

**SUMMER 2019 QUARTERLY NEWSLETTER**

Phone (09) 489 4975 | [www.ageconcern.org.nz](http://www.ageconcern.org.nz)



# Age Concern Auckland North Shore Edition

*Serving the needs of older people*

## AGE MATTERS



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## Contact Information

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**Email:** [ageconns@acns.co.nz](mailto:ageconns@acns.co.nz)

**Address:** 177B Shakespeare Road, Milford, Auckland 0620

### OFFICE HOURS

9.00am - 4.00pm Monday to Friday

### Age Concern Auckland North Staff Directory

#### Chief Executive Officer

Kevin Lamb  
820 2718; [KevinL@ageconak.org.nz](mailto:KevinL@ageconak.org.nz)

#### Information and Membership Co-ordinator

Maureen Andrews  
489 4975; [maureena@acns.co.nz](mailto:maureena@acns.co.nz)

#### Social Connections Co-ordinator

Delia Middleton  
929 2307; [deliam@acns.co.nz](mailto:deliam@acns.co.nz)

#### EARS Senior Social Worker

Alison Bravenboer  
929 2309; [alisonb@acns.co.nz](mailto:alisonb@acns.co.nz)

#### EARS Co-ordinator

Danielle Smith | 929 2308; [danielles@acns.co.nz](mailto:danielles@acns.co.nz)

#### Asian Services Co-ordinator

Ivy Zhao | 929 2311; [ivy@acns.co.nz](mailto:ivy@acns.co.nz)

#### Manager Ageing Well / Health Promoter

Katie Rom  
929 2314; [katier@acns.co.nz](mailto:katier@acns.co.nz)

#### Club Gordon Co-ordinator

Lesley Alexander  
489 4975 and leave a message

#### Finance Manager

Rhonda Oliver | 489 4975 and leave a message;  
[rhondao@acns.co.nz](mailto:rhondao@acns.co.nz)

#### Support and Development Co-ordinator

Diane Matheson  
929 2306; [dianem@acns.co.nz](mailto:dianem@acns.co.nz)

#### Total Mobility Assessments

489 4975; [ageconns@acns.co.nz](mailto:ageconns@acns.co.nz)

#### Chinese Interest Classes Co-ordinator

Renata Kang  
489 4975 and leave a message

## Christmas Hours

**Our office will close  
Friday 20 December and reopen at  
9.00am on Monday 6 January 2020.**

For Elder Abuse emergencies during this period, please phone the North Shore Policing Centre on 477 5000 or the Elder Abuse Response Service Helpline 0800 32 668 65

### For help on holidays and weekends:

North Shore Hospital	486 8900
ShoreCare	486 7777
Glenfield Urgent Care	444 4244
Need to Talk	Free phone or txt 1737

### REMEMBER

**FOR AN EMERGENCY CALL 111**  
**FOR A NON EMERGENCY PHONE 105**

## Skills Bank

**Could you please update the following:**

### Remove:

Carol Arnup – Mobile Hairdresser

If you know of any mobile hairdressers on the Shore who may be interested in going on our Skills Bank list please tell them to give us a call and have a chat.



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## 'TIS THE SEASON

This is the season of family and love and most of all giving. We give gifts to our loved ones, friends and others to show appreciation for all they have done for us through out the year. It's also a special time for us all at Driving Miss Daisy as we get into the spirit with our special festive Daisy Experiences.

There is fun and adventures to be had with your local Daisy. Call your Daisy to go and see the Christmas lights in your town, enjoy singing along at the Christmas Carols, or attend a special festive church service.

A Driving Miss Daisy Experience can be for one, or get a group together and share the costs and have your own festive get together at your favourite café or simply a drive to stroll in the sunshine and enjoy an ice cream.

Aging experts agree that it's good for you to keep active and importantly keep your social networks active. This particularly helps with depression and whilst it is a festive time of year it can be lonely for some, so do reach out and help each other. Talk to your Daisy they will know the local activities that may be of interest to you and your friends.

