

SPRING 2019 QUARTERLY NEWSLETTER
Phone (09) 489 4975 | www.ageconcern.org.nz



Age Concern Auckland North Shore Edition

Serving the needs of older people

AGE MATTERS



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OFFICE HOURS

9.00am - 4.00pm Monday to Friday

Age Concern Auckland North Staff Directory

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489 4975 and leave a message

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Delia Middleton | 929 2305; fieldo@acns.co.nz

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Renata Kang | 489 4975 and leave a message

Amalgamation of Age Concern Organisations

Here is an update on changes that have been taking place in recent months.

The three Age Concern organisations in the Auckland region – North Shore, Auckland and Counties Manukau are in the final stage of merging to become one Age Concern Auckland Region.

The aim of this merger is to strengthen the service delivery and capability of this service for older people in the future. A combined organisation provides us with capability for administrative savings and greater professional support for the service delivery. We also see opportunities to strengthen our funding base and our public profile.

The operations in the three areas will continue in the same way, with minimal disruption to staff or services. The North Shore office at 177B Shakespeare Road will continue to be the base for all Age Concern services to older people on the North Shore. Under the new structure service-oriented managers are under the direction of the new CEO Kevin Lamb. Kevin was the previous EO of Age Concern Auckland and continues to be based in the Age Concern Avondale office. Other team managers will rotate attendance in the North Shore office to continue a management presence there.

Local Representation and Voice

The Board of Age Concern North Shore is in the process of winding up. Its functions will be taken over by a new Regional Board. We have contributed three members from our current Board to this new entity – Jenny Moor, Tony Fowlie who will be the new Treasurer and myself as Deputy Chair. As well there are plans to establish a reference group in each of the original three areas – North Shore, Auckland Central/West and Counties Manukau that the new Board will meet with from time to time. The old North Shore Board will form the nucleus of this new reference group. We will have more information to share about this in time.

Mary Gray Chair, ACNS

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Driving Miss Daisy

We are not just for seniors!

Over the years Driving Miss Daisy has built up a reputation for providing a high quality service to senior citizens who no longer drive. They are a regular at retirement villages and rest homes across the country and senior citizen clients form the largest proportion of their client base. But did you know that they also provide our services to younger people who don't drive?

Some clients have a disability or medical condition which means they can't drive, however this doesn't stop them from being very active in other areas of their life; they work in a professional capacity, run businesses, attend school or tertiary education and enjoy socialising with friends. Driving Miss Daisy drives these clients to their place of work or business meetings, assists them to their lectures and social occasions, ensuring they are where they need to be in plenty of time.

They treat every client as an individual, no matter what their personal circumstance. Every client has different needs, and they make sure they discuss this with their clients so that they fully understand them and provide them with the absolute best support and service.

For Driving Miss Daisy, it's imperative that all their clients are treated with dignity and respect. They are committed to helping their clients get out and about, so they can live life to the full and enjoy every moment.

If you have an activity you would like them to help with please call them today to discuss – they look forward to seeing you soon!

Editorial supplied by Driving Miss Daisy

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CEO UPDATE

It is a great privilege to formally welcome all of our members to the new Age Concern Auckland Region. After a long gestation period we have finally, as of 1 July this year, brought together the three Age Concerns of Auckland, North Shore and Counties Manukau. Our new organisation is just as focused on supporting the needs of older people as those that came before. Our incredibly dedicated, committed and professional staff and volunteers will continue to provide the care, advice and support that they always have out of their locally based office. On a personal basis, I am hugely honoured to be given the responsibility to lead the new organisation into the future and am looking forward to the challenges that lay ahead.

In many ways the amalgamation of the three Age Concerns into one is simply an exercise in coming full circle. In 1949, the Auckland Older People's Welfare Council came into being – an organisation that, over time, morphed into Age Concern. As time passed, Age Concern North Shore and Age Concern Counties Manukau evolved into their own organisations. The amalgamation brings the three organisations back together as one.

