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## 2024 Annual Report

### Cancer Support Mallorca Committee

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#### Introduction

2024 has been a very busy and productive year for Cancer Support Mallorca (CSG). We are proud to share the progress and achievements of our organization, which continues to make a meaningful impact in the lives of those affected by cancer. Thanks to our dedicated volunteers, supporters, and donors, we have been able to provide essential services to a large number of patients throughout the year.

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#### Patient Support and Services

In 2024, we supported a total of **64 patients** who were actively involved with our services at various points throughout the year. This included **26 new members** who joined CSG during the year.

Our volunteers have worked tirelessly to offer practical help and emotional support, contributing over **169 hours** in services such as:

- **Translations**
- **Transport**
- **Home visits**
- **Other practical assistance**

Additionally, our volunteers have dedicated countless hours on the phone, handling appointment rescheduling, chasing up queries, and assisting patients with various needs.

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#### Counselling and Wellbeing Services

Our counselling services have been one of the core components of support this year. In total, our patients have received **over 345 hours of private counselling** from our network of experienced counsellors. In addition, we have facilitated two support groups:



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- **Mosaic of Grief** – for those who have lost a partner to cancer
- **HELP** – for cancer patients currently undergoing treatment

Furthermore, **11 patients** benefited from **nutritional consultations** with **Suzanne Garaty** from **Vital Nutrition**, helping them to manage their health alongside their cancer treatments.

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### **Volunteer Training and Community Engagement**

We value the ongoing development of our volunteers, ensuring they are equipped with the skills and knowledge to provide the best possible support. In 2024, we dedicated over **56 hours** to volunteer training and internal and external meetings.

Our Drop-In Centres remain a vital service to the community, with over **360 hours** spent offering support and information to patients and their families. Additionally, our presence at **various fairs and events** allowed us to engage with the broader community, contributing more than **120 hours** to raise awareness and provide information about our services.

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### **Fundraising and Donations**

Our fundraising efforts have continued to impress this year. In **April**, we held our second **Walk Against Cancer**, which was a resounding success. Thanks to the incredible support and generosity of participants, we raised **over €16,000**.

We are also incredibly grateful for the support from donors throughout the year. The total amount of donations received in 2024 amounted to an impressive **€43,204.56**. This financial support is crucial in allowing us to maintain our services and continue to help those in need.

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### **Financial Overview**

While our fundraising efforts were strong, our **expenses** in 2024 increased significantly, primarily due to the rising demand for counselling services. Total expenses amounted to **€59,821.20**, resulting in a **net loss of €16,616.64** for the year.



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Fortunately, we were able to cover these costs using our reserves from previous years. A detailed accounts report will be shared with all CSG members at the **Annual General Meeting (AGM)**, scheduled for **June 17th, 2025**.

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### **New “Need to Talk” Programme**

In response to the growing demand for counselling, we introduced the **Need to Talk programme** in 2024. This programme aims to ensure that we can continue to provide the necessary support to patients while managing our financial resources effectively.

Under the new system, all new patients requesting counselling are first **assessed** to determine the most appropriate form of support. Depending on their needs, patients may be referred to:

- **A buddy** (volunteer)
- **Group sessions** (provided at no cost)
- **Private counselling**, with **CSG covering up to 12 sessions**

This approach will help us better manage our resources while ensuring that all patients receive the support they need.

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### **Conclusion**

We would like to express our sincere gratitude to everyone who has contributed to our work in 2024. Whether through volunteering, fundraising, donations, or simply spreading the word about our services, your support has been invaluable.

Together, we can continue to offer compassionate care and support to those in need. We look forward to another year of working with our incredible team and community to make a difference.

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**Sincerely,**

*The Cancer Support Mallorca Committee*