

WINTER 2019 QUARTERLY NEWSLETTER
www.ageconcernauckland.org.nz



Age Concern Auckland

Serving the needs of older people



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Contact Information

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Email: ageconcern@ageconak.org.nz
Address: 57 Rosebank Road, Avondale, Auckland 1026
Postal Address: PO Box 19542, Avondale, Auckland 1746

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

Chief Executive Officer

Kevin Lamb 820 2718

Executive Assistant & Office Manager

Martina Stroblova 820 0184

Accredited Visiting Service (Central)

Jenny Barker 820 2714

Accredited Visiting Service (West)

Sue Campin 820 2713

Vulnerability to Resilience - Team Leader

Kai Quan 820 2716

Elder Abuse & Neglect Prevention (Central)

Denisa Diaconescu 281 2379

Elder Abuse & Neglect Prevention (West)

Joseph Jang 820 2717

Field Social Worker

Chris Frew 820 2715

Social Services Coordinator

Carol Maharaj 281 2984

Accounts & Total Mobility Coordinator

Anne Carroll 820 2710

Ageing Well Coordinator

Teresa Kendall 820 2712

Asian (Chinese) Service Coordinator

Ray Law 820 0271

Asian (Chinese) Service Social Worker

Kong Chi Shan 972 3495

Community Development & Ageing Well Coordinator

Amo Ieriko 820 2719

Community Development Coordinator

Rebekah Preston 820 2711

Fundraising & Communications Manager

Alexis Sawyers 820 0184

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)

Disclaimer: Publication of an advertisement in this newsletter does not imply endorsement by Age Concern Auckland.

IT'S DRIVING MISS DAISY'S 10TH BIRTHDAY!

This May marks a ten year milestone for Driving Miss Daisy. We are New Zealand's first and largest companion driving service and we have been committed to helping older people stay social, active and independent since 2009.

With ten years' worth of hard work and dedication, owners Melanie and Jack Harper have been successful in establishing Driving Miss Daisy as a trusted and loved brand, giving people the freedom of independence within their community. Driving Miss Daisy is now established all over New Zealand with 73 franchises, from Invercargill all the way up to Kerikeri in the North.

"We are so proud of what we have achieved and all of the people that we have helped along the way. Thank you to all our Daisies - franchise owners, drivers and partners. Thank you to all the wonderful clients we have enjoyed helping, spending time with and making friends with - here's to another decade of making a difference in people's lives!"

Melanie Harper, co-founder Driving Miss Daisy.

As people get older and their situations change, it can be hard to get out and about, socialise or simply manage basic errands. Driving Miss Daisy provides freedom, independence and strong social connections for those who need it. Our Driving Miss Daisy, 'Daisies', provide transport as well as companionship to clients ranging from supermarket shops, to doctors' appointments, or simply accompany them for leisurely activities whether grabbing a coffee or going on a group day trip.

We hold the companion driving service contract with ACC nationally and we are accredited under the Total Mobility Scheme which provides discounts on Driving Miss Daisy transportation services.

It is important to stay socially active and if you would like to find out more about our services please call us to discuss - we look forward to hearing from you.

Editorial supplied by Driving Miss Daisy

Driving Miss Daisy - we've got Auckland covered!



Driving Miss Daisy is NZ's number 1 friendly and reliable companion service.

We can drive and accompany you to:

- Medical and other appointments
- Family/social occasions
- Companionship outings
- Take your pets to the vet
- Grocery or other shopping trips
- Scenic drives
- Airport departures and pick ups

ACC approved provider

Total Mobility cards accepted

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

Auckland Central	Ph: (09) 360 0425
Remuera	Ph: (09) 520 3405
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



A word from our Chairperson



Hello, as we have communicated to you through the last few newsletters the time is coming close for all the three Age Concerns in Auckland – AC Counties Manukau, AC North Shore and us - AC Auckland to join hands on 1st July 2019, and operate as one single entity called Age Concern Auckland. Age Concern has a proud history of almost 70 years of service in the Auckland region and the three Age Concerns have always worked very closely together. Amalgamating into a single organisation will allow Age Concern Auckland to work even more effectively to deliver services and support to all of those in need of our help across Auckland. It will also mean we can optimise our resources and prepare for a significant increase in demand for our services in the next 10 years. It is a very exciting time for Age Concern Auckland.

Following the amalgamation the role of Age Concern Auckland at a community level won't change, we will still provide high quality services and support for older people at a local level through our three offices, meaning your relationship with Age Concern Auckland will not change. As I outlined in our Autumn newsletter, Kevin Lamb, the existing CEO of Age Concern Auckland, has been appointed as CEO of the amalgamated Age Concern Auckland and will lead us into the future, with a team of 50 staff, 750 volunteers and a \$2.5 million budget. I am personally happy to see Age Concern Auckland working proactively to reach a wider population and know we have a talented team to carry the good work forward.

