# He Hikoi Hei Manaaki Tāngata

## A journey with cancer: a guide for Māori whānau

Te Hanga Whaioranga Mō Te Iwi
**Building Healthy Communities**

**Waikato** District Health Board

# HE MIHI

Ngā whakamoemiti, tonu, ki tō tātou Matua i te Rangi.
Kia piki, tonu, te oranga, te kaha me te māramatanga
ki runga i a Kiingi Tuheitia me te Whare Ariki nui tonu.
E maringi tonu ana ngā roimata mo rātou kua mene
atu ki te pō; haere koutou! haere, haere, haere!
Kaati! Rātou ki a rātou – Tātou ki a tātou!
E whai ana ngā whakamāramatanga, e pa ana ki te
momo māuiuitanga e tino peehi ana i tō tātou iwi;
ara, te mate pukupuku.
Me hoki, anō, ki te kōrero, ka kokiringia te wero
ki te tangata; ara,
Kia hiwa rā! Kia hiwa ra!
Kia hiwa rā ki tēnei tuku!
Kia hiwa rā ki tērā tuku…..!
Ko ia te kōrero whakatupato, kia kaua tātou e
whakarongo, e whakapono ki ngā hoa nanakia
o te mate pukupuku, pērā me te momi hikareti,
e kohimuhimu ana ki te hinengaro o te tangata,
he hoa āwhina, kē, ia, ehara ia i te hoariri.
Kia tahuri anō, tātou, ki ngā kōrero whakatupato
tangata, o nehera.
Mauriora!

# MESSAGE

Tēnā ra koutou katoa

We have listened to whānau talk about their experiences with cancer, the information they wanted for themselves and for their whānau. This book has been created with whānau in mind.

We hope you find this book helpful and a good source of information for you throughout your cancer journey. It has been created for whānau, with whānau, and by whānau who have been through the journey of cancer in one way or another.

We wish you and your whānau well on the pathway that is before you.

Kia kaha, kia maia, kia manawanui ki a koe me tō whānau whānui.
Mai i Te Whānau o 'Te Puna Oranga'.

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# INTRODUCTION

**He aha te mea nui? He tangata.**
**He tangata. He tangata.**

**What is the most important thing?**
**It is people, it is people, it is people.**

This book has aroha and manaaki just for you. Its design and content provides information as you travel along your cancer journey. We hope you will find the information inside helpful and supportive. Contact Te Puna Oranga (Māori Health) 07 834 3628 for help along the way.

Towards the back, you will find blank pages. These are for you to record your own pathway. Make notes of the many milestones you will achieve, remember the journey you have taken and as a place for you to draw or write about our feelings.

As you travel along your cancer journey you may have many questions. It is important to know you can ask many questions, in many different ways, of many different people. Your health care team is here to help and support you in your journey. You have every right to ask questions about your care.

We would like to thank the many people who have contributed to getting this resource together. Special thanks to those whānau who attended focus groups and who provided the guidance we needed.

**Resource developed by:**
Te Puna Oranga (Māori Health)
Waikato District Health Board,
Midland Cancer Network and
Ministry of Health

**Designed by:**
Fuji Xerox Design and Print
Waikato District Health Board

**To be reviewed:**
Te Puna Oranga, June 2014

1. **Wairuatanga**
   Spirituality as the essence of our being
2. **Whanaungatanga**
   Relationships
3. **Rangatiratanga**
   Chieftainship, self determination
4. **Manaakitanga**
   Caring for ourselves and others
5. **Kaitiakitanga**
   Guardianship of the culture

**"Whaia e koe te iti kahurangi, ki te tuohu koe me he maunga teitei!"**

**"Seek that which is most precious. If you bow down, let it be before a lofty mountain. Set your aspirations high and surrender them to no one!"**

Maata McManus | Waikato

**Te Ohonga I taku moemoea ko te puawaitanga o te whakaaro.**

**Turning dreams into reality.**

**“Me ka moemoea au ko au anake
Me ka moemoea tatou ka taea e tatou.”**

**“If I were to dream alone, only I would benefit.
If we were to dream together, we could achieve anything.”**

– Princess Te Puea Herangi

# SURVIVING BREAST CANCER – MAATA'S STORY

## Breast cancer survivor Maata had her cancer detected following a mammogram through the Breastscreen Aotearoa programme.

"I've seen a number of Māori women come in with breast cancer and it's too late. They need to go and have a mammogram early so that if they have a lump they are able to have it treated like I had my lump treated."

"If I hadn't got the letter from the programme I wouldn't have gone for the mammogram. I felt I didn't need to – I didn't feel sick, I felt healthy. When I went back and they found I had the lump I went into denial. I was really angry because I thought I was doing everything right to keep myself healthy."

"I had to break the news to my family and the first one I told was my husband – he didn't show his emotions but I could see he wasn't dealing with it well. Then I told my son and then I was able to tell my three daughters, but they were quite upset about it."

Maata had four treatments of chemotherapy and has been a breast cancer survivor for five years now.

"Out of it has brought happiness for me because I am able to see my mokopuna grow. I treasure each day as it comes."

Maata has since worked as a Kaitiaki Māori in a hospital cancer/oncology ward and says her experience as someone who had breast cancer that was detected and treated helps her relate to the people on the ward.