The process of amalgamation will take time and, although we formally came together on 1 July, there is still a lot of work to be done over the coming months to bring all our services and processes together. Because while all three Age Concerns had very similar visions, goals and guiding principles, and delivered very similar services, over the years we each developed subtly different ways of operating. Part of the process now is to bring those differences into alignment and to ensure that we offer the highest levels of services and support to older people, across Auckland, no matter where they live. The day-to-day services and support, that each Age Concern has traditionally delivered, will continue. Any changes that occur in the future will only be introduced to improve our ability to provide effective support, to expand on the range of services we can provide and to ensure our long-term sustainability. Largely the changes will be behind the scenes, and of vital importance is how effectively we continue to deliver our services to those that need them.



Over the coming months we will keep you updated on how the amalgamation is progressing and we look forward to continuing to support older people, across Auckland. We couldn't do any of this without the wonderful support of all those who give up their time to help us, those who provide our funding and, finally, our dedicated members. Without you, we could not provide the crucial support needed by older people and their whanau in our communities. My thanks to you all.

Regards,

Kevin Lamb CEO Age Concern Auckland Region



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Myra and her daughter Brenda



Experience the Ryman difference you and your family can trust

Ryman Healthcare has been named the Most Trusted Brand as voted by New Zealanders in the retirement and aged care sector for the fifth time. We are humbled to receive this accolade again for 2019.

"She is in a lovely place, is healthy and enjoying life"

When Ryman was founded more than 30 years ago, our co-founder Kevin Hickman set one simple standard: it's got to be good enough for Mum – or Dad.

Today, Ryman's belief in this standard hasn't changed.

We put our residents first, ensuring they are connected to caring and vibrant communities. Ultimately, that's what makes the Ryman difference.

When Myra started looking at retirement options, Brenda and her family knew it had to be the best. Myra is a very special Mum, so Brenda needed somewhere she could trust for her to move into.

Brenda says she has noticed a massive change in her Mum Myra since she has been living in Ryman's Evelyn Page village in Orewa. "She knows everyone, has become really social and tries new things like table tennis. She is in a lovely place, is healthy and enjoying life."

Ryman delight residents through experience, by providing *Delicious* meals made fresh on-site, by employing staff who really care, and by creating communities where friendships grow.

Our villages have a range of care options to suit residents' needs. From independent and assisted living, to resthome and, in most villages, hospital and specialist dementia care – all within one village community.

Winning the Most Trusted Brand for the fifth time is an achievement that everyone at Ryman is proud of. Chief Executive Gordon MacLeod says, "There's nothing more important than trust."



Earlier this year, **Janferie Bryce-Chapman**, then Age Concern North Shore Executive Officer, talked to Grant Haworth of Barfoot & Thompson about selling your home and moving into a retirement village. A real estate professional since 2004, he also has specialised experience and in-depth knowledge gained from working within the retirement sector.

Janferie: I know that retirement villages are not for everyone and that there is divided opinion, but from your experience a move into a retirement village is a move that should be explored. Where would I start?

Grant - each village is unique. To find one that's right for you I would recommend visiting several villages, meeting with the residents and taking a tour with the village representative. Open days or private appointments work well for this.

Janferie: Do you have to sell your own home before you buy into a retirement village?

Grant - some villages have a 'move in early' policy where you can move in before your house is sold or goes on the market. The whole process of selling and moving in to a village is designed to work in line with the sale and settlement timeline of your home.

Janferie: Can you move into a village and then change your mind?

Grant - in some villages, yes.

Janferie: How much does it cost to buy into a village?

Grant - depending on your budget and your needs, prices could range from \$300,000 to \$2m or more. If you are looking for a serviced apartment it would be less. Many people discover that moving into a retirement village releases capital locked up in their home.

Janferie: What costs are involved?

Grant: there are three key financial terms to be understood:

- The initial purchase price, which is called an Occupation Right Agreement (ORA)
- The Fixed Weekly Fee
- The Deferred Management Fee (DMF) *The DMF payment does not come into effect until you leave the village

Janferie: Do you own the villa/unit that you buy?

