

SPRING 2018 QUARTERLY NEWSLETTER
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Age Concern North Shore

Serving the needs of older people

AGE MATTERS



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 Renata Kang 489 4975 and leave a message

Maintaining your independence

Keeping your independence is something this is very important to most people; they value being able to go about their daily life without feeling like they're being a burden on family members or friends.

When your independence is compromised through disability or loss of your license, this can make life less enjoyable to begin with. However, there's no reason that you can't still remain in control of your life and do what you want to do at a time that suits you.

Furthermore, studies have shown the importance of social interaction for maintaining optimal health and wellbeing. That can be as simple as a trip to the supermarket or coffee with friends. Sometimes, it can be more adventurous and include trips further afield, as the heart desires.

Total Mobility Scheme

In order to encourage social interaction and independence, the government created an initiative called the Total Mobility Scheme, which is delivered locally by your regional council. The Scheme is designed to assist clients with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation.

For further information contact your local Age Concern, they are happy to help you find out if you are eligible and advise you how to apply.

Once you've been accepted, you can access discounted travel with many providers in your region and throughout New Zealand, including with Driving Miss Daisy who is an accredited Total Mobility Scheme provider. Driving Miss Daisy provides assistance to help you to maintain your independence, and always aims to put the joy back in the journey. Your independence is key to us and we love knowing that we're making a difference in our clients lives.

Driving Miss Daisy will take you wherever you want to go, at a time that suits you. Remember - you're in charge!

Editorial supplied by Driving Miss Daisy

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A word from the Executive Officers Desk...



I have just had the pleasure of attending our 53rd Annual General Meeting. I would like to thank all those who joined with us to make it an enjoyable and positive day including Local MP's Dan Bidois and Erica Stanford, and Local Board members Julia Parfitt; and Mike Cohen.

Our Guest Speaker Cath Cronin, Director Hospital Services, who spoke on behalf of Dr Dale Bramley CEO of the Waitemata District Health Board, gave a lively and interactive talk and I'm sure that many of the people in attendance learnt more about WDHB's services for older people.

An AGM is an opportunity to acknowledge people and as this year the ACNS Board presented two Life Time Certificate Awards to long standing members Dr Alex Biland and Vaughan Tabuteau.

It was my privilege to report on the work our operational team provides in response to older people of the North Shore. I am humbled by the skills, depth of experience and compassion that our staff provide to ensure older people get the best



Janferié and Dan Bidois

service we can provide within the financial envelope we have. The volunteer time that our Board donates under the leadership of Mary Gray is a valued asset to our organisation. Their combined skills and stewardship ensure that Age Concern North Shore remains relevant for older people's needs on the North Shore.

The new partnerships with Local Boards and NZ Transport Agency were an exciting development. An important part of our role is connecting and collaborating with our communities. In this year we have liaised with over 3000 groups and organisations - some via email; telephone or post, others in face-to-face meetings and project partnerships. We are continually exploring ways we can empower and strengthen our communities to support positive ageing outcomes. As I write this I am delighted to receive the news that Auckland Council have just voted to apply to join the WHO Global Network of Age Friendly Cities and Communities, as a result of 10 years of lobbying from us and other Seniors Groups.

The core services to address the issues of elder abuse, neglect and isolation continue to provide safety and companionship to enhance these clients quality of life. The Health Promotion programmes,

