



# Having cancer can be hard. We're here for you.

Free assistance for adults with cancer, their family and supporters

Heāwhina utukore mō ngā tāngata matepukupuku, ō rātou whānau me ō rātou kaitautoko

## **Our Vision** Tō Mātou Koromakinga

**The leading organisation dedicated to reducing the incidence of cancer and ensuring the best cancer care for everyone in New Zealand**

Ko te whakahaere arahanga e pūmau ana ki te whakaiti i te pupūtanga o te matepukupuku me te whakarite i te atawhai pai rawa atu mō ngā tāngata katoa ki Aotearoa

## **Our Mission** Tō Mātou Matapae

**Improving community well-being by reducing the incidence and impact of cancer**

Ko te whakahaere arahanga e pūmau ana ki te whakaiti i te pupūtanga o te matepukupuku me te whakarite i te atawhai pai rawa atu mō ngā tāngata katoa ki Aotearoa



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**For further information please phone 0800 CANCER (226 237)  
or visit [www.cancernz.org.nz](http://www.cancernz.org.nz)**

# Welcome

**Haere mai, Kia orana, Talofalava, Malo e lelei Fakaalofalahi atu, Foon ying, Huan yin, Oso oseyo Merhaba, Swaagat**

Our team of professional staff and volunteers are here to help people with cancer, their whanāu and supporters. Having cancer can be hard but finding help does not need to be. The Cancer Society has a range of free services designed to provide support for you and your family through diagnosis, treatment and to prepare you for life after cancer.

This booklet outlines the support available in the Auckland and Northland region from our Supportive Care team – Te Waka Hau Ora. We hope one or more of our services will help make your situation a little easier. We look forward to hearing from you.



# Ways to connect with us



## **Cancer Information, Community Nursing, Social Work, Volunteer Driving Support and Psychological Services**

To find out more please phone 0800 CANCER (226 237), email [info@cancersoc.org.nz](mailto:info@cancersoc.org.nz) or go to [www.cancernz.org.nz](http://www.cancernz.org.nz)



## **Domain Lodge Accommodation**

For more information or to make a booking please phone 09 308 0160 or email [reception@akcansoc.org.nz](mailto:reception@akcansoc.org.nz)



## **Northland Services**

To find out more about the services offered in Northland, please phone 09 437 5593 or 0800 366 066 or email [northland@akcansoc.org.nz](mailto:northland@akcansoc.org.nz)



# About us

## Cancer Society Auckland Northland

The Cancer Society of New Zealand is made up of five regional divisions. Cancer Society Auckland Northland is the largest regional division, serving more than one third of New Zealand's population from our Cancer Society offices at Domain Lodge in Auckland and Daffodil House in Whangarei.

Since 1929 we have worked with adults with cancer, their families and the community to reduce the incidence and impact of cancer with core services in:

- **Information**
- **Support**
- **Research**
- **Health Promotion**

The Cancer Society is a non-government organisation dependent on donations and bequests so that we can provide our services free of charge to people affected by cancer .



**“The Cancer Society Nurse was great at explaining things in a way we could understand.”**

# Cancer Information Service

## Ratonga pārongo matepukupuku

If you or someone you care about has been diagnosed with cancer, it can help to talk to someone who has up-to-date information, support and understanding.

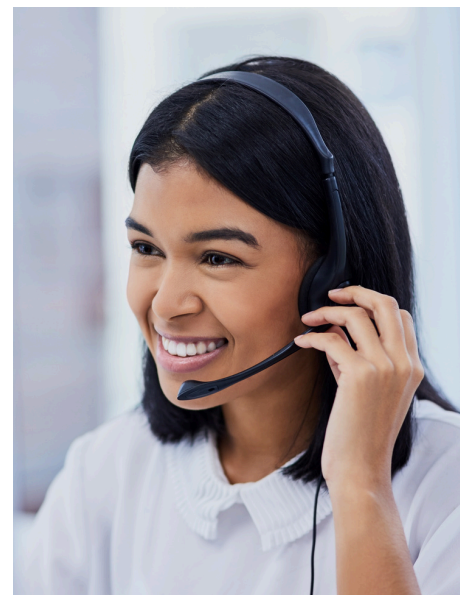
### **Cancer Information Helpline 0800 CANCER (226 237)**

The Cancer Information Helpline is a free service available to people with cancer, their family/whānau, the general public and health professionals.

Experienced Cancer Support Nurse Specialists are available to answer your call or email on any cancer-related question, in confidence and in easy-to-understand language.

