

**AUTUMN 2018 QUARTERLY NEWSLETTER**

[www.ageconcern.org.nz](http://www.ageconcern.org.nz)



# Age Concern Horowhenua | Kapiti | Manawatu

*Serving the needs of older people*



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### Contact Information Age Concern Horowhenua

Phone: (06) 367 2181  
Email: admin@ageconcernhoro.co.nz  
Address: 538 Queen Street, Levin 5510

**OFFICE HOURS**  
9.00am - 3.00pm Monday to Friday

**BOARD MEMBERS**  
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**STAFF**  
EANP Coordinator: Dan Geraghty  
Administration/Manager: Oana Michael  
Activities Coordinator: Robynne Merwood  
Accredited Visiting Service Coordinator/  
Admin assistant: Robyn Curtis

### Contact Information Age Concern Manawatu

Phone: (06) 355 2832  
Email: marian.dean@ageconcern.org.nz  
Address: 51 Waldegrave Street,  
Palmerston North 4410

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

**STAFF**  
Manager: Marian Dean  
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Social Connections Coordinator:  
Fern Brooking

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Phone: (04) 298 8879  
Email: admin@ageconcernkapiti.co.nz  
Address: 1st Floor, Coastlands Mall, Rimu Road, Paraparaumu 5032

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8.30am - 4.30pm Monday to Friday

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General Manager: Dermot Whelan  
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AVS Coordinator and Health Promotion:  
Alison Miller

### Social Interaction can keep you healthy!

As you get older and retire or move to a new community, you may not have quite as many opportunities to socialise as you did when you were younger. Recent research from the American Time Use Survey, an annual census by the US Bureau of Labour Statistics, shows that time spent in the company of others plateaus by our mid-50s and we then spend an ever-increasing amount of time alone.

However, if you're not heading to work or getting out and about each day, you may be missing out on important social interaction that you need to stay sharp, healthy and live longer.

Research has shown that staying socially active and maintaining interpersonal relationships can help you maintain good physical and emotional health and cognitive function, with a reduced risk of many diseases, dementia and depression.

- Here are a few ideas to keep your connections strong:
- Stay in touch with friends and family and try to visit with them regularly
  - Volunteer in your community
  - Visit a senior drop in centre
  - Join a group focused on activities you enjoy, such as playing cards or a book club
  - Try taking a class - learn a new language, a new style of cooking or art class
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Staying socially active and maintaining your relationships are an important part of healthy aging. Driving Miss Daisy can help you to maintain your connections, so you can stay as vibrant, active, and social as you've always been. We have lots of other clients who get out and about so would be pleased to share our knowledge of local activities with you. We can collect you, drive you to your destination and provide whatever help you need.

Remember that many of our franchise owners have fully equipped Mobility Vehicles, so if you have a walker or wheelchair this is no problem at all. No matter what your requirements please call us today to discuss - we look forward to seeing you soon.

Editorial supplied by Driving Miss Daisy

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## News from Age Concern Horowhenua

### Welcome to 2018

We are having a warmer summer than usual. I hope it's not too hot for you and you're able to cool the body temperature down if you need to.

A reminder to you that we here at Age Concern in Levin will continue serving your needs. We are your first port of call when you and your family need: information, advice, referral and support. We know what the local community can offer you and we can help you make the links. Also, our range of social activities can help you meet people and stay connected.

Please read the following brief information on some of the activities and services we have to offer.

#### Friendship Group Meetings - (Nat and Chat)

We meet approximately once per month on a Friday morning. At each get-together we have a different guest speaker who enlightens us with interesting and informative topics. It is a great social gathering and friendships have developed. We tend to laugh a lot which is so good for the soul!

I look forward to your contact if you would like more information.

Our **Get fit while you sit** class is going in leaps and bounds. If you have limited mobility and cannot participate in regular classes, if you want to improve

your balance and muscle strength in a gentle way, if you are concerned about falls prevention or simply want to increase your level of physical activity while making some new friends, join this fun class. The classes are open to age 65 and over and due to popularity are run twice a week in Levin and Foxton.

I would like to share just one of our participant's views on our Get fit while you Sit classes.

*"Hi my name is Dianne, and I would like to say how much going to Get Fit while you Sit has helped me over the last 3 years. I go twice a week when I can and it has helped to make me more energetic and able to lift things a lot easier. I am more mobile also. The friendships which has developed with the other people who attend also (we have 2 men who come not just woman) makes for an enjoyable half hour. Our coordinators Robynne and Robyn and Instructor all help to make it a lot of fun.*

*I would not hesitate in recommending it to anyone who wants to become more active. So do come along. We do exercises sitting down and you only do what you can do without hurting yourself if you have old injuries.*

*Thanks go to Age Concern for organising this for us"*  
Dianne

Thank you Dianne from Age Concern.

We welcome any enquiries you may have about our fabulous exercise classes'.

We frequently hold **Driver Refresher courses** that aim to build confidence of older drivers and their knowledge of road code changes, safe driving practices and other transport options. We have places on the following courses running 16 March, 20 April, 18 May 2018. Please register your interest as bookings are essential.

**Age Concern Accredited Visiting Service** provides regular caring contact to those who would like a visitor to share stories with, laugh with and offer support. Please contact us if you would like to know more about this valuable service.

We continue to offer our service of **Reducing Elder Abuse and Neglect**. We aim to promote awareness and understanding of what Elder Abuse and neglect is. We also promote the rights and wellbeing of the



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older people and those who care for them. Please do not hesitate to contact Age Concern Horowhenua if you have any concerns.

Please phone Age Concern on (06) 367 2181 or call in at 538 Queen Street, Levin between 9am - 2.30pm if you require any further information or wish to register your interest in any of our activities or workshops.