Driving Miss Daisy can solve the Christmas dilemma of a gift to buy or receive. What better idea than a Driving Miss Daisy Experience gift voucher that can be bought directly from your local Daisy. This has traditionally been a wonderful gift that family can give you, so don't forget to drop them a hint. A Driving Miss Daisy gift voucher creates memories, which is something very special, and you can use anytime you wish throughout the year.

Remember, Driving Miss Daisy accepts the TMS cards ("half price taxi chits"), providing driving discounts on trips.

Have a Wonderful Festive Season.

Melanie  
Co-Founder

*Editorial supplied by Driving Miss Daisy*

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**CEO UPDATE**

It seems like a lifetime ago that I was holidaying among the icebergs on Iceland’s southern coast, but it was barely three months ago. I took some leave to visit Iceland and then spend a few days with my daughter on the Faroe Islands before she went to University in Sweden. There was something special about exploring the icecaps and glaciers, waterfalls and geysers of such a beautiful place and having the opportunity to do so under never-ending blue skies and sunshine. Sitting in pavement cafes in downtown Reykjavik is an odd experience. I couldn’t help but feel blessed to be able to do so but somehow it didn’t seem right that far north.



I got back to my office in early August and have been busy ever since in steering the newly merged Age Concern Auckland forward. Fortunately, I don’t have to do it alone but have an excellent Management Team supporting me and a professional, committed staff focused on delivering the best possible outcomes for all our clients. Organisational mergers are never easy and ours has been no exception. There have been some changes in staff, with a handful deciding that now was the right time to move on, but we have already begun the process of bringing new staff onboard and that has bought a renewed energy and dynamism of its own.

My focus now turns towards the future. We always said that merger was just the start of a journey. We are now moving from the initial phase of bringing the three Age Concerns together and entering the next phase – how can we continuously improve our services and the support to our clients? How can we do so in a sustainable way and with the right level of resources? How can we ensure that we are heading into the future in a robust, efficient and effective manner?

As part of our amalgamation, we have now organised ourselves into five key streams of activity.

**Firstly**, there is all the important stuff in the background, developing our fundraising, managing our finances and overseeing the administration of the organisation. Here I am ably helped by Rhonda Oliver (who looks after all our finances), Alexis Sawyers (who heads up Fundraising and Communications) and Martina Huang (who makes sure that our offices, our cars and indeed that I, can function properly).

**Secondly**, there is our Intervention Services, headed by Kai Quan focusing on the Elder Abuse Response Service, our social work support and on raising awareness and providing education surrounding abuse and neglect.

**Thirdly**, there are our Ageing Well Services, headed by Katie Rom, and focused on equipping older people with the tools, knowledge, skills and resources to maintain a safe, healthy and independent lifestyle. Here we provide a wide range of Health Promotion activities and workshops, coordinate our Community Strength and Balance programme and oversee our Handyman Field Service.

**Fourthly**, there are our Social Connections Services, headed by Rebekah Preston and focused on mitigating against the detrimental impacts of loneliness and isolation by providing support and services to ensure that older people remain connected to their community. Here we deliver our Accredited Visitor Service, our community engagement activities and support our growing volunteer cohort.

**Finally**, our Asian Services mirror all the services above but are delivered in Mandarin and Cantonese to support older Asian peoples. Headed by Ray Law, we provide all the basic Age Concern services, activities and programmes but do so in a culturally and linguistically appropriate manner.

I have tasked each of the Management Team to identify over the coming months how we can improve what we do, where we need to be better and how we can get there. It is exciting, to be proactively developing Age Concern Auckland to ensure we are well positioned to deliver all that we need to today but that we are also positioning ourselves to meet the needs of tomorrow. We will keep you, our members, informed of our progress.

As the year winds down before you know it Christmas will be upon us, so stay safe, stay healthy and stay happy. Thank you for all your support, kindness and generosity and lets all look forward to where we take Age Concern Auckland in the next few years.

Regards,  
*Kevin Lamb*    CEO Age Concern Auckland Region

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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.**

## Chair's report

Welcome to the last edition of the newsletter for 2019.