#### **Call our Cancer Information Helpline to find out about:**

- All types of cancer
- Cancer treatments and side effects
- Coping with cancer
- Support in the community
- Clinical trials and research
- What you can do to reduce your cancer risk
- Managing post cancer treatment
- Complementary and alternative therapies



## Cancer Society Information Service

Our Cancer Information Service has a lot of well-researched, easy to read booklets and information sheets. These can be accessed on the Cancer Society website, by phoning the helpline, or visiting Domain Lodge or Daffodil House. Our website also has lots of information which you may find useful: **[www.cancernz.org.nz](http://www.cancernz.org.nz)**.

The Cancer Information Service is located at Cancer Society's Domain Lodge and Daffodil House are open Monday to Friday during business hours



# Community Nursing Service

## Ratonga tapuhi takawaenga hapori

Our Community Nursing Service is staffed by experienced Cancer Support Nurse Specialists in Auckland and Northland, who visit and phone you at home to give you practical information and support.

Cancer Support Nurse Specialists can offer support to you and your family/whānau if you have been recently diagnosed, are receiving treatment for cancer and following treatment.

Cancer Support Nurse Specialists cover the whole of the Auckland and Northland region. We also have nurses working in partnership with organisations such as the Primary Health Organisation and Maori Health Providers.

### **Community Cancer Support Nurse Specialists can help with:**

- Listening to concerns and questions you and your family/whānau may have and working with you to find solutions
- Understanding cancer and its treatment
- Managing cancer symptoms and treatment side effects
- Providing understanding and emotional support
- Explaining the hospital system and what to expect
- Talking to other health professionals involved in treatment to help your care progress smoothly
- Referring to other Cancer Society services
- Finding other useful services

**“Having my  
Community Nurse visit  
us at home and keep  
in touch over the phone  
made such a  
difference.”**

**The community nurses are available Monday to Friday.  
Ask your nurse or doctor to refer you or to find out  
more phone us on 0800 CANCER (226 237)**

# Social Work Service

## Ratonga Tauwhiro

The Social Work Service is available to patients and their whānau/ supporters in Auckland and Northland. Our registered social workers can visit and phone you to provide information/ resources, advocacy and support relevant to your needs such as:

- Financial issues, challenges of living in poverty eg: access to food, transport, healthcare
- Work-related issues such as reintegrating back into the work force
- Housing concerns
- Difficulties with managing self-cares, mobility and managing at home
- Supporter/carer stress
- Isolation from social supports
- Challenging family dynamics
- Family harm eg: partner abuse, child abuse
- Self-neglect
- Immigration and non-residency

**“For a social worker to be made available to me through the Cancer Society, I say ‘thank you’! The social worker helped me navigate my way through MSD when I applied for a Sickness Benefit”**

# Volunteer Driving Service

## Ratonga taraiwa tūao

We know that when you are undergoing cancer treatment, getting to your appointments can be difficult; our free driving service may be able to help. The Cancer Society Driving Service coordinates a team of trained volunteer drivers who can help get you to and from your treatment.

Cancer Society volunteers will pick you up from your home and return you after your treatment-related appointment. All drivers undergo a recruitment process which includes interviews, police checks, orientation and ongoing training.

The Driving Service provides transport to those who need it most, including those who are socially isolated, financially constrained and have no other means of transport.

We have dedicated volunteer drivers throughout Auckland and Northland.

**"If it wasn't for the volunteer driving service I would never have been able to make it to my treatment."**



**You can ask your cancer nurse or healthcare professional to complete a referral to the community nursing service. Alternatively, you can complete a self-referral online, or by phoning 0800 CANCER (226 237).**

# Psychological Service

## Ratonga tohutohu me te mātai hinengaro

**Getting a cancer diagnosis can be hard. It is common for people to experience a range of emotions in response to a cancer diagnosis.**

Cancer Society psychologists and counsellors have specialised skills and experience to assist you and your family/ whānau to cope during this time.

### **The Cancer Society Psychological Service can help with:**

- The shock and disbelief of diagnosis
- Learning to manage difficult emotions such as anger, frustration, grief, sadness, anxiety or depression
- Talking with health professionals – what questions to ask and how
- Making decisions that are right for you
- Coping with physical changes and sexuality
- Coping with treatment, medical procedures and tests
- Managing emotions around follow up appointments
- Coping with change and regaining confidence
- Uncertainty about the future
- Moving on with life after cancer treatment

**“We were in shock but at the same time had to try and take in important information and make decisions. Counselling helped us cope with this.”**

**The CS Psychological Service is located at Domain Lodge Grafton, Papatoetoe and Henderson Clinics. Ask your nurse or doctor to refer you, or to find out more phone us on 0800 CANCER (226 237)**

## Individual Sessions

Some people find it helpful to receive individual support, in the form of a one-on-one confidential session with a psychologist or counsellor. This **FREE** service is available to people who have been diagnosed with cancer and their whānau and friends.