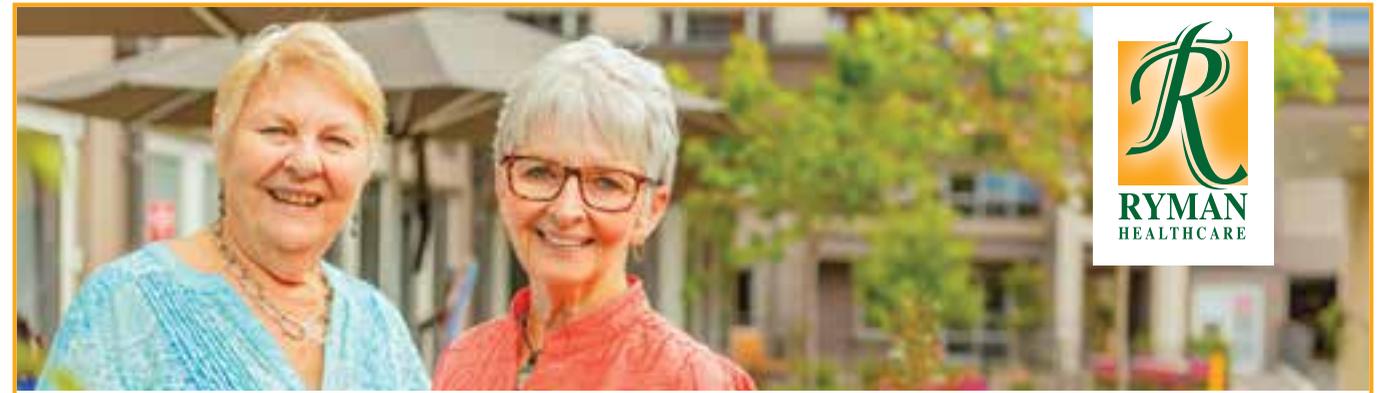


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We understand that your health needs change as you age. Our full continuum of care means that Ryman villages can provide independent living, serviced apartments, resthome care; and in the majority of villages, hospital and specialist dementia care. You can be reassured that, if your needs change, we can continue to look after you.



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resources and information shared via seminars, booklets, emails, telephone conversations and social media all contribute to the education and promotion of positive ageing and well-being.

While I acknowledge all our staff for their admirable work, I would like to give particular mention of the high workloads of Alison Bravenboer who has responded to the significant increase in Elder Abuse Service referrals; Kathryn McMahon and Delia Middleton who have initiated the HumanTalking Book for visually impaired clients and built up the AVS Service; Katie Rom who stepped up as a Team Leader and managed four new contracts with additional staff support; Diane Matheson who has spent many hours configuring data collection templates, policy and resource development and Maureen Andrews who has responded to the increased phone and email enquiries resulting from the overall increases in service outputs. We sadly farewelled Jane Lai and Alana Kraemer and welcomed Ivy Zhao, Renata Kang, and Delia Middleton. Danielle Smith joined the EAR team in May to help with capacity.

As noted by our Chairperson, this year has involved considerable planning in collaboration with the other Age Concerns in Auckland to position ourselves into a sustainable and adaptive organisation. In order to respond effectively to the phenomenal growth of future demands from an increasing and diverse older population, we must develop effective strategies based on sound understanding of needs and be focused on desired outcomes rather than activities. As stakeholders your views on this would be welcome.

Finally, to all our volunteers, our funders, members and other donors, I extend our heartfelt thanks. Without your support we could not provide the work we do every day.

Janferie Bryce-Chapman

Executive Officer

Chairperson's Report for Year Ended 31st March 2018

A major focus for the past year has been the move to amalgamate the three Auckland-based Age Concerns into one organisation. We see benefits arising from a centralised administration especially in the fundraising, marketing and financial areas. Service delivery managed across the wider Auckland will provide for greater consistency of quality of services and will enable greater support to specialised workers, who now are largely sole workers, as they join together in teams. Some of our larger funders are also supportive of the move to one organisation, recognising the opportunity it presents for greater quality assurance for our clients and greater ease for them in dealing with one organisation instead of three.

We are already working cooperatively across the three organisations in our major funding contract with the Ministry of Social Development for service to those experiencing elder abuse. It has been interesting to note that for our North Shore clients, financial abuse is a factor in almost half of this work. As you can imagine, this is often accompanied by emotional abuse as well.

Our Volunteer Visiting programme continues to grow and our services to Asian clients continues to meet

a very special need on our community. Janferié has continued her very active liaison with many groups in the community, making Age Concern's presence felt and joining with other groups in the interests of our North Shore older people.

We have been pleased to welcome Lifeng Zhao to the Board as a representative of the Waitemata District Health board and our newly recruited treasurer, Tony Fowlie.

Our whole-hearted thanks go to Jennie Michel, our outgoing treasurer for her dedicated years of service to the Board. Her financial skills have kept us on track with our finances for the last three years, always a reassuring situation for a Board. Warm thanks also to Alex Biland who has given extensive service to the Board, having served for 13 years including terms as Chair and Vice-Chair. Sadly we need to acknowledge the passing of Life Member Muriel Clark, who died earlier this year and Kevin Cooney for many years our Auditor.