The other significant event in June on the Age Concern calendar is World Elder Abuse Awareness Day (WEAAD), which is June 15th. WEAAD is the one day in the year when the whole world voices its opposition to elder abuse. This is an extremely important because elder abuse is often hidden and those who experience the abuse are frequently afraid and ashamed to talk about it. In New Zealand the work of Age Concern shows that 1 in 10 older people experience some form of elder abuse or neglect. This is unacceptable and something we are committed to raising awareness about and actively working to change.

This year the theme of WEAAD in New Zealand is 'it's OK to ask for help', aimed at encouraging everyone to speak out if they are concerned about elder abuse. You can support this by always being aware of risk factors and if you have any concerns about anyone you know raising them. You can speak confidentially to one of the Elder Abuse Team at Age Concern Auckland by calling them on 09 820 0184.

I also wanted to let you know that I am stepping down from my position of Chair to let another board member pick up the reins. I am incredibly grateful for your support of Age Concern Auckland. None of our work is possible without the support of our members, funders and volunteers, my heartfelt thanks to you all. My very best wishes to all staff and members of Age Concern Auckland.

Anuradha (Anu) Abhyankar

Chair, Age Concern Auckland

Manager's Musings

I hope you can remember from our last Newsletter, and indeed from reading our Chairperson's piece in this edition, that we are in the throws of amalgamating the Age Concern operations across Auckland. Coming together with our friends and colleagues on the North Shore and in South Auckland. This project has been a long time in gestation. Indeed, I can remember meeting with the then CEO of Age Concern New Zealand before I formally took up my post here discussing the possibility of amalgamation – some four-and-a-half years ago. Now though we are finally reaching the end point. On July 1st this year, the three organisation should finally become one.

It was always our intention that you, our loyal members, wouldn't even notice. Our services will remain the same, our support to those who need it will still be there and our on-the-ground team of committed, professional staff will all still be out there delivering support and advice as well as they have before. Behind the scenes however there will be significant change. It is no easy task bringing together three organisations who, although sharing



the same goals, have evolved very different ways of working over the years. The overriding rationale behind coming together is to better equip us, as an organisation, to be able to meet the changing needs of those who need our help and support, both today and into the future.

This will therefore be the last Newsletter I'll write my musing for as CEO for Age Concern Auckland as it currently functions. Serving the communities of West and Central Auckland. When I sit down to write my piece for the next newsletter, I'll be talking to our members across all of Auckland. What I would like to do before that though, is just pay tribute to the incredible staff, volunteers and Board members of Age Concern Auckland who have been so supportive and committed to the process over the past couple of years and thank them for their patience and good humour, even during times of uncertainty. I look forward to extending our Age Concern family further and, having worked with Age Concern Counties Manukau and Age Concern North Shore on many occasions over the years, know that we will collectively form a formidable team. I shall enjoy sharing with you how we begin to grow together in the future.

Finally, I must pay a special tribute to our Chair, Anu. You will have read that Anu has decided to step down as Chair of Age Concern Auckland and allow someone else to pick up the reigns as we come together. I would like to take this opportunity to thank Anu personally for all her help, support and guidance. It has been an absolute privilege working alongside her and she has made my time as CEO both easy and enjoyable. I always reflect that Anu, as with all of our Board members, undertake their role voluntarily and do so with staunch commitment, giving up time and energy to support something they passionately care about. Thank you to all our Board Members and to Anu in particular.

Regards,

Kevin Lamb CEO Age Concern Auckland

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OUR MONTHLY PRESENTATIONS ARE BACK

We are delighted to announce we will be bringing back our monthly workshops/ presentations starting from July 2019.

These will cover various topics and are held at our offices on 57 Rosebank Road, Avondale.

2019 Monthly Presentation Dates – Topics TBC

Wednesday 10th July 10 am – 12 noon
Wednesday 14th August 10 am – 12 noon
Wednesday 11th September 10 am – 12 noon
Wednesday 16th October 10 am – 12 noon
Wednesday 13th November 10 am – 12 noon

Register by calling 09 820 0184

Dog Walking available in Oranga / One Tree Hill area.

Ann-Marie has contacted us offering to assist with dog walking for older people living in the One Tree Hill and surrounding area.

If you are elderly and not able to walk your precious pooch, please contact Ann-Marie on 021-849-522 between 9am - 4pm weekdays to discuss.



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Auckland Local Boards supporting Ageing Well

Ōrākei, Riverside and Te Atatu Peninsula Community Centres ran a series of workshops for older adults with Age Concern Auckland over March and April. The workshops are aimed at providing older people with key life skills to ensure their wellbeing and ongoing participation in the community.

Ōrākei Local Board Chair Kit Parkinson says older adults are a growing part of the Auckland 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.

A highlight of the Technology for Seniors workshop in April was the involvement of students from Henderson High School, Green Bay High School and Lynfield High School who volunteered as tutors to show participants how to use their phone, computers, tablets and laptops effectively.

The workshops have been a great success. The numbers continue to grow with each workshop and participants were very happy with the opportunity to attend these workshops and gain a huge amount of knowledge.

Have your Say

Ōrākei, Riverside and Te Atatu Peninsula Community Centres are planning more workshops in the next 6 months due to popular demand.