This has been a significant and important year of change for Age Concern in the Auckland Region, focused on setting us up for great things in the years to come. I find it quite fitting that 70 years after Age Concern was established in Auckland, we took another big step and merged our three Age Concerns together.

In December 1949 the Auckland Old People's Welfare Council was established, "to promote the general good of older people in and around the city of Auckland by assisting and coordinating the work of Statutory Authorities". This might not be the language we would use today but the sentiment is still relevant for our new Age Concern. We are still focused on serving and supporting our older people and working with agencies and funders to make it all possible.

As I look forward to summer and warmer days, I also reflect on what Age Concern Auckland has delivered since amalgamation in July. Each week more than 650 older people have been visited by a volunteer; 682 people have been provided with a Total Mobility assessment, which entitles them to half price taxi fares; 75 Positive Ageing Workshops have been delivered; and more than 13,000 enquiries have been answered.

Sadly, the team has also dealt with 526 elder abuse and neglect enquiries and supported 203 older people going through those terrible experiences. It is a subject that we never shy away from, as our Chief Executive, Kevin Lamb, demonstrated when he was interviewed on the AM show on



1 October for International Day of Older Persons.

All this vital and necessary work is only made possible by the dedication of our 680 wonderful volunteers and 40 amazing staff. Our volunteers have given Auckland 12,500 volunteer hours since July, to help us deliver our services in our local communities. As a volunteer myself I really mean it when I say thank you. You are amazing, professional and we'd be lost without you.

Our superb staff work so hard to lead and deliver the services and support older Aucklanders need, they help to coordinate our volunteers and go above and beyond on a regular basis. Thank you for your ongoing commitment. Finally, to our members, your support means we can continue to be here for the people who need us, thank you.

So, as we end 2019 as one organisation, I pay tribute to all those marvelous people who have been involved in Age Concern Auckland and our forebearers, during the past 70 years. The work of Age Concern Auckland is needed now as much as ever. Thank you to everyone who has had a hand in delivering for Auckland's older people and all the very best for the upcoming holidays.

*Victoria Walker* Chair, Age Concern Auckland.

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## What You Can Put in Your Recycling

### Items you can put in your recycling

- Glass bottles and glass jars
- Tin, steel and aluminium cans, including empty aerosols
- Plastic bottles from your kitchen, bathroom and laundry (plastic grades 1-7)
- Clear plastic food containers
- Pizza boxes (remove any leftover food)
- Newspapers, magazines, advertising mail and envelopes
- Paper and cardboard packaging
- Egg cartons
- Milk and juice cartons, including Tetra Pak ® cartons (except on Great Barrier Island)

### Before you recycle

- Rinse all containers
- Leave lids on all bottles and containers
- Containers should be no larger than 4 litres

### Items you cannot put in your recycling

- Plastic bags - they get caught in the sorting machines
- Food waste
- Garden waste
- Medical waste
- Building waste
- Chemicals and hazardous waste
- Nappies and sanitary products
- Polystyrene takeaway containers and polystyrene meat trays
- Clothing, shoes and textiles
- Cookware, Pyrex ® and drinking glasses
- Window glass, mirror glass and light bulbs
- Fluorescent tubes and lamps, including Compact Fluorescent Lamps - they contain toxic mercury
- Electronic and electrical items
- Batteries - lithium batteries can explode and have been known to cause fires in recycling trucks

Source: Auckland Council



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### Farewell to Kathryn McMahon



It is with regret that we farewelled Kathryn from the position of AVS Coordinator. Kathryn has been with us for many years, first as the Field Officer and TM Assessor and for the last three years,

coordinating the Visiting Service. During her years at Age Concern she helped many older people and she will be missed by staff, clients and volunteers. We wish Kathryn the very best with her future endeavours.

*The Board and Staff of  
Age Concern Auckland  
wish you a happy  
Christmas and a  
healthy New Year*



# HOME CATER.

## Ready to Heat & Eat Meals

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*Many Thanks George Warman  
(Ranui West Auckland)*

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### Chinese Interest Group Update

**Volunteers Wanted.** Our Chinese Senior English Conversation Group needs more volunteer tutors. Our learners are keen to learn everyday conversational English so they can assimilate into the community better.

