

SUMMER 2018 QUARTERLY NEWSLETTER
www.ageconcern.org.nz



Age Concern Southland

Serving the needs of older people



For advertising phone Monique (07) 577 9092 or email monique@pukekoprint.co.nz
A Pukeko Print & Design Ltd publication | www.pukekoprint.co.nz | Please refer to website for disclaimer

Contact Information

INVERCARGILL OFFICE

Phone: (03) 218 6351

Address: 50 Forth Street, Invercargill 9810

Postal Address: PO Box 976, Invercargill 9840

QUEENSTOWN OFFICE

Phone: (03) 441 3490

Address: First Floor, Aurum House, Terrace Junction, 1092 Frankton Road, Frankton, Queenstown 9300

Postal Address: PO Box 1161, Queenstown 9348

Who's Who at 'The Centre'?

JANETTE – Manager Extension 4

Janette promotes and runs 'The Centre'. She also provides a Confidential Advocacy service for clients going through Elder Abuse or any Welfare needs.

HEATHER – Office Manager Extension 1

Contact Heather to book meals, rooms or to answer any queries that you may have.

CHRIS – Accredited Visiting Service Co-ordinator Extension 2

If you feel that you could benefit from this service either as a Visitor or Client please contact Chris.

JANINE – Social Worker Extension 5

Janine works alongside Janette with any Elder Abuse or Welfare needs.

JAN – Community Educator Extension 3

Jan is always willing to go out and talk to groups and individuals about the services we have here at Age Concern Southland.

KATHY:

Is our wonderful cook who manages the kitchen.

CRAIG:

Is our cleaner at the Centre.

LES – Van Driver Extension 6

Please contact Les if you would like to be picked up to come into the Centre.

DUNCAN – Queenstown Office (03) 441 3490

Duncan looks after our Queenstown office and works in the field of Advocacy and any welfare needs of Elder Abuse situations.

From the Manager...

Welcome everyone to the last edition of our newsletters for the year. Firstly I would like to mention we have said farewell to Helen in Queenstown, whom has left our Queenstown Office. Helen started Age Concern in Queenstown 18 years ago and has grown it into a professional, robust service in the Queenstown area. Duncan Edwards has now taken up the challenge to continue to grow this service, Duncan's introduction is included in this magazine.

The time till Christmas is fast approaching please remember to take time and enjoy this session, sometimes we get to wound up and forget to take the time and enjoy the build-up. As we move into the Christmas session this is a good time to remember people do tend to get wound up, so here are some things to think about and make you smile.

The test of good manners is to be patient with the bad ones.

Be kind to unkind people - they need it the most.

Janette Turner

Age Concern Southland Manager

The views expressed in this newsletter are not necessarily those of Age Concern Southland. The inclusion or exclusion of any product does not mean that the publisher advocates or rejects its use.

**SOUTHLAND
MONUMENTAL
MASONS LTD**

- > Headstones
- > Granite Panels
- > Additional Inscriptions
- > Restoration & Cleaning
- > Bronze Plaques
- > Photo Ceramics

One of the last things you can do for your loved ones is create a lasting memorial

287 Dee St. Invercargill. 03 214 1551
www.memorialstones.co.nz
mike@southlandmonumental.com

Brighten up your festive season

For many, Christmas is a time of family togetherness, the sharing of meals, relaxing together over a holiday break, youngsters playing whilst the adults watch on. Backyard cricket, bbq's, afternoon siestas, long days at the beach, camping, picnics packed in chilly bins and Christmas cake with a cuppa. It's a wonderful season and we're so lucky to live in this beautiful country that offers such natural beauty and wonderful outdoor activities.

In contrast, the festive season can also be a time of quiet reflection, contemplation and memories for many; remembering loved ones and reminiscing of wonderful Christmases and holidays gone by.

At Driving Miss Daisy, we love this time of year and want to help you remain as active and independent as possible so that you can enjoy the traditions of the season. We provide a number of different services to assist you – here are a few ideas:

- Christmas card shopping & posting
- Christmas gift shopping for loved ones
- Clothes shopping for special occasions
- Companion driving to end of year functions & events
- Companion driving to church & carol services
- Grocery shopping for special Christmas meals and treats
- Airport and transport transfers (including at departure and arrival ports)
- Christmas light tours
- Festive outings with a group of friends

Driving Miss Daisy is committed to helping our clients get out and about, so they can live life to the full and make the most of every moment. Remember that many of our franchise owners have fully equipped Wheelchair Accessible Vehicles, to assist with walkers or wheelchairs.