If you have any any suggestions of workshop topics please contact:

Bevan Chuang on bevan.chuang@aucklandcouncil.govt.nz
or Kurt Timmins on kurt.timmins@aucklandcouncil.govt.nz.

Photos from recent workshops



Technology for Seniors 2nd May.
Participants with volunteers from Good Deed Women and Wires Uncrossed



Technology for Seniors 26th March
With support from SeniorNet Eastern Bays
Image: Orakei Local Board



Technologies for Seniors 23rd April
Participants and volunteers from Henderson High School, Green Bay and Lynfield College

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Ear Health Grey Lynn, 28 Surrey Crescent Grey Lynn. Ph 09 361 3838

Ear Health Mission Bay, 305B Kapa Road Mission Bay. Ph: 09 390 5367

Age Friendly Cities Survey Have your say on making Auckland more age friendly

Auckland Council recently made a commitment to apply to join the World Health Organisation's global network of Age Friendly Cities and Communities. This involves recognising that by making community spaces and environments more suitable, inclusive and accessible for older people to navigate, we are not only making life better for older adults, but for everyone in our community, no matter their age, ability, socioeconomic background or lifestyle.

The Age Friendly initiative recognises that there are many different elements to a city and community that enable its members to live valued and inclusive lives. There are nine core elements important for a city that enables older adults and community members to engage in meaningful ways. These elements include: housing, transport, social connections, civic participation and employment, and environmental and green spaces.

Auckland Council now needs to find out from the community what an Age Friendly Auckland should look like. As part of this they have partnered with community organisations, to run a number of workshops across Auckland that provide opportunities for older adults to come together and share their ideas about what it would take for Auckland to become Age Friendly. Visit the Auckland Council website and Facebook pages for information on the various workshops in your area that you can get involved in.

Age Concern Auckland has partnered with the Council to facilitate several of these workshops and we will put information on these, and other workshops, on both our website and Facebook page, so keep an eye out for these.

There is also an online survey, that will assist Auckland Council in making informed decisions about what can be done to make Auckland a more inclusive and accessible city. It would be wonderful if you could complete the survey by the end of June 2019, so your opinion and thoughts are included. To access the survey you will need to type this link into your internet browser: <https://www.aucklandcouncil.govt.nz/have-your-say>. Once the page comes up click on 'Topics

You Can Have Your Say On', and then select 'Age Friendly Auckland' from the options.

If you would rather complete a printed survey, you can either contact us on 820 2711 and we will post you a copy, or you can download and print the online version from the website above. Once you have completed the survey you can freepost it back to our office.

If you want to have your say, you will need to complete and return the survey by the end of June 2019.

FREEPOST 250774,
Attention: R Preston
Age Concern Auckland
PO Box 19542, Avondale,
Auckland 1746

If you have any questions call Rebekah Preston on 820 2711.



Sue Campion & Jenny Barker Coordinators of the Central & West Auckland AVS with volunteer Alma & Dawn the beautiful woman she visits

In May, Alma celebrated 25 years of volunteering for our Visiting Service, making her one of our longest standing volunteers. Over the 25 years Alma has made a difference in the lives of eight special people. Currently, she has been visiting Dawn for two and a half years and they have a wonderful friendship.

Age Concern Auckland celebrated Alma's generosity by treating Alma and Dawn to a delightful high tea. Dawn has an amazing memory which was very apparent during the high tea. Great stories and many laughs were shared. Our heartfelt thanks to Alma for her incredible support, you are truly an inspiration!

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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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www.freedomdrivers.co.nz

Editorial supplied by Freedom Drivers

IMPORTANT NEWS FOR TOTAL MOBILITY CARD HOLDERS:

Auckland Transport Total Mobility Cards No Longer Expire

If you hold an Auckland Transport Total Mobility Card that gives subsidised travel with selected taxi companies, we have good news, total mobility cards no longer expire, so you don't need to renew them anymore! This means that the Total Mobility card you currently have will not expire, so keep using it.



Even if your total mobility card has an expiry date of 30/06/2019 printed on it, just ignore this expiry date and use your card as usual. Taxi companies who accept the Total Mobility Card are aware of this change and will still accept your card.

If your Total Mobility Card has an expiry date that is earlier than 30/09/2019 then you will need to be reassessed for a new card, you can call us on 09 820 0184 to arrange this.

Helpful Hints when using your Auckland Transport Total Mobility Card

1. When you book a Total Mobility taxi remember to tell the taxi company that you are a Total Mobility (TM) Customer. Not all transport companies give TM discounts or have hoist vehicles.
2. It's very important that you look after your Total Mobility card at all times, as it is the only way of receiving discounted taxi travel. If you do not have your card on you when you travel then you are not eligible for the discount and will have to pay full fare. Make sure that the taxi driver hands you back your card after you pay the fare, so you have your card for next time.
3. Remember to keep your card away from other magnetic based objects e.g. magnets on purses, or other credit cards as this may demagnetise your card and it won't work when paying your fare.
4. If you lose or misplace your card, or it is stolen contact Auckland Transport on 09 366 6400 and they organize a replacement card for you. There is a cost of \$10 for a replacement card.

