



Having cancer can be hard finding help needn't be

Free assistance for anyone with cancer, their whanau and supporters
He āwhina utukore mō ngā tāngata matepukupuku, ō rātou whānau me ō rātou kaitautoko



Welcome

Haere mai, Kia orana, Talofa lava, Malo e lelei
Fakaalofa lahi atu, Foon ying, Huan yin, Oso oseyo
Merhaba, Swaagat

Having cancer can be hard but finding help needn't be. Our team of professional staff and volunteers are here to help anyone with cancer, their whanau and supporters.

Here at the Cancer Society Auckland we offer a range of free support services dedicated to assisting people affected by cancer. Our services are designed to provide support for you and your family through diagnosis and treatment and to prepare you for life afterwards.

We hope one or more of the services in this booklet will help make your situation a little easier.

We look forward to hearing from you.

How to get in touch

Visit us

Cancer Society Domain Lodge
1 Boyle Crescent, Grafton (opposite Auckland Domain and Auckland City Hospital)

Our support services are on the second floor and you are welcome to call in. Free parking is available to people attending our services.

Phone us

To find out more please phone our Cancer Information Helpline on
0800 CANCER (226 237)

About us

Cancer Society Auckland

The Cancer Society Auckland is one of six regional divisions making up the national Cancer Society of New Zealand. Since 1929 we have worked with people with cancer, their families and the community to reduce the incidence and impact of cancer with core services in:

- Information
- Support
- Research
- Health Promotion

We are the largest regional division, serving more than one third of New Zealand's population from our offices at Domain Lodge in Auckland and Daffodil House in Whangarei. We are dedicated to reducing the incidence of cancer and ensuring the best cancer care for everyone in our region from the Waikato border to Cape Reinga.

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

Cancer Society Northland

Our Northland centre covers the area between Kaiwaka in the South and Cape Reinga in the North, and is a service of the Cancer Society Auckland Division.

To find out more about the services available in Northland please contact our team at Daffodil House on 09 437 5593 or tollfree on 0800 366 066, or email northland@akcansoc.org.nz



Cancer Information Service

Ratonga Pārongo Matepukupuku

Cancer can be difficult to understand and may raise many questions and concerns. It can help to talk to someone you can rely on for up-to-date information as well as for support and understanding.

Our Cancer Information Service has been producing its own well-researched, easy to understand and trusted information for many years and provides it to:

- Anyone who has a question or concern about cancer
- Anyone who has been diagnosed with cancer
- Anyone who cares about someone with cancer
- Health professionals

Cancer Information Helpline

Our Cancer Information Helpline is a toll-free service available to people with cancer, their family, the general public and health professionals.

Experienced cancer nurses are available to answer your call or email on any cancer-related question, in confidence and in plain language.

Call our Cancer Information Helpline to find out about:

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

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

Library

Our library is a comfortable, quiet place where you can find information about anything to do with cancer.

We carefully select books on all aspects of cancer. There is also a speciality children's section with sensitively written stories for children who have a family member with cancer.



Our friendly staff are always happy to help you find what you are looking for.

Cancer Information Nurses

Our experienced Cancer Information Nurses have a private room where they can meet with you to talk about your situation and answer any questions you may have.

The nurses can explain cancer in plain language and put you in touch with any support you or those you care about may need.

Please feel free to call in anytime during opening hours or phone us to make an appointment.

Our Cancer Information Service is located at the Cancer Society's Domain Lodge and is open from 9am to 5pm Monday to Friday.

Please phone 0800 CANCER (226 237), email information@akcansoc.org.nz or visit us on level two at Domain Lodge.

Community Liaison Nursing Service

Ratonga Tapuhi Takawaenga Hapori

Our Community Liaison Nurses can offer support to you and your family if you have been recently diagnosed or are receiving treatment for cancer.

These experienced nurses visit you at home and give practical information and support to help you manage throughout treatment.

Our nurses stay in touch during treatment by visiting and phoning at times that suit you.

Community Liaison Nurses can help with:

- Listening to the concerns and questions that are most important to you and your family and working with you to find solutions
- Understanding cancer and its treatment
- Managing cancer symptoms and treatment side effects
- Understanding and emotional support
- Explaining the hospital system and what to expect
- Talking to other health professionals involved in treatment to help care progress smoothly
- Referring to other Cancer Society support services
- Finding other useful services
- Practical problems like getting to treatment

Our Community Liaison Nurses are available from 9am to 5pm Monday to Friday.

Ask your nurse or doctor to refer you or to find out more please phone us on 0800 CANCER (226 237).

Volunteer Driving Service

Ratonga Taraiwa Tūao

If you are finding it difficult to get to and from cancer-related hospital or Cancer Society appointments, our Cancer Society volunteer drivers are here to help.