## Group Support

Many find it helpful to explore experiences with others who are in a similar situation. By participating in these groups, people can meet others with shared experiences whilst learning new skills. We offer various groups, including Moving Forward (for those who have completed treatment), CanConnect (for patients and caregivers) and CanSupport (for caregivers). A referral into the Moving Forward group is needed to assess suitability.

## Video Resources

Additionally, there are a range of online resources that provide information about coping with cancer. Topics include managing stress and sleep, coping with difficult emotions and moving forward after treatment. Please refer to our website to access these resources.



**“When I was diagnosed we didn’t know what to do or how we would cope. The emotional and practical support we received from the Cancer Society made a difficult time so much easier”.**

## Northland Group Support

In Northland there are regular support groups in Kaitaia, Kerikeri Kaikohe, Whangarei, and Ruakaka. There are also individual counselling sessions available for Northland patients.

For more information on any of these services, please contact Daffodil House on 09 437 5593 or free phone on 0800 366 066.

**For dates and times call 0800 CANCER (226 237) or visit [www.cancernz.org.nz](http://www.cancernz.org.nz) for more information**



# Kia ora - E te iwi

Kia ora - E te iwi is a Kaupapa Māori wananga that is available for Māori communities and community organizations across our division, i.e., Auckland Northland. The format is a free, one day event which is developed in partnership with the community, with a focus on clear information about what cancer is, how to manage the effects, the best tools to prevent cancer and what services are available to help in a particular area. It is designed to be responsive to community needs.

**If you are interested in holding or attending an event  
please contact either Daffodil House (Whangarei)  
on 09 437 5593 or 09 308 0168 for Auckland**