PUBLIC NOTICE

Most hearing aid suppliers provide a standard service.

hear me is not in the business of an average service, or mediocre hearing results.



hear me provides personalised solutions and the latest hearing aids that will help you hear as well as possible, in all situations. No one else compares with the superior level of care provided at hear me.

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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.**

**Cornwall Park gifted to Auckland
- 11 June 1901**

On the 11th June 1901, at a civic reception for the Duke and Duchess of Cornwall and York, John Logan Campbell handed over the deed to land around One Tree Hill/Maungakiekie. The new park was named in honour of the royal couple.

The Duke and Duchess, later King George V and Queen Mary, were touring the Empire to express gratitude for the support given to Britain during the South African War. During their visit to New Zealand, Campbell, a prominent Auckland merchant, was asked to be city's honorary mayor. In response, he donated his country estate to the people of Auckland, and asked it be named Cornwall Park.

(<https://nzhistory.govt.nz>)

**Our Health Promotion Team
Supporting people to live well**

During the first few months of the year our health promotion team delivered numerous workshops across Auckland, working together with various community facilities, community groups and Local Boards to ensure that older adults are informed and aware of what services and assistance is available for them in their local community.

There were 14 workshops and presentations delivered from February to May, attended by 155 participants' aged from 50yrs to 94yrs.

Our Enduring Power of Attorney (EPOA) presentations were attended by a number of family members who were keen to know more about what EPOA's are. As the attorney for their parent they wanted to know what they were responsible for in addition to supporting their older family member.

Our team of facilitators were also fortunate to have the assistance of over 23 volunteers, from High School students, working professionals to Age Concern Auckland members. Our thanks to all of the wonderful volunteers who helped make the workshops a reality.

Double Header Month – June 2019

This June we are launching a new initiative to get people excited about attending Age Concern Auckland workshops. We will be running two full days of workshops with lunch provided for those who register and attend both.

Friday 14th June

**Roskill Village,
45 Stoddard Road, Mt Roskill**

10am -12pm. Age-Friendly City Open Discussion

12pm Lunch
(for those attending both workshops)

12:30pm – 2pm. Ageing Well Presentation
(Steady Steps)

If you are keen to attend please call us on 09 820 0184 to register.

**This Month in New Zealand History
First NZ Policewomen**

Calls for policewomen had been expressed since the 1930s when the National Council of Women started lobbying for approval for women officers. Their efforts were rewarded when 10 women from various parts of New Zealand were recruited in June 1941 – a time of workforce pressures due to the Second World War.

Trainees were required to be well educated, aged between 25 and 40, unmarried or widowed, have shorthand and typing skills, and pass a strict medical test. The 10 women selected, all aged between 30 and 35, trained at the Police Training school on Rintoul St in Wellington for three months.

Upon completion of their training in October, the policewomen were sent to Auckland, Wellington, Christchurch and Dunedin where they worked as temporary constables in detective branches. Most dealt with cases involving women and delinquent children. Although they were not uniformed until 1952 they had full authority to arrest lawbreakers.

(<https://nzhistory.govt.nz>)



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Being Ministry of Social Development accredited, funding might be possible through Work and Income in some cases.

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For more information contact Marina on 021 039 8022 or email: mdpmedicalalarms@gmail.com

MDP Medical Alarms



Could you be saving money on your power bill?

As the weather gets colder it's a good time to check if you're getting the best deal on your power.

This has been made easy with a quick two-minute check you can do.

A visit to www.whatsmynumber.org.nz will tell you if you could save money on your power bill by switching electricity providers.

It's a free, independent website that compares the electricity choices available in your area and lets you know what your potential savings are, should you choose to switch.

If you don't have access to the internet, your local Citizens Advice Bureau can help you run the check or you could ask your family to help. And if you decide to change, the new electricity company will do all the work for you.

Even if you're happy with your current company it's worth checking to see if you're getting the best deal for you.

Top tip to lower your bill

Well-installed insulation is always the top priority for a warmer, healthier home. Get your insulation checked to make sure it is up to scratch – it may have been moved or need topping up.

Visit www.energywise.govt.nz for more information.

RETIRED ON A BUDGET?

Paying less for power is a quick way to squeeze more out of your budget.

Check whatsmynumber.org.nz to see if you can get a better deal.

WhatsMyNumber
.org.nz

Editorial supplied by Electricity Authority

Thanking our AMAZING volunteers this national volunteer week

National Volunteer Week 2019 runs from June 16 -22 and celebrates the collective contribution of the 1.2 million volunteers who enrich Aotearoa New Zealand. This year's theme is "Whiria te tangata – weaving the people together". Volunteering and social action weave people and communities together.

Our special thanks to all the incredible volunteers who assist the work of Age Concern Auckland, we celebrate and acknowledge you and what you give to our organisation. Each year, around 250 volunteers give 13,000 hours of support to make sure that Age Concern Auckland can provide services and support to all those older people in the community needing our support. It would be impossible for us to do our work without you!

