

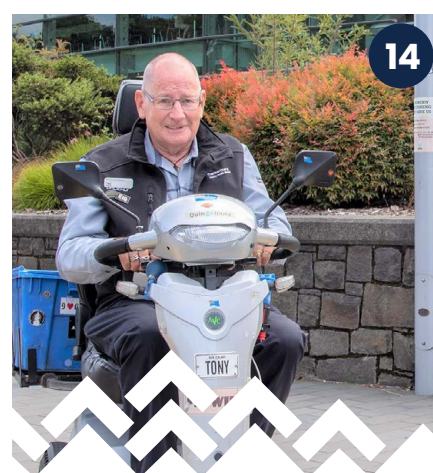
# Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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**Te Whatu Ora**  
Health New Zealand  
Waitaha Canterbury





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Cover photo: Graduates of the Tū Tangata Tū Rangatira, growing Māori leaders hōtaka/programme, from left, Pukenga Tiaki Gordon Iafeta, Nurse Coordinator – Hauora Direct Maya Piercy, House Officer Obstetrics and Gynaecology Matthew Sollis, Portfolio Administrator Hauora Māori Marion Smith, PA to Integrated Health Services Central Operations Manager Donna Martin, Mātanga Tapahui/Nurse Practitioner Jennie Bell, Integrated Health Services Central Operations Manager Mary Harrington, Hauora Māori – Te Mana Ora, Te Tai o Poutini Shanita Whittle, and Equity Lead – COVID-19 Hub Rachel Forsyth

# Kupu Arataki – Introduction

## Amazing support for our colleagues and the communities affected by Cyclone Gabrielle

Cantabrians know better than most that recovering from a catastrophic natural disaster takes a long time. It's physically, emotionally, financially and mentally challenging, and requires a team of people providing support and assistance.

Thank you to all the Te Whatu Ora staff who have raised their hands to volunteer in hard-hit Hawke's Bay and Tairāwhiti. There are currently six Canterbury staff working on the ground in Hawke's Bay with plenty more who have put up their hands to help. You will make a huge difference to the people doing it very tough right now.

Full information about how to volunteer is available on PRISM [here](#), including [the form](#) you need to complete to formally volunteer.

## A reminder about donations

Please do not try to send food, blankets, clothing or other donated goods. The resources are not available to safely distribute these, and people have very specific needs.

Financial donations can be made to:

- › Mayoral Relief Funds help local communities support families, community organisations and marae after an emergency. You can donate directly to the [established funds here](#).
- › The [New Zealand Red Cross](#) is on the ground dealing with immediate welfare needs and supporting people's emotional, practical and social needs.
- › [Animal Evac NZ](#) – Kararehe whakawatea is New Zealand's only dedicated animal disaster management charity, making sure no animal is left behind in times of emergency or disaster.

Be aware of donation and charity scams and only donate to a known, trusted organisation. Some genuine groups and organisations like local marae and community groups may be doing their own fundraising but be cautious of individuals asking for money.

While affected peoples' immediate needs, such as food, water and shelter are being met, money and donations will be needed down the track during what will be a long recovery process. You could consider holding off just now if you wish to donate so you can help support a local project (things like rebuilding a playground or fixing up a marae) when the time comes.



## Ngātahitanga pulse survey results

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Thanks to everyone who took the time to complete the Ngātahitanga pulse survey back in December. The national results are currently being shared and the Waitaha Canterbury data will be released over the next week.

The purpose of this survey, and the ones to come, is to lift our mauri ora (individual wellbeing), whānau ora (team wellbeing) and wai ora (environmental wellbeing) to make Te Whatu Ora a better place to work for all. Your participation in these surveys is crucial as it provides information that leaders can use to respond to needs and initiate changes, where necessary.

Staff can view the national results at a glance and watch a video from Margie Apa on [PRISM](#).



## Loud Shirt Day postponed

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Loud Shirt Day intended for last Friday, 24 February was postponed due to the national state of emergency and the recovery efforts that will follow in those communities.

Loud Shirt Day is a significant event for the Southern Cochlear Implant Programme as its purpose is to raise awareness and fundraise to ensure that Kiwis living with cochlear implants have access to lifetime support including outreach programmes in the regions.

We look forward to wearing our brightest outfits and getting loud later in 2023 and will let you know the revised date for our fundraising activities when it is confirmed. All donations received will be held until that date.

If you would like any more information about Loud Shirt Day please visit [www.loudshirtday.org.nz/](http://www.loudshirtday.org.nz/)





## New COVID-19 booster available from April 2023

The Minister of Health, Hon. Dr Ayesha Verrall announced last Thursday that the Pfizer COVID-19 BA.4/5 bivalent vaccine will be available to eligible New Zealanders from 1 March.

Provided as a booster, the vaccine is designed to protect against the original coronavirus as well as the Omicron forms responsible for most COVID-19 infections in New Zealand now. It will replace the existing Pfizer booster, but it will not replace the vaccines used for the primary vaccination course, which will continue to be the original Pfizer COVID-19 vaccine or the Novavax vaccine.