"When I go and see patients who have cancer, I'm able to share my story and share the pain they are going through because I've already been through it."

"Life is for living and it is just part of our life and it is something that you have to have done. Early detection is your best protection, so come on wahine ma – go to it!"

# Ko wai koe?

Patient Label

Name: _____

NHI: _____ or patient label DOB: _____

Address: _____

Whānau support: _____

Contact: _____

My condition: _____

My GP is: _____

Phone: _____

After hours: _____

My nurse is: _____

Phone: _____

After hours: _____

My specialists are: _____

Phone: _____

My chemist is: _____

Phone: _____

Allergies: _____

Treatment pathways: _____

_____

_____

## Key contacts

Waikato Hospital enquiries: _____

Regional Cancer Centre: _____

Oncology Outpatient Services: _____

Oncology Inpatient Services: _____

Who to contact if *(include department, contact name, and phone number)*...

I have further questions: _____

I feel unwell: _____

I feel unwell after hours: _____

Other contact numbers *e.g. Kaitiaki services, social worker*.

_____

_____

_____

_____

# WHAT IS CANCER?

Cancer occurs as a result of uncontrolled growth of tissues in the body. The cancer is named after the organ in which this uncontrolled growth occurs. As the growth increases in size it invades surrounding structures which can lead to symptoms such as pain. Parts of the cancer growth can break off and seed elsewhere in the body via the bloodstream. Even if this happens the cancer will still keep the name of the organ (body part) it started in so a cancer starting in the breast is called breast cancer even if it has spread to bones, liver, lung or other organs in the body.

If allowed to spread unchecked the seedlings grow to the extent that they damage the organs they are growing in. This leads to increased sickness and ultimately death.

# Cancer treatments

## Surgery

This is the most common treatment for cancer that has not spread and can often cure the patient. Not all cancer requires surgery to be cured.

## Radiation therapy

This uses radiation to kill cancer cells and can be used to cure patients or relieve symptoms of incurable cancer if a particular growth is causing discomfort. Radiation can be used alone or together with surgery and chemotherapy. It is used to treat parts of the body that contain cancer.

For more information visit our website www.waikatodhb.health.nz/radiation

## Chemotherapy

Chemotherapy consists of drugs given in tablet form or intravenously into the bloodstream that can attack and kill cancer cells. Because it gets into the bloodstream it can attack cancer cells in most parts of the body. It can be used after surgery or radiation therapy to increase cure rates by attacking cancer cells that may have spread or it can be used to prolong life and decrease cancer-related symptoms even if the patient cannot be cured.

Hormonal treatments or newer types of anticancer treatment can be placed in this group of medications as well.

## Palliative care

Palliative care is the specialised care of people who are dying. The aim is to achieve the best possible quality of life for them until death and to provide support for the whānau and carers through the illness and after death.

Palliative care is about:

- controlling pain and other distressing symptoms
- helping patients and their whanau cope with the emotional upset and practical problems
- helping people to deal with questions which may arise from their illness
- supporting families/whānau in their bereavement.

# Symptoms you may experience

## Pain

This is what patients and whānau fear the most. Experiencing pain is common with cancer although in the vast majority of people pain can be well controlled. There are many different ways to reduce cancer pain or the pain resulting from treatment. The most important point for a patient to remember is to tell their doctor they have pain.

## Anxiety/fear

There are many reasons why patients feel anxiety or fear when they find out they have cancer. Some of these may be, fear of dying; the wellbeing of their whānau/tamariki/friends; financial implications; and fear of cancer-related symptoms or treatment. Please talk to a member of your cancer care team about any fears you or your whānau may have. Many fears can be relieved by receiving information. Often having an open discussion with whānau can ease even great fears such as those of death and the wellbeing of your tamariki and partner.

There are specific organisations that can offer help.

## Other symptoms

Cancer can cause many different symptoms depending on the organ where it is growing. It can cause shortness of breath if it spreads to the lungs. It can cause weakness and confusion, similar to a stroke, if it spreads to the brain. Many of these symptoms can be relieved by anticancer treatment or palliative care.

During the course of your illness, it is possible you may experience one or more of these symptoms:

- pain and discomfort
- weakness and fatigue
- nausea or vomiting
- shortness of breath
- headache and muscle ache
- sore mouth
- depression
- constipation or diarrhoea
- sleep disturbance
- anxiety or feel worried
- numbness or tingling
- dizziness
- bruising

**Check out the radiation web page www.waikatodhb.health.nz/radiation or ask the team to see a copy of their DVD.**

# YOUR RIGHTS AS A HEALTH CONSUMER

Every individual using a health and disability service has rights guaranteed by the law. These are the Code of Health and Disability Services Consumers' Rights. They apply to all health or disability services whether you pay for them or not.

## Your rights as a health consumer are:

1. Respect – You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.
2. Fair treatment – No-one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.
3. Dignity and independence – Services should support you to live a dignified, independent life.
4. Proper standards – You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.
5. Communication – You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.
6. Information – You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs and likely benefits and side effects. You can ask any questions to help you be fully informed.
7. It's your decision – It is up to you to decide. You can say no or change your mind at any time.
8. Support – You have the right to have someone with you to give you support in most circumstances.