One of our fabulous volunteers:



Colleen (pictured left), volunteers at our reception each Tuesday, helping answer any enquiries and providing excellent customer service.

Colleen has also volunteered in our Accredited Visiting Service (AVS) for the past two years, visiting Gwen who is 101 years old. Colleen says that visiting Gwen each week is a highlight for her, and she loves their interesting chats.

Leaving a lasting legacy

Have you ever considered leaving Age Concern Auckland a gift in your will? At Age Concern Auckland we are committed to providing the most vulnerable older members of our community crucial services that mitigate the negative impacts of loneliness, social isolation, elder abuse and neglect.

Age Concern Auckland is charity and relies on the generosity of our community to raise over 60% of the funding required to deliver our essential services and support. Any bequest left to us, no matter how small or large, has a lasting impact, and helps ensure that we can continue supporting some of the most vulnerable people aged over 65 in Auckland.

A bequest to Age Concern Auckland allows you to leave a lasting legacy, and continue to assist those who need it most, long after you're gone. It is the ultimate act of kindness and caring you can show towards your community.

Leaving a bequest is easy. After taking care of your loved ones, the simplest way to leave a gift in your will to Age Concern Auckland is to speak with your solicitor. He or she can ensure that your estate is distributed in a way that honours your wishes.

Bequests can be made in a number of ways, depending on your wishes and circumstances.

Residual – a gift from the remainder of your estate, once your loved ones have been provided for and any taxes and charges settled.

Percentage – a gift of a specified percentage of your estate.

Specific – a specified amount of money, item of property or stocks and shares.

Combination – a mixture of any of the above.

To leave a bequest to Age Concern Auckland, we recommend this wording: "I give Age Concern Auckland Incorporated the sum of \$XXX (or the residue of my estate, or a percentage of my estate) for its general purposes. I declare that the official receipt of Age Concern Auckland will be sufficient receipt and discharge for my trustees."



If you would like to leave us a bequest in your will, these are the official details you will need:

Legal Charity Name: Age Concern Auckland Incorporated

Charity Registration Number: CC25023

If you would like to talk to us further about leaving a bequest to Age Concern Auckland please contact Alexis Sawyers on 09 820 0184.

Please also let us know if you are making a bequest so we can personally thank you. Our special thanks to all those who have remembered us in their will.

LOOKING FOR AN AFFORDABLE RETIREMENT OPTION?

"THE HIDDEN GEM OF AVONDALE"

AVAILABLE SOON:

ONE BEDROOM GROUND FLOOR APARTMENT - \$280,000
2 BEDROOM GROUND FLOOR APARTMENT - POA

The Cosmopolitan Retirement Village is a Boutique Village nestled behind the Avondale shopping Centre and just a short stroll to the Avondale train station, buses, medical centres, shops, eateries. With only 38 apartments, you will not get lost in the crowd, here you are more than just a number, and you are a valued resident. Contact me for an appointment and you will find out for yourself what a hidden gem this Village really is, I am sure you will be pleasantly surprised.

Denise - 09 828 2885

Email: info@cosmopolitanvillage.co.nz

*Let's have a coffee,
I would love to meet you.*

ELDER ABUSE

IT IS OK TO ASK AGE CONCERN FOR HELP!

CALL 0800 EA NOT OK - 0800 32 668 65



ELDER ABUSE AWARENESS 15 - 22 JUNE

Elder Abuse in New Zealand

As many as one in ten older people in New Zealand will experience some kind of elder abuse. The majority of cases will go unreported. Elder abuse is not specific to any one gender, religion, ethnicity, or income group. It may happen at home, in residential care, or in hospitals. Most of the time family members are the abusers.



1 in 10 people aged 65+ will experience some form of elder abuse

Source: The New Zealand Longitudinal Study of Ageing 2014

Understanding elder abuse

Any act that causes harm to an older person is elder abuse. At its most extreme, abuse may be criminal, but it can also be more subtle.

The abuse

There is no single 'type' of elder abuse. It can be psychological, financial, physical or sexual. More often than not, people experience more than one type of abuse.

- **Psychological abuse** includes threats, humiliation or harassment. This creates distress, shame, or stress, which often leads to a sense of powerlessness in the older person. It is often a factor in other forms of abuse.
- **Financial abuse** ranges from illegal use of

your money (or assets) to coercion (such as being pressured to change a will or sign documents).

- **Physical abuse** includes any personal harm or injury.
- **Sexual abuse** includes any non-consensual sexual activity.

Who commits elder abuse?

The abuser is often someone close to their victim. It is someone trusted: family members, friends and even neighbours. Abusers are often someone they depend on for support or care.

Who is most at risk?

It can be difficult to identify abuse. But being aware of the risk factors can help.

