

**AUTUMN 2019 QUARTERLY NEWSLETTER**  
[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)



# Age Concern Auckland

*Serving the needs of older people*



For advertising phone Dave 027 652 5220 or email [dave@pukekoprint.co.nz](mailto:dave@pukekoprint.co.nz)

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**OFFICE HOURS**  
9.00am - 4.00pm Monday to Friday

Council Members

Anuradha (Anu) Abhyankar (Chair), Dick Ayres, Edwina Mistry, Fiona Kirkcaldie, Jinling Lin, Kate Gohar, Pat Williams, Sudhanshu Dandekar, Victoria Walker

Staff

<b>Chief Executive Officer</b>	
Kevin Lamb	820 2718
<b>Executive Assistant &amp; Office Manager</b>	
Martina Stroblova	820 0184
<b>Accredited Visiting Service (Central)</b>	
Jenny Barker	820 2714
<b>Accredited Visiting Service (West)</b>	
Sue Campin	820 2713
<b>Vulnerability to Resilience - Team Leader</b>	
Kai Quan	820 2716
<b>Elder Abuse &amp; Neglect Prevention (Central)</b>	
Denisa Diaconescu	281 2379
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Joseph Jang	820 2717
<b>Field Social Worker</b>	
Chris Frew	820 2715
<b>Social Services Coordinator</b>	
Carol Maharaj	281 2984
<b>Accounts &amp; Total Mobility Coordinator</b>	
Anne Carroll	820 2710
<b>Ageing Well Coordinator</b>	
Teresa Kendall	820 2712
<b>Asian (Chinese) Service Coordinator</b>	
Ray Law	820 0271
<b>Asian (Chinese) Service Social Worker</b>	
Kong Chi Shan	972 3495
<b>Community Development &amp; Ageing Well Coordinator</b>	
Amo Ieriko	820 2719
<b>Community Development Coordinator</b>	
Rebekah Preston	820 2711

Our Services

**Accredited Visiting Service (AVS)** - provides companionship and support for older people living independently in the community by matching them with a regular, volunteer visitor.

**Elder Abuse and Neglect Prevention (EANP) Service** - aims to improve the quality of life of older people in abusive situations and to prevent abuse by providing information, education programmes, advocacy and support.

**Field Social Worker** - social workers are available to support and assist people aged 65+ with any social needs and health or wellbeing issues.

**Ageing Well** - delivers a range of programmes and activities that are fun and social. Workshops provide practical knowledge on topics such as health and wellbeing, legal matters, modern technology and safe driving.

**Total Mobility Scheme** - assesses and provides Total Mobility Cards to eligible people.

**Asian (Chinese) Service** - support and assist the Asian community. We give talks to Chinese groups to promote positive aging, help clients when accessing social services and provide language support and cultural advice.

**Community Development** - looks to promote and develop programmes for the community.

IF YOU NEED TO TALK TO SOMEONE, THE FOLLOWING FREE HELPLINES OPERATE 24/7:

**DEPRESSION HELPLINE: 0800 111 757**  
**LIFELINE: 0800 543 354**  
**SAMARITANS: 0800 726 666**  
**1737 NEED TO TALK? Call or text 1737**

**MENTAL HEALTH CRISIS SERVICES (for emergencies only):**  
Waitemata: (09) 486 8900 (operating 24/7)  
Henderson: (09) 822 8601  
Central: 0800 800 717(operating 24/7)

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Loneliness and Social Isolation

Loneliness is indiscriminate. There is an abundance of research on this subject in New Zealand currently and young people are just as likely to feel lonely as older generations. It is known that levels of loneliness in this country are escalating and as anyone who has ever experienced it will agree, the feeling can seem insurmountable once it settles in our tummies and our lives.

The importance of being aware of and talking about loneliness and lack of social relationships has been proven to be as bad for health as smoking.

There can be many reasons for being lonely, such as health, mobility impairment, sensory loss, changes to driving ability and bereavement. There are all sorts of things happening as we age which can make getting out of the house increasingly difficult and so social isolation can cause loneliness.

When people are no longer able to drive, that’s where Driving Miss Daisy comes in! Driving Miss Daisy is the connection from home to the community. They make it their priority to ensure each and every journey is filled with laughter, kindness and positivity.

Driving Miss Daisy clients can have the same driver every time which is great for building relationships. The drivers also love to catch up with the clients and will do everything possible to make the journey enjoyable. That can be as simple as a trip to the supermarket or regular hairdresser appointments. Sometimes, it can be more adventurous and include trips further afield; outings to the beach for a breath of fresh air or coffee with friends; anywhere the heart desires.

Driving Miss Daisy is committed to helping clients get out and about, so every client can live life to the full and enjoy every moment.

*Editorial supplied by Driving Miss Daisy*

Driving Miss Daisy – we’ve got Auckland covered!



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- Family/social occasions
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Ellerslie	Ph: (09) 533 3278
Epsom	Ph: (09) 626 0018
One Tree Hill	Ph: (09) 629 5999
Eastern Bays	Ph: (09) 528 2044
Blockhouse Bay	Ph: (09) 627 0481
Henderson	Ph: (09) 836 5713
Titirangi	Ph: (09) 813 2495
New Lynn	Ph: (09) 634 5015
Hobsonville	Ph: (09) 412 5332



Driving Miss Daisy®

[www.drivingmissdaisy.co.nz](http://www.drivingmissdaisy.co.nz)



**A word from our Chairperson**

It has been quite an exciting time since I last wrote a piece for the Age Concern Auckland newsletter. Many of you will already know that although we are simply called Age Concern Auckland, that we focus our services on supporting those who need our help throughout West and Central Auckland, with our friends and colleagues in Age Concern North Shore and Age Counties Counties Manukau supporting those on the Shore and in South Auckland respectively. All that is set to change, however.