9. Teaching and research – All these rights also apply when taking part in teaching and research.
10. Complaints – It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint and it should not have an adverse effect on the way you are treated.

Te Puna Oranga (Māori Health Service) Kaitiaki services are available to provide support and advocacy to Māori patients and their whānau.
Kaitiaki are able to record verbal complaints if this is easier for whānau.

Waikato DHB compliment/complaint forms can also be found throughout the hospital.

**Māori Health service delivery**
Delivery of cultural support and advocacy for Māori patients and their whānau across targeted Health Waikato service areas.

# REGIONAL CANCER CENTRE

## Regional Cancer Centre – Lomas Building, Waikato Hospital

This is where you will meet with your cancer specialist (oncologist) and have your cancer treatment.

**Level 1: Hospital corridor, Radiotherapy planning**
**Level B1: Oncology Reception, Outpatient Clinic, Radiotherapy treatment**
**Level B2: Chemotherapy and Palliative Care**

## Expectations for your first specialist appointment with an oncologist

Your first specialist appointment will take place at Oncology (Cancer Centre) Outpatients in the Regional Cancer Centre at Waikato Hospital. This is where you will meet your oncologist for the first time. Your first appointment will usally take an hour and it is a chance to ask any questions you may have about your cancer.

You will receive a letter in the mail giving you (1) the date and time of your appointment, (2) the name of your oncologist and (3) where the appointment will be.

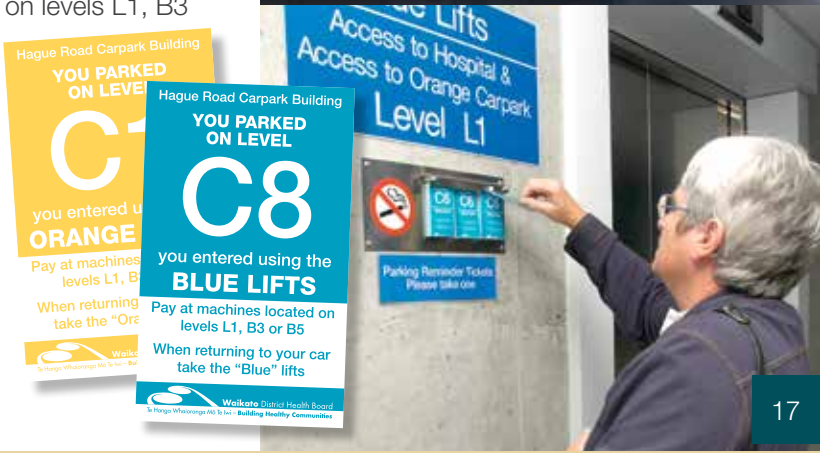
You will also receive a ‘Patient Registration Form’ in the mail. Filling this out before you get to your first specialist appointment can help.

Finding your way to your first oncology appointment can be a little daunting. A map of the hospital campus will be included, showing parking buildings and the Lomas Building (this is where your appointment will be held).

Directions to help you:

- Enter through Gate 1 off Pembroke Street and follow the signs to the Hague Road Carpark Building.
- Take a ticket before entering and the barrier arm will rise. Keep this ticket with you and pay at one of the parking pay machines on levels L1, B3 and B5 of Hague Road Carpark Building before returning to your vehicle.
- Note what level you parked on. Take a parking level reminder ticket from the lift foyer.
- Take the lift to Level B3. Walk out of the doors and to your left is a covered walkway to the Lomas Building.
- When you leave pay for your ticket before leaving the main hospital.

If in doubt, ask a staff member for help.



# QUESTIONS YOU MAY WANT TO ASK

Some of the whānau we talked to said it is good to have some questions to ask the oncologist before your first appointment. It is also good to take one or two whānau members with you for support and to lend another set of ears to the korero. If at any time you need clarification regarding your care please ask. Members of your health care team are there to support you in your cancer journey.

Sometimes it is hard to think of questions to ask your doctor or nurses as you're moving through your cancer journey. Below, we've put together a few questions that might help you and your whānau.

- What is the name of my cancer?
- Where is it in my body?
- How is the cancer affecting my body?
- What tests will I need?
- When will I know the results?
- What will the tests tell us?
- What treatments are available?
- What is the aim of the treatment?
- Can I get treatment sooner if I have private insurance?
- Can I use rongoa or alternative medicine at the same time?
- What options are there for administration of treatments?

- Does my treatment have to be in hospital?
- Who will be involved in treating me?
- How do I know if it is working?
- What if it's not working?
- Are there any side effects from the treatment?
- What if I have an existing long-term condition?
- How can my whānau be involved and support me in my treatment and care?
- Can my whānau come with me to treatment?
- What kai can I eat while I'm being treated?
- Who do I contact if I have other questions?
- What cultural support is available to me?

These are only a few questions that you and your whānau might have as you start your cancer journey. You have the right to ask any questions about your cancer, your care and your treatment at any time.

## What happens after your first specialist appointment?

Every person's journey is different. Your oncologist and oncology nurses will be able to guide on the next steps in your cancer pathway. It may involve further tests and a range of treatment options. Remember, you are entitled to ask questions if anything is unclear to you.

