews, and focus groups for Pancare Foundation (November 2025).

This project has research ethics approval from Bellberry HREC No 2025-05-722.

CONTACT INFORMATION

Please contact HMA or Pancare Foundation if you would like further information.

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