Co-ordinated by our own staff, drivers can pick you up from home and return you after your appointment.



Volunteer drivers undergo a recruitment process which includes interviews, police checks, orientation and ongoing training.

Our Volunteer Driving Service operates throughout the greater Auckland area from Orewa in the north to Papakura in the south.

Because this is a voluntary service we ask that you:

- Give us as much notice as possible - at least two working days
- Make sure your appointments are between 9.30 am and 2.30 pm (the hospital booking clerks will help you with this)
- Consider all your other transport options, at least for some appointments
- Understand that it may not always be possible for us to find a driver for you

To request a driver, please talk to Cancer Society or hospital staff or phone us:

Auckland City Hospital appointments

Phone 09 379 6352, Monday to Friday, 9am – 4pm

All other appointments

Phone 09 308 0496, Monday to Friday, 9am – 4pm

Counselling and Psychology Service

Ratonga Tohutohu me te Mātai Hinengaro

You and your family and friends can all experience a mixture of feelings when faced with a cancer diagnosis.

Our psychologists have specialised skills and experience to assist you and your family to cope during this time. It can help to talk with someone outside of those close to you.

Individual counselling

Individual counselling is available to people who have been diagnosed with cancer and their family and friends.

Some people find one session very useful and others appreciate continuing support.

Sessions last for one hour and are confidential.

Groups and education sessions

Many people find it helpful to explore experiences with others in a similar situation. We offer a range of groups and education sessions lead by our psychologists.

From relaxation, through sleep and stress management, sharing ways of coping, support for supporters, to moving on with life after treatment, there is a variety of groups to suit many needs.

Counselling can help with:

- 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
- Coping at the end of life
- Moving on with life after cancer treatment



Our Counselling and Psychology Service is located at the Cancer Society's Domain Lodge and is available 9am to 5pm Monday to Friday.

Ask your nurse or doctor to refer you or to find out more please phone us on 0800 CANCER (226 237).

Domain Lodge Whare Tomeina

Domain Lodge is a modern, self-catering accommodation facility owned and operated by the Cancer Society Auckland. It provides a comfortable and restful environment for people living outside the Auckland area who have to travel long distances to receive treatment and cancer care in Auckland.

People undergoing treatment are welcome to bring one support person with them for their stay, providing they are willing to share a room.

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 friendly and relaxed and guests are welcome to come and go as they please.

To help during your stay the support services described in this booklet are available on the second floor.

While priority is given to people with cancer, Domain Lodge accommodation is also open to the public. Income earned from these guests helps us provide fully subsidised accommodation for people with cancer.

Domain Lodge, 1 Boyle Crescent, Grafton.
Just across the road from Auckland City Hospital and the Auckland Domain.
Phone 09 308 0160 or email
reception@akcansoc.org.nz



Someone like you Tētahi pērā ki a koe



Bryall, bone cancer

“Being diagnosed with cancer and losing my arm was hard not only for me but my family too. 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 and later helped us move on with life after treatment. The Cancer Information Helpline and our Community Liaison Nurse gave us information and were great at explaining things in a way we could understand! We will always be grateful for the support we received.”

Services used: Counselling, Cancer Information Helpline, Community Liaison Nursing



Ngaro, breast cancer

“Cancer treatment was a difficult time for me and my family. Having my Community Liaison Nurse visit us at home and keep in touch over the phone made such a difference. She gave valuable support and advice and also put me in touch with other services. Volunteer drivers helped me make it to all my hospital appointments and took some stress and worry away from my family and friends who were also going through a lot during this time. Having a nurse who listened and knew what do to really helped.”

Services used: Community Liaison Nursing, Volunteer Driving, Counselling, Cancer Information Helpline



Graham, prostate cancer & Margaret, breast cancer

“When my wife and I were diagnosed with cancer within weeks of each other, 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. We stayed at Domain Lodge for 14 weeks which meant we didn’t have to drive long distances to treatment. Then when we were at home our Community Liaison Nurse kept in touch and counselling helped us deal with things emotionally. All of the staff were professional and kind. It’s just wonderful that these free services are there for everyone.”

Services used: Domain Lodge accommodation, Community Liaison Nursing, Counselling, support group

Contact us

Cancer Information, Community Liaison Nursing and Counselling and Psychology Services

To find out more please phone 0800 CANCER (226 237) or email information@akcansoc.org.nz

Volunteer Driving Service

For more information or to request a driver please phone:
Auckland City Hospital appointments - 09 379 6352
All other appointments - 09 308 0496

Domain Lodge Accommodation

For more information or to make a booking please phone 09 308 0160 or email 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

For more information about the Cancer Society and our services visit
www.cancersocietyauckland.org.nz

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



**Cancer Society of New Zealand
Auckland Division Inc.**

Auckland

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Northland

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www.cancersocietynorthland.org.nz