At our Annual General Meeting, held just before Christmas, we proposed to our members that we would amalgamate the three Age Concerns into one. This recommendation was accepted, and similar meetings on the North Shore and in Counties Manukau also supported the idea of coming together. Having agreed to merge, we are now in a process of transition that, if it goes ahead as planned, will bring the three organisations together as one by the 1st July this year.

This decision was made in order to optimise our ability to support vulnerable older people, their families and communities city-wide. This will ensure that we can continuously fund our activities, improve our services, and effectively manage our resources across the city.

Many of you, I am sure will be wondering, what does this mean to me? Well, in truth, very little. In fact, I dare say, you wont even notice it is happening. The ‘new’ organization will be Age Concern Auckland, we’ll just be expanding our service provision to all parts of the City by welcoming in our colleagues from the other two Age Concerns.

We will become a much bigger organization though. Going from a staff of 17 to a staff closer to 50, a volunteer army increasing from about 300 to 750 and an increase in income from about \$1 million a year to \$2.5 million a year. Through the coordination of our resources we will be better able to support more people, with more services in many more parts of the City.

I am particularly pleased that our own CEO, Kevin



Lamb, has agreed to take on the unenviable task of merging the three Age Concerns together and will remain as CEO of the ‘new’ expanded Age Concern Auckland going forward. It will not be an easy process, but I know Kevin will have the full support of my fellow board members and of our great team of staff, as well as the board members and staff of our friends, north and south as well.

This year is the seventieth anniversary of the founding of Age Concern Auckland, albeit we had a different name back then. When we were first established, way back in 1949, we were set up to support older people across the whole City. It is therefore somewhat fitting that to celebrate our 70th Anniversary we have come full circle.

*Anuradha (Anu) Abhyankar*  
Chair, Age Concern Auckland

**Manager’s Musings**

You will have just read in our Chair’s piece in this newsletter the news that we are in the midst of transitioning from three separate Age Concerns across Auckland, into a single organization ready and able to tackle the challenges of the future. I won’t repeat all that that has already been said. Suffice it to say it is keeping me very busy!

I’m also not going to jump on my soap box and deliver my usual musings. This time around I simply want to pay my respects to two extraordinary men, who in very different ways have had an enormous impact on Age Concern Auckland, our team here in Avondale and on many of the clients we have supported over the years. Sadly, two men that we lost this year.

Few of you will have heard of the name Cornelius Wiley, and that isn’t too surprising, as Cornelius was a man who lived much of his life firmly out of the spotlight. He was however a man I got to know, and who I grew to respect immensely. His story with Age Concern began in the worst of all possible ways. We got a call from Auckland Hospital one afternoon, alerting us to the fact that there was a



*continued on page 6*



# Nine retirement villages in Auckland

Independent living • Assisted living • Resthome • Hospital • Dementia care



• Birkenhead •  
482 1777



• Howick •  
535 0220



• Remuera •  
570 0070



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575 1572



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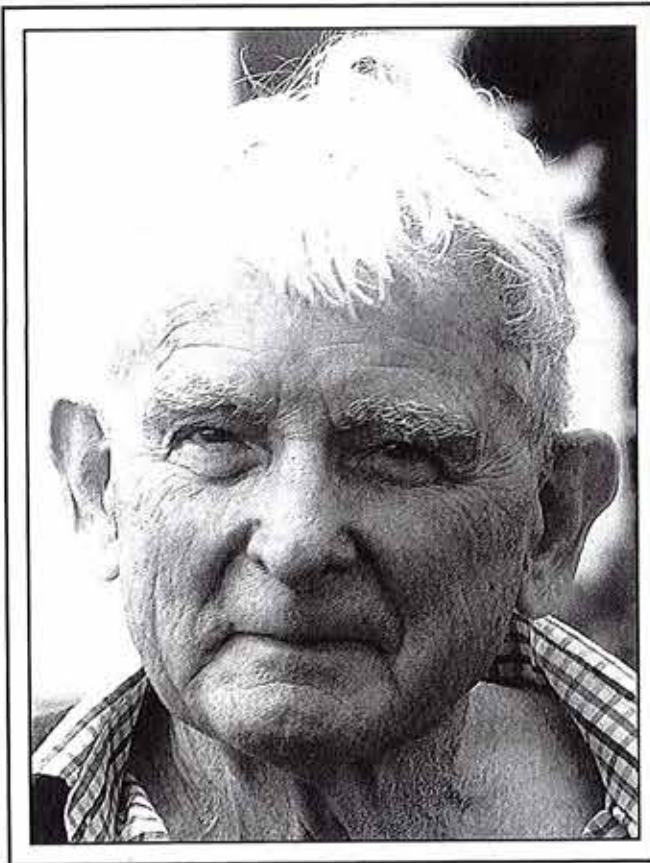
• Devonport •  
445 0909

For more information about our Auckland villages, visit [www.rymanhealthcare.co.nz](http://www.rymanhealthcare.co.nz) or phone 0800 000 290



## Farewell and thanks a million Bruce Connor

our volunteer visitor of many years, who endeared himself to Age Concern staff and clients. Bruce was 90 when he died and was still making a difference to all who met him. He was a true inspiration and never hesitated to accept a new referral from us. It was our genuine pleasure knowing this lovely gentleman.



BRUCE JAMES CONNOR

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*continued from page 4*

frail, disorientated and seriously unwell 84-year old gentleman who had been admitted and there was a concern that he had been subject to abuse.

Upon investigating the awful truth began to emerge. Cornelius had indeed been subjected to abuse. He. Like so many older people, was lonely, isolated and just needed some company. Cornelius also had a heart of gold and when a much younger man befriended Cornelius and asked for a place to stay, Cornelius invited him in to stay in his two-bed Housing New Zealand unit. Over the next four-or-so years, Cornelius became a virtual slave in his own home. The younger man, now joined by his partner, shifted Cornelius into a small box-room, sent him out on endless errands and forced him to spend what little money he had. Eventually, Cornelius collapsed and was admitted to hospital.