1.9 million New Zealanders are currently eligible for a first or second booster and will be able to receive the bivalent vaccine from 1 March.

Effective 1 April, an additional booster dose will be made available to:

- » anyone aged 30 and over who has completed a primary course, as long as it's been at least six months since their last COVID-19 booster or positive COVID-19 test.
- » anyone at increased risk of severe illness from COVID-19 who has completed a primary course, as long as it's been at least six months since their last COVID-19 booster or positive COVID-19 test. These high-risk groups include:
  - » people aged 65 years and over
  - » Māori and Pacific peoples aged 50 years and over

## COVID-19 vaccinations



- » residents of aged care and disability care facilities
- » severely immunocompromised people
- » people aged 16 years and over who have a medical condition that increases the risk of severe breakthrough COVID-19 illness
- » people aged 16 years and over who live with disability with significant or complex health needs or multiple comorbidities
- » health, aged care, and disability workers aged 30 years and over.

Staying up to date with the recommended COVID-19 vaccinations will continue to protect you from the risk of serious illness, hospitalisation, or death from COVID-19. This is particularly important as we approach the winter season.

Book in to get your bivalent COVID-19 booster by visiting [www.bookmyvaccine.covid19.health.nz/](https://www.bookmyvaccine.covid19.health.nz/) or calling the COVID Vaccination Healthline on 0800 28 29 26 (8am to 8pm, 7 days a week).

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
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Mental Health Foundation  
mauiri tū, mauiri ora



## Tatau Tātou (All of us count) –2023 Census

Tuesday 7 March is Census Day in New Zealand. Census is a nationwide survey that happens every five years to understand more about life in Aotearoa New Zealand.

Every person who is in Aotearoa New Zealand on Tuesday 7 March 2023 must take part in the census and this includes patients and consumers in our care. Only patients and consumers who have been admitted to our facilities (and spending the night) will complete the census forms specifically for people who are in a non-private dwelling.

This week, staff will be provided with an FAQ outlining what will happen on Census Day.

Meal tray flyers will be provided on the morning of 7 March:

- › One for adult patients capable of completing the census themselves
- › One for parents, whānau or caregivers of people who will not be able to complete the census paperwork themselves. This includes: children and infants, people who are unconscious or not capable of providing the information and completing the form.

The forms will be distributed to the applicable people later in the day. Stats NZ will support us and collect the completed forms from our facilities.

Further information will be provided in the daily email and if you want to know more about completing the census, check the website: [www.census.govt.nz/](http://www.census.govt.nz/).

**Census is coming.  
Be counted**

**Tatau tātou - All of us count  
7 March 2023**

**Census | Stats **

# Quiz – The Rugby World Cup

In 2023 the 10th Rugby World Cup will be held in France. Twenty teams will compete to win the coveted Webb Ellis Cup, including our own mighty All Blacks. How much do you know about this sporting event?

- 1. Two countries have won the Rugby World Cup three times, New Zealand and which other?**
  - a. Australia
  - b. South Africa
  - c. England
  - d. France
- 2. In 2003, Australia hosted the Rugby World Cup and played England in the final. In overtime, England won 20–17. Who scored the winning points?**
  - a. Mike Tindall
  - b. Martin Johnson
  - c. Jonny Wilkinson
  - d. Lawrence Dallaglio
- 3. In 2015, the All Blacks played (and beat) Australia in the final. What two teams competed for third and fourth place?**
  - a. South Africa and England
  - b. France and Argentina
  - c. England and France
  - d. South Africa and Argentina
- 4. Which country will be competing at the Rugby World Cup for the very first time in 2023?**
  - a. Portugal
  - b. Chile
  - c. Uruguay
  - d. Georgia
- 5. True or false. The All Blacks are the only team to never lose a pool match at the Rugby World Cup.**
  - a. True
  - b. False
- 6. In the 1995 Rugby World Cup semi-final match against England, All Black Jonah Lomu ran rampant in New Zealand's victory. How many tries did he score?**
  - a. Three
  - b. Four
  - c. Five
  - d. Six
- 7. Namibia holds the dubious record for the largest defeat in Rugby World Cup history. They lost 142 – 0 in a pool match in 2003. Which team beat them?**
  - a. New Zealand
  - b. South Africa
  - c. Australia
  - d. Ireland
- 8. Kiwi hearts were broken during the quarter finals of the 2007 Rugby World Cup when the All Blacks lost to France 20 – 18. Where was that game played?**
  - a. Paris
  - b. Edinburgh
  - c. Marseille
  - d. Cardiff
- 9. The Rugby World Cup has only once been hosted outside of the tier-one nations. Which country was it?**
  - a. Japan
  - b. USA
  - c. Canada
  - d. Romania
- 10. Three players share the record for tries scored in a single tournament (eight). Jonah Lomu (1999), Bryan Habana (2007) and who in 2015?**
  - a. Dan Carter (NZ)
  - b. Nehe Milner-Skudder (NZ)
  - c. Adam Ashley-Cooper (AU)
  - d. Julian Savea (NZ)

[Check your answers on page 21](#)

# Ā mātou tāngata – Our people

## Moment of pride as Tū Tangata Tū Rangatira participants graduate

Congratulations to all those who graduated recently from the Tū Tangata Tū Rangatira, growing Māori leaders hōtaka programme at Ngāti Wheke marae.