No worries if you do not have any teaching experience, all you need is an interest in helping Chinese Seniors learn everyday English. Classes run during school terms, with lessons on a Wednesday, 10.00am-11.45am in Takapuna. For more information, please contact Chinese Interests Group Coordinator, Renata 022 6942 590 or email: [rbckang@gmail.com](mailto:rbckang@gmail.com)

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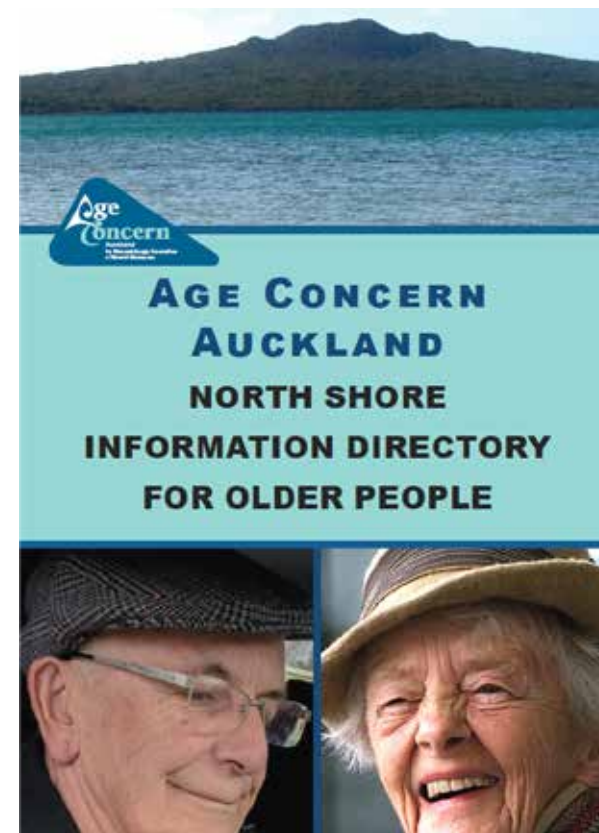
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### Information Directory

We have just published our 2019 North Shore Information Directory for Older People. It's full of useful information on topics including: health; housing; finance and legal; home and disability support; transport and education and social activities. Pop into the office for a copy or we can post you a copy for \$5.00 p&p.



### Good in the Hood

September was 'Good in the Hood' month at Z Energy, which meant that every Z petrol station across New Zealand gave their customers the opportunity to vote for four local charities. At the end of the month, all the votes were counted and the charities got a share of \$4,000. Age Concern's North Shore office was lucky enough to get \$818.00 from Z Milford, who have supported us for the last few years. Our thanks to Z Energy for this great initiative!



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Sponsor a Senior Appeal

“What a lovely bag and so many goodies inside. I was surprised and delighted. Thank you so much and thank the wonderful people who have given so much time and generosity. The gorgeous red hat will be my forever headgear for most of the year. Someone has been knitting, others sewing, for other people and others gifting all sorts of welcome useful toiletries and nibbles. Lots to read too”. Mrs D. B.



With the amazing support of you and other individuals and organisations, last year we had a very successful Christmas Appeal that saw us deliver over **75 gift bags and 25 food boxes** to older people on the North Shore. The bags made and donated by Boomerang

Bags, contained all sorts of goodies to help lonely isolated older people experience some much needed Christmas joy.

Many of our older people live alone and face the prospect of celebrating Christmas by themselves. By helping us raise money for our Christmas appeal you are increasing the recipients enjoyment of this often lonely and stressful time of year.



Delia Middleton, coordinator of the appeal says “it is a wonderful feeling to be able to truly brighten up the day, or in some cases the year, of the older recipients of the

Christmas bags”. She adds “some of the recipients are initially speechless and confused as to why someone would give them such a gift, but were then so touched to know that other people cared”



While Age Concern takes the lead in organising the bags and delivery we have always relied on the support of the wider community to reach as many older people as possible. Two local schools, Milford Primary and Torbay Primary have for many years contributed wonderful handmade cards and treats.