Unsurprisingly, for most people, being a victim of abuse causes feelings of shame and embarrassment. The last thing they want to do is admit that they have been a victim in public. Not Cornelius though. When we said that TVNZ wanted to do a story highlighting elder abuse and wanted someone to speak out, Cornelius strode forward and became the 'poster-boy' for our campaign against abuse. His direct, honest and heartfelt telling of his own story helped us raise the issue of elder abuse and made countless thousands aware of the problem. We'll never know just how many people were helped as result of hearing Cornelius's story but to us he was an inspiration. A man who was subjected to such horrendous abuse but who was prepared to stand up against it and, quite extraordinarily, kept smiling throughout.

Bruce Connor was a very different man. Here was someone who excelled in life. He had a career in construction that took him around the world and placed him firmly as one of the leading lights of the entire industry. He was well known, respected and successful. Throughout his life though, for all his corporate success, he retained a deep-abiding love of humanity and cared about people – not just his friends, family and colleagues but about everyone. His career was a long and successful. One that fully earned him the right to retire and to put his feet up. But that just wasn't Bruce.

Aged seventy-eight, Bruce decided to re-train to become a counsellor. Having retired from the construction industry, now he had the time to focus on his other great passion in life, helping others. Late last year, Bruce turned ninety-years old. He was still part of our volunteer counselling team and someone who we could refer clients to for help and support, as we had done for many years. Bruce never expected anything from us and was always there, ready, willing and able to help those who needed support.

When I attended Bruce's memorial service at the cathedral in Parnell, as I walked toward the entrance, I was greeted by a tearful lady. She had recognized me from my photograph in the newsletter. She came over and introduced herself to me and as we got talking, I soon realized she had been one of Bruce's 'clients'. She could not have heaped more praise on Bruce and the work he had done for her and her family. We rarely get to see the impact of our counsellor's work, it is a private matter between counsellor and client, but here was testament of the amazing difference it can make. There are many,

many more people out there who Bruce has helped over the years and in every case, he has made an incredible difference to their lives without ever asking for anything in return.

Cornelius and Bruce are men from the opposite sides of community life, but they are men who, in their own way, have come together in a shared belief of the importance of helping others. They are both truly inspirational. We thank them and we will miss them.

Regards,

*Kevin Lamb*

CEO Age Concern Auckland

**If you can dream it,  
you can do it.**



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*Hearing*

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Mission Bay Ph: 09 390 5367

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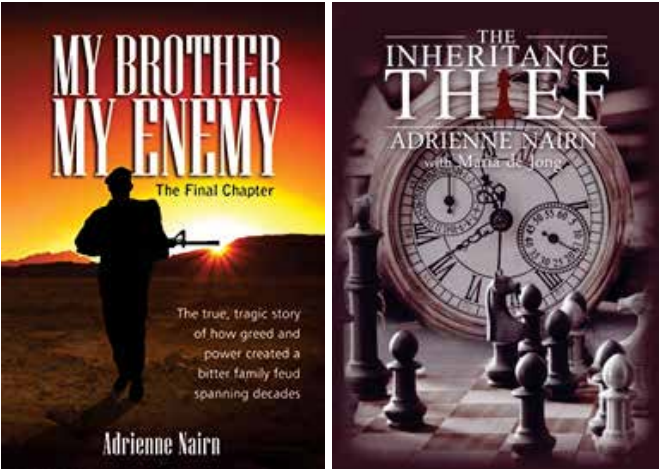
Trial and purchase any eligible hearing aid\* before 12 April 2019 and receive a FREE StreamLine Mic or miniPocket worth up to \$299

#Study conducted at the University of Northern Colorado, 2015, examined the effectiveness of the new features of primax by collecting and analysing ongoing EEG data while subjects performed speech testing. For both primax features SpeechMaster and EchoShield, the objective brain behaviour measures revealed a significant reduction in listening effort when the feature was activated.

\*T&Cs apply.



Nearly seven years ago Taupo author Adrienne Nairn wrote a true-life story about a bitter family feud which spanned more than a decade. Now she has taken that tale and turned it into a fictional account, called *The Inheritance Thief*. Adrienne says her motivation is to raise awareness of elder abuse and how it can split families. Her other book *My Brother My Enemy* is based on a story of a family feud that spanned two countries and evolved over two decades, causing a breakdown of a sibling relationship which was, at one time, strong and healthy. The subjects of elder abuse and power of attorney are covered extensively.



Both books are available on order from our office, \$15 each (excl postage), \$20 each (incl postage).

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**Kathryn & Paul Davie**  
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E: [paul.davie@raywhite.co.nz](mailto:paul.davie@raywhite.co.nz)  
0800 1 73253 (0800 1 RealEstate)

**Martina Stroblova**



Hello! I am Age Concern’s newest edition. I am taking up Office Manager’s duties half of the time and the rest is being an Executive Assistant to our CEO. I am originally from the Czech Republic and came here from the UK where I lived for the past 8 years. If I am not at work, I enjoy exploring NZ.

**Age Concern has a list of tradespeople that we can refer our members to when they are looking for services such as gardening, cleaning, decluttering etc. These people have been police and reference checked and been recommended to us.**

We are looking for more to add to our list, especially cleaners, gardeners, dog walkers, tilers and plumbers so if you can recommend a great tradesperson or would like to apply to be on our Skills Bank List contact reception on 820 0184 or [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)

**Wanted:** Wool of any colour, size and quantity. We would love to accept any wool donations so we can pass these onto a knitting group who will turn them into lovely items for Age Concern to give to clients needing a bit of extra warmth this winter.