These include:

- being dependant on others
- family conflict or dysfunction
- family violence
- isolation
- stress in care relationships
- mature age children or dependents with a disability or health issues
- mental illness and dementia
- poor literacy and/or awareness of rights

<http://www.superseniors.msd.govt.nz/elder-abuse/index.html>

Over 2200 cases of elder abuse are reported every year

But it is estimated that **3/4 of cases go unreported**

Most cases involve more than one form of abuse

- 79% involve psychological abuse
- 54% involve financial abuse
- 19% involve physical abuse
- 17% involve neglect
- 1% involve sexual abuse

Source: Age Concern Elder Abuse and Neglect Services reports, July 2016 to June 2017)

If you are concerned about elder abuse, whether you are an older person yourself, a family member, a friend, neighbour or professional you can call us on 09 820 0184 and speak confidentially to one of our experienced team.

No matter how old you are, the key to getting more out of life is by putting more into living it. So that's what we do at Knox where our Eden Alternative philosophy guides home life to be more enriched with meaningful activity, plants, animals and children.

Visit our caring community and you'll see and feel the difference.

more
lives



unique and loving it



CARING COMMUNITY

knox.co.nz

10 Ranfurly Rd. Epsom. Auckland. 09 523 3119

Knox resident Neil indulges his passion for gardening.



An Intergenerational Arts Whau Project

Arts Whau is a community engagement and connection project where young and old meet through creative expression.



Images from Arts Whau May 2019

Fostering Community Relations

March 2018 saw Age Concern Auckland working alongside Ekarasa Doblancovic (Lead Artist and Curator) as part of the Auckland Arts Festival “Whanui” project where residents from Donovan Village collaborated with students from Lynfield College creating the award-winning installation of ‘Imagine The Land’.

This year the relationship continues with the Arts Whau project, providing a platform for all generations to work collaboratively, breaking down stereotypes and boundaries on young and older people working together in the community.

The idea or kaupapa

The Arts Whau project aims to engage participants over a series of workshops, where young and older people will be interacting. Participants will create drawings and paintings generating hundreds of paper artwork which will be assembled as an installation.

The outcome will be a public mural which will be a centre piece on the outside of the Age Concern Auckland Avondale office on Rosebank Road.

Meaning it will be one of the many Avondale public murals that reflect the culture, diversity and resilience of the Whau people.

As project partner Age Concern Auckland facilitated connecting with older people in the Whau area and a variety of retirement villages and rest homes. Especially important was using the Age Concern Auckland minivan to provide transport to residents who are not able to drive to the workshops but are willing to participate.

June Workshop Dates

- Friday 7th June 11am – 1pm
- Friday 14th June 11am – 1pm
- Friday 21st June 11am – 1pm

The Art Whau Project Workshops are FREE to attend. If you would like to attend please contact Age Concern Auckland on 09 820 0184

Ekarasa Doblancovic and Age Concern Auckland would like to acknowledge the support from the Whau community in making this project a reality and we look forward to the launch of the Arts Whau public mural in September 2019

Rebekah Stemson and the Learning Studio 19 students from Avondale Intermediate
Sok and Theara Nguon and Taste Café, Avondale
Denise Te Tai and Cosmopolitan Village residents
Vonnie Duffy and Rosehill Village residents

Do you need a warm winter hat or blanket?



Tess is a client of Age Concern Auckland and is visited weekly by her amazing volunteer visitor, Zoe. Tess and Zoe have a lovely friendship and they enjoy a lot of laughs. Zoe organised for Tess to receive one of the lovely hats that we have at the office, to help keep her

warm with winter approaching. The picture above shows Tess modelling her gorgeous hat.

If you would like a warm hand knitted hat, or a wool blanket to keep the chills away, please drop into our office at 57 Rosebank Road, Avondale or call us on 820 0184.

Our thanks to the wonderful donors who provide the wool and the volunteer knitters who knit the hats, you are amazing!



Quality Care In Your Home

Staying at home in your later years is now an affordable and safe option thanks to the care and support Care on Call provides.

From a couple of hours of help around the home per week to full time care Care on Call has experienced, trained and thoroughly screened carers available to cater to your unique needs.

Please call us or visit our website for more information.



auckland@careoncall.co.nz

0800 99 00 11
www.careoncall.co.nz

Winter is upon us as 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 winter, 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!



make sure you catch all the conversation

BOOK YOUR **FREE HEARING CHECK** ON 0800 214 327

AFFORDABLE HEARING SOLUTIONS FROM \$500*
*Conditions apply

6 Wallace Road
PAPATOETOE
ph 09 278 1021
425A Dominion Road
MT EDEN
ph 09 630 7179
www.a1hearing.co.nz



Independently Owned Professional Audiologist Accredited ACC Provider



Get Ready for Winter with Insulation Grants

Many New Zealand homes aren't warm enough in winter, increasing the risk of respiratory illness. Putting on another jersey doesn't help because you are still breathing in cold air. A warm, dry insulated home is healthier and easier to heat.



If you own and live in your own home, you may be eligible for a Government grant offering two-thirds of the cost of ceiling and underfloor insulation. In some regions contributions by community organisations mean there is minimal or no cost to the homeowner. These Warmer Kiwi Homes grants are run through the Energy Efficiency and Conservation Authority (EECA).

You may qualify if:

- your home was built before the year 2008
- you are the homeowner (owner-occupier) and have a Community Services Card or SuperGold combo card, or
- you own and live in a home in an area identified as low-income.

