

How we help

Tā mātau āwhinatanga

We can help explain to healthcare workers your cultural and spiritual requirements when you are a patient and we can advise and assist staff as they endeavour to meet your tikanga needs.

We can facilitate whānau hui.

A Kaiāwhina will visit you and/or your whānau any time you ask, whether you are an inpatient or an outpatient.

Social Workers promote your total wellbeing. They provide manaakitanga and support counselling and facilitate practical solutions.

The Aged Care Nurse is available to kuia and koroua in the community to coordinate care and improve access to GPs and practice nurses.

The Cardiac Liaison Nurse provides support and advocacy to Māori referred to cardio-related services.

We can help with temporary accommodation.

The Service Coordinator receives referrals to Whānau Care Services, makes assessment of need and degree of urgency and allocates personnel to provide the support and/or assistance requested.

Who we are

Ko wai mātau

Venerable Warahi Campbell
Chaplain – Ngāti Porou

Cheryl Goodyer
Manager Service Delivery – Ngāti Raukawa/Ngāti Ranginui

Anne Natoli
Service Coordinator

Gaylene Te Rauna
Administrator – Tuhoe/Ngāti Porou

Kaiāwhina

Edith Peita – *Ngāpuhi/Ngāti Porou*

Heta Makiri – *Ngāpuhi/Te Rarawa*

Karen Broad – *Te Atiawa/Nuie*

Marianna Tikao – *Ngāti Kahungunu*

Social Workers

Lorna Ramanui – *Tainui*

Rebecca Solomon – *Te Arawa*

Nurses

Tuppy Parker
Aged Care – Te Rarawa/Ngāti Tuwharetoa/Ngāti kahu

Moana Gargiulo
Cardiac Care - Ngāti Tuwharetoa/Ngā Rauru/Ngāti Ruanui/Pakakohi

Whānau Care Services

Information for
patients and whānau

*He kōrero mā ngā tūroro
me ngā whānau*

Māori Health Development Group

What we do

Te wāhanga ki a mātau

We support the healthcare workers who look after you when you are receiving medical or surgical treatment. We assist you and your whānau by guiding you around the twists and turns and smoothing out the difficulties that can happen when you become a patient.

If you would like to ask for assistance or advice from Whānau Care Services, or if you would like a person from Whānau Care Services to visit:

- tell your nurse, doctor, midwife or another health professional so they can make a referral for you, or
- phone the Whānau Care Services Coordinator on ext 80948, free phone 0800 999442 or direct dial 806 0948, or
- email wcs@ccdhb.org.nz, or
- visit Whānau Care Services, at the Cultural Care Centre on Level 2.

Kia ora,

You can ask for any of these services, all available from the staff at Whānau Care Services.

Tikanga support

For example:

- Karakia.
- Return of body parts.
- Issues of tapu/noa.
- Clinical processes.

Communication

- Explaining clinical information, treatment plans, options.
- Whānau hui.

Grief and loss

For example:

- Support during terminal illness and at the time of death.
- Assistance for bereaved whānau.

Social work

- Advice and guidance.
- Practical help and information.

Te Whare Whānau o Te Pehi Parata

Temporary accommodation is available for whānau from outside the Capital & Coast District Health Board region who are supporting an inpatient.

Accommodation is limited and pre-booking advised. There is one room per whānau for three or four people depending on availability.

Book through Whānau Care Services between 8:00am and 4:30pm Monday to Friday.

Children must be accompanied by an adult.

The cost of a room is \$30.00 a night and there is a \$20.00 refundable key bond.

Hei konā