If you have any leftover wool and would like it to go to a deserving charity, please drop it into Age Concern Auckland, 57 Rosebank Rd, Avondale, or Phone: 820-0184



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- **Family Service at Bassent Chapel** (maximum 20 people) **\$3300**
- **Chapel Service with Celebrant \$4450**
  - Waikumete Chapel 2
  - Manukau Memorial Gardens\*
  - Purewa\*
  - Albany

\* \$200.00 Surcharge  
\* Just Funerals do not have after hours or weekend fees, there are weekend fees for cremations

**PHONE**  
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**14 Bassant Ave, Penrose**  
*Please call for an appointment*

**\$200 discount on Chapel Services for all Super Gold Card Holders**





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Call Freedom Drivers for medical, business and personal appointments or assistance with shopping. How about a drive with a stop for morning or afternoon tea for yourself and a couple of friends?

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Service is personalised and Freedom prices are comparable to (and often less) than a standard taxi. We take Total Mobility cards (TM) and are ACC Registered Vendors.

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for more information or a quote.**

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Editorial supplied by Freedom Drivers

## Kiwi Access Card

*New evidence of identity for seniors*

The new Kiwi Access Card has been designed to give you the freedom you need to access goods and services throughout New Zealand. The card is designed with New Zealand's over 60 and the retired community in mind, to ensure you have a reliable and secure evidence of identity card, that is affordable and that you can apply for with ease.

Kiwi Access Card will allow people without a valid drivers license or passport to prove who they are so that they can do things like open bank accounts, make hire purchases as well as pick up prescriptions.

Applications for the new Kiwi Access Card are available now, and can be made via NZ Post. You can pick up the application form from your local NZ Post outlet, or download the form [www.kiwiaccess.co.nz](http://www.kiwiaccess.co.nz)  
\*You will need to supply a photo with your application.

## Costs

The Kiwi Access Card will retail at \$55 including GST. Apply now at your local NZ Post shop.

\*You must factor in the cost of getting a photo taken for your application.

Further information on Kiwi Access Card for seniors contact 04 381 9937 or [info@kiwiaccess.co.nz](mailto:info@kiwiaccess.co.nz)

Sources:

<https://kiwiaccess.co.nz/seniors-access-card/#welcome>  
<https://www.theshout.co.nz/all-new-kiwi-access-card-launched/>

## GOLD CARD with photo ID

*Making the most of your Super Gold Card*

Alternatively, your FREE GOLD CARD from Work and Income with your photo is accepted by most agencies or companies as valid identification.

Not all places will accept Gold Card photo as ID so do check beforehand.

\*AA and Work and Income will add you photo on to your GOLD CARD for free.

## Contact your local Work and Income senior support for more details

0800 25 45 65 / [information@supergold.govt.nz](mailto:information@supergold.govt.nz)

## Health Promotion presentations this Autumn Older adults supported with workshops in Ōrākei

Article Source: Our Auckland. Published: 21 February 2019



Ōrākei Local Board is supporting a series of workshops for older adults run by Age Concern Auckland out of the Ōrākei Community Centre over March and April. The workshops aim to arm older people with key life skills to ensure their wellbeing and ongoing participation in society.

Training in technology and use of the internet will be given, as well as driver refresher training and decision making tools for homeowner-occupiers.

Ōrākei Local Board Chair Kit Parkinson says older adults are a growing part of the community and more needs to be done to support them.

"We know that isolation can be a significant problem for

our older community members. Almost everything is done online these days; we want to support older adults to feel confident navigating digital spaces, making sure that they're able to participate in an increasingly digitised society.

"We also need to ensure that our older adults continue to feel confident on the roads and that they have strategies in place to ensure they're safe and secure in their homes," he said.

Kevin Lamb, CEO of Age Concern Auckland, says the workshops aim to maximise the independence of older adults and promote positive ageing strategies.

## Upcoming Health Promotion Workshops and Presentations

- Tuesday 2 April, 11am (45mins):**  
Enduring Power of Attorney  
– Riverside Community Centre.
- Wednesday 3 April, 11am (45mins):**  
Nutrition In A Nutshell  
– Logan Campbell Retirement Village.
- Tuesday 9 April, 10am-12pm:**  
Staying Safe Driver Refresher Workshop for Senior Road Users  
– Orakei Community Centre.
- Wednesday 10 April, 11am (45mins):**  
Steady Steps – Te Atatu Peninsular.
- Tuesday 16 April, 11am (45mins):**  
Nutrition In A Nutshell  
– Riverside Community Centre.
- Tuesday 30 April, 10am-12pm:**  
My Home My Choices Workshop for Senior Home Owner-Occupiers  
– Orakei Community Centre.

## Working Collaboratively

This year we are proud to collaborate with Harbour Sport to assist with our Steady Steps presentation. A representative from Harbour Sport will demonstrate a number of strength and balance exercise anyone can do in the comfort of their own home.

As an extra, everyone attending the Steady Steps presentations will have the opportunity to be assessed under the Community Group Strength and Balance Programme Approved Class Scaling Guide and connected to activities in the community that best suit their needs and capability as well as being locally accessible.

Thank you to Epsom Retirement Village for hosting us in February as we delivered two of our popular Health Promotion presentations and for the invitation to local residents to attend.

## Register Early

Be sure to register early for our workshops and presentation at Henderson/ Massey Arts, Community & Events as well as with Ōrākei & Riverside (Taha Awa) Community Places.

## Call us on 09 820 0184 to Register

All the best for the rest of the year.

From Age Concern Auckland – *Health Promotion Team*



## NOTICES

### JUSTICE OF THE PEACE

Most local Citizens Advice Bureau offices have a JP Service – contact 0800 367 222 to find your local office. At Age Concern we have three volunteers who have offered their JP services to people who don't have transport and who live within a reasonable distance of their homes.