The vision of this hōtaka is to change the diversity of thinking at decision-making tables across Te Whatu Ora Waitaha Canterbury and Te Tai o Poutini West Coast. It is fully embedded in our system to develop rangatira/leaders and provide opportunities for growth.

The 23 big-hearted and talented Māori kaimahi are from both clinical and non-clinical roles across Waitaha and Te Tai o Poutini, says Head of Equity, Diversity and Inclusion Rebecca McCormick.

“As a team we are overwhelmed with pride when we look at their growth and development through this nine-month journey, laying the foundations for their future success within health. They will be pivotal and will play an extremely important role as rangatira in our health system.”

Te Pae Tata, Te Whatu Ora’s interim health plan, states that “our health system will honour Te Tiriti, uphold the rights of Māori and give effect to the principles of the Pae Ora Act. This health plan will enable them as Māori leaders, strengthen their voices and provide them with a sense of belonging. Individually and collectively they will make a difference for our patients and whānau.

Chief People Officer Jo Domigan says she feels honoured and privileged to have been a witness to this hōtaka.

“I love their energy, enthusiasm, humour, vulnerability, and love for the patients and I’m looking forward to seeing where their careers in health leadership go next.”

Mana Taurite are excited to continue to support the graduates along their rangatira journey as this hōtaka is the internal career pathway at Te Whatu Ora to move the kaimahi Māori (staff) from an individual contributor to leading others and our systems, says Rebecca.

This hōtaka has been transformational for each individual, developing a sense of mana to stand strong as Māori as well as growing rangatira skills, says Programme Lead Mark Van der klei.

“We have already seen some of our kaimahi use these new skills to move in to new roles.”

One of those is Mana Taurite Coordinator and graduate of the Tū Tangata Tū Rangatira, growing Māori leaders hōtaka/programme Zak Newport.



From left, Mana Taurite Coordinator Zak Newport, Pukenga Tiaki Gordon Iafeta, Kaimatai – Mahi Māori (Workforce Development Partner – Māori and Equity) Mark Van der klei, Specialist Lloyd Carpenter, House Officer Obstetrics and Gynaecology Matthew Sollis, Pou Whirinaki Ruru Harepeka Nako Hona, and Head of Equity, Diversity and Inclusion Rebecca Murchie



Zak says: "This hotaka Tū Tangata, Tū Rangatira was created to build us into strong Māori leaders with tautoko every part of the way, and to make us feel like we belonged while learning more about our Māoritanga. What we received in return was so much more than we imagined, all 22 of us bonded like brothers and sisters and learnt so much about ourselves, about each other, about tikanga, matauranga and why Māori are treated the way they are treated and what we can consciously do better.

"For me what I appreciated the most was being heard, knowing that we all had a safe place to share the raw feelings we saw happening around us and how together we were each other's support systems. It allowed us to grow and truly be the voice for our vulnerable patients. We climbed to the top of the maunga with our esteem, rode the waves of our awa in our voices and paddled our waka in perfect sequence to give each other strength.

"Therefore, my commitment to Mana Taurite as the newly appointed coordinator is to walk alongside each tangata at the next hotaka. I want to encourage them every step of the way to look at my journey as motivation that this programme changes lives, changes the way people think and therefore changes the outcomes of our people while learning all those meaningful tools to be a strong Māori leader."



Mana Taurite Coordinator and graduate of the Tū Tangata Tū Rangatira, growing Māori leaders hōtaka/programme Zak Newport

The application process has now closed for the 2023 Tū Tangata Tū Rangatira rōpū/group.

"It is very exciting to be able to walk alongside another rōpū (group) on their journey," says Rebecca.

To learn more about the hōtaka visit: [Tū Tangata Tū Rangatira Hōtaka – Mana Taurite](#), or contact [ManaTaurite@cdhb.health.nz](mailto:ManaTaurite@cdhb.health.nz)



The Tū Tangata, Tū Rangatira Graduation at Ngāti Wheke marae

# Trailblazing health promoter retires

Te Mana Ora (Community and Public Health) farewellled Health Promoter Diane Shannon who is retiring after 31 years' service to the organisation.

Team Leader Communities Team Tim Weir says as one of Te Mana Ora's longest-serving employees, Diane's contributions are immeasurable, and she will be greatly missed.

"Diane's legacy at Te Mana Ora is one of advocacy, service, and compassion. She was a health promoter before Health Promotion was a thing. She has been a champion for women's and gay rights and has played a vital role in the organisation's efforts to support community initiatives and law reform to improve sexual health in our society and, in particular, the wellbeing of our LGBTQIA+, sex worker, and youth communities."