Kindest regards

*Robynne*

Activities Coordinator/Administrator  
Age Concern Horowhenua

**Age Concern Horowhenua wish to thank all our sponsors in 2017 for making our work possible:**



**2017 Overview**

2017 was a busy year at Age Concern Horowhenua. It was also my first full year of management and I think this is a good opportunity to look back at the results over the last twelve months.

I would like to start by saying that being appointed for this role has been a wonderful professional opportunity for which I am very grateful.

Firstly it was an opportunity to work exactly in my field of expertise (grants management and community projects), which alone brings me huge satisfaction because I feel I can have a positive impact not only in my day to day job, but also in the community.

Moreover it has given me the chance to work with a small but very dedicated team and board who do an amazing job at improving the well being of the elderly. I want to thank each and everyone of them for their commitment, flexibility when needed and for their support when I had stressful deadlines. It feels great to be confident that I can truly rely on my team and on the board's active support.

I feel privileged to be part of what Age Concern Horowhenua does and is.

Our year in a nutshell:

- ✓ Over 100 cases of elder abuse or neglect referred to our organization;
- ✓ 750 visits to isolated and lonely elderly through our Accredited Visiting Service;
- ✓ Ten public education forums and presentations;
- ✓ Making our weekly Falls Prevention Programme available in Foxton;
- ✓ 100 *Sit and Get Fit* classes in Levin;
- ✓ Six *Stay Safe on the Road* workshops;
- ✓ 200 *Total Mobility Voucher* Books distributed;
- ✓ Thirteen funding applications with over 80% success rate

There are a few achievements we are particularly proud of, such as gradually expanding our services to the larger Horowhenua district.

Through a very successful collaboration with Horowhenua Aquatic Centre, we now run a weekly falls prevention low impact exercise class for the senior residents in Foxton. The class is free to attend

and it's held at Te Waiora (10 Ladys Mile) every Wednesday from 10.00am.

I was also so pleased to see our Accredited Visitors Service slowly growing under Robyn's coordination. This is a befriending service that matches older people who are a bit lonely with volunteers who are keen to spend time with them. The volunteers are police checked and spend about an hour each week sharing conversation and activities with their older friend. Matches are made carefully on the basis of personality, shared interests, cultural needs and location and are regularly reviewed.

It is a great programme especially as current research indicates that about half of older New Zealanders experience some level of loneliness. It also shows that social isolation can lead to a downward spiral of reduced well being. Having inadequate social relationships has been shown to be as bad for health as smoking. Loneliness has also been linked to increased likelihood of entering rest home care.

It brings me great joy to see this service growing and to see that 30% of our current clients are Foxton residents.

Securing the funding which allows us to continue delivering the Elder Abuse and Neglect Response Services was the biggest challenge of 2017 but also the biggest achievement. We have signed a three year contract with Oranga Tamariki enabling us to continue providing this crucial service to the Horowhenua community.

Unfortunately the number of abuse cases referred to our office continues to grow. Nationwide, one in ten seniors will experience one form of elder abuse.

On a more positive note, these figures also reflect increased awareness around the issues and more members of the public taking action.

2017 was also the year when the government launched a national helpline for inquiries related to elder abuse: 0800 32 668 65.

Alternatively you can contact us directly at (06) 367 2181. All conversations and any information you might provide us with will be treated with full confidentiality and care.

Wishing you a great and safe 2018,

*Oana Michael*

Admin Manager, Age Concern Horowhenua



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Cost: \$10 Per Annum

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**For more information please phone Age Concern Horowhenua on (06) 367 2181**

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## The importance of having an action plan

Greetings to you all from Robyn Curtis.

I would like to share a personal story with you. It is a story which could happen to anyone, at any time, and mum is happy for me to share it.

My parents, mum 90 and dad 87 live in an apartment in a retirement village in Thames (6 hours' drive from Levin). Fortunately, just over a year ago when dad was becoming increasingly frail and reliant on mum as his care giver, they gave me their Enduring Power of Attorney for both Property and Personal Care and Wellbeing. We activated the Property EPOA immediately which has made a huge difference.

Sadly, dad's health has continued to decline and when I was with them just prior to Christmas, I had a long discussion with mum where we decided it was a matter of when, not if, dad's health would fail in some way and he would be admitted to hospital. To take the pressure off mum (who struggles to articulate at times, especially when stressed), I suggested we work out an Action Plan, which could be instantly activated when the situation arose. The Action Plan included ensuring mum knew exactly what to do in an emergency i.e. activate the Personal Alarm and wait for help to come. My contact phone number was on the wall for all to see and also on a card in her wallet. Life Tubes with all relevant details for each of them were also in their fridge.

We also discussed what options would be available to us for dad's long term care as mum could no longer continue to be his care giver. We decided what course of action we would take dependent on the

circumstances of his admittance to hospital.

Two weeks ago I received the phone call from the alarm monitoring service that mum had activated the alarm after dad had a fall. They were taken to Thames Hospital then on to Waikato Hospital in Hamilton. Dad had fractured a disc in his neck and although miraculously the spinal cord was not damaged, due to his frailty the decision was made not to operate and dad was now confined to bed in a neck brace. It was time to put the second stage of our Action Plan into place.

I had driven to Waikato Hospital, collected mum and taken her home, then brought her back to Levin with me for a few days desperately needed rest. On our return to the hospital we spoke with the hospital social worker who agreed it was time to have a Disability Assessment for dad to manage his ongoing care. She also contacted the retirement village and confirmed a hospital bed was available for dad as she believed he would require that level of care. As a result of the Disability Assessment held last week, dad is to be transferred shortly to the hospital wing of the retirement village which is just downstairs from the apartment mum can continue to live in. They will both be safe and well cared for and mum can visit dad at any time.