- Roger lives in Whenuapai and will travel to service areas through to Henderson.
- Sat-Paul lives in Hillsborough and will travel to service areas near Mt Roskill and Blockhouse Bay.
- Heather Alford lives in Green Bay and will travel to service areas near Avondale, New Lynn, Waterview and Pt. Chevalier.

Phone Age Concern on (09) 820 2713 if you would like to make an appointment.

### Hearing Aids and Batteries required!

We are again looking for donations of hearing aids and unused batteries for clients who are struggling to pay for these items.

**Please post or drop them into  
Age Concern Auckland, 57 Rosebank Rd,  
Avondale 1026.**

### Do you need a gardener?

Linda is very experienced. She has worked as the head gardener for numerous Rest Homes and Retirement Villages. Looking for smaller, residential gardening projects now.

Linda lives in Mt Wellington, so preferring Eastern and Eastern Central suburbs.

Special rates for Age Concern members and clients.

One off projects or regular returns.

Please phone Sue Campin to book on 820-2713



## Beware

### - Not all tradies are reputable! -

We have been made aware of a number of older clients/members who have had very disappointing experiences with tradies. Older people are often an easy target for unscrupulous people posing as tradies. One example was a dear client of ours who got in touch with a person advertising in the local paper to do handyman, garden work. He was asked to remove quite a large Bird of Paradise plant (just one). He charged her \$450.00 for the job which took between 2-3 hours in total. He took away the bulk of the debris, but left an awful mess for the client to clean up and dispose of. People must take care when arranging for work to be done. It is advisable to ask for references. It might seem over the top or embarrassing, but if you are using a tradie that is not from a reputable firm, it is the right thing to do for your own peace of mind.

Unfortunately, a small minority ruin things for the bulk of good tradies out there doing a good job for our elderly community.

If you are a member or client of Age Concern Auckland, you can access our 'skills bank' list of police checked and reference checked tradespeople.

**Contact Reception 820-0184 for further details.**

### Losing a spouse, having the children move away, or facing a loss of income are often reasons why older people experience loneliness and social isolation.

Plenty of research shows that these can cause serious mental and physical ill-health – lonely people are more vulnerable to chronic diseases, eat less well and are more likely to be smokers, overweight or underweight through poor diets, drink heavily and are less likely to engage in physical activity.

Breaking this cycle takes effort, but it's well worth it. Take some simple actions like talk to your barista when ordering a coffee, take up a hobby or a pet (caring for something outside oneself is a good antidote), or volunteer.

We also know that loneliness is a key driver for residents to choose to live in a retirement village where they find a caring community of like-minded friends. 66% of our residents report an improved social life, so that's a tick!

To find out more, visit the RVA's website – [www.retirementvillages.org.nz](http://www.retirementvillages.org.nz)

*Editorial supplied by Retirement Villages Association*

## According to the lunar calendar, 2019 is the year of the Pig.

If you are born in the year of 1923, 1935, 1947, 1959 then your Chinese zodiac sign belongs to the pig family. Don't be offended if people say you are from the pig year, since the Chinese believe pigs are diligent, compassionate, and generous. They have great concentration, once they set a goal, they will devote all their energy to achieving it. Though Pigs rarely seek help from others, they will not refuse to give others a hand. However, pigs never suspect trickery, so they are easily fooled.

This year was our first time to participate in the Lunar New Year festival event. We set up a stand to promote Age Concern services at the ASB showground on 2nd February. Thank you to our sponsors, we managed to get 500 goodie bags to give away to those

people who visited our site. We had pebbles painting, blessing writing and introduced our Chinese health information platform. Our stand attracted more than 500 visitors and our volunteers actively interacted with the participants sharing information about what Age Concern does in the community and giving away colourful pebbles.





The recent death of my Mother gave me the opportunity to reflect on the wonderful connection made back in 2010 when Age Concern Auckland Visiting service coordinated a regular weekly visit for her while I was busy with teaching commitments.

Amanda’s first meeting was 14th December 2010

.... And so, began a wonderful relationship between Frances and Amanda who had recently arrived in Auckland from her home in the USA to complete doctorate studies at Auckland University. Tuesday nights at 5pm was their regular time together. The difference in age and backgrounds was no barrier to the enjoyment they both got from these weekly meetings at Mum’s house.

Mum was from Coventry England ...a place Amanda had never heard of – but she soon did. Some year into her research Amanda had to go to the UK and was based at Oxford University. We arranged for her to stay a weekend with our relatives in Coventry. Amanda loved that and was shown around the city and nearby Stratford on Avon where I was born. Mum had a love of poetry from her early school days, at 97 she could still recite many of them.

A new experience for Amanda who didn’t know English poets however with the help of Google she was able to followed Mums recitals and shared them with her.



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Mum and Amanda had a unique relationship, when Mum after several bone breakages ended up in hospital and wheelchair and then no longer able to live in her own home Amanda faithfully visited her wherever she was.

We met Amanda’s family when they visited New Zealand to catch up with her during her 6 years in Auckland. Amanda with her studies complete and qualification accomplished left for Stockholm where she works at the University.

Amanda made a brief return visit in 2018 , it was good to see her again and Mum loved that. We kept in touch and it was with great sadness I told her of Francis’s death in January 2019. Amanda sent a wonderful email which I read at the memorial celebration for Mum which included the words from Rudyard Kiplings “If” which she said reminded her of Francis who could of course recite it in full.

I can recommend the matching services to others, it created a continuous connection between Amanda, Mum and myself. We wouldn’t have missed it.

Jane



Francis, Jane & Amanda

Most of the problems in life are because of two reasons, we act without thinking or we keep thinking without acting.

I remember sitting in the Volunteer Auckland office, facing the long lists of volunteer opportunities around the city.

The volunteer representative assumed that I might go for the popular options – cuddling dogs at animal shelters or playing with kids after school – but I was immediately drawn to the service seeking ‘buddies’ to match with their older clients. I had no idea then that I would gain such incredible ‘buddies’ as Frances and Jane.