I would like to thank all of those who have contributed to the work of Age Concern North Shore over the past year. Janferié and her very able staff are at the heart of our service delivery. Many volunteers also provide a valuable contribution to our work for our older citizens – our Visiting Service, Asian Group programmes, Club Gordon, our Board and Trust Board all function thanks to this voluntary effort.

Warm thanks too to our financial supporters and you our members. We couldn't operate without your wonderful support.

You have all contributed to our past year of successful service to our North Shore older people.

Mary Gray
Chairperson



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Elder Abuse Awareness Week

Delia from the AVS service asked the volunteers to take part in a dress up in purple competition. The winners were Joy Swan and her visitor Jessie Hawkes.

Joy and Jessie share their story:

“When I went to visit Jessie I had a big surprise in store for her. She didn’t know that I had planned for her to do some modelling!

On arrival I told her about Elder Abuse Awareness week and that we needed to dress up in purple to help raise awareness. Her first reaction was “I don’t have anything purple!” Of course I had taken a selection of things from home. So I dressed her in a purple jacket and scarf. I had also taken some purple irises to give her so we organised those and put them on the table. I had found some chocolate with purple wrappers too. We read a children’s book with a giant purple rocket in it (see on the table) and then while she was eating her chocolate I blow dried her hair with a purple hairdryer and brush.

My challenge was then to get someone to take the photos so I asked a young guy who was washing the outside of the house to come in and do the photo shoot. As he was dripping wet with big boots and a rain coat on we laid down a towel and in he came. So amongst much hilarity we got our photos.



We both loved it but Jessie phoned me about an hour after I had left to thank me again. She said it was totally unexpected and so much fun! It made her day and her week and she couldn’t wait to tell her family when she spoke to them. Her phone call to me made it all worth it so thank you for encouraging us to do it.”



Annual General Meeting

At the recent AGM we farewelled long standing Board members Alex Biland and Jennie Michel and thanked them for their commitment to ACNS. It was also an opportunity to celebrate, with the presentation of two Life Memberships to Vaughan Tabuteau and Alex Biland, (pictured on the front cover). All three are examples of our wonderful network of volunteers who support and enhance the work that we do.

New Board member Tony Fowlie was welcomed onto the Board as Treasurer.

Vaughan Tabuteau started at ACNS as a staff member, running the Health Promotion programme for three years and after leaving became a volunteer peer facilitator for the Safe with Age Seniors Driving Programme. In 2010 Vaughan was elected to the ACNS Board serving as both Treasurer and Chair and in 2015 became a Trustee of the ACNS Charitable Trust. In 2015 he received a Special Jubilee Award and in 2017 received a Long Service Certificate from the ACNS Charitable Trust.

Dr Alex Biland was elected to the ACNS Board in 2008 serving as both Chair and Vice Chair. During his time on the Board he has provided additional support to ACNS as a member of the Elder Abuse Resource Team and our representative at the Devonport Community Network meetings. Alex continues to provide valuable volunteer hours delivering the Age Matters newsletters around the Devonport area.

Tony Fowlie joined our Board at the recent AGM. He is a long time Rothesay Bay resident, who has a business background in banking and IT and brings this experience to his position as Treasurer. He has recently ceased full time work, giving him time to pursue interests in the community, as well as more time with family and travel.

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Good in the Hood

Thank you to all those who supported us in the Good in the Hood campaign run by Z Milford. The money raised will be used to ensure that we can continue to provide services to older people on the North Shore.



Janferié pictured with Kaipatiki Local Board Member, Danielle Grant

We would also like to acknowledge...

Grants given to us by the Devonport-Takapuna; Hibiscus and Bays and Upper Harbour Local Boards to help support our services.



Four common ear wax removal questions

Modern ear wax removal is easier than the ear syringing of old, it is safer and considered more comfortable. The following are some commonly asked questions about ear wax removal.

1. What is ear wax removal by microsuction?

Ear wax removal by microsuction involves an Ear Nurse using a light and microscope to view inside the ear canal. Upon viewing, a thin suction tube is used to vacuum up ear wax or debris. Other instruments may be also be used to expertly pluck wax or debris from your ear.