## People who may be involved in your care

There are a range of health professionals who work with patients diagnosed with cancer. Some you may meet, others you may not, depending on your cancer type and where it is located. These health professionals include:

- oncologists
- oncology nurses
- cancer nurse specialists
- surgeons
- radiation therapists
- occupational therapists
- social workers
- counsellors
- physiotherapists
- dietitians
- kaitiaki and kaitakawaenga (Waikato, Thames, Te Kuiti, Taumarunui and Tokoroa)
- chaplains.

These people are all here to support and help you through your cancer journey. They may have answers to the many questions you might have so please ask.

## Coming into Ward M5 – Haematology and Oncology

Ring the morning of your admission for an arrival time.

## Meal times

Hospital meals arrive in the ward at 7.30am (breakfast), 12.30pm (lunch) and 5.30pm (dinner). Tea and coffee is served at 10.30am, 2pm and 6pm and water is delivered at 6am. Tea and coffee are also available in the patient kitchen for patients only.

Menus are delivered on the breakfast tray for you to fill out for the next day's meals.

If you have any special dietary needs please tell staff on your admission to the ward. We have a dietitian available Monday to Friday from 8.30am-4.30pm.

Note: If you have low immunity levels as a result of your chemotherapy (are neutropenic) you will need to be on a special care diet which has some food restrictions.

The staff will let you know when you are on these restrictions and you will be referred to the dietitian and given a special list of food choices.

Please talk with staff if you are unsure of your food options.

## Food hygiene

You are able to store your own food in the patient fridge. Just ask at reception for a sticker with your name on it to label your food and date it.

## Phone calls

You can use your mobile phone on the ward (unless you are attached to an electrical monitoring device, such as a heart monitor). We do ask however, that you be mindful of others and keep the ring tones on silent/vibrate.

Telephone enquiries are welcome through reception. It would be appreciated if phone calls were made to you between 10am-1.30pm as the call must be transferred to a portable phone and brought to your bedside by a nurse or receptionist.

We encourage you to keep these calls to a minimum as the staff can be very busy and these calls may take time away from their duties.

All calls on the ward phones are charged as business calls so personal calls are discouraged unless you need to arrange someone to pick you up on the day you are discharged.

## Visiting hours

Visiting hours are between 11.00am-1.30pm and 4pm-8pm daily. Some discretion may be given depending on individual circumstances.

## Privacy

A 'Do not disturb' notice is available – this is to be used for short periods of time – when requiring no visitors/staff entry.

## Smoking

Waikato District Health Board has a smokefree policy. All visitors, outpatients and contractors wishing to smoke must do so outside Waikato DHB grounds. For support to become smokefree please ask our staff to refer you to a quit smoking service.

## Going home checklist

- ☐ Do I need an x-ray or other tests before I go home?
- ☐ Have I got my medications to take home?
- ☐ Or prescription for medications?
- ☐ When do I need to come back?
- ☐ Do I need to speak to a nurse about arranging for a district nurse to flush my line or do a dressing at home?
- ☐ If so, do I need to take any supplies / medications for the district nurse?
- ☐ Have I arranged my transport?
- ☐ Have I packed all my belongings?
- ☐ Do I have my discharge letter?
- ☐ What follow-up is planned once I leave hospital?
- ☐ Do I know when I need to see the doctor next?
- ☐ When do I need to come back to hospital for treatment?

# MIDLAND ADOLESCENT AND YOUNG ADULT CANCER SERVICE

Ellyn Proffit is the clinical nurse specialist for the Midland Adolescent and Young Adult Cancer Service.

This service supports 12-24 year olds who have been diagnosed with cancer as well as their whānau/family. The support is there for young people whilst in hospital and on their return home to their community.

Ellyn works closely with other health professionals and community organisations that are involved with youth cancer to ensure that health services work together in the best interest of the young person – wherever their journey may go.

Ellyn Proffit | Ngāti Porou

# GEMMA'S STORY

Hi my name is Gemma, I'm 24 years old and I was diagnosed with Acute Lymphoblastic Leukaemia.

Before my diagnosis I was living at the beach in Ohope with my fiancé and starting my career. I was fit and healthy. Life was going well.

I was training for the Taupo Half Marathon. It wasn't until a month out from the race that I felt things were not right. I felt like I wasn't getting any fitter, despite the training I was doing. Every time I ran, I could never get enough air in my lungs and I definitely didn't have a spring in my step. On the day of the race, I got to the first hill and my legs could hardly get me to the top. By the end of the race, I felt like I was crawling over the finish line.

The week following the run I went to the doctor for a check up. I thought I better get my iron checked out or maybe I had mild asthma. The doctor sent me off for some blood tests and the next day I was diagnosed with leukaemia. I went to work as normal on a Friday morning and by 3pm on Friday afternoon I was in Waikato Hospital.

My journey is just beginning. I have been in the Waikato for just over a month. I will be in and out of hospital for the next 6 months, followed by maintenance treatment for the next 2 years. It still amazes me how life can change so quickly; not just for me but for my family as well. My fiancé and I are swapping our beach house for a place in Hamilton. My parents were moving to Rarotonga the week I was diagnosed but now they too will give up their beach lifestyle for a while.