Diane has been with Te Mana Ora since January 21, 1992, and during that time she was involved in a range of issues, including abortion rights in the 1970s and 80s, sexual abuse prevention, helping set up the local women's refuge, HIV/AIDS, and the decriminalisation of prostitution.



Health Promoter Diane Shannon

"Diane's tireless work, dedication, and passion for her job have made a significant impact on our team and the community we serve. Her wisdom, kindness, and ability to make everyone feel valued will be missed. We are grateful for the time we've spent working alongside her and the invaluable lessons she has taught us.

"We thank Diane for her many years of service to Te Mana Ora and the community. She has made an indelible mark on the lives of many and her legacy will live on. We wish Diane all the best in her retirement and future endeavours. On behalf of the entire team, I want to extend our deepest appreciation and heartfelt farewell," Tim says.

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
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Maukiri Ō. Māhira Ōhā



# Work a “way of life” for long serving cook

Cook Mary Gould's cinnamon pinwheels are legendary – just ask anyone who frequented the old café in The Princess Margaret Hospital (TPMH) and they are bound to remember their warm doughy deliciousness.

“They were my specialty, I'd bake them every morning and they went fast. I still run into people who tell me they were amazing,” she says.

Mary, aged 79, recently celebrated 45 years working for Te Whatu Ora Waitaha Canterbury and its previous organisations in a variety of food service roles. She is still enjoying the job, but in the last six years has scaled back her hours to one day a week.

Mary began work at TPMH soon after returning from England where she married.

“We lived in Cashmere and I could see the hospital out my window. I thought I'd go and ask if they had any jobs for me,” she says.

Mary's first job was as a kitchen hand in the nurses' home café that used to be at the back of TPMH where the Seagar Ward is

now, staying there for 20 years until it closed. She then worked in the main TPMH café, transferring to the hospital's kitchen when it too closed down.

In its heyday, the TPMH cafe was a busy place, Mary says.

“All sorts of people would come in from all over, staff and people who lived nearby. It wasn't fancy cooking but we made what people wanted. The Wednesday roast was very popular. At \$8 it was a bargain.”

Mary lost her home in the February 2011 earthquake and two years later her husband died but she has remained living in Cashmere and close to her workplace.

“Working is a way of life and that's what it's been. It keeps you fit and you spend a lot of time with you workmates and they become friends. There used to be a sign in the foyer of TPMH that said ‘Walk a little faster and age won't catch up to you’. If you keep moving you are better off.”

Site Service Manager, WellFood and Environmental Services, Justin Bellass says:



Cook Mary Gould

“We love having Mary on the team. Her experience and dedication over the years has been invaluable. Mary is a well-liked and respected member of the dedicated team at The Princess Margaret Hospital and has been a huge asset.

“Having worked over 45 years she continues to enjoy her work and always has a smile. Thank you Mary for your dedication.”

When she retires in a few months it will feel quite strange, says Mary, who volunteers at a Habitat for Humanity Restore shop.

“I will have to find some other useful things to do.”



# Ready, Set, Ride!

Smokefree Manager Hayley Cooper and her family have been swapping four wheels for two and having plenty of fun along the way as they take part in Aotearoa Bike Challenge month.

The challenge, which runs through February, is free and involves individuals and organisations across New Zealand competing to see who can get the most people riding a bike. Participants can ride anywhere, anytime and just a 10-minute ride is enough to take part.



Smokefree Manager Hayley Cooper and her children out on one of their bike rides

Hayley has been doing the Bike Challenge with her family – husband Aaron and their children Charlie, aged four (who only stopped using training wheels last month) and Georgia aged six.

“We are loving biking to and from school/kindy/the beach, rather than getting in the car for everything and even the kids’ grandma (aged 76) is joining us. I bike to work when I can which is awesome ‘bang for buck’ time-wise in terms of getting exercise in when you have a young family.

“I find I arrive more refreshed for my office day than when driving, and quite often I pass cars stuck in queue, which is very satisfying. Another benefit is we’ve definitely noticed the decrease in visits to the petrol station!” Hayley says.

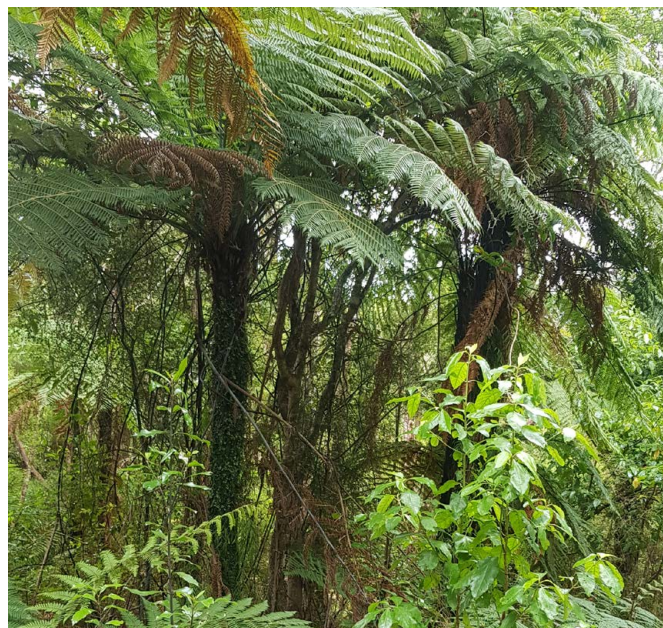
There is more information on the Aotearoa Bike Challenge on the Love to Ride [website here](#).