While this has been a difficult and tiring time for us all, having had the discussion before Christmas and deciding on our Action Plan, meant we weren't on the back foot and knew exactly what we needed to do the moment dad fell. If you don't have an Action Plan in place, I would urge you to talk with your loved ones, or if you are living alone, someone you can trust, and write down what you need to do at the time of an emergency, who should be contacted and what you want to happen in the long term. Here at Age Concern we are always happy to spend time with you discussing your options and, if necessary, referring you to the best people to help you further.

Now it's time to start catching up on my work as AVS Coordinator. Remember, if you or someone you know is lonely and would like a special someone to visit you once a week for a conversation and company, please don't hesitate to contact me on (06) 367 2181. If I am not in the office, just leave a message for Robyn Curtis (as there are two Robyn's here in Levin). We have a group of wonderful volunteers covering Levin and Foxton, several of whom do not have anyone to visit at the moment.

## Winter Energy Payment

From 1 July 2018, a Winter Energy Payment will be available to help with the cost of heating homes during the winter.

### Important information

You don't need to do anything to get this payment - if you qualify, it'll be paid to you automatically.

### Who can get it

You can get the Winter Energy Payment if you're getting either:

- New Zealand Superannuation
- Veteran's Pension
- Jobseeker Support
- Sole Parent Support
- Supported Living Payment
- Youth Payment
- Young Parent Payment
- Emergency Benefit

### Who can't get it

You won't get this payment if you're getting Residential Care Subsidy or Residential Support Subsidy.

### What you can get

You can get:

- \$20.46 a week if you're single with no dependent children
- \$31.82 a week if you have a partner or dependent children.

This will be paid from 1 July to 30 September 2018. From 2019, it will be paid from 1 May to 1 October. You don't have to pay it back.

If you leave New Zealand while this payment is

being made (and you're still getting your benefit or NZ Super payment) your Winter Energy Payment will continue for the first 4 weeks you're out of the country, but will stop from the beginning of the 5th week.

If you're back in New Zealand before the Winter Energy Payment ends (eg, 30 September 2018), you'll need to contact us about restarting it.

### Don't want the payment

If you don't want the Winter Energy Payment, you can choose not to get it. We'll let you know how to do this closer to the time.

Source: *Ministry of Social Development - Work and Income*

## New levels of care at Millvale House Levin

In addition to the existing 18 bed hospital level dementia home, Millvale House Levin will provide rest home and continuing care from mid-March. This will be provided in a cosy small home environment of 12 well appointed rooms.

This means that if residents' support needs change they will be able to stay on at Millvale House Levin, with the people who know them well and have the knowledge and skills to care for them.

The new levels of care will be delivered with the same uncompromising standards which have earned Millvale House Levin 4 year Ministry of Health Certification.

## Elders just want to have fun

At Enliven's Reevedon Home, age is just a number. Residents regularly sing, go out and even party together - with the home's staff there for encouragement.

"We want to ensure every elder retains the sparkle in their eye," says Clinical Nurse Manager Alison Farrugia.

Resident Jeanie Hunt says she takes full advantage of offerings at the home, including learning country tunes.

"My attitude has always been that it's up to you to make yourself happy, and you can be sure if there's a bit of fun going, I'll be following that up!

"The staff are very encouraging and since I moved in I've been trying a lot of new things."

Jeanie's fun-loving attitude resonates with the Enliven philosophy.

"Our motto is that we help elders thrive, not just survive," says Alison.

**To learn about Enliven's Reevedon Home, visit [www.enlivencentral.org.nz](http://www.enlivencentral.org.nz) or call on 06 368 7900.**



## Enjoy life with Enliven

Some things make for happier, healthier living, no matter what your age or ability. At Enliven we work with you to achieve the things that are important to you. Talk to us about the Enliven difference, or come to see for yourself!



### Feilding

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### Palmerston North

- Brightwater Home & Village
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### Levin

- Reevedon Home & Village
- Levin Home for War Veterans

### Paraparaumu

- Kapiti Day Activity Programme



Visit: [www.enlivencentral.org.nz](http://www.enlivencentral.org.nz)

Free phone: 0508 ENLIVEN

## Horowhenua Breathe Easy Support Group

Do you know over 700,000 people in New Zealand are affected by respiratory conditions? Respiratory disease is the third most common cause of death, and costs the country over \$5.5 billion every year. Sobering statistics and there are many more such as these. A problem acknowledged by the Asthma and Respiratory Foundation NZ as being "the big problem that no one is talking about." The Foundation is calling on the Government to take action and support a national health target that focuses on reducing emergency visits for acute respiratory illnesses by 20% within the next five years.

Respiratory disease includes Asthma, Chronic Obstructive Pulmonary Disease, Chronic Bronchitis, Lung Cancer, Bronchiectasis and Obstructive Sleep Apnoea. These illnesses all affect the quality of life of the person who suffers with the condition and also the life of the people who are the Carers.

### Have you heard of Horowhenua Breathe Easy Support Group?

Education about respiratory diseases, the importance of understanding and personal management of the condition and correct use of medications to get maximum efficiency, are integral parts of the programme offered at Members monthly meetings. We provide practical opportunities for education and knowledge by having a variety of health professionals with specific respiratory experience come to speak and demonstrate to members. Another of our aims is to increase social contacts and to provide opportunities for a variety of social activities and experiences - early February we had a fun picnic at Levin Adventure Park. At the beginning of each Support Group meeting, we prioritise a 5 minute slot for specific exercises to assist easier breathing.

Members often comment on the benefit they get from regularly doing these exercises along with the relaxation component.