2. What will happen during my appointment?

- Your appointment will take approximately 15 minutes.
- Your Ear Nurse will explain the procedure.
- Please ask questions if you have any.
- You will be asked to recline or lie flat and to remain very still.
- The nurse will investigate your ear canal using a microscope or surgical loupe.

- The nurse will direct vision and light using a small cone placed in your ear.
- A small metal tube attached to a suction unit will be carefully placed in your ear canal.
- The suction will make a windy noise.
- Wax and debris will be gently and carefully removed.
- Your nurse might use forceps, probes and other equipment if necessary.

3. What is the experience like?

People describe the experience as tickling with windy, squeaky, popping sounds. If your ear canal is sensitive or inflamed due to infection, it may at times be a little uncomfortable. You may feel dizzy momentarily if cold air contacts your eardrum during suction. A light touch of your ear canal during the procedure might cause you to feel like coughing. If you feel uncomfortable at any time during the microsuction procedure, please let the nurse know so he or she can ensure everything is okay.

4. How often should you have it done?

Every individual produces varying amounts and types of ear wax. Therefore, the Ear Nurse will ask you some questions, and advise how often you should have your ear wax removed.




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Accredited Visiting Service Update

Age Concern New Zealand's Tomorrow's Meals Honorary Dignity Champion in June was Kay Williams from Age Concern North Shore! Kay is a patient and dedicated volunteer visitor and has immense empathy for older people. Kathryn says "Kay goes above and beyond the call of duty and is so kind to her clients and the other people she visits". Kay received a huge prize pack from partner Tomorrow's Meals. Thank you so much Kay for changing lives and helping combat loneliness in your community.



Happy 90th Birthday to June Gibbons

June is pictured here with her temporary visitor Corinne Luis. June's regular visitor Robyn Lindsay is currently enjoying a break overseas.



Friendly, local Total Mobility (TM) provider for personalised transport

Freedom Drivers cover the whole of the North Shore, including the Hibiscus Coast, bringing a warm and friendly driving service right to your door.

"We specialise in driving seniors to a wide range of appointments and outings - the usual medical and business appointments as well as shopping or just a nice afternoon out with a friend or two. We will even take you and your pet to the vet. Travelling with Freedom is like travelling with trusted friends or family as you build a relationship with a driver you get to know and trust."

Service is personalised and Freedom prices are comparable to (and often less) than a standard taxi but with lots of extras. Comfortable wheelchair accessible vehicles are also available.

Freedom Drivers are all police checked, take Total Mobility cards (TM) and are ACC Registered Vendors.

Call now on 0800 956 956 for more information or to get a quote.

The Katering Co.

Using traditional cooking methods, we cook our meals in small batches from scratch without using any additives or preservatives. This allows us to keep our meals healthy and nutritious. We do not mass produce food. All our meals are described as a very decent home cooked product and range from 450-550g each meal. Each meal contains balanced portions of meat, carbohydrate and vegetables. We also have a range of soups and desserts also made from scratch and very popular. Simply order your meals on a Monday or Tuesday for delivery to your home on Wednesday. Please contact Kate for further information, we are more than happy to help.

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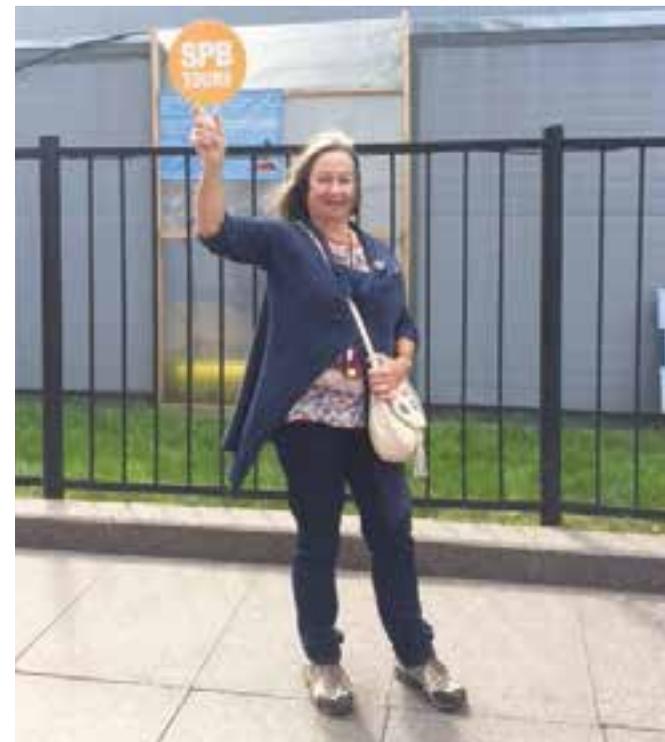
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Visitors Wanted - Can you help us?