Grant: you own a 'license to occupy' usually called an Occupation Right Agreement (ORA). The villa/unit you buy is purchased at the market value, at the time of purchase. The ORA gives you the right to occupy that home for your lifetime (health and other terms permitting), or until you choose to leave. This type of ownership is different to owning your residential home.

Janferie: The Weekly Fee - what does it cover?

Grant: this includes your rates, building insurance, gardening, exterior maintenance, a 24/7 onsite emergency response service, staff, use of the communal facilities and amenities and, at some villages, your power. Excluded are items such as your telephone, Internet, Sky and your contents insurance. A big benefit is certainty for budgeting. The outgoings can be less than maintaining your own home - and without the stress or worries.

Janferie: What is the Deferred Management Fee?

Grant - when your villa/unit is sold, the village retains a Deferred Management Fee (DMF) of up to 30% of the original purchase price. The DMF contributes to the capital costs of the village and facilities, and the costs of operating the business. It usually also covers marketing, refurbishment and selling of your home, ready for the incoming resident. The DMF is accrued over three years. If you leave within this time, your fee will be reduced accordingly. A village representative will be more than happy to talk you through this in further detail.

Janferie: Can I have a pet?

Grant - In most villages, yes.

Janferie: Can family or friends stay over?

Grant - of course, it's your own home. It is usual to let the village manager know if you have house guests.

Janferie: How old do you need to be?

Grant - for some, from age 60, some 65 and often 70.

Janferie: Many people say to me that making a move from their home is too much to take on.

Grant - yes, this is often mentioned. The service I provide is to ensure the whole process is co-ordinated with care, with timelines to suit, making every move hassle free.

Janferie: Can I move into a retirement village outside Auckland without much hassle - and where would I start?

Grant - Yes, I have moved several owners out of Auckland and the procedure is not much different. This will also be co-ordinated with my assistance and the support of the village representative. Call me to discuss the first steps.

Janferie: Thanks, Grant. There is a lot to take in, and I can see that guidance from someone like you, who knows the whole process, is best.

Age Concern Auckland

After many months of planning, we are pleased to announce that on July 1 the three Age Concerns - Auckland, Counties Manukau and North Shore, successfully merged to become the new Age Concern Auckland. We are very pleased with the smoothness of the merger and for our clients and volunteers, it has and will remain, very much business as usual. The three Age Concerns have always worked very closely together and amalgamating into a single organisation will allow us to more effectively deliver services and support to all those in need of our help across Auckland. Being able to combine resources will prevent costly duplication and help ensure that the money we receive is used to improve service delivery. At the heart of Age Concern are our clients and the way we work within our local communities; this will not change. Age Concern Auckland will continue to provide:

- **Intervention Services** that support people suffering from abuse, neglect and trauma. On the North Shore this includes the following services:
 - o Elder Abuse Response Service
 - o Elder Abuse and Neglect Prevention Education
- **Ageing Well Services** that assist people to stay independent, healthy and active. On the North Shore we will continue to provide Health Promotion and Education services.
- **Social Connection Services** that mitigate loneliness, promote community involvement & enable mobility. The following services will continue to be provided on the North Shore:
 - o Accredited Visiting Service
 - o Club Gordon
 - o Total Mobility Assessment
- A dedicated **Asian Service** to meet the needs of the growing Asian community. The Asian Service on the North Shore consists of the:
 - o Chinese Monthly Group
 - o Chinese Interest Classes
 - o Chinese to Chinese AVS Service

At the moment, all phone numbers and emails remain the same, so please, continue to access our services, or contact a member of staff in the same way that you have always done so. As changes are made to any of these, we will ensure that all our clients and volunteers are kept up to date and that any changes do not affect your ability to contact us. Services will continue to operate out of all three offices as they do currently. We will work to minimise any impact on the end user.

Appointments have been made to the Management Team that will support the CEO Kevin Lamb and manage services.