**If you have a respiratory problem please come and join us. We WELCOME visitors to our monthly Support Group Meetings - Monthly on the Fourth Thursday at 10am for a cuppa at Hudson Room, Levin Cossie Club.**

**Daphne (Secretary) 368 8189 and Joan (Vice President) 368 9816 would love to hear from you.**

## Life Tubes

**(Endorsed and promoted by the New Zealand Police)**



A Life Tube can speak for you when you can't. A special tube contains vital personal information for emergency services in case of accident or illness.

Age Concern Life Tubes are small sealable plastic containers with a red label. Inside, you'll find a form you can use to communicate and medical conditions, medications, doctor, next of kin, and contact numbers to be used by emergency services coming to your aid in a medical or civil emergency.

This container is kept inside your refrigerator, with a red sticker to alert emergency personnel. They are trained to look inside your fridge for a Life Tube. (If there are changes to your medications, we advise you to add a dated note advising the changes.)

### Why the refrigerator?

It has a good chance of surviving earthquakes or floods. It's distinctive and hard to miss, it can usually be found in the same place, and almost all homes have one. It's the humble fridge - your emergency information storage vault!

### Where are these Life Tubes available?

Life tubes are available from our office at 538 Queen Street East, Levin. Phone (06) 367 2181.

### Extra Forms

Should you need additional forms or wish to update your original forms - these are available for free from our office.



## Tim Sander - Registered Podiatrist

I have been a Registered Podiatrist for 25 years, providing foot care and specialised foot and leg treatment including sports medicine, children's feet (both including gait analysis), custom made foot orthoses (insoles), minor surgery and diabetes foot assessments and review.

As a registered podiatrist, I am required by law to maintain my medical podiatry knowledge (through logged courses and meetings). I am also required by law to ensure safe clinical instrument and room sterilisation procedures to protect my patients. I have always believed in giving of a high standard of professional care, communication and availability, to ensure that my patients have confidence in the treatment they are receiving.

A registered Podiatrist will work with other medical professionals to ensure your problem is resolved and is often less expensive than you think.

## Foot Health Kapiti



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## News from Age Concern Kapiti

By Dermot Whelan, Manager at Age Concern Kapiti

The recent news that the United Kingdom Government has appointed its first-ever minister to combat loneliness has sparked a flurry of media coverage about the social isolation and loneliness problem we also have in New Zealand.

One in ten elderly people feel lonely all or most of the time, Age Concern figures show. Some people, very sadly, go to extraordinary lengths to alleviate their loneliness. Wellington GP Dr Richard Medlicott (Stuff.co.nz, August 2017) referred to those people who were making appointments with their doctors just for a "chit-chat", as 'Eleanor Rigbys', after the lonely woman in the Beatles song. He said that elderly patients - generally women - would come in with an innocuous "entry ailment" such as a spot on their hand or a cough. Then they end up staying for a "chit-chat".

Age Concern's national social connection advisor, Louise Rees, says she is "not surprised" older people are visiting doctors to combat their isolation. She said there are two issues at play: loneliness and a lack of practical support. "People can feel lonely even if they have lots of people around them, if they don't feel connected to them. There seems to be a stigma around loneliness, like there has been with depression. There's a sense of shame with it, so people find it hard to admit that they are lonely."

Here at Age Concern Kapiti, we are aware of elderly people who spend lots of time in the shopping mall, library and supermarkets just to be in the company of others. So I found it interesting to hear recently that Amazon has opened a supermarket in the USA (Seattle) with no checkout operators or self-service tills. The supermarket uses hundreds of ceiling-mounted cameras and electronic sensors to identify each customer and track the items they select. On entering the store, shoppers walk through gates similar to those in the London underground, swiping their smartphones loaded with the Amazon Go app. Unless you need to be ID-checked for an alcohol purchase, there is no need for any human interaction at all.

If this method of shopping becomes a reality of our future, then it will shut off another very important avenue for lonely people to feel, in some small way, 'connected'. This example illustrates how easily modern life can contribute to social isolation and loneliness and that we must find ways to ensure older people continue to be connected in their communities and do not become casualties of these challenging digital environments.

A big part of Age Concern Kapiti's work this year will be looking at ways we can help to alleviate this serious and very sad issue of social isolation and loneliness which has been shown to be a risk factor for a range of health problems including raised blood pressure, cardiovascular disease, depression, cognitive decline and Alzheimer's disease. We continue to provide our Accredited Visiting Service which is a befriending service we have operated in Kapiti for nearly 30 years. Our wonderful volunteers continue to make this a very successful service available to all Kapiti Coast residents over the age of 65.

## Introducing Abbeyfield Kapiti Inc.

**Affordable supported living for older people - For the Community and with the Community**

An Abbeyfield House offers affordable supported living for single older people and can alleviate loneliness and isolation. It offers a proven solution to the growing lack of suitable accommodation for capable older people, including those unable to afford to buy into a Retirement Village or paying currently high market rent.

For many years Abbeyfield Kapiti Incorporated has been working towards establishing an Abbeyfield House in our community. Abbeyfield is a successful not-for-profit housing model, both internationally (over



**Dermot Whelan**

500 houses) and in New Zealand (13 houses). As our population ages and more people are renting, many more over 65s in our region will be in need. Currently we are working with Abbeyfield Properties Ltd. The Committee of Abbeyfield Kapiti has put a small deposit on perfect land at Paraparaumu Beach.

The support from Abbeyfield Kapiti's volunteer committee enables the all-inclusive rent and living expenses to be kept at a level affordable for National Superannuitants. Twelve single, able older people will live together in a purpose-built house with individual bedroom/ensuite, and communal kitchen, dining, lounge, and laundry. Each house is supported by a paid live-in housekeeper/cook, who provides nutritious meals, and is wrapped around by the local volunteer committee, who take care of the overall management of the house. Nursing care is not provided, but DHB home care is available if needed. No capital contribution is required: residents simply pay a fortnightly rent.