Call us today to discuss your festive season requirements. If there's something you need help with we'd be happy to talk through the options.

Invercargill – Rachel Goodall
 (03) 216 7763 021 503 334

Editorial supplied by Driving Miss Daisy

Driving Miss Daisy - we've got Invercargill covered



Driving Miss Daisy is your safe, friendly and reliable companion driving service.

Perfect for:

- Transporting you to your appointments
- Grocery shopping
- Airport pick-ups
- Companion outings
- Keeping your independence
- Or even transporting your pet!

Total Mobility vouchers accepted.
 ACC approved provider.

Bookings are essential – call today and make your next outing a pleasure!

Invercargill

Phone: (03) 216 7763

Mobile: 021 503 334



Driving Miss Daisy®

www.drivingmissdaisy.co.nz

Staff Changes

This last year has been a busy year with a few staff changes. Firstly we have a new social worker, Emma Lovett whom you will all get to know. Helen in Queenstown has decided to retire after 18 years establishing the Age Concern office in Queenstown. Helen has been replaced with Duncan Edwards whom comes to us highly recommended. We also welcome on board Andrea Gold as a new executive member.

Introducing the new coordinator for Age Concern Queenstown

My name is Duncan Edwards. I’m the new Coordinator for Age Concern in Queenstown, and I’m very much looking forward to working with all the amazing older people in the Wakatipu basin.

Originally from the South Island’s West Coast, I have been in Dunedin for the last 10+ years, and now enjoy living in the outdoor paradise that is Queenstown. My background is in mental health, including research in addictions and chronic pain - most recently I helped refugees resettle in New Zealand, and ex-prisoners adapt to life outside of confinement. When I’m not in the office, you’ll find me outside playing in the mountains.

Regards,
Duncan Edwards
Coordinator Age Concern Queenstown



EARS UNPLUGGED
Professional Wax Removal

Invercargill's friendly, professional & locally owned ear wax removal clinic

- Safe methods of wax removal
- Appointments as soon as possible
- Competitive pricing and discounts
- Provider for ACC/Veterans Affairs
- Rest Home visits



Ears Unplugged, 83 Don Stret, Invercargill
Phone 027 4035016
Linda Winder | Registered Nurse

SOUTHLAND LOSS AND GRIEF CENTRE

REMEMBRANCE SERVICE

6PM
DECEMBER 13TH

COME ALONG, JOIN TOGETHER
AND LIGHT A CANDLE FOR YOUR
LOVED ONE THIS CHRISTMAS.

VICTORIA ROOM
CIVIC THEATRE



Nothing is particularly hard if you divide it into small jobs.

Providing Free Community Legal Services for all of Southland



SOUTHLAND COMMUNITY LAW CENTRE

Freephone: 0800 55 0800 or (03) 214 3180
100 Spey Street, Invercargill

AWHI MANA TOHU TOHU ME MIHI KI MURIHIKU

Staying Healthy afternoon

On Wednesday 3rd October we had a Staying Healthy afternoon at Age Concern. We had eight health related speakers come along to talk including speakers from the Heart Foundation, Blind Foundation, Life Unlimited Hearing, Advanced Care Planning, Dietician advice, Mental Health awareness, Disability Resource Centre, and Healthy Homes. We had a great turn out with a crowd of about 30 people and some wonderful feedback with people finding it a very informative afternoon. We served some healthy snacks during the speakers and had a hot drink and cake afterwards. A great afternoon!

Age Concern Southland often hold events like this and advertise them widely in the community and on the noticeboards at the Centre. If you see an event that interests you make sure you RSVP and come along.





Shop 34A
Gorge Road Centre
159 Gorge Road
Queenstown

Full Dentures
Partial Dentures
Relines
Repairs

03 409 0770
Free Consultations



Dentures made on site

Avenal Park Funeral Home

From preplanning and/or prearranging of funerals, to looking after you when your loved one dies, through to designing and organising of memorials, the team at Avenal Park Funeral Home are here for you.