Frances was a storyteller, and over the years I heard all about her past life in Coventry (at one point even visiting the town and staying with her relatives) and her traveling adventures with Jane, her daughter. Frances could recite poems by heart that she learned in primary school, and could remember in detail the weekly dances that she attended in the town hall when she was young (and the dresses she wore!). She could draw you in with these stories, because she was forever cheerful and radiated a genuine character that made you want to stay for any story she would tell.

As Frances moved from home into the rest home, there was more often a trio of us telling stories, as Jane was frequently visiting Frances. Jane was Frances’s most dedicated visitor. Sometimes we chatted, and on special occasions, we were treated to a piano performance or dance show. On a very special occasion, my whole family, visiting from the US, came to have afternoon tea with Jane and Frances.

For five years, I visited Frances (and Jane!), until I moved from New Zealand. I took with me much more than Frances’ stories. Frances probably never realized it, but she gave me the beautiful gift of perspective. I would hear the stories of things she held important to her, and realized that sometimes it is the walks in the garden, or the adventure with a sibling, or a good poem that are the most important things in life.

One of the greatest privileges of my life was getting to know Frances and Jane. And I will forever be indebted to Age Concern for the introduction that blossomed this somewhat unconventional, but utterly exceptional, friendship.

Amanda Wood  
February 26, 2019

Hearing Awareness Survey

Have Your Say – QUICK SURVEY

The aim of this Quick Survey is to assess the “need” for hearing awareness education of older adults in the community. Understanding the effects of hearing loss – dealing with or recognising loss of hearing – knowing when and where to seek help.

(please circle)

1. Have you recently had your hearing tested?

YES NO

If you answered YES, please specify type of hearing test:

Test A  
Test B  
Test C

2. Have you recently attended a hearing loss seminar in your area?

YES NO

If you answered YES, please list any actions you have taken to protect or better your hearing since attending a hearing loss seminar?

.....

.....

.....

3. If you have not attended a hearing loss seminar in the past year and would like to attend one in the near future, please tick the topics you would like to be covered in a hearing loss seminar or workshop.

Cost of hearing test    Cost of hearing aids

Types of hearing test    Information on hearing loss

Other: .....

.....

.....

4. Have you attended any Age Concern Auckland talk or presentations in the past 6 months?

YES NO

If YES did you have any difficulty hearing the presentation? (please state reason-s)

For example – hearing aid was switched off or speaker was too quiet.

.....

.....

5. Do you think providing “captions” to video presentations would help?

YES NO UNSURE

Please post Survey to: Age Concern Auckland  
PO Box 19542 Avondale, Auckland 1746  
Email to [amoi@ageconak.org.nz](mailto:amoi@ageconak.org.nz)



**Last month one of our Community Development Coordinators, Rebekah, was chosen by the Office for Seniors to go on a two-week trip to Japan with several other NZ delegates to learn about international advances in non-profit management and programmes to support social initiatives for older people.** Hosted by the

Cabinet Office of Japan, the annual 12-day programme brings together young leaders working in the community supporting youth, older adults and persons with disability, to collaborate and discuss various aspects of their work and the non-profit sector.

Over the course of the two weeks, Rebekah was immersed into the Japanese culture and lifestyle, with a full itinerary and lots of delicious food. During the first week of the trip, Rebekah participated in a 5-day forum, in Tokyo, on the management of non-profit organisations. As one of 90 participants from Finland, Germany, NZ and Japan, joining a number of Japanese Cabinet members and other dignitaries, Rebekah presented on the non-profit situation in NZ, learned from experts in the field, and participated in a number of lectures, discussions and planning meetings, covering topics ranging from Health & Wellbeing, Loneliness & Isolation, Communications & PR, advances in Technology and AI, and best practices from around the world. The theme for the Forum was explaining how different organisations and countries address the developments in technology and information systems, learning how to best utilise these advancements for the benefit of the communities they serve.

During the second week of the trip, Rebekah and other delegates who all work in various agencies that support older adults, went to Kumamoto Prefecture, in South Japan, to learn about specific policies and programmes that support older adults in different

communities. This allowed Rebekah the opportunity to learn about different approaches, practices and ideas on how to support and assist a growing older adult population to maintain independence, health and choice as they continue to live supported, and inclusive lives within their communities. Rebekah gained insight into many interesting initiatives which



has inspired her work, back here in NZ; as well as offering new perspectives on potential ways of providing community based initiatives that encourage older adults to remain included and valued members of their local areas – all of which aligns with the vision of Age Concern Auckland and the work that we as an organisation do.

Rebekah has come back from Japan, inspired and energised by the new connections and networks she has made with colleagues from around the world, as well as by her newfound confidence and passion for continuing the work that she does to develop initiatives and programmes that enable older adults to have a choice in how their later years will look. Rebekah will continue to remain connected with her colleagues across NZ, and internationally, as she continues to develop new ways of supporting older adults to remain included and valued members of their communities.

# HEARING AIDS -

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## ANTARCTICA

A magnetic name and a 'Herald' travel advert equally so in detailing a tour to that continent for December 8th to 23rd 2018. As it was for "share twin" accommodation my enquiry soon discovered someone from Tauranga already booked and we arranged to meet in Auckland.

Our Calder & Lawson Tours group was booked on an Air NZ flight departing at 5.15pm from Auckland to Buenos Aires but unexpectedly delayed by a small electrical fire in the airport air conditioning. Boarding finally at 8.15pm on the flight to Buenos Aires. During a two hour coach tour of the city we saw magnificent buildings and its vast cemetery filled with impressive graves and memorials. However, a good sleep for us in a hotel, then an early flight to the next stop - Ushuaia, the most southern Argentinian city for lunch and shopping, prior to boarding MS 'Midnatsol' where all passports, collected for safety and 'Doctor signed, approval of fitness' papers of passengers were presented to the ship's Doctor.