Key Roles

CEO - Kevin Lamb

Contact: phone: 820 2718

email: KevinL@ageconak.org.nz

Intervention Services

Manager - Kai Quan

Contact: phone 820 2716

email: kaiQ@ageconak.org.nz

Ageing Well Services

Manager - Katie Rom

Contact: phone 929 2319

email: educator@acns.co.nz

Social Connection Services

Manager - Rebekah Preston

Contact: phone 820 2711

email: RebekahP@ageconak.org.nz

Asian Services

Manager - Ray Law

Contact: phone: 820 0271

email: RayL@ageconak.org.nz

Finance Manager - Rhonda Oliver

Contact: phone 489 4975 (leave a message)

email: rhondao@acns.co.nz

Fundraising and Communications Manager

Alexis Sawyers

Contact: phone: 972 0092

email: AlexisS@ageconak.org.nz

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Staying Safe Workshop for Senior Road Users



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This **FREE** classroom based refresher workshop will help you re-familiarise yourself with traffic rules and safe driving practices, as well as increase your knowledge about other transport options to help you remain independent for longer.



Staying Safe workshops are held on weekdays during the daytime at community venues.

They are **FREE** to attend and morning tea is provided.

No testing involved

WANTED!

Volunteers to run Age Concern 'Staying Safe Workshops' for Senior Road Users

We are looking for ex-Police Officers, Driving Instructors or older people with teaching/health promotion experience who would like to be involved as volunteer facilitators in the delivery of our 'Staying Safe Workshops'.

Continuing to drive plays an important role in helping older people remain independent and you can help us to achieve this. Older people who attend these workshops report that their driving confidence is increased and they feel safer on the roads.

All Workshop materials and notes are designed by NZTA and will be made available for use, but knowledge of working a laptop/projector to play a

DVD would be essential. Full training will be given and ongoing support provided.

Please call for a friendly, no-obligation chat if you are interested in taking up this volunteering opportunity. Call Katie on 929 2319; email educator@acns.co.nz

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AVS Update

I would like to introduce myself – my name is Anna, I started with Age Concern in March 2019. I am now Co Co-ordinating the AVS Service with Kathryn. I have a background in volunteer services as a volunteer for Starship and also as a volunteer counsellor for teens. I am happy to have joined the Age Concern family.

We have four coffee groups running on the North Shore: Birkenhead; Browns Bay; Glenfield and Takapuna. They meet fortnightly and offer a chance for friendship and social contact. If you are interested in joining or would like more information, contact Kathryn phone 929 2307 or email visiting-service@acns.co.nz.

We are in need of male clients for the Visiting Service as we have some new male volunteers who would love to be matched.

It is interesting to consider this quote from July 1966 showing that people have been recognising the problem of loneliness in older people for decades.

It can also be noted that we have long understood the role of the community in assisting combating loneliness. Our services, established in the 1990's continues to help build a link between the community and older people.

"The elderly individual himself cannot solve the problem of his loneliness unless the environment in which he lives (relatives, friends, community) can offer effective assistance. The responsibility for solving the problems of lonely old people rests primarily on the shoulders of the community and only secondarily on the old person himself. Provision must be made to integrate elderly citizens into all aspects of community life."

Loneliness – Dr. Michael Dasco, New York.
'The Later Years: a newsletter', July 1966.

Anna - Co Co-ordinator AVS Service

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*Many Thanks George Warman
(Ranui West Auckland)*

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New Zealander of the Year Awards

Senior New Zealander of the Year recognise those aged 70 and over who are making a positive contribution to New Zealand. This award provides New Zealanders of all ages the opportunity to express their appreciation and admiration for the achievements of senior New Zealanders.

Nominees will demonstrate a current and active contribution to the welfare of the nation through excellence in their chosen field. They will present a significant and positive image of ageing and be a role model to the wider community. Whether it be in business, sports, arts, education or community involvement you are invited to nominate someone over 70 years of age for this prestigious award.

For more information visit <https://nzawards.org.nz> or phone 0508 692 927

International Day of Older Persons

Tuesday 1 October
The Journey to Age Equality

International Day of Older Persons is a United Nations initiative celebrated around the world. It's a time for everyone, families and organisations to acknowledge and say thank you for the huge contribution older people make to communities throughout New Zealand. Mentoring, volunteering, looking out for the neighbourhood, caring for children, sharing wisdom and experience and of course, being in paid work and leading businesses are some of the many ways senior New Zealanders aged 65 and older contribute.