The support from my family and friends has been overwhelming. They have made all that has happened much easier and I know they'll be the strength for me as I continue this journey.

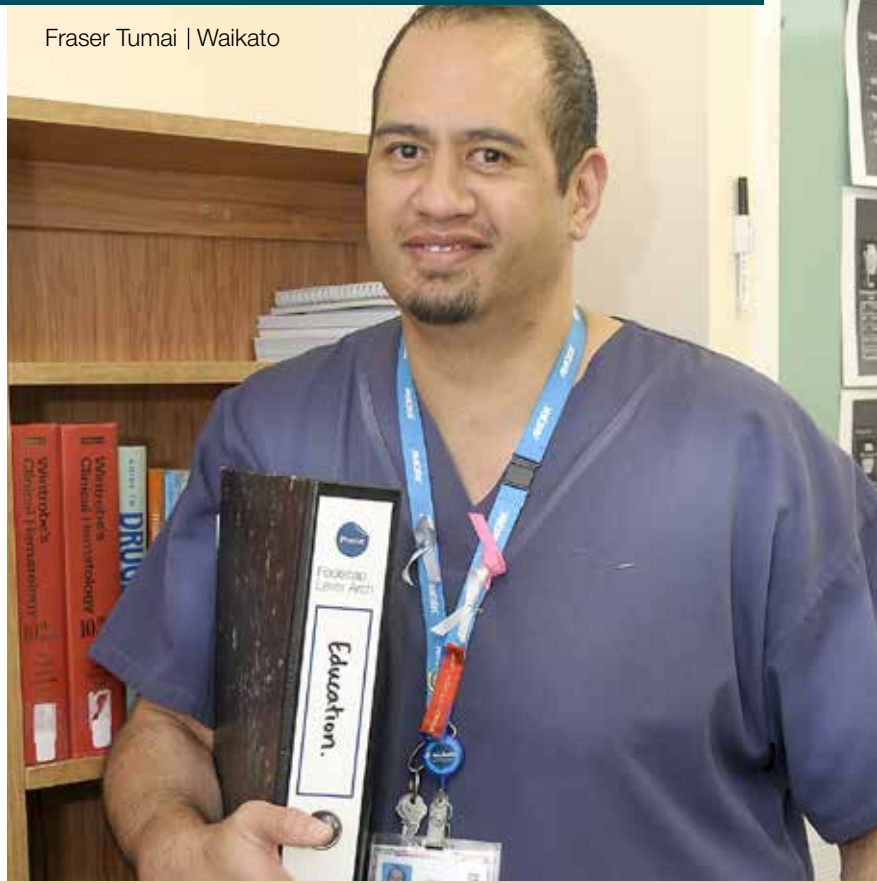
Gemma Nixon | Ngati Tepuretu

# FRASER TUMAI – NURSE EDUCATOR

**Ko Tainui te Waka**
**Ko Waikato te iwi**
**Ko Taupiri te Maunga**
**Ko Ngāti Pou te Hapū**
**Ko Fraser Tumai toku ingoa**

I am the nurse educator for the Oncology service, Regional Cancer Centre, Waikato District Health Board. I have worked for the Waikato DHB for over 14 years, 13 of those years in Oncology/ Haematology. My role involves educating, leading, mentoring and supporting nurses delivering care to cancer patients within the Midland Regional Service.

Oncology (Haematology and Palliative Care) is a very specialised field of medicine and it takes a very special individual to care for those patients with cancer. It is a challenging role, a rewarding role, an opportunity to share my knowledge and skills to the current nursing workforce and to the workforce to come.



Fraser Tumai | Waikato

# PARKING AT WAIORA WAIKATO CAMPUS

### Where can I park?

Hague Road Carpark Building is the best place to park. Enter through Gate 1 off Pembroke Street and follow the signs.

### How much will it cost?

Parking costs depend on the amount of time you need to stay at the hospital. You may be entitled to concession parking. Patients who are at Waikato Hospital for treatment on a long term basis may apply for weekly concession parking. People who require treatment as a day procedure patient and expect to be at Waikato Hospital for more than four hours can get discount parking vouchers. These vouchers are issued by the ward or clinic. Please ask.

### How do I pay?

Hague Road Carpark Building has an automated pay system. This means that as you enter the building you will take a ticket. This ticket must be validated at one of the parking payment machines before returning to your vehicle. Parking payment machines are located on levels B5 (ground), B3 (Transit Lounge) and L1 (enquiries).

### Who can I contact for help?

Although Waikato Hospital's parking payment method is based on an automated system, assistance is available if required. Staff can also assist with vehicle problems such as flat batteries, tyre changes and keys locked in a vehicle.

Contact Waikato DHB's Parking Control Office – Phone: 07 839 8901

### Disability parking

Most of the disability parks are in the parking building. There are four on every level (18 floors) very close to the lifts, and the first two levels of the building are dedicated to disability parking. The first level (C1) has a high ceiling suitable for the higher disability vans. The charges to park in the building are all the same, whether a disability carpark is used or not. There are a few external mobility parks. All of these parks are free of charge. However, as the campus redevelopment proceeds these external parks may change or disappear.