We are looking for special visitors for some very special clients including:

- Browns Bay - ex British Army General who lived in Kenya for many years, who would like someone who enjoys playing chess
- Browns Bay - lady who lives with her faithful companion, a beagle dog, but is confined to bed. She would love a visitor who is happy to sit with her in her bedroom
- Murrays Bay - a Swiss/German gentleman, with Parkinson's disease, who used to play tennis. He loves listening to music
- Albany (in a Rest Home) - she is physically frail but has no memory impairment

Please get in touch with Kathryn if you would be interested.

2018 AVS Customer Satisfaction Survey

We recently took part in this survey and the answers to the question "What has changed for the better for you as a result of having a visitor?" help express how valued and valuable our volunteer visitors are.

- > "Do not feel so lonely anymore"
- > "I always have a laugh, their visits really cheer me up"
- > "I have a small family and she has become a friend"
- > "It's great to keep in touch with news from outside the rest home"
- > "My outlook on life has improved"
- > "My visitor has become my true friend and a lovely person to know. She makes me very happy"

If you know of a person 65 or over who would like more company and a chance to change their lives for the better, we have caring volunteers who would love to visit them.

Contact Kathryn, phone (09) 929 2307 or email: visiting@acns.co.nz for more information.

If you're a Facebook user please join our group 'AVS Visitors North Shore', a closed group where you can join into chat's about your visiting experiences, ask

questions of the group, post events and photos.

Kathryn McMahon
AVS Coordinator

Very special luxury apartments for Browns Bay

Aria Bay is a boutique retirement community set in the heart of Browns Bay on Auckland's North Shore. Close to shops, cafes and bowling club, the village is just two minutes from the beach. The community also offers a unique environment in which you feel energised, happy and where there is genuine companionship. But right now there is something else that is stealing the show. Their brand new luxury apartments are completed, and they offer a retirement lifestyle that is simply hard to drive past!

These spacious and surprisingly affordable apartment homes have all the quality mod cons you'd expect built into the contemporary architecture and are offered in a range of floor plan options. Apartment residents also enjoy access to a large private heated swimming pool, spa, gym and indoor/outdoor entertaining areas. As well as being handy to Browns Bay village and beach, each home enjoys elevated views, outdoor entertaining spaces, private undercover parking, ample storage and lift access.

Browns Bay has always been a popular choice for those looking for premium retirement living. At Aria Bay you can continue to live your idyllic North Shore lifestyle in beautiful well-appointed homes that are comfortable, sunny and affordable, knowing that assistance is always available if you require a little more help day to day down the track.

For more information about these wonderful apartment homes, call Sharon today on 0800 278 432.

Editorial supplied by Arvida Retirement & Care

Luxury Apartments Available Now!

Luxury apartments featuring generous outdoor living and spectacular elevated views over Browns Bay.



Enjoy living in a brand new Browns Bay luxury apartment with elevated views, large outdoor living area and handy to the village and beach.

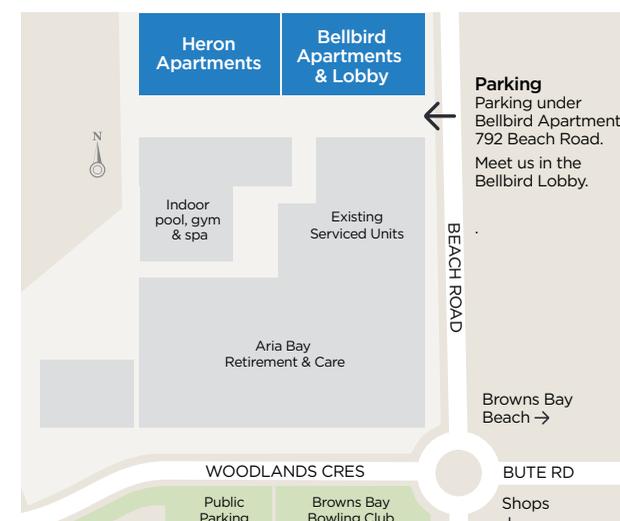
These brand new homes are spacious and beautifully designed, with lift access, ample storage and private undercover parking. Our apartment residents can also enjoy access to a private heated swimming pool, spa, gym and indoor/outdoor entertaining spaces. Our apartments are available in a range of floor plan options, so don't miss this unique opportunity.