We have prearrangement packs at our office - 75 Fox Street, Invercargill or we can come and visit you. Prearrangement information can either be held in safe keeping at our office or you can keep the paperwork with your other important documents. Just remember to tell a family member, or someone close to you where this information is stored. Prepayments are managed through the FDANZ Funeral Trust. It is not an insurance policy, the money you pay is yours - held in trust for when it is required.

If you would like to talk to someone about funeral/monumental options or would even like a tour of our premises, please visit us or phone (03) 218 9021.



Registered member of the FDANZ
(Funeral Directors Association of New Zealand)

03 218 9021

Funeral Directors and Monumental Masons



- 24 hour service
- Preplanning of funerals
- Prepayment - managed by FDANZ Funeral Trust
- Full assistance throughout the funeral process
- Monumental - design of new and restoration of memorials
- Professional and compassionate staff
- Bound by the FDANZ Code of Ethics and Code of Conduct



Grief is a journey, not a destination.
We are here to help and support you during this time.

Editorial supplied by Avenal Park Funeral Home

TZORA MOBILITY

"A mobility scooter" - also referred to as battery-operated electric scooter - is very useful to persons who lack the stamina to cover distances on their own, or who want to keep up with the able-bodied. The type of use, and how often, will determine which model will be most appropriate.

3-wheeled mobility scooters are ideal for use indoors (rest homes, shopping centres, supermarkets) as they have a smaller turning circle, and technological advances have significantly improved their stability. 4-wheeled mobility scooters obviously offer the most stability, however, they are not as manoeuvrable as the 3-wheeler scooters.

Most mobility scooters require reinforced vans to move them around; otherwise the user is limited to the distance of the scooter and no more. This makes scooters expensive when requiring a taxi, not possible on bus, train or plane, and not easy to "take grandparents somewhere for the day".

The Tzora Elite, Classic and Lite are foldable and portable 3 and 4-wheeled mobility scooters - simple yet ingenious, ergonomically designed and fold in seconds without effort, bending or tools required. Their total weight including battery is up to 31kgs and they fit easily in the back of a small car, a taxi, a train or bus, or checked onto a plane. They are IATA-approved to travel with you everywhere you want to go.

The Titan 3 and Titan 4 are respectively heavier 3 and 4-wheel models, are larger and more powerful, providing performance and comfort and they cover a greater distance. Yet both are detachable and foldable as well, and can also be transported in a car, bus, train or plane.

A Tzora mobility scooter will bring back your independence, and remove your mobility problems for long or short journeys.

For more information on Tzora's portable and foldable mobility scooters phone Tzora Mobility NZ Ltd today on 0800 000 652.


Editorial supplied by Tzora Mobility

THE WORLD'S MOST PORTABLE MOBILITY SCOOTER

Freedom to go anywhere

TITAN 4®

ERGONOMIC, PORTABLE & FOLDABLE,
INDOOR & OUTDOOR ELECTRIC SCOOTERS

- **Foldable and detachable** in seconds without effort.
- **Compact, highly manoeuvrable**, allowing it to be transferred easily into a car, a bus, a train, a plane or cruise ship. The Titan 4® **travels anywhere** you would like to go!
- Ergonomic location of battery pack.
- Available in these colours: 



Phone Southern Mobility 03 218 1161

Email: sonya@southernmobility.co.nz
Full Range of Mobility Scooters available
www.tzoramobility.nz

HealthCare New Zealand is part of a national network of experienced and trained professionals. Our person centred approach means we work alongside people and their family each step of the way, with a personalised support plan that incorporates the individual's needs and goals.

We have a proven track-record of successful outcomes working with people who have either basic or very complex support needs. Our tailored services can typically include help with:

- Washing, dressing, grooming and toileting
- Preparing and managing meals
- Shopping and home management needs
- Taking medication safely
- Exercises to help increase mobility and strength
- Assistance to achieve mobility goals such as walking to the park
- Learning new skills to manage symptoms of any illness you have such as breathing exercises for people with respiratory problems
- Being part of a community group, club or activity programme.

HealthCare New Zealand is community-based and committed to supporting the people of Southland.