But even with the support of organisations that donate goods we rely on the goodness of individuals to help us by donating money that can be used to add to the hampers and buy supermarket vouchers. Delia says “the number of older people we can reach depends on the thoughtfulness and contributions that are made by each of us”.

Donations can be made by filling out the donation form on the next page, making a bank deposit to ASB 12 3011 0755744 00 (use reference ACNS SAS and your surname); online at [www.ageconcernauckland.org.nz/donate](http://www.ageconcernauckland.org.nz/donate) (choose donate to Age Concern Auckland and reference ACNS SAS in comments) or you can post

or drop your contribution to our office. Funds may also be used throughout the year to support older people who find themselves in need.

This is a wonderful chance to spread the Christmas spirit of goodwill and think of older people at this time. If you know of an older person who is lonely and isolated over Christmas, please let us know.

“Thank you for the gift bag.  
It was very much appreciated  
and it was kind and thoughtful.”

Help make an older  
lonely person from our North  
Shore community feel special  
this Christmas

Sponsor a Senior Christmas Bag Appeal

I/we would like to support Age Concern Auckland Christmas appeal with the following donation:

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[www.ageconcernauckland.org.nz/donate](http://www.ageconcernauckland.org.nz/donate)

(please choose donate to Age Concern Auckland and reference ACNS SAS in comments)

Charities Registration Number CC25023

Please send to: Age Concern Auckland,  
177B Shakespeare Road, Milford, Auckland 0620

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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



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Thanks



## COMMUNITY NOTICES

### Auckland Community Law Centre Free Legal Education Series “Know your rights”

**Venue:** St Anne’s Room, Mary Thomas Centre,  
3 Gibbons Road, Takapuna

**Time:** 10.00am-12noon,

Tuesday 26 November - **Disputes Tribunal:** Overview of the Disputes Tribunal; how the tribunal works; your rights at the hearing; how to file a case

Tuesday 3 December - **Alcohol Licensing** – a community voice: learn how communities and members of the public can object to alcohol licensing applications and help reduce the harm of alcohol on communities.

For more information and registration phone Daniela 377 9449 or email [education@aclc.org.nz](mailto:education@aclc.org.nz)

### Christmas Tree Showcase

**Friday 22 November – Sunday 8 December**

Barfoot & Thompson Netball Centre,  
44 Northcote Road, Takapuna.

Get into the Christmas spirit - view up to 200 Christmas trees created by community groups, corporate partners, schools, kindergartens, family and friends. This ‘Kiwiana’ themed display is not to be missed.

### Seeking Volunteer Drivers



CMA has been supporting older people for almost 50 years by running morning day centres for members at various locations on the North Shore

and Hibiscus Coast. The aim of the centres is to help members stay connected to their community by socialising with other like-minded older people. Activities include: crafts; games; strength and balance exercise and more. For many older people, transport to activities is a barrier for participation. To combat this, volunteers assist with transport to and from centres. Volunteer’s pick members up from their home and drop them to the centre by 10.00am and then if possible, pick them up again at 12.30pm to return them to their home. It’s only a few hours a week and is a great way to get to know people in your community. If you have your own vehicle, some time to spare and a full clean NZ driving license give them a call to have a chat - phone: 09 489 8954 or email: [info@cmans.org.nz](mailto:info@cmans.org.nz) [www.cmans.org.nz](http://www.cmans.org.nz)

### Toy Maintenance Retiree Social Group

Every 1st Monday of the month, 10.00am-12noon  
1 Sidmouth Street, Mairangi Bay, Auckland  
Come and help repair, clean, process and test toys whilst making new friends over a cup of tea or coffee.  
Contact Kat, phone: 021 022 30179,  
email: [president.nsctl@gmail.com](mailto:president.nsctl@gmail.com)

## Payments to IRD

From 1 March 2020 you will no longer be able to pay the IRD with a cheque.