You may also be eligible if you hold a licence to occupy in a retirement village. To find out if you are eligible free phone 0800 749 782 to talk to EECA Energywise .

Other top Energywise tips for a warmer home include:

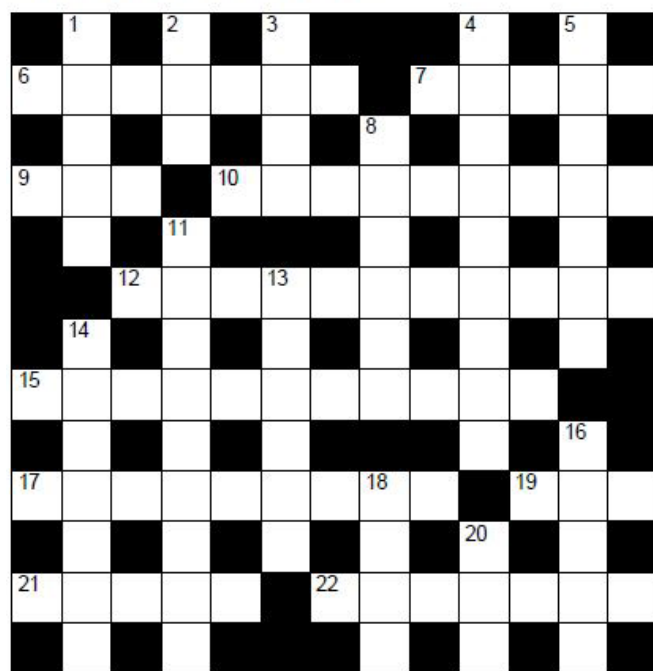
1. DIY window insulation kits cost a fraction of the price of double glazing, yet offer good performance in reducing heat loss and condensation in your home. You can pick up a kit from hardware stores and online shops.
2. Draw curtains at dusk to keep the day's heat in. The best curtains have a separate lining and are fitted close to the window, wide enough to generously overlap the window frames at the sides and long enough to touch the floor.
3. If you own a dehumidifier, run it when you are heating a room to warm the room up faster. Dehumidifiers work best in warm rooms and all

the electricity they use gets released as heat - so your heater needs to do less work.

4. If you run a heat pump, clean the filters regularly. Heat pumps clogged with dirt and dust do not run efficiently.
5. Stop draughts by making sure your windows and doors fit their frames. Use draught stopping tape around windows and doors. Make or buy door snakes to keep cold draughts sneaking under doors.

<https://www.eeca.govt.nz>

Quick crossword



ACROSS

- 6. Expand (7)
- 7. Implant (5)
- 9. Burgle (3)
- 10. Butcher (9)
- 12. Smash hit (11)
- 15. Self-consciousness (11)
- 17. Clumsy (3-6)
- 19. Groupie (3)
- 21. Making an older person's decisions for them (5)
- 22. Plod (7)

DOWN

- 1. Sag (5)
- 2. Craze (3)
- 3. Small valley (4)
- 4. Accentuate (9)
- 5. Sports official (7)
- 8. Head dress (6)
- 11. Lose your temper (colloq) (4,1,4)
- 13. Light red (6)
- 14. Have confidence in (5,2)
- 16. Hesitate (5)
- 18. Merit (4)
- 20. Racket (3)

21 Across: If a family member or carer takes decisions out of your hands or disregards your wishes, it's elder ABUSE & it's not OK. What is OK is seeking help. Call 0800 32 668 65 for free, confidential support. Brought to you by the Office for Seniors.

Changes at Inland Revenue

- Tax Assessments are now automatic

Inland Revenue have made their Tax Assessments automatic, which means they will now let you know if you've paid the right amount of tax. Below is some information from Inland Revenue on the tax refund process.

Inland Revenue will have also sent you a personalised letter, checking they have the correct bank account details for you, in case you are due for a refund. If you have any questions, you can call Inland Revenue directly on 0800 775 247.



The tax refunds process is now automatic. On 26 April, the latest changes as part of our transformation to make tax more straightforward came into effect.

What does this mean for you?

The main things you need to be aware of are:

- **Income tax assessments**
If your only income is from employment, NZ Super, a benefit or investments (such as interest from bank deposits and savings), we'll send you an income tax assessment between late-May to the end of July to finalise your end-of-year tax information.
This will show how much you've earned, how much tax you've paid and your tax calculation - so you'll know exactly where you stand.
- **Automatic tax refunds**
If you paid too much tax during the year and are due a refund, we'll automatically pay the refund directly into your bank account (so long as your bank account details are up to date in our system).

What do you need to do?

Keep your details up to date and we'll take care of the rest.

Make sure we have your current bank account details so we can pay refunds and entitlements, and your up-to-date email and address details so we can make sure you get your income tax assessment.

You can check or update your details using [myIR](#).

What else do you need to know?

For more information on the other changes that have become law, including [tax code notifications](#) and donation receipt uploading through myIR, visit our [website](#).

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.