Good, better, best.
Never let it rest.
'Til your good is better
and your better is best.
~ St. Jerome ~

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Janferié Bryce-Chapman QSM

On behalf of all of those who have worked alongside Janferié, we would like to congratulate her on being acknowledged in the Queens Birthday Honours List with a very well deserved QSM for her many years of service to older people on the North Shore.

This Honour came just as her tenure at the helm of Age Concern North Shore came to an end after 29 years and was a fitting acknowledgment of her achievements during this time.

A farewell was held for Janferié on the 18 June. It was attended by current and ex staff; current and ex Board; staff from the wider Age Concern family as well as many members of the local North Shore Community who had worked alongside Janferié.

Memories were shared by the Chair of the Age Concern New Zealand Board,



photo above top: Peter Oettli, Janferie, Mary Gray, Stephanie Clare photo above: current staff at dinner

Peter Oettli; CEO of Age Concern New Zealand, Stephanie Clare; ECB Community Project Manager, Sally Cargill; Geoff Pownall, Rotary Club of Takapuna; Neil Murray, Chair ACNS Charitable Trust and Mary Gray ACNS Board Chair. A smaller, more personal farewell was held by current staff on her last day of work.

Janferié is a real embodiment of positive ageing and is not yet ready to retire, starting work again a mere 3 weeks after leaving us at another not-for-profit helping older people. We wish her the very best and look forward to catching up with all her endeavours.

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SCAM ALERT! Beware! Be wise!



What is a scam?

Who can be scammed?

How many ways can I be scammed?

How do I spot the warning signs?

What can I do to protect myself and reduce my risk of being parted from my hard-earned money?

Have you read stories in the paper or heard stories on the news about people who have fallen victim to a scam and thought "It could never happen to me!" Well, think again as ANYONE can fall victim to a scam.

What is a scam?

A scam involves a party trying to lure, threaten or scare you into giving up funds or sensitive information. A scam is designed to trick you into giving away your money or your personal details. They rely on deception, appear very genuine and are difficult to detect.

How big is the problem?

Thousands of New Zealanders lose millions of dollars to fraudsters every year and the impact of fraud on victims, families and businesses can be devastating. In 2017, over \$10 million dollars in losses were reported by Kiwis to Netsafe.

In the first half of 2018, \$18 million dollars in losses were reported. These were only the scam losses that were reported to Netsafe and they know that actual losses are much higher.

These amounts aren't even the tip of the iceberg. Netsafe estimates the real figure at \$400 – 500 million!

Who can be scammed?

People of any age are falling foul of scammers. The worst thing we can do is be complacent and think scams only happen to older people or stupid people.

In reality, scammers have affected many people, including lawyers, police, professors, teachers and even CEO's.

Why do scams work?

Scams succeed because they look and sound like the real thing.

Scammers are manipulative – they push your buttons to produce the response they want.

After reading all that doom and gloom, you maybe thinking "How do I protect myself?"

The North Shore Health Promoter at Age Concern Auckland will be delivering a new presentation on this issue called: Scam Alert! Beware, Be Wise!

ACKNOWLEDGMENTS:

Information for this article was sourced from: Netsafe, Commission for Financial Capability, CERT NZ, BNZ, ASB, SPARK

Other Health Promotion activities available free of charge to persons aged 65 years and over and living independently in the North Shore community:

• Steady Steps Presentation

One hour presentation that will provide useful information and simple tips to help try and prevent a fall occurring – thereby helping you to maintain your independence.

• Nutrition In A Nutshell Presentation

One hour presentation that will provide an overview of the importance of nutrition as we age and our changing nutritional needs.

• Sleeplessness & Stress Workshop

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

• Down But Not Out Workshop

Two and a half hour workshop (with morning tea included) to raise your awareness and understanding of depression and help you to recognise the differences between the 'blues' and 'depression'. There will be suggestions for

Club Gordon

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Volunteers needed!