To arrange a viewing please call Sharon Rabone today on 0800 278 432 or 021 618 913.



3-7 Woodlands Cres, Browns Bay, Auckland
Email sales@ariavillages.co.nz

www.ariabay.co.nz



Fire Alarms Save Lives

As you get older the chances of having a fire in your home and being injured or worse, increase dramatically.

Your local fire station is here to help you. For no cost to you, they will visit your home and

- ▶ **Install smoke alarms** if you don't have them installed already. You will need to provide the alarms
- ▶ **Check existing smoke alarms** to ensure they are working and are in the right place. They will also replace batteries - you will need one 9 volt battery for each smoke alarm
- ▶ **Help you make an escape plan** so you can get out of your home quickly if you have a fire

Only working smoke alarms save lives

- ▶ **You need a minimum of one smoke alarm** in the house and that should be installed in the hallway closest to the bedroom

- ▶ However, **their advice is to have smoke alarms in every bedroom, living area and the hallway** of the house - put them in the middle of the ceiling in each room
- ▶ **Do not put them in the kitchen** as daily cook heat and steam and the toaster, can set the alarm off unnecessarily. Don't put them in the bathroom, laundry or garage
- ▶ **Smoke alarms that are hard wired** (ie wired into your house's electrical circuits just like a light) are the best option, that way you don't need to replace batteries. You will need a qualified electrician to do this for you
- ▶ **There are special smoke alarms** for people who have impaired hearing. These alarms have extra features such extra loud and/or lower pitch alarm sounds, flashing strobe lights, or vibrating devices. Talk to your local deaf support organisation about options

The Fire Service recommends long-life, photoelectric type smoke alarm

- ▶ Provide up to 10 years' smoke detection
- ▶ Remove the frustration of fixing the 'flat battery beep'
- ▶ Because you're not paying for replacement batteries, long life alarms effectively pay for themselves over their lifetime
- ▶ Not having to climb ladders (or get someone else to) every year to replace batteries

Your alarm needs to be checked regularly, have the batteries replaced at least once a year and kept free of dust and spider webs.

You can contact the Fire Service by calling them on 0800 NZ FIRE (0800 693 473) and make an appointment for a fire crew to pop around or call your local Fire Station direct.



Health Promotion Update

Staying Safe Workshops

This year, Age Concern North Shore was commissioned by the New Zealand Transport Agency to undertake some research on their behalf in relation to the 'Staying Safe' workshops for senior drivers. We have been running three or four of these workshops each year for many years with small amounts of Health Promotion funding, but have never actively advertised the workshops for fear of generating too much demand that we couldn't then fund!

As part of our research project, we designed a new marketing leaflet which was sent out across the community and we also invested in an 'advertorial' in the North Shore Times - a first for us. To our surprise, we had a tremendous response from seniors and were literally inundated with calls once the advertorial appeared in the newspaper. We had initially planned to run ten workshops between mid-April and 30 June with an approximate total of 150 participants, but in the end we increased our delivery to twelve workshops and upped our attendance numbers at each venue so that we reached a final total of 254 older drivers.

The research project has now finished and is being externally evaluated but we are pleased with the very positive verbal and written feedback received from those that attended. We hope to accommodate people who still wish to attend this workshop, so we will be contacting those on the waiting list when we arrange new dates and venues later this year.

Update on 2018 Age-friendly Community Research

Age Concern North Shore was commissioned by the Devonport-Takapuna and Kaipatiki Local Boards this year to undertake research to determine how 'age-friendly' local residents found their areas. We designed a survey and distributed it widely within these Local Board areas and received 348 completed surveys from Devonport-Takapuna residents and 306 Kaipatiki residents. Results of the survey, together with further information gathered in research, will be reported and presented to the Local Boards for consideration of how the area could be made more

'age-friendly' in the future. Encouragingly, most of the respondents rated their suburb highly as a place for people to live as they age, however; the survey has identified some areas for improvement and these will be passed to the Local Boards for consideration. Many of the additional comments provided were in relation to roads, transport and public footpaths and these will be forwarded to Auckland Transport as they are responsible for those services. We would like to take this opportunity to express our gratitude and appreciation to all the residents who took the time to complete a survey.