**HealthCare
New Zealand**

Rehabilitation. Community Health.

Supporting independence

With over 30 years of experience and a professional team of local, caring and highly qualified staff, we can support you to live independently in your own home.

We can provide you with the following services:

- Personal care, such as support with dressing, bathing and showering
- Nursing services
- Home Care services, including support with cleaning, washing and grocery shopping
- Goal based services that enable you to gain greater strength, confidence and mobility

Our services are fully certified and in some cases may be free for eligible residents. We also support privately paying clients.

For more information about how we can support you please phone 0800 002 731 or visit www.healthcarenz.co.nz

Editorial supplied by HealthCare NZ

Phone Scams

By John Parsons



Dear reader,
From time to time I hope to provide you with information that will help you protect your hard-earned assets. The following is an email I received from a senior citizen, including my response.

SENIOR CITIZEN

John I received my first phone call from an Asian woman telling me that she was calling me from Wellington but as there was a small delay I suspected she was calling from Hong Kong. She asked to be part of a brief survey to which I agreed and after a couple of brief questions, the phone call ended. The next day she phoned again and said that because I had participated in the survey she was entering me for a raffle which was part of her Hong Kong Company's promotion. She gave me a number for the raffle.

Another call the next day was to confirm the raffle number and I was told that the raffle would be drawn

Anna can help



Call Anna for no-fuss personal planning

- ✓ Wills & enduring powers of attorney
- ✓ Asset protection planning
- ✓ Estate and succession planning

Talk to **Anna Elder**
Senior Associate, phone 03 211 0080

Preston Russell Law

www.prlaw.co.nz

AA7695

at her companies' promotion in Auckland and was I going!! The next day another call from (supposedly) Auckland where the promotion was being held and that my number had come up and that she would call me the next day and sure enough the next day I was informed that I had won the second prize in her companies promotion which she said was several hundred thousand dollars. By this time I was very suspicious but had already given her my email address. She said she would email me a form to complete and this is what I am forwarding to you. I have not opened it as I feel sure it is a scam.

MY RESPONSE

Often when people receive these types of phone calls, the first thing they do is think "well they are not asking me for money, they actually want to give me money or a prize, so "how can that hurt me?" This is a poor attempt at risk assessment based on two simple mistakes, the person is not in front of them so they can't physically hurt them or control them and they want to give them something not take something off them. This type of thought process reduces the person's ability to see the true objective of the person talking to them.

The above has a strong element of social engineering; get the potential victim to become focused on the prize (*outcome focused rather than task focused*) then build up trust with the target by talking to them frequently so that familiarity is

created. A deliberately nurtured dependency starts to build in the target.

Then when it is time to reveal the way in which the scammer will get money from the target, the victim is less likely to resist because they like, trust or feel that the person on the phone really understands them. Often the scammer tells the victim in order to receive the prize, we need you to send us money to release the prize via a solicitor or something similar.

Remember your email address, full name, date of birth and other identity information should only be given to organizations that you really know. When in doubt talk to CAB or a contact at Age Concern. When you get calls like this, don't say anything just hang up. If it keeps happening, make a note of the times and inform your telephone provider.

You can also report email, phone and other types of scams here:

www.dia.govt.nz/Spam-How-to-Report-Scams

If you wish to report a criminal act, please contact the Police in the first instance.

If you would like to learn more, please like us on Facebook by clicking on this link:
www.facebook.com/johnparsonsS2E/

Check out videos we upload every few weeks. Remember "DON'T BELIEVE THE TYPE".



Get a new lease on life
High quality dentures, at prices that don't bite.

denturesdirect 03 218 9606 www.denturesdirect.net.nz
f [denturesdirectnewzealand](https://www.facebook.com/denturesdirectnewzealand)



DRC Disabilities Resource Centre
Southland Charitable Trust
Making Daily Living Easier

SUPPORTED BY


- Reliable products, top-quality brands and great service
- Affordable buying and short-term hire prices
- A dedicated team servicing the Queenstown-Lakes District, Te Anau, Central Southland and Eastern Southland areas

Helping you live more independently

Call 0800 100 531
Monday - Friday, 9am - 5pm
25 Gala Street, Invercargill
www.drcsouth.co.nz