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

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



Club Gordon is an
initiative of
Age Concern North Shore

coping and you will also learn how and where to seek help. We will also explore how to have a flourishing life in our later years. This workshop is aimed at those seeking information for themselves or for people they care about. Facilitated by Katie Rom, participants can be assured of a confidential, non-threatening and supportive environment.

Dates and venues are still to be confirmed and more activities will be available throughout the year as funding becomes available.

To register your interest for any of these activities, please phone 489 4975.

Your name will be placed on a waiting list against each activity and you will then be contacted for priority booking once dates/times known.

Registration is essential and places will be provided on a first-come, first-served basis.

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Volunteer Opportunities

Would you like to support Age Concern – we are looking for volunteers to help us in a number of areas and one or more of them may be the opportunity you are looking for to give back to the community.

Office Support

During September and October staff will be on leave and would love to have some help at the front reception area on Mondays in September and Fridays in October. If you think you would like to help, give Diane or Maureen a ring on 489 4975.

Chinese Interest Classes

– Conversational English
We need more volunteer tutors. With the overwhelming numbers of keen learners, our pool of dedicated volunteer tutors needs refreshing. The class helps older Chinese with the view to promote positive ageing through socialisation and the gaining of English conversation skills.



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

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Volunteer tutors assist groups of participants to learn through simple speaking activities – it is not a formal English class. Tutors can be native English speakers or bi-lingual. Previous ESOL or similar teaching experience

can be helpful but is not necessary. All we ask for is an interest in helping others and a friendly, relaxed attitude.

The group has a range of English speaking abilities from complete beginners to advanced speakers who come along just to enjoy practising their conversation skills. The number attending each week ranges from 55 to 65. Worksheets are provided as a guide for tutors.

We meet on a Wednesday morning, from 10.00am to 11.45am during term time at the PAC Centre, 7 The Strand, Takapuna (above CAB, adjacent to the Takapuna Library). If you think this might be for you, we'd love to hear from you. For more information, please contact Renata mobile: 022 694 2590 or email: rbckang@gmail.com. Alternatively, just turn up on a Wednesday morning and ask for Renata, Daphne or Angel.



Accredited Visiting Service

Would you like to be a friend to a lonely older person? Just one hour of conversation a week, a friendly smile and a listening ear is all that is required. There are many older people that do not receive regular visitors. If you would like to befriend a lonely older person or find out more about the visiting service, contact Kathryn, phone 929 2307.

Plan ahead today, for peace of mind tomorrow

Sharing your funeral preferences is an incredibly thoughtful gift to offer your family.



Thinking about your own funeral plans may seem odd to some. However, starting the conversation makes things much easier for your family when the time comes, and can also offer peace of mind for you, knowing your wishes will be fulfilled.

Funerals shouldn't be the only time we hear wonderful stories about someone we love and it's important to remember that these initial conversations don't need to be sad. If you start by sharing stories, this can be an enjoyable, comforting and bond-strengthening experience for you and your family. Rather than solely discussing funeral details, all these stories help build a clearer picture of your life, which your family and friends can honour and celebrate at the appropriate time.

As well as talking to your family, meeting with a funeral director for a chat about your wishes can ensure that they are properly recorded. Two local funeral homes, Forrest Funeral Services in Browns Bay and H Morris Funeral Services in Northcote, are happy to meet with families and talk them through what they'd like so there is no uncertainty after their loved one has passed away. They both also provide a free funeral pack enabling you to record your information, preferences for your funeral, and all the information you need about their services.

The other thing you can talk to a funeral director about in advance is the cost and this can help to avoid a financial burden on your family. The FDANZ Funeral Trust allows you to prepay towards funeral costs as the money is paid into the trust and released towards the payment of the funeral account when the time comes.

We plan for so many events in our life, but sadly New Zealanders don't appear so keen to plan for their funeral. Don't leave it up to someone else to tell your story. Take the time to talk today, when you can enjoy being a part of the conversation.

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When the time does come, grief can affect our ability to make considered decisions and it can be overwhelming to think of all the different options. By having these conversations ahead of time, you are relieving an element of stress from your family, as they will know they are making the right decisions for you. Talking about your hobbies and things you love also opens the door to discussing any personal touches you would like as part of your final farewell, or if there are certain things you might not be so keen on.