# My slice of Kiwi heaven

## Heaphy Track

Our native forests for their unique beauty and habitats. This photo was taken near the Heaphy Track in the Kahurangi National Park. One of my favourite areas and typical of the stunning lush green layering of mosses, ferns, shrubs and trees.

**Naomi Gilling – Communications Advisor**

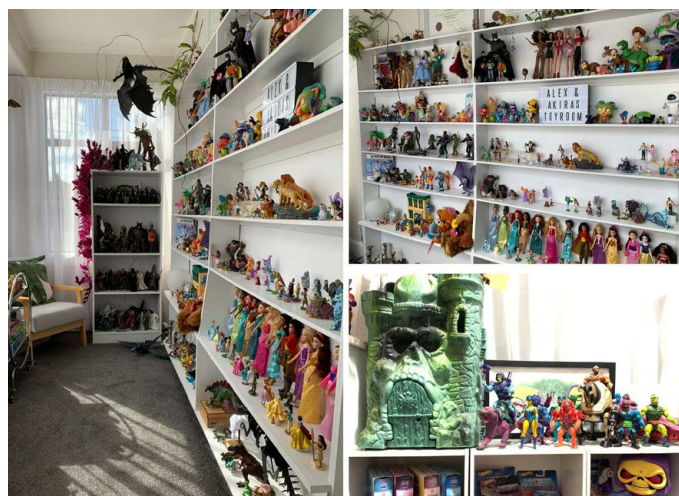


Lush New Zealand bush near the Heaphy Track

## Our toy room

My husband and I are both big kids and love collecting toys from our childhood. Our toy room is our favourite room in our home. After a long day of pretending to be an adult we will often go in there to relax and reminisce about simpler times which reminds us to not take life so seriously. We love when people come over to visit and seeing how the room can take them back to their childhood and the memories, smiles and joy it can bring.

**Akira Le Fevre (he/him) – Workforce Development Partner – Mana Taurite | Equity, Diversity and Inclusion**



The toy room in our home

Share with us your 'happy place' in Aotearoa New Zealand. Somewhere you love where you can relax, have fun, get physical or be with people who mean a lot to you. A place you may think is beautiful or that brings back happy memories. It could be a town, a river, a beach. It might be a fishing spot, a park, a walking track, a restaurant or even a whole city. Where is your slice of Kiwi heaven?

[Click here](#) to share your submission (you must do this from your work email address). If you have any issues, please email [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz)



# One minute with...

## Tony Knights, Orderly

### What does your job involve?

I am the Path Orderly and I travel around on the mobility scooter picking up specimens, mail, blood boxes, and also some stores for most places around the Christchurch campus.

### What advice would you give someone keen to enter your field?

I think being an orderly is an important and very satisfying job. I'm able to help people when they are sometimes at their lowest and just need someone to make them feel safe and to talk to.

### Who inspires you and why?

My family, because they are always there for me.

### What do Waitaha Canterbury's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?

They are very important, as every day there's some kind of challenge, where you need to use these qualities.

### If you could be anywhere in the world right now where would you be?

New Zealand as it's such a beautiful place to be and I just love packing up my van and taking off to visit different parts of the country.

### Who would you want to play you if there was a movie made about your life?

The late legendary actor John Wayne.

### What are your hobbies/interests outside of work?

Motorcycling, photography, motor racing, tramping and art.



If you would like to take part in this column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).



# Akoranga reo Māori #3 – lesson #3

## Reo mō ngā tamariki – Language for children

*E ngā kaitiaki o āpōpō, nāia āku mihi mutu kore ki a koutou katoa.*

*To those who take care of our children, of our future, my never-ending thanks to you all.*

Whether you work with tamariki (children), have tamariki in your household or your extended whānau, most of us encounter and take care of children at some point in our lives. This lesson, we are going to focus on some language and kupu Māori or Māori words that might be useful when interacting with children.

### Ngā Whakahau – Giving commands

When dealing with tamariki, we often find ourselves using commands like “go to sleep” or “be quiet”. The following is a couple of useful commands that we can use instead.

<b>E moe</b>	Go to sleep
<b>E oho</b>	Wake up
<b>E kai</b>	Eat up
<b>Titiro mai</b>	Look towards me
<b>Haere mai</b>	Come here
<b>Hoihoi</b>	Be quiet, it is noisy
<b>Taihoa</b>	Wait on

How harsh your command sounds will depend on your intonation and strength of delivery, just as it does in English.