### Our Goal/Mission

Abbeyfield Kapiti's mission is to establish an Abbeyfield house for 12 residents in Kapiti by 2020. Our interim goal is to raise \$400,000 by November 30th 2018 in order to acquire land on offer. To achieve this, substantial funding needs to be raised from several sources. Once in operation, an Abbeyfield house is self sustaining and no further capital inputs will be needed.

**For further information about Abbeyfield Kapiti Incorporated, please contact Annette Corban - Secretary, at: [annette.corban@gmail.com](mailto:annette.corban@gmail.com) or Iride McCloy - Chairperson, at: [iride@breakthrough.net.nz](mailto:iride@breakthrough.net.nz), or Bill Harris - Project Manager, at: [billandleonie@gmail.com](mailto:billandleonie@gmail.com)**



**Go to [www.facebook.com/ageconcernkapiti](http://www.facebook.com/ageconcernkapiti) to follow us on Facebook.**

## MOBILITY SCOOTER AVAILABLE

**Age Concern Kapiti has had a mobility scooter kindly donated to them - available to loan or to pass on to somebody in need of one. The scooter has been in storage, is in very good condition and the battery holds charge well.**

**Please contact Dermot or Alison on (04) 298 8879 if you are interested.**

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## What questions to ask when investigating finding a suitable rest home

By Jan and Marion Weststrate

We all live longer. This is one of the advantages of living in a country with an effective healthcare system. Advances in medicine and nursing over the last 50 years mean that we are able to enjoy each other's company for a longer period of time. Although we all live longer it does not prevent our body and spirit from showing signs of wear and tear, and this influences our ability to live independently. The best way forward in these situations is often to continue a happy life in a rest home that provides safe surroundings, delivers excellent care, and enables you to continue your previous lifestyle as much as possible.

How do you know which rest homes are able to provide that for you? The only way to find out is to ask questions!

When you hear good reports about a rest home it is important to check it out yourself. Firstly, for example, looking at mealtimes can be a good way to assess a rest home.

One thing to do is ask if you can join in for a meal at the rest home. Often the midday meal is a hot meal and it saves you cooking for yourself. During the meal, you are able to observe how the staff are communicating with the residents.

- Do they support people that need assistance?
- Are they friendly towards the residents?
- Is one staff member supporting one or multiple residents at the same time?
- Were medications handed out during dinner?
- Is the food well presented?
- Did you have a choice in food?
- Was the food well prepared and attractive / colourfully presented?
- Did you see the chef during dinner asking if everything was according to your wishes? etc.

This all reflects some of the atmosphere and culture of the home. Mealtimes are more than eating food. They are also about communicating and sharing lives together.

A second area to consider is the staffing. The rest home can be as flash as the most luxurious hotel but at the end of the day, it is the quality of care provided to you that counts. That care is provided by the Registered Nurses (RNs) and Health Care Assistants (HCAs). The contract that the care facility has with the DHB contains limited directions on this topic, so it can be broadly interpreted. You can ask questions such as:

- How many RNs and HCAs are working at the facility in comparison with the number of residents?
- How many RNs and HCAs are working per shift?
- How many RNs supervise the care in the evening and at night?
- How many HCAs have finished their basic training course?
- How many are taking part in consecutive courses?

There is no mandatory training required for HCAs except when they work with residents with dementia. The more staff who are trained, the better.

Another important issue to ask is about staff turnover:

- What is the average number of years that staff work at the facility?
- How many staff left the facility in the last year?

The answers to these questions tell you about the atmosphere that the staff are working in. Happy staff contribute to happy residents.

There are many more topics to ask questions about before you make a decision which rest home is a suitable place for you. The book **"Decision Time"** written by Moloney and Johnston deals with many more questions. We have selected two that people would not normally ask rest home management. We understand that these questions are not the easiest ones to ask. Therefore it is best to ask a family member or one of your children to go with you. Do not forget to write things down and compare notes after you have visited a few homes.

Jan and Marian Weststrate run the Care-Transition programme which supports elderly in finding a suitable rest home. **For more information visit their website at [www.care-transition.co.nz](http://www.care-transition.co.nz)**

## Tavenier Howard & Co

Welcome to my first article for 2018. I do hope you all had a lovely and healthy festive season and wish you the very best for 2018.

Our Kapiti market remains buoyant and we are seeing better levels of stock of around mid 300 properties on the market at the moment, still not like the good "old days" when we had well over 1,000 properties for sale at any one time. Kapiti is still proving popular with most buyers coming from outside our region as they still see Kapiti to be affordable and get more "bang for their buck" and often a newer property from where they are coming from.

Our high calibre choice of schools for our families is one of the draw cards as well as the very good overall facilities and of course the weather and beaches are very appealing. We now see long waiting lists to get into the many retirement villages and

most villages have put up the age criteria, so we have an aging population forced to stay in their independent homes for much longer, meaning these properties are not coming onto the market as often as they used to.

What is happening with the sale prices being achieved for properties selling under our new 2017 RV's? Although it is far too early to collate the data to work out a trend - I know from my office that we are still selling above these new RV's. As you would expect of course, these RV figures do not include chattels or take into consideration the condition of the property or if there are views or other enhancements with the location of the property. At this early stage our office is showing results from 5% - 28% over the 2017 RV's. Watch this space!