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www.forrestsfunerals.co.nz

Needs Assessment and Service Co-ordination (NASC)

There is a range of health workers and services available for older people to support them to stay at home. A needs assessment may be the key to accessing these services.

Needs Assessment Service aims to help you maximise your independence and self-reliance and to enable you to remain in your own home for as long as possible.

NASC is the key agency that can:

- Authorise Government funded services for older people living at home including home-help and personal care assistance. You will need to hold a Community Services Card to receive help with routine housework.
- Authorise Government funded short-term respite care for care-givers, day care or longer-term care.

- Authorise entry into long-term residential care such as rest homes, dementia units or private hospital. This authority is granted only when you are assessed as having high or very high needs and it is no longer safe for you to remain at home. If you need financial help to pay for long term residential care you may qualify for a Residential Care Subsidy, but you must have completed a Needs Assessment first.

You can apply for a needs assessment, either in person or by referral from any other person, eg your GP. If you are currently living in the community, and your health circumstances have changed you are able to apply for a re-assessment of your needs.

To contact NASC ring 442 7171.



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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



Need a hand? Services we offer:

- **General Home Help** - dusting, polishing, tidying, bed making, bathroom, stove tops, microwaves, vacuuming, all floors and wet areas mopped, Rubbish taken out.
- **Laundry** - colours sorted, washing done, hung on line, dried, folded and put away.
- **Meals** - shopping lists, meal planning, food preparation, cooking, company while eating, washing up and kitchen left tidy.
- **Shopping** - driven to local shops, accompanied while shopping, bags carried, unpacked and put away. Or if preferred we will shop for you, bring home and put away.
- **Sleep Over's** - support worker to sleep in the house for a 8, 10 or 12 hour period to ensure your safety.
- **Driving** - to appointments, Doctors, Hospital, Hairdresser, etc.
- **Morning Care** - help to get out of bed, showering, drying, dressing, grooming, ensure breakfast is eaten and hot drink given.
- **Evening Care** - ensure evening meal is eaten, undress, leave bed turned down, check house is locked up and secure.
- **Medication** - support workers are not authorised to give medication but they are able to remind you to take them.
- **Companionship** - need someone to pop in and check on you, read the newspaper to you, go for a walk, chat for a while, or even treat you to a day out occasionally.
- **Spring Clean** - this can be negotiated and arranged at any time.
- **Respite Care** - does your carer need a break, support worker to stay while carer is away.
- **Full Time Care** - 24/7 care can be provided. Special packages can be worked out individually.

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NORTH SHORE PROPERTY MANAGEMENT

Editorial supplied by Parkit Property Management

Some tips for communicating with a person with Dementia:

- Make sure you have the person's attention before starting to speak - use their name
- Check that hearing aids are turned on, glasses are clean to better watch your lips
- Ensure the person is comfortable before attempting an important conversation
- Be directly in front of the person with dementia so that they know where the voice is coming from
- Be at the same level so you are not looking down on them
- Minimise distractions
- Make sure you are calm, otherwise the person will detect your anxiety and become anxious themselves
- Speak clearly and give the person time to comprehend what has been said
- Mention the topic of conversation and use the main topic word often. Have only one concept in each statement or question
- Later it may be better to ask questions that may be answered by "yes" or "no" or give the person only two choices
- Suggesting lost words may help and some people appreciate the assistance. For others, however, it is frustrating if you finish sentences for them and get it wrong
- Repeat as necessary, using the same words (and give the person time to process the words and respond). If that doesn't work try rephrasing your message.
- Use words that help to orientate the person such as "Your old boss, Peter", "your sister, Shirley..."
- Repeat words back so that you are sure you have understood
- Use gesture to reinforce your words e.g. pointing to something or holding it up
- Visual aids can help communication greatly (photos, memos, objects, maps, written reminders)
- Touch may reassure or help the person to understand
- Take your time
- Have a laugh at both of you when you can't quite connect. Relax and try again
- Be positive saying "yes, and..." rather than "no" or "yes but..."
- Comment more, and question less