Crossing 'Drake Passage' reputed to be the roughest stretch of water in the world, was easy as fortunately, it moved only by a gentle swell enabling comfortable sleep to later indulge in generous hospitality on board - all we could have wished.

With my cabin companion, I met other travellers of different nationalities for meals, lectures, films and other activities such as knot making, photography, geology, talks on sea birds and creatures of the Southern Continent during a thirty six hour crossing of approximately 1,000 km. These enlightening hours of events to hear specialist scientists sharing their experiences in Antarctica. Programmes delivered daily to cabin door and consequently the 5th deck theatre always filled with interested passengers eager to learn.

While harboured in Antarctica we were fitted with gumboots, highly coloured 'Hurtigruten' Norwegian shipping line waterproof jacket (a gift of the company), and all passengers instructed in boat-transfer safety procedure. For snow walks, once in additional snow shoes but mostly

provided sturdy gumboots, three layers of woollen socks and clothes, hat, scarf and lastly the shipping line, windproof jacket for total warmth. I did not get wet at any time.

Sticks were available at all times to assist on snow treks along carefully flag-marked tracks. No one allowed closer than 5 metres to any bird or mammal. An adventure recorded by us all on many photographs.

Groups of passengers transported in Zodiacs visited islands, saw ice flows, snow-capped mountains, glaciers, whales and sea birds, although very few saw an Albatross, Petrels were more numerous. Our small group with name of "Chinstrap Penguins" identified everyone with ID cards for safety during outings. Clear days and reasonably calm water, continued for enthusiastic, novice adventurers throughout our stay, all under guidance of knowledgeable tour staff.

Very early morning deck walks were popular on 'Midnatsol' once at 4.15am for me. On waking and feeling very wide awake, quietly showered, dressed, donned outside jacket, hat and gloves to walk around deck six, the best time of day for wonderful viewing and photographing snow-capped scenery. A last chance was on our return journey north to Ushuaia before flights to Buenos Aires and Auckland.

Home again in Onehunga I can hardly believe having been so far south for holiday, in Nature's Paradise.

*Margaret Sellens*



## Many hands make light work!

If you have some spare time on a regular basis and would like to join Age Concern Auckland's Volunteer Connections team, please make contact to volunteer in one of the following capacities:

- **Facilitating Workshops**
- **Data Entry**
- **Outdoor Maintenance**
- **Office work**
- **Volunteer Visitor - Weekly**

Please contact Sue Campin, Volunteer Connections, Age Concern Auckland on (09) 820 2713 or email [suec@ageconak.org.nz](mailto:suec@ageconak.org.nz)



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**0800 99 00 11**  
[www.careoncall.co.nz](http://www.careoncall.co.nz)

With Autumn here we are starting to think more about indoor activities, indoor sports and fitness, retirement village activities and extended family get togethers.

Unfortunately it is exactly these kinds of gatherings that are difficult for people who are hard of hearing. The more people that are in the room, or together outside, the harder it is for people with even the slightest hearing loss, to pick up on individual conversation.

The good news is that in most cases there is a solution. It all starts with a hearing test, which A1 Hearing offers for free. This test will help you or your loved one to determine current hearing levels and make a plan for the future.

If something so small could help you or a loved one join in the conversation this autumn, then it's worth making a no obligation, completely free appointment. **A1 Hearing has been helping people with hearing loss for more than 20 years**, and the team at A1 Hearing is committed to ensuring that these people **'do not miss a thing'**

**Give A1 Hearing a call on 0800 214 327 to book your free hearing test and make 2019 your Year of Hearing!**

**A1 Hearing**  
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Elsa - 100 years young



Jan an Age Concern visitor for 10 years with Elsa celebrating her 100th Birthday. Many Thanks to the Visiting Service and the West Auckland Cake decorating Guild for gifting the beautiful cake which was shared with the family at a lunch party which was a very happy occasion.

When I emigrated to New Zealand, eight years ago, one of the reasons was because of just how welcoming, tolerant and lacking in prejudice this country is. I and my family were accepted with open arms. It is this country's diversity that is one of its greatest strengths. The absolutely horrendous events in Christchurch on the 15th March do not change that. The senseless acts of one individual do not represent or change the fundamental values upon which this country was built.

All of us here at Age Concern Auckland, as with all of you, will have family, friends or colleagues in Christchurch and within New Zealand's Muslim community. Our thoughts and prayers are with all those effected by the events in Christchurch.

Kevin Lamb CEO

Become a Member Supporter

For just \$20 per year, you can become a member of Age Concern Auckland and be part of an organisation working to empower older people in our communities.

As a member, you will receive:

- A copy of the quarterly issue of Age Concern Auckland's newsletter
- Invitations to gatherings, seminars, fun days and festivals
- Access to information and resources available at Age Concern Auckland

Please note that if you applied for your Total Mobility Card through Age Concern Auckland, you are already a member.

If you would like to become a member, please complete the following and return to us at:

PO Box 19542, Avondale, Auckland 1746 or call us on (09) 820 0184

- ☐ Sign me up to become a member of Age Concern! Please find enclosed by cheque for \$20 made out to Age Concern Auckland

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

We will send a Welcome Pack and a receipt of your payment once we have processed your membership application form. Thank you for joining us.

Age Concern Auckland requires volunteers to function effectively.

Do you have some spare time to donate to our organisation?

The Accredited Visiting Service is always looking for volunteer visitors to befriend an older person in the community who is feeling isolated and lonely. This commitment is weekly for approximately one hour of your time. The benefits to the older person are so valuable.

Also, we have reception volunteer spaces available on Monday and Thursday, answering phones, photocopying and general office duties. This is a regular weekly commitment.

You might like to join our Community Mobilisation Team by volunteering to pick up older clients and take them to community groups for socialising. This is a short term, weekly commitment.