# Kia ora - E te iwi

# Domain Lodge

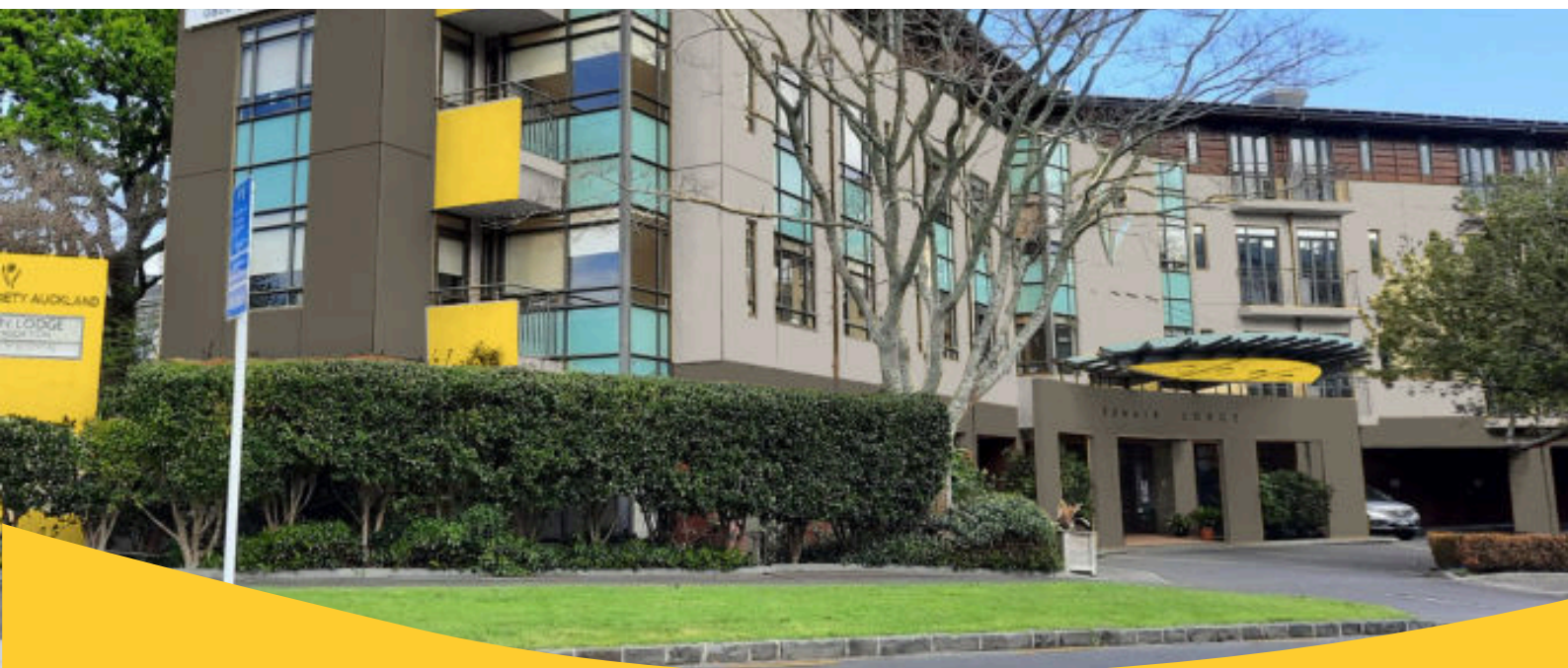
## Whare Tomeina

Domain Lodge is a modern, self-catering accommodation facility owned and operated by the Cancer Society Auckland Northland. It provides a comfortable and restful environment for people who live outside the Auckland region who have to travel long distances (i.e. over 100 kms) to receive treatment and cancer care in Auckland.

People undergoing treatment are encouraged to bring one support person (over the age of 18) with them for their stay.

Set in beautiful gardens, Domain Lodge is conveniently situated near Auckland City Hospital. Public transport, shopping, entertainment and the pleasant open space of the Auckland Domain are close by. The atmosphere is comfortable and friendly, a home away from home.

While priority is given to people with cancer, Domain Lodge accommodation is also open to the public. Income earned from public guests (mostly staying at weekends) helps towards providing future accommodation for those with cancer.



**If you are not sure you fit the criteria to stay at Domain Lodge, please call 0800 CANCER (226 237) as a referral to a Cancer Society Nurse may be required**

# Te Whata Ora

## National Travel Allowance

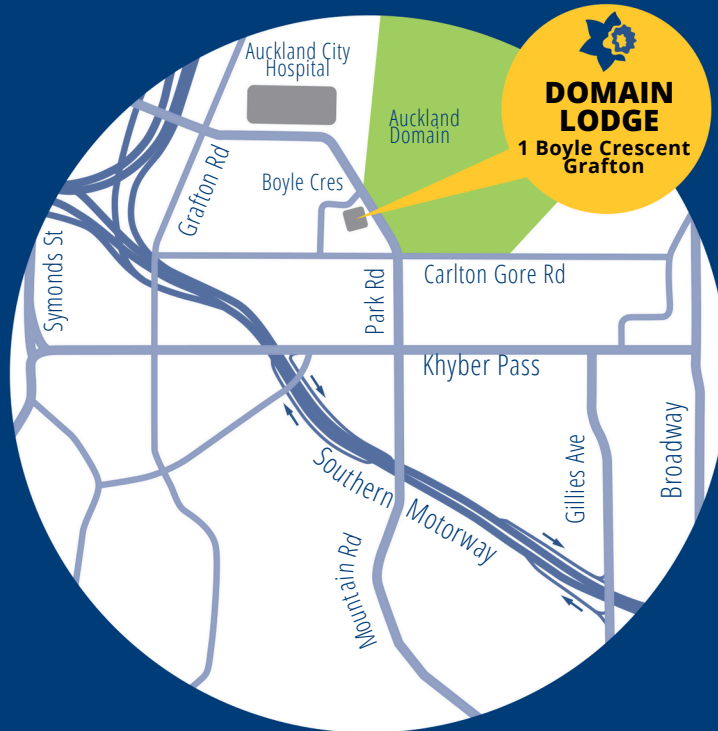
If Te Whatu Ora National Travel Allowance (NTA) documents have been completed, accommodation (one room only) may be free of charge. The rate for those staying with a whānau member or friend is \$35 per night.

Northland patients and whānau/supporters should contact Te Whatu Ora about any accommodation or travel concerns on 0800 682 682. Patients without NTA funding need to discuss payment for accommodation with hospital staff before arriving at Domain Lodge.





# Domain Lodge and Daffodil House



**Domain Lodge, 1 Boyle Crescent, Grafton**  
**Phone 0800 CANCER (226 237)**



**Daffodil House, 73 Kamo Road,**  
**Whangarei Phone 0800 366 066**

For cancer information  
and support phone the  
**Cancer Information Helpline**  
**0800 CANCER (226 237)**



**Cancer Society of New Zealand  
Auckland Northland**

**Auckland**

Domain Lodge  
1 Boyle Cres, Grafton,  
PO Box 1724, Shortland St, Auckland 1140  
Phone. 09 308 0160 Fax. 09 308 0175

**Northland**

Daffodil House  
73 Kamo Rd, PO Box 8100,  
Kensington, Whangarei 0145  
Phone. 09 437 5593 Fax. 09 437 5602  
Tollfree. 0800 366 066

[www.cancernz.org.nz](http://www.cancernz.org.nz)

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