<b>Kaua e ūmere</b>	Don't yell
<b>Kaua e maranga</b>	Don't get up
<b>Kaua e neke</b>	Don't move
<b>Kaua e āwangawanga</b>	Don't worry

### Kupu – Words

<b>Tamaiti</b>	Single child of any gender
<b>Tamaiti whāngai</b>	Adopted or fostered child
<b>Tamariki</b>	More than one child of any gender
<b>Pēpi</b>	Baby
<b>Nohinohi</b>	Infant
<b>Taitamariki</b>	Adolescents
<b>Tama</b>	Son or boy
<b>Tamāhine</b>	Daughter or girl
<b>Ka pai</b>	Good
<b>Ka mau te pai</b>	Great

### He whakapātaritari – A challenge

Challenge yourself to use some of these new kupu or phrases with any tamariki that you know in your own day-to-day life. If they are being schooled here in Aotearoa, they may already be familiar with some of them and they might help you gain in confidence. Then, when you feel a bit more comfortable, start using them at work.

He nui āku mihi ki a koutou i te ngākau titikaha ki te kaupapa.

I am hugely thankful to you and your commitment to the topic.

If you have any questions or feedback, please make contact via the email below. [Hauora.Maori@cdhnb.health.nz](mailto:Hauora.Maori@cdhnb.health.nz)

# Whakamihi – Bouquets



## **Ophthalmology Outpatients, Christchurch Hospital**

Congratulations and many thanks to the staff and specialists that have seen me. The service could not be better.

## **Ward B5, Christchurch Hospital**

Thanks to all staff during my stay. They are all so professional, caring, helpful and kind. The excellent treatment is much appreciated and a lovely room with a view!

## **Ward B5, Christchurch Hospital**

Thank you to all the staff from for the amazing services, day in and day out. Lost for words, so thank you.

## **Ward B8, Christchurch Hospital**

The team at Christchurch Hospital are worth their weight in gold. I came in after a work accident and the staff have been amazing. Nothing is a hassle. Meals were excellent.

## **Bryan, Ward B5, Christchurch Hospital**

I am a frequent visitor to Ward B5 and wanted to let you know what a valuable employee you have in Bryan. Always smiling, making small talk and bringing some pride to his daily tasks. He makes his patients feel comfortable and is a true hospitality specialist. Keep up the good service.

## **Ward A4, Christchurch Hospital**

The minute I walked into hospital, I was so well looked after. Everyone in Ward A4, including my nurses Olivia and Amanda, were very professional at all times. Even when I felt a bit down, these girls knew, and stopped and talked to me for a few minutes. When you get to my age you think no one cares. Everyone was wonderful including the

WellFood staff who fed me and served me tea, and the cleaners. The doctors explained everything well so I understood it all.

## **Claire Sanchez, Jo Saab, and Georgia, Ward B4, Christchurch Hospital**

In the last three days that I have been treated by the wonderful hospital staff before my orthopaedic surgery. Three people stood out who I want to compliment. Two nurses, Clarice Sanchez and Jo Saab have been excellent and I wanted it to be noted. Additionally, one of the doctors, Georgia, came by one evening and she was one of the most personable and attentive physicians I have been treated by.

## **Margaret and Nathan, Ward B4, Christchurch Hospital**

Margaret was amazing. Nothing was a problem. She's always on the go, always helping everyone. Nathan was also friendly, and nothing was a problem at all.

## **Christchurch Hospital**

I wanted to say a huge thank you to everyone who looked after me. I can't thank you all enough. The hospital staff deserve so much credit. You guys are amazing. Thank you for your service.

## **James Shawcross, Margaret, and Ward 24, Christchurch Hospital**

To Dr Shawcross, Margaret and the incredible team of Ward 24, our whānau would like to sincerely thank you for the care, compassion and kindness that was shown to our dad over the past few weeks. We cannot thank you enough and are forever grateful that he (and our whānau) were cared for by you all during this time.

### **Gastroenterology Unit, Christchurch Hospital**

I was an outpatient in the Gastroenterology Unit for a colonoscopy. The team were all exceptional, efficient and friendly.

### **Medical Assessment Unit (MAU) and Parkside Ground Medical (PGM), Christchurch Hospital**

The MAU where we first arrived in was very good and staff were busy. At PGM the hospital staff have also been very busy and my treatment has been excellent. When I pressed my bell I haven't had to wait long for someone to come. Meals have been good.

### **Jo and Lynnette, Ward B6, Christchurch Hospital**

Wonderful nurses, wonderful treatment and care. Friendly, diligent, caring, conscientious and dedicated. Thank you Jo and Lynnette! Great two days and made my treatment easy. Your concern and care was awesome and greatly appreciated.

### **Dr Gary Lim, Feena, and Sky, Ward B5, Christchurch Hospital**

My compliments to the Gastroenterology team, Gary Lim and the many others. The nurses and the care was amazing, particularly Feena and Sky particularly. Thank you so much.