The winners of the prize draw for completing a survey have each received a \$100 grocery voucher from the Supermarket of their choice. Congratulations to winners Jenny Fox in Kaipatiki and Lynton Bates in Devonport-Takapuna

Since we commenced the research, Auckland Council's Environment and Community Committee has resolved to apply to join the World Health

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We have over 40 years of experience within this field, so give us a call today to arrange your free consultation.

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Organisation Global Network of Age-friendly Cities and Communities. Our North Shore community will be somewhat ahead of the game!

Health Promotion Activities:

The following Health Promotion activities are available free of charge to persons aged 65 years and over and living independently in the North Shore community.

To register your interest for any activity, phone (09) 489 4975 or email: educator@acns.co.nz
Registration is essential and places will be provided on a first-come, first-served basis. Dates and venues are still to be confirmed.

Positive Steps – Falls Prevention Programme

The programme aims to help you maintain your health and wellbeing and retain your independence. A small group of participants will be guided through a 2½ hour session over four consecutive weeks, with morning tea included. The sessions are partly educational and partly gentle exercise designed specifically to improve leg strength and balance. Provisionally planned for September.

Sleeplessness & Stress Workshop

This 2½ hour workshop (with morning tea included), is designed to assist older people to understand more about fatigue caused by both a lack of good quality sleep and by stress. It will offer positive strategies and suggestions for improving hours of quality sleep and coping with stress.

Enduring Power of Attorney Seminar

A 2 hour Seminar (with morning tea included) with a guest speaker who will explain in detail about the role and purpose of an Enduring Power of Attorney. Vitally important to have in place should we no longer be able to make important decisions about our lives. Likely to be early October.

My Home, My Choices Workshop

A 2.5 hour Workshop to allow for older people to use a research based resource kit (a series of booklets) to help them think about their home and what will work for them in the future.

Club Gordon

Join Now
for fun, laughter,
companionship and entertainment

Morning Tea and Light Lunch
Transport Provided
Wednesdays (during term time)

For more information contact
Age Concern North Shore
Phone: 489 4975
Email: ageconns@acns.co.nz

Volunteers needed!

Do you have some spare time and would like to volunteer once a week (during term time) to help ensure the smooth running of Club Gordon, and make it a great outing for the members?

If you would like more information, call the office on 489 4975 and ask to speak to the Co-ordinator Lesley.



Club Gordon is an
initiative of
Age Concern North Shore

Did you enjoy reading this copy of Age Matters?

If you enjoyed reading this copy of Age Matters and would like to receive it regularly, you can join Age Concern North Shore for only \$20.00 and receive your copy every quarter in the mail!

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Grant Haworth acquired in-depth knowledge of this working for a number of years as a Sales Consultant in the retirement sector.

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In her recent testimonial, Heather Llewellyn said: ***“Right from the start Grant and Ann were very professional, knowledgeable, friendly and helpful at every contact. I knew if I needed any information they were just a phone call away and they were always courteous and respectful. Grant gave me support in finding local tradesmen when I was preparing my house for sale while Anne showed me the best way to present my house once it went on the market. I think I had the best team possible and credit them with the very quick sale of my house at a price that far exceeded my expectations. They are a great credit to Barfoot & Thompson and I wish them every success in the future.”***

Editorial supplied by Barfoot & Thompson

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Make informed decisions.

When you speak to Grant Haworth you can be confident he understands your situation and the choices you face.

A real estate professional since 2004, he also has specialised experience and in-depth knowledge gained from working within the retirement sector.

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www.barfoot.co.nz

COMMUNITY NEWS

Emotional Responsiveness to Pictures: a pupillometry study

Sara Na, a postgraduate student at the University of Auckland, School of Psychology is looking for participants over the age of 60 to take part in a study that aims to provide insight into emotional responsiveness to pictures by measuring pupil changes.

The study is held in City Campus for a maximum of 30 minutes, with a \$10.00 voucher given as an appreciation of participation.