**If you would like relevant statistics for your street or suburb in Kapiti, or just want a no obligation market appraisal, or just a chat please call Ceinwen on 0800 684 663.**

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## Cultural Safety and the 'Lucky few'

As a Counsellor working through Age Concern Kapiti, I am privileged to engage with the elderly in my community. The connections made deepen my understanding, not only of individuals but of the generations to which they belong. Many belong to what has been called the 'lucky few' or the 'silent generation' and the issues that tend to underlie the difficulties this generation face are very often related to their cultural safety.

People born after 1929 and before 1945 have been labelled the 'lucky few' largely due to the post WW11 prosperity they were able to enjoy through their adult lives. The lucky few were parented by the 'greatest generation', born between 1914 and 1929, this generation suffered the effects of two world wars and a great depression. Their values and belief systems and the hardships they encountered influenced the lucky few, and taught them to have respect for authority, to be honourable and decent, to work hard and be grateful, because there was 'always someone worse off than yourself'. Hence the alternative label the 'silent generation' which, to me, seems like a more appropriate description at this point in time. The 'lucky few' may not be feeling quite so lucky now, even though, true to form, they do not say so.

The silent generation were encouraged to reproduce rapidly and gave rise to the 'baby boomers' 1946

- 1964, I am one. The baby boomers reaped the benefits of economic prosperity and the hard work of their parents and were shielded from hardships the two generations before them had endured. The boomer generation could certainly never be referred to as the 'few'. The voice of this generation has boomed around the western world by the sheer force of numbers. The boomer generation railed against the conformity of the silent generation, perceiving the cultural differences apparent in their behaviour, as apathy. These two generations are the generations for which the term 'generation gap' was coined and according to sociologists the gap between these two generations grows wider with every following generation.

So what is cultural safety? What benefits can be gained from understanding the concept, and why is being culturally unsafe so impactful on health and wellbeing? Through the brilliant work of the late Irihapiti Ramsden we are able to understand why the concept of cultural safety is so important. Ramsden developed the idea around her work as a registered nurse, as she states; "My whole experience showed me that there were fundamental and brutal injustices in our society and I wanted to know how and why they got there, how they worked and how they were sustained". Ramsden's work resulted in the application of the concept in the nursing profession mainly to address power imbalance in the health system. The principles of cultural safety have a high profile in the academic arena, but are very inconsistently applied at every level throughout the health sector. Wikipedia describes cultural safety as 'A policy of ensuring respect for cultural and social differences in the provision of health and social services'. The definition that speaks to me as a Counsellor comes from an Australian Human Rights activist, Robyn Williams, who described a culturally safe environment as "An environment that is spiritually, socially and emotionally safe, as well as physically safe for people, where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience of learning together." The concept, if widely understood and accepted has the potential to improve human interaction in every corner of society, including the way we interact from day-to-day with our elders. Cultural safety fosters trust and

genuine partnership. Where cultural safety does not exist, fear, anxiety and depression contribute in no small measure to poor spiritual, mental and physical health. Alongside protecting the health and well-being of our elders, the culture of the silent generation, like all other cultures, has much to offer. It is valid and must be validated. As a society we owe this validation to all the previous generations, because history has taught us that we need to know where we have been to determine where we are going.

It has been my experience as a Counsellor, that the silent generation make very reluctant clients. 'What good will talking about it do' is a phrase I come across often. Actually, it is well documented that 'talking about it' is very helpful. For example, it is as good as an antidepressant in treating mild to moderate cases of depression. It is also true that Counselling can provide strategies to navigate a safe pathway through difficult times, because if you are culturally unsafe it is not you who has 'something wrong', it is the society in which you find yourself.

In the spirit of 'shared respect, shared meaning and shared knowledge' I would very much appreciate hearing from those of you who would like to share your experiences, especially if you are feeling culturally unsafe. Contact can be made by email at [suzhibbert@gmail.com](mailto:suzhibbert@gmail.com), by surface mail to Sue Hibbert c/- Age Concern Kapiti, P.O. Box 217, Paraparaumu, 5254 or by calling Kapiti Age Concern on (04) 298 8879 and leaving a name and contact number.

## Waikanae Support Hub opens

I attended the February 21 opening of the 'Waikanae Support Hub'. The idea of former Kapiti Mayor and Waikanae 'identity' Iride McCloy, this new organisation will help and support people with free, impartial, confidential and independent advice on a wide range of issues such as housing, financial and relationships. In her address to the fine gathering at the Support Hubs' 13A Mahara Place premises, Iride talked about how since her retirement from the business world two years ago she has realised there is a critical need for a place in Waikanae where people can go to for free advice and support. Mayor Guru, who officially declared the Waikanae Support Hub open, reminded the audience that there was a huge amount of

intellectual knowledge in the Waikanae community which the Hub can tap into so that people can get the advice and support they need.

I wish the Waikanae Support Hub all the best. Its opening hours will be Monday - Friday 10am to 2pm, phone number is 293 8890 and email address is: [waikanaehub@outlook.com](mailto:waikanaehub@outlook.com)

*By Dermot Whelan, Manager Age Concern Kapiti*

## Millvale Lodge Lindale

Millvale Lodge Lindale is a friendly, welcoming rest home set in the peaceful Lindale valley. The atmosphere is relaxed and comfortable, with many of the amenities you would enjoy at home. Visitors are often greeted by the smell of baking and the sound of singing, jokes and laughter.

There are beautiful gardens and farm animals in the neighbouring paddocks, a seasonal vegetable garden that residents are encouraged to help tend, and shady spots to sit outside and enjoy the sunshine and the relaxing sounds of nature.

Millvale Lodge offers general rest home, dementia rest home and continuing care in individual small homes of around 15 people. All staff are trained in the 'Best Friends' model of care, connecting with each person with acceptance, love and respect.