We are also looking for extra special volunteers who enjoy public speaking and to facilitate some of our Health Promotion Workshops. This is a casual commitment, as and when you can accommodate us.

If you think you would be keen and have the skills and time to commit to Age Concern Auckland, please give Sue Campin a call on 09-820-2713 or email [suec@ageconak.org.nz](mailto:suec@ageconak.org.nz)



Andrea (left) and our new Receptionist Martina (right)

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# Communities working for Communities

## “Combatting loneliness and fostering new friendships every day” with THE RANUI COMMUNITY CENTRE

The Ranui Community Centre has many activities ranging from patchwork to exercise classes that can and do appeal to the older person living in Ranui. But it's the Not For Profit Cafe that we see as having real potential. The social capital from this venture is of proven benefit to the elderly who live locally and are among the most frequent users of the cafe. We see this community involvement combatting loneliness and fostering new friendships every day. The cafe staff greet us warmly by name and we enjoy the good food on offer. There are some who come every day, many buy something for an evening meal two or three times a week from the selection of cabinet food, a Justice of the Peace is in the cafe on Wednesdays, and there is a Monday Lunchtime Group - 10 to 15 ladies in their middle to late 70s, and early 80s - followed a 20 Questions Quiz specially tailored for this age group. We are also actively thinking of ways to attract elderly isolated men in our community with the possibility of a Makers Shed to be at the community gardens location.

### Rose Christie-French

Board member and volunteer of THE RANUI COMMUNITY CENTRE for 20 years.

For more information contact Rose on 09 832 6037/ [rosechristiefrench@gmail.com](mailto:rosechristiefrench@gmail.com)

If you are seeking a local group for social interaction contact Age Concern Auckland's Community Development Coordinators Rebekah Preston 09 820 2711 and Amo Ieriko 09 820 2719 (West & Central)



# Ranui Community Centre

## BEQUEST FORM

Please take/send this form to your legal adviser for incorporation into your will\*.

I, \_\_\_\_\_  
\_\_\_\_\_ (your full name) give to Age Concern Auckland Incorporated, 57 Rosebank Road, Auckland, 1026, for it's general purposes, the following:  
Amount in words: \_\_\_\_\_

And/ or assets, property and shares as listed below:

*\*This is not effective until written in your will, which must also be signed. Please let us know if you make a bequest so we can personally thank you.*

**Age Concern Auckland Incorporated** CC 25023  
57 Rosebank Road, Avondale 1026  
PO Box 19542 Auckland  
Ph: +64 9 820 0184 | Fax: +64 9 828 1660  
Email: [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)  
[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)

## Early March saw the celebration of our amazing co-worker Chris Frew. Chris turned 65 years young.

The staff enjoyed a lovely lunch, using our wonderful collection of special tea sets, for her long anticipated day. No retiring for this lovely lady, but she now has a wee bit more supplementary income to spend. Congratulations Chris on your milestone birthday!



We think you are amazing!

## Pick something up from the Age Concern shop and support our work!

We have Tea Towels, Nostalgic Nosh Recipe Books, strong canvas bags for shopping/groceries and Magnetic Notepads available for sale. Get in quick to secure yours. Contact us today to purchase, (09) 820 0184.

**Tea Towels - \$10 each (incl p&p)**  
**Recipe Books - \$10 each (incl p&p)**  
**Magnetic Notepads - \$5.00 (incl p&p)**  
**Canvas Bag - \$8.00 each (plus p&p)**



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Many Thanks George Warman  
(Ranui West Auckland)

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## How you can help

Our services are only partially funded by the government. We need your help to raise the rest. Act now! Donation and membership forms are available below, or give Teresa a call on (09) 820 0184. Alternatively, you can donate on our website: [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)

With the support of our members, donors and supporters, over the last 12 months, we have been able to identify areas for further service development and expansion. As a result we have been able to recruit more social workers to support the most vulnerable older people in our communities. We have also launched an Asian Service that has enabled us to support the older Chinese population in our communities.

### **DONATE AND SUPPORT THE WORK WE DO IN OUR COMMUNITIES**

If you would like to support Age Concern, please complete the following and return to us at:  
**PO Box 19542, Avondale, Auckland 1746**  
**or call (09) 820 0184**

- ☐ I would like to make a donation of \$\_\_\_\_\_. Please enclose a cheque made to Age Concern Auckland Inc. *Donations of \$5 or more may be eligible for a 33% tax credit from the government.*
- ☐ I would like more information about how I can leave Age Concern something in my Will.
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***Thank you for your ongoing support to ensure  
that we can continue supporting older people  
living in our communities.***

## Thanks to our wonderful supporters

Age Concern Auckland works with thousands of older people, their families/whanau, and organisations across Central and West Auckland - from those simply seeking advice and guidance to our most vulnerable elderly who are living in our communities.



On behalf of the Board and Staff of Age Concern Auckland, we would like to thank all those who have supported us from the period 1st November 2017 to 1st March 2018.

- All our individual supporters who gave us donations – every dollar counts!
- All our wonderful volunteers, who collectively give more than 200 hours every single week.
- Albert Eden Local Board
- Auckland Council
- Blockhouse Bay Community Centre
- Countdown Lincoln Road
- Dragon Trust
- Foundation North
- Henderson-Massey Local Board
- J M Thompson Charitable Trust
- Lottery Grants Board
- Lynfield College
- Lion Foundation
- Mercury Energy
- Milestone Foundation
- Ministry of Health
- Ministry of Social Development
- Mount Wellington Foundation
- One Foundation
- Orakei Local Board
- Ted and Mollie Carr and Estate of Ernest Hyam Davis
- The Trusts Community Foundation
- Transdev
- Waitakere City Cake Decorators Club
- Waitakere Ranges Local Board
- Waitemata Local Board
- Western Quilters Circle
- Whau Local Board
- Working Together More Fund