Don't

- Rush them
- Be bossy! No one responds well to being ordered to do something
- Talk over the person as if they aren't there
- Ask complicated questions that the person can't follow
- Embarrass people by asking factual questions that they won't be able to answer

Source: Dementia New Zealand Fact Sheets

Steps to Make a Complaint about Your Residential Care

1. First discuss your concerns with the Residential Care Provider by talking to the manager as this is the first line for response to a complaint. Residential Care Facilities have the ability to manage any immediate issues or actions required. They can answer questions at the point of care. They can check and answer questions and concerns about a resident's admission agreement or private contract to see what services the person agreed to pay for and address care concerns and complaints.

If you would like the support of a Health and Disability Advocate, phone 0800 555 050. They offer free advocacy support to anyone receiving residential care. An advocate can help you identify what the issues are that need to be addressed, and what resolution looks like. They then provide support to help you take your concerns to the care provider.
2. Contact Waitemata District Health Board (WDHB) Health of Older Persons Portfolio Manager, phone 486 8900, if you feel that talking directly with the Residential Care Facility hasn't resolved the issue. They can assist with the management of the complaint. The Portfolio Manager may work with specialist Nurses/Clinicians, speak to and/or visit the Rest Home to gather information and will contact you with their findings. Please note: gathering information may take time.
3. Contact the Ministry of Health - HealthCERT, phone 0800 113 813, or Disability Support Services, phone 0800 373 664, if you feel that you have concerns that haven't been addressed. They can assist with the management of the complaint and information on process. Part of their process would be to speak to the WDHB and /or care service to investigate. HealthCERT can also carry out spot inspections. Note: This isn't an immediate response to your care questions and gathering information may take time.
4. The Office of the Health and Disability Commissioner (HDC) considers complaints about Health and Disability Services, including Rest Homes and other Aged Care Services. After receiving a complaint, HDC gathers information

from the care service, the local DHB, HealthCERT and other agencies as needed. HDC may decide to close the complaint with educative comments or recommendations (often after receiving advice from clinical experts); refer the complaint to the WDHB or to the Advocacy Service for resolution between the parties; or, in some serious cases, HDC may carry out a formal investigation. A formal investigation can be a lengthy process (over a year) and may not provide immediate answers to questions about the care provided.

For complaints about services, you can contact a Nationwide Health and Disability Advocate on 0800 555 050 to discuss your complaint and the best way to resolve it or contact HDC directly phone, 0800 11 22 33.

Complaints About Costs

For complaints about costs you can talk to your Residential Care Provider, the WDHB, seek legal advice or go to the Disputes Tribunal (formerly known as Small Claims Tribunal).

Source: Ministry of Health

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Utilities Disputes

Utilities Disputes provides a free and independent complaints service for disputes about electricity, gas, water and access to shared property for Broadband installations. Phone 0800 22 33 40.

Morning Melodies

Springtime Jazz - Monday 9 September

The Band of the Royal Regiment of New Zealand Artillery – Monday 7 October

The Royal New Zealand Air Force Base Auckland Band – Monday 11 November
Bruce Mason Centre, Takapuna, 11.00am

Carried Away: Bags Unpacked - The bag reveals as much as it conceals.

Auckland Museum - Auaha Atea Nui Special Exhibition Hall until Sunday 1 December
– Free with Museum entry.

Local Body Elections will be held by postal voting from 20 September to 12 October. You should receive your voting papers in the mail by the 25 September.

Once you have received your voting paper, put it into the pre-paid envelope provided and post it back. You can also put your envelope in the ballot box in any library.

APO 4 Kids: Christmas

Auckland Town Hall, Saturday 30 November
For more information or to book phone 623 1052


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Internet banking: ASB 12-3011-0755744-00
(Please use: **ACNS** as code and **Surname and initials** as reference).

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Full details regarding membership fees and the making of bequests can be obtained from the office.

DO NOT USE THIS FORM TO RENEW YOUR MEMBERSHIP

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