### **Emergency Department (ED), Christchurch Hospital**

Thank you so very much for your kind, loving help for my husband. We are so very grateful for your kind, professional care from everyone. May you all be abundantly blessed as you help the sick and affected.

### **Ward B1, Christchurch Hospital**

Thank you to Andrew and the wonderful staff of Ward B1 for your care of [patient name]. We recognise the pressure you are under but that in no way impacted on the care he needed. Kindness comes in many forms, from the endless cups of teas, to the bedside chats and the many laborious tasks to make him comfortable. The patience and compassion shown by you and the expert medical care are very much appreciated. For those who went the extra mile - we hope we thanked you enough.

### **Jenny Thompson, Physiotherapy, Burwood Hospital**

On behalf of my wife, who is a stroke recovery patient, and myself, her husband, we must thank and acknowledge the help, support and physio progress provided by Jenny Thompson. Jenny was wonderful helping my wife's physical improvement, especially from wheelchair into the car, which will be a great advantage for her discharge and the future. We will never forget your help Jenny and again, thank you.

### **Julie, Acute Care, ED, Christchurch Hospital**

I would like to say how wonderful Clinical Nurse Specialist Julie is in Acute Care (ED). Julie has a lovely bedside manner, listens really well and very caring. I felt she really listened to me as I was frustrated with my pain and just need that reassurance. Thank you.

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
Health New Zealand

Mental Health Foundation  
māhuru tū, māhuru 678





# Ā mātou kōrero – Our stories

## Increase in Special Needs Grant for dental treatment “great news”

It has recently been announced that the Ministry of Social Development (MSD) Special Needs Grant for Dental Treatment has been increased to \$1000 over a year (any 52-week period).

This is for people who are on a low income or a benefit who need immediate and essential treatment.

It is wonderful to see this increase in the grant for dental treatment, as it will mean better access to dental care for those on low incomes,” says Nicola Fraher, who has recently started at Te Mana Ora in the role of Transalpine Oral Health Service Development Group Facilitator to provide facilitation and support to the OHSDG, improving oral health outcomes in Waitaha Canterbury and Te Tai O Poutini West Coast.

“It’s great news.”

Immediate and essential means dental treatment that is required to treat an oral health issue that has deteriorated or would begin to deteriorate if left untreated, and is having, or likely to have, a detrimental effect on the person’s oral health and/or wider health.

“For example, where a person has active and open tooth decay, so there’s an immediate need for essential dental treatment to prevent further deterioration.”

Examples of treatments that may be covered by the grant are:

- › Extractions
- › Fillings for tooth restoration (not for cosmetic or non-oral health reasons)
- › Root canal treatment (except molars)
- › Treatment of infection

It does not include things such as:

- › Regular dental check-ups
- › Cosmetic treatments
- › Scale and polish and teeth cleaning (unless this is because of gum infection)
- › Dentures

Applicants for the grant will have their income assessed either weekly or yearly, depending on the kind of income or benefit they receive. It also depends on any money or assets a person (and their partner) have. Assets do not include what people need for everyday living, they do include money in the bank, a caravan or second property.

Patients on New Zealand superannuation are not on a benefit. They too need to meet the income and asset test. People who need help with immediate and essential dental care that is over \$1000 may be able to get help from MSD but they may have to pay some of this back.

To apply for the grant patients need to visit a dentist who is registered with MSD and have a Dental Treatment Information Form completed. Once this is uploaded and approved the money for the treatment will be transferred to an MSD payment card (available from an MSD service centre).

Dental providers with a patient who needs help to pay for immediate and essential dental treatment, may apply for financial support through MSD Work and Income. They need to:

- › be registered as a supplier with Work and Income
- › complete a Work and Income Dental Treatment Information form.

For more information go to [www.workandincome.govt.nz](http://www.workandincome.govt.nz) and search for Dental Treatment.

# Have your say on the future of Greater Christchurch

Biking to work is a no-brainer for Public Health Physician Anna Stevenson.

Her early morning commute takes her through the picturesque Hagley Park, and within 15 minutes she arrives at her workplace where she says there is “plenty of protected cycle parking”.

“The best part is not having to sit behind the steering wheel stuck in traffic.”

It’s the kind of lifestyle Anna hopes will be available to more Cantabrians in the future and she is encouraging people to have their say on the urban growth plan for Greater Christchurch, our blueprint for future growth.

The public have until Sunday, 26 March to give feedback on what they want the Christchurch, Selwyn and Waimakariri districts to look like in 2050. Greater Christchurch needs to develop to accommodate a larger population and respond to other challenges including housing affordability and reducing emissions.

The engagement, called ‘Huihui Mai’, includes a suggestion for a turn-up-and go public transport service that could run along a dedicated corridor from the central city north to Belfast and west to Hornby. This service would create a strongly connected spine through our city, helping reduce travel time and making it easier for people to get to where they want to go.