# ACCOMMODATION

There is a range of accommodation options available to cancer patients. Some of which are located on site at Waikato Hospital.

## The Cancer Society's Lions Lodge

The Lodge overlooks Hamilton's Lake Rotoroa and is located on the corner of Lake Road and Tainui Street. It provides relaxing and friendly environment for people undergoing cancer treatment at Waikato Hospital. The facilities are open from 8am Monday to 12pm Friday.

**Who can stay at the Lodge?**

People receiving active treatment for cancer at the Waikato Regional Cancer Centre who:

- live further than 30-kilometres from Waikato Hospital
- are able to live independently (guests should be able to mobilise, shower and eat independently).

There is no charge for eligible people to stay at the Lodge while undergoing treatment. At times the Cancer Society's Lions Lodge is able to provide for a caregiver to stay with guests in self catering rooms. These rooms are limited and are allocated based on need, at the discretion of the lodge manager.

Nutritious meals are also provided free-of-charge. Please note breakfast is not provided on Mondays or lunch on Fridays however there is a cafeteria at Waikato Hospital.

Free transport between the Lodge and Waikato Hospital is provided by the Cancer Society's shuttle. There is also a prescription service available and a number of activities and support groups. Massage therapy is also available for a small charge.

For more information please contact the Waikato/Bay of Plenty Cancer Society on 07 838 2027, fax 07 838 2028, email lodgereception@cancersociety.org.nz or visit www.cancersociety.org.nz.

## Te Whare Taurima

Te Whare Taurima is a seven-room (20 beds) accommodation facility located within Waiora Waikato Campus opposite the Hague Road Carpark Building. It is a short-term, low cost accommodation facility managed under a kaupapa Māori philosophy. It provides a shared kitchen, dining room, lounge, bathroom and a laundry service. Bedding and linen is also provided.

The service is available to all ethnic groups who are supporting an inpatient in a Waikato Hospital ward. However, priority will be given to people from outside the Hamilton city boundary who have a family member in the Critical Care Unit, Cardiac Care Unit and/or have a family member who is terminally or critical ill.

Bookings for Te Whare Taurima can be made through Hilda Ross House between 8.30am and 10.30pm seven days per week or via our Kaitiaki Service during normal business hours. Access depends on the whānau/family meeting the booking criteria and availability of beds.

Consideration will be given on a case by case basis; however there are some criteria that prioritise some whānau. For bookings please call 07 839 8899. Visit our website www.waikatodhb.health.nz/facilities

## Hilda Ross House

Hilda Ross House is a hospital hotel, owned and operated by Waikato DHB. It is located 300m from the ward.

It has a capacity of 79 rooms (163 beds) and operates 24 hours a day, seven days a week. The facility is specifically designed to meet the needs of the people using our regional based hospital, i.e. pre-admission, post discharge, clinic patients, supporters of inpatients (in wards), Waikato DHB staff, and medical students. At times, patients from Ward M5 may need to stay here during their treatment so they can be closer to hospital facilities.

For information on rates, accommodation subsidies, guest services and how to book a room at Hilda Ross House please phone 07 839 8644 or email hildaross@waikatodhb.health.nz

## Other accommodation options

There are also hotels and motels located close to Waikato Hospital that could be used as alternative accommodation for yourself or whānau.
Visit our website www.waikatodhb.health.nz/facilities

# TRANSPORT

## Hamilton

### Volunteer transport service

The Cancer Society provides a free service (available within Hamilton and nearby towns) that transports cancer patients to and from the Regional Cancer Centre for treatment. Let the staff at your cancer treatment centre know if you need help with transport, either regularly or from time to time. They will contact the Volunteer Transport Services Coordinator from your area on your behalf and give them the details of your appointment. The driver, who will pick you up from home, drive you to your appointment and then drive you home will contact you before your appointment.

The Volunteer Transport Service Coordinator is available on 07 839 8899 ext 23413.

### Public transport

The Orbiter bus service circles Hamilton city, and stops outside Te Rau Aroha – entry building (Level B5) bus stop at various times during the day Monday-Sunday. Bus timetable and prices are available by visiting the Go Bus website at http://www.gobus.co.nz/

## Rural Waikato and nearby DHBs

Transport options for people to get to Waikato Hospital include:

### 1. Own arrangements

Travelling by private vehicle – if you are eligible for national travel assistance (NTA), you can claim back 28 cents per kilometre for the distance travelled to the hospital and back.

### 2. Volunteer drivers

Some communities have volunteers or paid bus drivers who transport people to hospital in either a car or bus – a donation is appreciated. A detailed brochure listing these health transport services is available.

### 3. Public transport

- Intercity buses for those living out of Hamilton city www.intercity.co.nz/timetable
- If eligible for NTA you can be reimbursed for the cost of the trip
- Note: if using Intercity buses patients will still need to get from the bus depot in the centre of Hamilton to the hospital.

Please see your clinical nurse or a kaitaiki for a copy of the Waikato DHB health transport brochure. This is also available on wards.

# PROGRAMME

This programme provides financial assistance to people who:

- are referred by a specialist to another specialist
- need to travel long distances or travel frequently.