If you would be interested in participating contact Sara phone: 021 027 50771

Email: hna452@aucklanduni.ac.nz

Highbury House High Tea

The annual Highbury House High Tea will be held on Thursday 18 October. This is a free event to recognise the community's older people. This year is the 125th anniversary of women's suffrage in New Zealand and this will be acknowledged.

Spaces are limited and bookings essential.

Bookings open on Monday 17 September by emailing admin@highburyhouse.org.nz or phoning 480 5279.

All on Board - Drop in games session for fun and friendship Mondays, 1.00pm-3.00pm

Held at Highbury Community House, 110 Hinemoa Street, Birkenhead.

\$2.00 donation per session – all welcome

Repair Café

Saturday 8 September

Be part of this international movement and get your broken items repaired for free! Volunteer to help by phoning 480 5279 or

email: admin@highburyhouse.org.nz

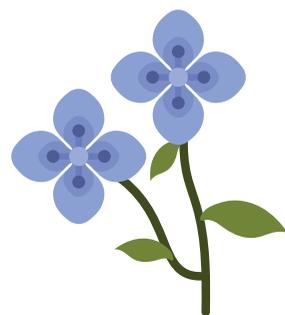
Housebound Service

Are you confined to home due to age, permanent/temporary disability or illness and have no one to choose or collect library items for you? Takapuna Library offers a Housebound service where library staff will select books, magazines, music CDs or audiobooks according to your preferences. These will then be delivered to your door by volunteer drivers at a time to suit you.

Please contact Barbara Bell on 890 4901 or email Barbara.bell@aucklandcouncil.govt.nz for more details.

Bequest from Anna Schuurman

We would like to acknowledge the generosity of long standing Age Concern North Shore member, Anna Schuurman, who left us a bequest in her will. Our condolences to her family and friends.



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I/We would like to become a member

- Group/Full Membership **\$40.00** (voting rights/subscription)
 Individual/Couple Associate Membership **\$20.00** (no voting rights/donation)

Mr Mrs Ms Dr Other:.....

Name:

Address:

Postcode:

Phone: Email:

Method of payment:

- Cheque (Made payable to Age Concern North Shore)

Internet banking: ASB 123026-0005671-00
 (Please use your name as reference and ensure you return this form so that we can process your membership).

- I/We would like to include a donation of \$.....
 (Donations of \$5.00 or more are tax deductible) Charities Commission Number CC10946

Full details regarding membership fees, group membership entitlement, voting rights and the making of bequests can be obtained from the office.

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Many Thanks George Warman (Ranui West Auckland)

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OUR ACHIEVEMENTS 2017-2018

Over 14,000 newsletters distributed to members, volunteers, stakeholders other professionals and older people
 96% of members rated it excellent or good

137 Volunteers matched to **177** clients ensuring regular and meaningful social interaction for lonely older people living in the community
'I feel blessed that M can share her worries and upsets with me. I love that we share a quirky sense of humour so there is a lot of laughter when I visit. Our time together simply flashes away and we are always stunned how quickly the time has passed. We never run out of things to talk about!'
 Visitor Y

409 enquiries and 170 referrals to the Elder Abuse Response Service resulted in **333 home visits** to support older people
 95% reported having their needs met by the service

677 people attended a Health Promotion programme or workshop on topics that included falls prevention and road safety for senior drivers
"The workshops were well organised and helpful"

456 enquiries to the Field Officer resulted in **298 assessments** for the Total Mobility card improving their access to transportation and decreasing their social isolation
"Fantastic lady called on me and helped my application for a TM card, which I received. Thank you"

Over 2000 Calendar of Activities and the Chinese Calendar of Events distributed to older people encouraging social inclusion
 87% of members rate the Calendar as very useful or useful

30 members benefited from **803 social outings** to Club Gordon ensuring they had social interaction for **35 weeks** of the year
"I really enjoy the friends at Club Gordon, the ladies who volunteer, music, food, care and transport is appreciated"

1708 participants attended **37 English Conversation Classes** supported by **15 volunteers**
"On behalf of the English Conversation Group, a very big thank you from the bottom of my heart, to all our dedicated English tutors ... the ability to read, speak and write in English enable us to handle our daily activities more confidently"

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(Expires 30 November 2018)

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