**If you are interested in finding out more about Millvale Lodge Lindale and the very special care provided, please ring Rhea on (04) 297 0059.**



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## News from Age Concern NZ Manawatu Outreach

Hello,  
I am Marian Dean I would like to introduce myself as the new manager of Age Concern NZ Manawatu Outreach. I took up the position in November and I am very excited to be working for an organisation that has a name that is recognised nationally for supporting and promoting the rights of older people in New Zealand. I am also pleased to be working with our experienced staff, Robyn Baker, who is the Elder Abuse and Response Service (EARS) social worker and Fern Brooking, the Social Connection Coordinator, who coordinates the Accredited Visiting Service and our Health Promotion activities.

My background is in community development and managing community organisations and services. I work part-time from Tuesday through to Thursday. I am happy to meet with anyone who is interested in supporting older people. I am also available to come and talk with individuals and groups about the work we do, or with anyone who wants to support and collaborate with us.

*Marian Dean*

Manager of Age Concern NZ Manawatu Outreach

### Steady as You Go® to start in the Manawatu

The team at Age Concern New Zealand Manawatu Outreach service are really excited to have a new exercise programme for over 65's. The first Steady as You Go® exercise programme began in the Manawatu in Roslyn in February. We will be starting a second group in Awapuni in March and plan to have another two groups up and running in local communities by the end of June. Steady as You Go® exercise classes are held weekly (for 10 weeks) for anyone over 65 to attend and cost \$2 per class. They last for one hour.

Falls are the most common cause of injury for older people and can lead to a significant loss of mobility and quality of life. One third of people over the age of 65 fall each year. Falls are not a natural part of ageing and in older people they are almost always associated with weakened leg muscles and poor balance, which is why improving strength and balance through our new Steady as You Go® programme can help you to reduce the risk of falling.

Whilst physical activity is good for wellbeing, common activities such as walking, gardening and bowls, may not maintain the leg strength and balance specific to preventing falls. Steady as You Go® is a unique



community based falls prevention programme. It was developed, based on the University of Otago exercise programme, by Professor John Campbell and Dr Clare Robertson and is specifically designed to improve balance and leg strength, flexibility, general fitness and wellbeing.

There are 56 community based Steady as You Go® classes currently being run across New Zealand. Age Concern NZ Manawatu is thrilled to be able to bring the class to our community as it is proven to not only help with preventing falls but also in helping build friendships.

Steady as You Go® classes begin with a warm up in a chair followed by standing exercises, walking exercises, and ending with a warm down in a chair. A range of light ankle weights can be used for the leg strengthening exercises, and all participants are encouraged to work at their own pace. Three simple strength and balance tests are carried out at week 1

and week 10 of the programme, so that participants are able to track their progress.

Please join us. For information about classes phone Fern Brooking at our Age Concern Manawatu office on (06) 355 2832.

### Age-friendly Palmerston North public consultation meeting

On the 15th March Age Friendly Palmerston North will be sharing the age-friendly city strategy with the Palmerston North community and opening it up for consultation in the Council Chambers from 2pm to 4pm. The strategy is the first stage of a five-year plan to enable Palmerston North to gain World Health Organisation (WHO) status as an age-friendly city. The Age Friendly Palmerston North steering committee is made up of individuals and organisations interested in making Palmerston North more accessible to older people, and includes Age Concern NZ Manawatu. The steering committee has been working for two years to develop the strategy which is the first stage to gaining WHO accreditation.

The WHO considers that age-friendly environments foster the health and well-being and the participation of people as they age. They are accessible, equitable, inclusive, safe and secure, and supportive. They



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promote health and prevent or delay the onset of disease and functional decline. They provide people-centered services and support to enable recovery or to compensate for the loss of function so that people can continue to do the things that are important to them.

The strategy has identified areas where Palmerston North needs to improve to become more age friendly. This includes improving access to outdoor spaces and buildings, transportation, and housing. Increasing the social participation, inclusion, civic participation and employment of older people are all objectives of the strategy, along with access to community support and health services, and improving communication and information.

If you would like to attend the consultation meeting please contact Jo Brew or Rose Boddy on (06) 353 5807 or email: jo.brew@enable.co.nz or rose.boddy@easieliving.co.nz. Please RSVP by 10th March to secure your place and let Jo or Rose know if you would like a ride to the meeting.

## Volunteer and contribute to making Palmerston North an Age Friendly City

**We are looking for volunteers aged 55+ who are interested in joining the committee made of people committed to making Palmerston North an Age Friendly City!!**

**Where:** EASIE Living Centre, 585 Main Street, Palmerston North

**When:** 3.15pm - 4.15pm every third Thursday of the month.

**Interested to learn more?**

Phone Raewyn Cameron (Manager Community Disability Support) on (06) 353 5899.

Or Donna Hedley (06) 357 9539 (Alzheimers Manawatu Manager).

## Elder Abuse and Response Services

Research has shown that elder abuse is pervasive in New Zealand, even though the vast majority of elderly people don't experience it. Nationally Age Concern organisations receive over 2000 referrals a year from elderly people who have been abused. It is estimated that only 1 in 10 cases of elder abuse ever get reported. Elder abuse can be physical, psychological, financial, or sexual abuse and it includes neglect.

Abuse of elderly people can occur in any community, and within in any ethnicity or income bracket. It occurs at home, and in residential care. In over 70% of cases the abuser is known to the elderly person and in over 40% of cases a family member is the abuser.

Age Concern NZ Manawatu provides a free and confidential service to support people over the age of 65 who experience abuse. Our experienced and qualified social worker supports the older person to change their situation. People over the age of 65 may self-refer, or be referred by family, friends, neighbours, health professionals etc. To access this service phone Robyn on 027 356 0510.