## Who may receive this service?

To get this service you need to be referred by your specialist (not your family doctor) to see another specialist or to receive specialist services. Both specialists must be part of a service funded by the government. If you are eligible, you will receive assistance towards your travel and possibly your accommodation costs.

If you answer 'yes' to one or more of the following questions and you have been referred by your health or disability specialist, you are eligible to claim travel assistance.

For adults

- Do you travel more than 350 km one way, per visit?
- Do you visit a specialist 22 or more times in two months?
- Do you visit a specialist six or more times in six months, and travel more than 50 km one way, per visit?
- Are you a Community Services Card holder and travel more than 80 km one way, per visit?

If you are eligible and your accommodation is approved by your specialist you will be able to claim for some accommodation assistance.

## If you are eligible – important to note

If you receive, or are eligible for, travel assistance from another provider (for example ACC) you may not be eligible for assistance under the National Travel Assistance (NTA) scheme.

There are two forms that you need to complete so that you are able to receive this assistance.

- One from is a registration form that identifies your eligibility for the service. This form needs to be completed by you, and your referring health specialist.
- The second form is the 'National Travel Assistance Claim Form'. This is where you record your visits to your specialist appointments. Make sure you take this to each appointment with your specialist so they can verify the form for you. IWait until you have attended the minimum number of visits required before you submit your first claim.

These forms are available at most clinic receptions at the Regional Cancer Centre.

For queries relating to travel assistance, and where applicable accommodation assistance, it is best to contact the HealthPac contact centre Ph: 0800 281 222. You can also find more information at www.moh.govt.nz/travelassistance

# FINANCIAL ASSISTANCE

Work and Income New Zealand have benefits and subsidies that may apply to you and your whānau. This next section outlines some benefits that you may be entitled to. It is important to contact your local Work and Income New Zealand office for further information, or go to www.workandincome.govt.nz/individuals/a-zbenefits.

## Community Services Card

This card gives you and your family discounts on doctors visits and prescriptions. You'll get one if you get a benefit. You can also apply for one if you don't get a benefit but are a superannuitant or on a low to middle income.

## High Use Health Card

This card helps people who do not have a Community Services Card but who have ongoing health problems that mean they visit a doctor often. This card can be used to get a subsidy for a doctor's visit at a practice that is not your usual and for after-hours medical care. This card also gives a subsidy on some prescription charges.

## Disability Allowance

This allowance can help towards the extra costs you, your child or partner have because of a disability. It can help pay for things like regular visits to the doctor or hospital, medicines, extra heating, special food or travel.

## Emergency Benefit

If you're in an emergency situation and need financial help but don't qualify for another type of benefit, you may be able to get an Emergency Benefit. There are other conditions so talk with your case manager first.

## Home Help

This allowance can help if you need domestic support with things like housework, cooking or childcare.

## Invalid's Benefit

If you have a permanent and severe sickness, injury or disability that stops you working or makes it difficult for you to work, you may be able to get this. You must be 16 years old and be a New Zealand citizen or permanent resident.

## Sickness Benefit

If you temporarily can't work full-time because of sickness, injury or disability you may be able to get this benefit. You need to be 18 years old or over and:

- have a job now but had to reduce your hours and income or
- be unemployed or working part-time and find it hard to look for and do full-time work.

## Special Needs Grant

This payment can help with urgent things that you really don't have any other way to pay for, like food, bedding and emergency dental or medical care. You won't usually have to pay this grant back. There are other conditions so talk with your case manager if you'd like to know more.

## Accommodation Supplement

This payment can help with rent, board or the cost of owning a home. You don't have to be getting another benefit to receive an Accommodation Supplement.

## Domestic Purposes Benefit – Care of Sick or Infirm

The Domestic Purposes Benefit – Care of Sick or Infirm is for people who are caring full-time at home for a person who has a serious illness or disability. The person can be a:

- child (including your own child)
- family member (other than your partner or spouse)
- member of the community.

The carer does not need to be single. A doctor needs to advise whether the person meets the medical criteria.

Please contact Work and Income New Zealand if you require further information on any of the benefits and grants listed above. The number is 0800 559 009 or 0800 552 002 if over 65.

# WHAT ELSE IS OUT THERE?

There are many other supports available for people who have been diagnosed with cancer. The Cancer Society provides several support services.

## Support groups and counselling

The Cancer Society runs a number of local support groups for cancer patients in many Waikato towns. These groups are a good way to get support from other cancer patients and also to find out what other services are available. Counselling services are also available through the Cancer Society.

## Programmes

There are programmes available through the Cancer Society designed to support patients and whānau through their cancer journey.

### The Living Well programme

The Living Well programme is designed to offer people with cancer and their whānau an opportunity to learn more about cancer and how to live with it. The programme is run in small groups for four weeks and offers ways of building self-confidence, knowledge and self-help skills.

### The Look Good…Feel Better programme

The Look Good…Feel Better programme is well known. It is a programme dedicated to showing women with cancer how to restore their appearance and self-image during chemotherapy and radiation treatment or after surgery.