The importance of your membership of Age Concern Auckland

Thank you for being a member of Age Concern Auckland. None of our work is possible without the support of members like you, whose membership fee helps fund the crucial work we do.

Only 40 percent of our services are funded by the Government, so we rely on members like you to help fund the rest. Your membership of Age Concern Auckland is essential in helping us provide support and services to some of the most vulnerable older people living in our community. It is also helps us to deliver services that assist older people to stay independent, healthy, active and connected to their local community.

Your annual membership fee of \$20 is now due for payment. Look out for the letter and payment form included with this newsletter.

Thank you for your continuing support of Age Concern Auckland, we are incredibly grateful. If you have any questions please call us on 09 820 0184.



Recipe - Pasta all'amatriciana

INGREDIENTS

- 200g bacon, rind removed, cut into 5mm-thick pieces
- 1 red onion, sliced
- 3 garlic cloves, chopped
- 1 tsp dried chilli flakes (optional)
- 2 x 400g cans whole cherry tomatoes
- 1/2 bunch basil, leaves picked, stalks tied
- 400g penne or other short pasta
- Grated pecorino or parmesan to serve



METHOD

1. Put the bacon in a cold, deep frypan then place over medium heat. When the bacon begins to sizzle, cook for 2-3 minutes, tossing, until the fat has rendered.
2. Add the onion and cook for 2-3 minutes until softened then add the garlic and chilli and cook for a further 1-2 minutes until fragrant.
3. Add the tomatoes, basil stalks and half the leaves and 1 cup (250ml) water and cook for 6-8 minutes until reduced.
4. Meanwhile, cook the pasta according to packet instructions. Drain, reserving 1/3 cup (80ml) cooking liquid. Discard the basil stalks then add the pasta to the sauce with the reserved water and toss to combine.
5. Serve topped with pecorino and remaining basil leaves.

Recipe from: <https://www.delicious.com.au>

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
www.ageconcernauckland.org.nz

95 Reasons to Celebrate!



Joyce, one of our amazing Accredited Visiting Service clients recently turned 95 years young. Joyce is pictured left with the beautiful cake that the wonderful members of the Waitakere Cake Decorating Club made for her. Joyce also

received a special visit and cuddle from her visitor, Olivia's, baby

Wilbur. *Joyce we wish you health and happiness for your 96th year.*



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

HomeCATER.

Ready to Heat & Eat Meals

"I find the meals 1st Class. These meals are my main meals of the day as I am house bound, and find they are nearest to what my wife would have cooked. Once again 1st class service".

Many Thanks George Warman (Ranui West Auckland)

PLEASE TRY US OUT AND SEE WHAT YOU THINK. We do receive a rewarding amount of appreciation from our valued customers and we look forward to some from you as well.

Full Roast Meals only \$7.95



ORDER INQUIRIES:
 Phone 0800 30 32 32
www.homecater.co.nz
 5 Marjorie Jayne Crescent,
 Otahuhu, Auckland

ALL DONATIONS TO AGE CONCERN AUCKLAND MAKE A DIFFERENCE TO THE CRUCIAL SERVICES WE PROVIDE AND ARE VERY GRATEFULLY RECEIVED

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 a bequest to Age Concern.
- I would like more information about how I can volunteer.

Name: _____

Address: _____

Postcode: _____

Phone: _____

E-mail: _____

Thank you for your ongoing support to ensure that we can continue supporting older people living in our communities.

FREE Community Dinner

Avondale Community Centre, 99 Rosebank Road, Avondale (next to the library).

ALL WELCOME

Young people/ Older people/ Families

5:15pm Volunteers*

6pm Meal Served (2 course meal) 7pm Home time

NEXT MEAL ON SATURDAY 8th JUNE

(and every fortnight thereafter)

Plenty of parking available

*Contact Anne 021 0232 0696 (FEED THE STREETS)

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.

It costs us over \$1 million dollars every year to deliver these crucial services to our community. We only receive about forty percent of the necessary funding from the government. This means that we rely on the generosity of our local community to raise the remaining 60 per cent.

We're dedicated to helping everyone make the most of getting older and we simply couldn't do that without help from our supporters.

On behalf of the Board and Staff of Age Concern Auckland, we would like to thank all those who have supported us over the last year:

- Auckland Council
- Dragon Community Trust
- Foundation North
- Four Winds Foundation
- JM Thompson Charitable Trust
- Lion Foundation
- Nolan Trust
- NZ Lottery Grants
- Ted & Mollie Carr and Ernest Hyam Davis Charitable Trust
- The Trusts Community Foundation
- Transdev Auckland
- Working Together More Fund
- All our individual supporters who gave us donations
- All our wonderful volunteers, who collectively give more than 200 hours every single week.

Previous quick solution

Across 6. Broaden 7. Embed 9. Rob 10. Slaughter 12. Blockbuster 15. Awkwardness 17. Ham-fisted 19. Fan 21. Abuse 22. Traipse.

Down 1. Droop 2. Fad 3. Dell 4. Emphasise 5. Referee 8. Turban 11. Blow a fuse 13. Cerise 14. Swear by 16. Pause 18. Earn 20. Din.