As part of Huihui Mai, residents are being asked if we should take a more planned approach to growth which would see more housing and commercial development built along the turn up and go route as well as along other key public transport corridors.

Anna says investing in frequent, reliable and affordable public transport now will help lay the foundation for the kind of urban centres we want to have in the future.

“Getting more people on public transport is vital if we want to reduce our carbon footprint. Right now, we can see the impact of climate change with our recent heatwave in Canterbury, shortly followed by cyclone Gabrielle making its way through the country.”

By 2050, the Greater Christchurch population is expected to have increased by 30 percent with 700,000 more people living in the Christchurch, Selwyn and Waimakariri districts.

“Creating a more compact, liveable city is the best way to accommodate future growth, and there’s health benefits too.

“Living in a well-planned tight-knit community with greater population density has so many benefits for people’s mental and physical health, not least improved cardiovascular health from a more active lifestyle,” she says.

*Local Councils, mana whenua, and the Crown set up the Whakawhanake Kāinga Komiti (Urban Growth Partnership for Greater Christchurch), last year (2022) to collectively plan for our future growth.*

*The partners include: Mana whenua, Environment Canterbury, Christchurch City Council, Selwyn District Council, Waimakariri District Council, Te Whatu Ora – Health New Zealand, Waka Kotahi NZ Transport Agency, and the Crown (led by Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development, Kāinga Ora, Te Tari Taiwhenua – Department of Internal Affairs).*

Residents can find out more about Huihui Mai and complete the survey online at [www.greaterchristchurch.org.nz](http://www.greaterchristchurch.org.nz).



Public Health Physician Anna Stevenson

# Creating accessible documents and information

This is the fourth item in the series providing tips on creating accessible information and documents. For previous tips refer to [Tips and tools](#)

The following aspects need to be considered when creating accessible information and documents:

## Images and other design elements

- › Avoid using text over images or patterned backgrounds
- › Avoid using colour shading and screens that reduce the contrast between text and background
- › Avoid fitting text around images if this means lines of text start in different places and are difficult to find
- › Avoid using watermarks in the background of content, such as 'draft' and 'confidential'. Instead, signal these clearly on the front page and include them in the running header or footer

- › Allow extra space/widely spaced lines on forms for people to write on or for signatures
- › Make sure page numbers are in the same place on each page.

This content has been adapted from 'Guidelines for Producing Clear Print' by [Round Table on Information Access for People with Print Disabilities Inc.](#)

To learn more about creating accessible information, look out for the items in future pānui. For queries, contact Paul Barclay – Senior Advisor Disability Communications Engagement on [paul.barclay@cdhb.health.nz](mailto:paul.barclay@cdhb.health.nz)

There are all sorts of ways to boost your wellbeing this summer.



Te Whatu Ora  
Health New Zealand

Mental Health Foundation  
MŌHIOKI TŪ, MŌHIOKI KŌHIO





# Pānui – Notices

## Something *For You*

Something *for You* is the Te Whatu Ora – Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.

**Please see below offers for you.**

### Greenroots Juicery

Offering cold-pressed, local, organic juice cleanses, juice packs and wellness shots. Get 20 percent off [all products online](#). View [discount code here](#).



### Kōrure Pets

Get 15 percent off the entire product range (excluding subscriptions and bundles) when [ordering online](#). View more information and [discount code here](#).



**Grow Active**– 3 Balfour Terrace, christchurch Central

First four weeks free (Over \$1,000 saving if child is full time) and no enrolment fee – Show your staff ID to redeem.



### Microsoft New Zealand – Home use programme

The Microsoft Home use Programme (HUP) allows you to buy office 365 subscriptions or the latest version of office, Visio and Project software to use at home at a substantial discount. [See more information here](#).



## QUIZ ANSWERS – The Rugby World Cup

- |  |                          |
|--|--------------------------|
| 1. b. South Africa (won 1995, 2007 and 2019) | 6. b. Four               |
| 2. c. Jonny Wilkinson                        | 7. c. Australia          |
| 3. d. South Africa and Argentina             | 8. d. Cardiff            |
| 4. b. Chile                                  | 9. a. Japan              |
| 5. a. True                                   | 10. d. Julian Savea (NZ) |

# CHIC newsletter

The latest issue of the Community Health Information Centre (CHIC) newsletter is out now.

The monthly newsletter is produced by CHIC at Community and Public Health (C&PH), a division of Te Whatu Ora Waitaha Canterbury. The newsletter aims to highlight new and revised free resources available from your local CHIC office.

You can read it on the C&PH website [here](#)

## Pegasus 2025 newsletter

### In this newsletter:

- › Pegasus members recognised in the 2023 new year's honours
- › New mural celebrating 30 years of Pegasus
- › Virtual after-hours service provides extension to practices over the holidays
- › Small steps to sustainability at Halswell Pharmacy
- › Students in over summer programme
- › Service expansion aims to reduce those moving to a jobseeker's benefit

[Read it here](#)

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## PEGASUS 2025

Kia atawhai ki te tangata