## Prostheses and wigs

Financial support is available for prostheses equipment, prostheses and wigs. Your health care team will also be able to give you information on any other types of resources (such as wigs) that you might need on your journey.
Visit www.wigs.co.nz for more information or the Midland Cancer Network Supportive Care Service Directory at www.midlandcancernetwork.org.nz

## Advocacy and support

If you have concerns about the length of time you are waiting for a letter regarding your appointment for clinics or surgery, please speak to your GP (family doctor). If you have any concerns, queries or complaints about the service you have received, have a korero with your specialist. If this doesn't help, contact the Health Consumer Service on 0800 801 482. This is free and confidential. Te Puna Oranga (Māori Health Service) is also available for Kaitiaki support on 07 834 3628.

## More information

The internet is a wonderful way of searching and researching cancer information. Ask at the reception or the Cancer Society volunteer desk for the information sheet on 'Using the Internet for Cancer Support and Information'. This gives a comprehensive list of websites that may have helpful information for you.

You can phone the Cancer Society on 0800 CANCER or 0800 226 237.

Please also ask your health care team about other services Hospice, Rainbow Place, True Colours, CanTeen and Leukaemia and Blood Foundation. Waikato DHB have a range of patient information pamphlets and booklets about different cancers and treatments. Talk to your health care team about getting helpful information relating to you and your care.

# HELPFUL WEBSITES

**www.cancernz.org.nz/information-directory-and-libraries**
Useful information about cancer information directory and libraries.

**www.cancersociety.org.nz**
A very helpful website for information about cancer. It provides information on types of cancer, diagnosis, methods of treatment and advice on living with cancer. Information is available online, as free printed booklets (detailed information) or information sheets (the brief facts).

**www.hospicewaikato.org.nz**
Helpful website for whānau who have reached a palliative stage in their illness.

**www.menshealthweek.nz**
Good website for Māori men and getting health checks.

**www.waikato.webhealth.co.nz**
A good website to locate health and social services including Kaupapa Māori services.

**www.midlandcancernetwork.org.nz**
Supportive care services directory which includes Kaupapa Māori services to support family and whānau.

# APPOINTMENTS

Kia kaha – Be strong

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# MEDICATION



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| e.g. Paracetamol | 500mg tablets | Pain relief | 2 tablets every 6 hours | 01/02/11 | 01/05/2011 |
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# WHĀNAU ORA

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# NOTES

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# TE KOROWAI

'Te Korowai' is a model of wellbeing.

Te Korowai makes the link between the wearer and the wider whānau, hapū, iwi and community, while incorporating the underpinning values and principles of Māori.

Individually, each theme is important; however, whānau ora is achieved when these seven themes intersect with one another.

Te Korowai aligns the concept of Māori methodologies and principles of whānau ora to achieve maximum health and wellbeing for the individual and within a wider community setting.

The strength of Te Korowai is in its practical application to the development and evaluation of services.

Refer to Oranga Tāne Māori – Evaluation of the Whanau Ora Māori Community Health Worker (MCHW) Service 2011 on page 72-73.

# TE KOROWAI

| Korowai concepts | Theme from Kaumātua | Key words and concepts from Kaumātua | How it relates to whānau ora |
|---|---|---|---|
| Taniko ki raro (bottom border) | Tuapapa (foundation/vision) | The vision and foundation of whānau ora | Provides the vision for whānau ora |
| Whenu (vertical strands) | Whanaungatanga (relationships) | Whakapapa, whānau, hapū, iwi, kaumātua, pakeke, rangatahi, tamariki, piripoho | Represents the relationships held by a person; it looks at the individuals involved as well as the wider hapū and iwi community |
| Aho (horizontal strands) | Uara Tu (guiding values) | Manaakitanga, tikanga, whakapono, kotahitanga, rangimarie, aroha ki te tangata | Represents the values and principles that underpin the relationships a whānau has; also represents the 'unwritten' values that hold and bind a whānau together |
| Rārangi huruhuru (feathers) | Huarahi (pathway of the individual) | Support in the community, service provision | Represents the pathway and experiences an individual takes in their journey towards health and wellbeing |
| Taniko ki runga (top border) | Oranga and Hauora (health and wellbeing) | Wairua, tinana, hinengaro, whānau, environment, community, rongoa | These dimensions are key to the health and wellbeing of the whānau. For the taniko to begin, all preceding whenu and aho must be connected. |

| Korowai concepts | Theme from Kaumātua | Key words and concepts from Kaumātua | How it relates to whānau ora |
|---|---|---|---|
| Here (cord) | Mana tāngata (empowerment) | Participation, responsibility, leadership, proactive approach | Represents the need to be responsible to ourselves as individuals and to our whānau and community in the decisions we make about our health and wellbeing. To tie the korowai is to accept the responsibility of determining your pathway. It recognises that every individual has the right to make their own decisions. |
| Completed Korowai | Rangatiratanga<br><br>Whakaruruhau | Safety, self-determination | When one wears the korowai there is a sense of whakaruruhau (safety and protection). The wearing of the korowai also represents rangatiratanga.<br><br>It represents the attainment of whānau ora and the outcome of bringing all the components of the korowai together. |

TE PUNA ORANGA
MĀORI HEALTH
Te Hanga Whaioranga Mō Te Iwi – **Building Healthy Communities**
**Waikato** District Health Board

MINISTRY OF HEALTH
MANATŪ HAUORA

Midland Cancer Network

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