If you live outside Palmerston North or the Manawatu, phone your local Age Concern. There is also a national Elder Abuse helpline that can put you in touch with support services near where you live. This is a confidential service available 24 hours. Call 0800 32 668 65 (0800 EA NOT OK).



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## Accredited Visiting Service combats loneliness



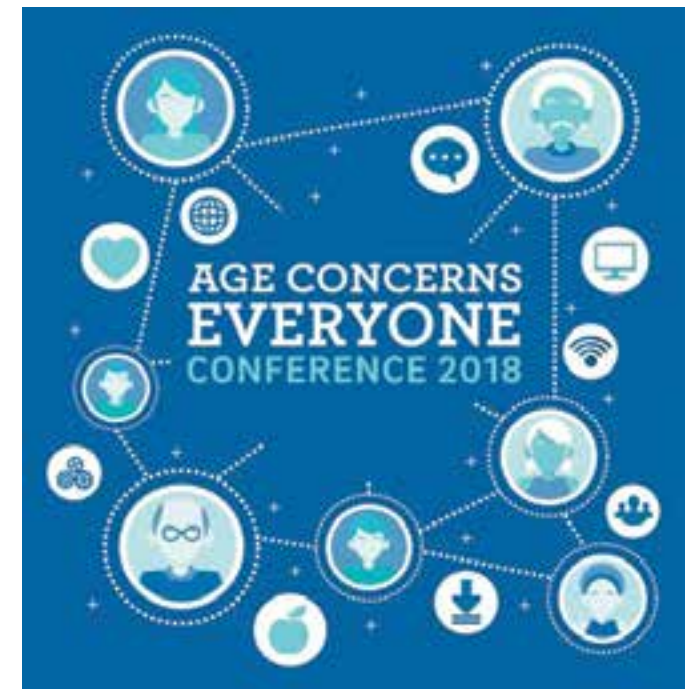
Research has shown that it is the young and the old who experience most loneliness in their lives. The NZ social report 2016 indicated that young people experienced the highest rates of loneliness. Whilst younger old people (65-75) had lower rates than any other age group, the prevalence of loneliness rose again in the 75+ age group.

Loneliness has a dramatic effect on people's health. A lack of social relationships can be as bad for a person's health as smoking. Loneliness can have such a detrimental effect on an older person's health that it can increase the likelihood of them going to live in a rest home.

One of the ways that Age Concern NZ Manawatu is working to combat loneliness is through our Accredited Visiting Service. We recruit, screen and train volunteers to visit elderly people in their own homes. The older person is "matched" with their volunteer so that they have some interest in common. Volunteers are asked to visit once a week for an hour.

Evaluation has shown that both volunteer and the older person benefit from this service. True friendships can develop from these initial relationships. Volunteers tell us that they benefit in many ways through visiting, including being made to feel very welcome and seeing how they make a difference in someone's life. Our clients tell us that it definitely makes them feel less lonely and they feel happier through having someone to talk to.

If you live in Palmerston North or the Manawatu and would like to have a visitor, or you know someone who would like a visitor, or you would like to volunteer then contact Fern Brooking on (06) 355 2832.



## Age Concerns Everyone Conference

Age Concern New Zealand are hosting an amazing line up of researchers, presenters and thought leaders at the Age Concerns Everyone conference on the 16 and 17 April 2018 in Wellington.

Come along to join in and add your voice to the conversations and decisions being made about important issues facing our growing and aging population.

You can find out more about the speakers, venue and registration at [www.ageconcern.org.nz/conference2018](http://www.ageconcern.org.nz/conference2018)

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## Complete the census online at a SeniorNet near you

The census the official count of how many people and dwellings there are in New Zealand. **Census day is Tuesday 6 March 2018.**

In late February, you'll get a letter that lets you choose how you'll take part in this year's census, either online, or by paper if you prefer.

**This census we're aiming to collect most of the information online.** If you want to do your census online, but need some assistance, SeniorNet is here to help.

Between Wednesday 28 February and Friday 9 March, SeniorNet will provide guidance and free computer use for **people over 50** to fill in their census at learning centres across the country.

## Find a learning centre in the central North Island

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### New Plymouth:

06 759 4979

### Hawkes Bay:

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### Whanganui:

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### Hawera:

06 278 7295

### Napier:

06 844 8222

### Palmerston North:

06 359 4367

## Housing Challenge for Older Kiwis

Age Concern New Zealand agrees with the Housing Stocktake published in February that shows that housing security for an ageing population in New Zealand is a key factor that needs to be addressed.

As the Hon Phil Twyford, Minister of Housing and Urban Development said "The stocktake highlights the increasing number of elderly facing housing-related poverty because fewer and fewer are mortgage free and able to survive on Superannuation alone".

Age Concern New Zealand's believes all kiwis deserve the right to warm, dry, healthy and affordable homes.

Stephanie Clare, Chief Executive Age Concern New Zealand, says "We want to work together with the Minister make sure those people who are unable to retire with a debt free home have options for accommodation security.

The three areas we think need to be addressed are:

- Increase and review of the Accommodation Supplement as more older people are needing both NZ Super and an Accommodation Supplement.
- The rights of the older tenants.
- Increase the stock of housing for older people, including developing housing alternatives.

"We would welcome an invitation to work together to address the housing shortage for older people and to support more vulnerable older New Zealanders into much needed rental accommodation and social housing".

By 2036 it is anticipated that one in four people will be 65 years of age or older. By investing now in solutions that support the transition to an ageing society, New Zealand's future social and economic prosperity will be protected so we can all flourish.

Astute investment made now can change the course of ageing in New Zealand for the better – not only for our older population but also for our wider society".

[www.ageconcern.org.nz](http://www.ageconcern.org.nz)

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