If you need to make a payment to the IRD after this date you can:

- **Pay in person at Westpac Bank:**
  - By dropping into a Westpac bank and paying over the counter with cash or eftpos, or by using a Westpac Smart ATM. If you can access the internet, go to [www.westpac.co.nz](http://www.westpac.co.nz) to find a Westpac Branch or Smart ATM
- Use online banking options such as direct credit payments or automatic payments. Many banks offer a dedicated tax payment option
- Pay online through Inland Revenue:
  - By making credit or debit card payments at [www.ird.govt.nz/pay](http://www.ird.govt.nz/pay)
  - By making direct debit, debit card or credit card payments at myIR online services. Login or register for myIR at [www.ird.govt.nz](http://www.ird.govt.nz)
  - Making an overseas payment by using a fees-free money transfer service. Search for “make a payment” at [www.ird.govt.nz](http://www.ird.govt.nz)

**To help you find a payment option that works for you talk to your bank about the options they have, visit [www.ird.govt.nz/pay](http://www.ird.govt.nz/pay) or talk to your tax agent.**

## SuperGold Card

The new SuperGold app and website will help you find discounts and special offers quickly and easily. SuperGold cardholders can stretch their dollar further in more than 9,500 places right across the country. Well-known companies like Qantas, Spark and The Warehouse have recently joined SuperGold. Together with longstanding local and nationwide business partners, they’re providing discounts and special offers to SuperGold cardholders throughout New Zealand.

For those New Zealanders aged 65+ who are digitally minded, the new app and website make it easy for you to find discounts close to home and when you’re travelling around the country. BUT if you don’t have access to the website or app, you are still eligible for the same discounts. Look out for signs in the shop/business you use, or if you are unsure if they offer a discount, ask. If they don’t offer one now, it might encourage them to consider it for the future.

The SuperGold card isn’t changing and you will still need to show it to receive your discount or special offer.

For more information visit the SuperGold website [www.supergold.govt.nz](http://www.supergold.govt.nz) from any computer or mobile device, or phone 0800 25 45 65 (Monday-Friday, 8.00am-5.00pm).

The app can be downloaded onto a smartphone or tablet (eg iPad) – visit the website to check out how. Give it a go!

Don’t forget that if you are visiting Australia you may be eligible for discounts via the Australian Seniors Card programme. Each Australian state/territory runs its own independent programme. You can check via the SuperGold website or if you are not sure, ask businesses if they will accept the SuperGold card.

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the  
wisdom of  
old age.

Learn  
from elder  
people and  
be wise.

## ELDER ABUSE RESPONSE SERVICE

Kia Ora kautou Age Concern members and our wider community!

The Elder Abuse Response Service deals with a range of enquiries and concerns that are brought to us by older people themselves, their family/whanau, concerned neighbours or members of the wider community. All enquiries are treated in a respectful and confidential manner. If you have any concerns and would like to talk to Danielle or myself, please call us.

In this article I would like to discuss one of the common issues that are brought into the service – financial abuse. Financial abuse is the using of somebody else's money or property without authority and can include scamming older people. It often occurs alongside psychological abuse where an older person is threatened, coerced or bullied into giving a family member or friend money.

*"If you don't give me the money, I'll make sure you never see your grandchildren again"*

Many of the older people who come into the service

having been financially abused are very hesitant to seek help, they may feel that they are a burden to their family and don't want to cause trouble, especially between other family members. The abuser may believe that they will inherit anyway, so it's not really abuse. This can lead to emotional blackmail of the older person to change their Will or give money to the abuser that they cannot afford. Technology can increase the risk of financial abuse. Once money has been taken it can be very difficult to get back.

Many times financial abuse is never reported because the older person is embarrassed and ashamed that someone they love and trust has taken advantage of them. Financial abuse isn't always about money being taken. It's the grandson who refuses to pay rent or contribute anything to food etc. Older people shouldn't be expected to house and feed their family members for the rest of their lives for free. These are just a few examples of the types of cases seen relating to financial abuse and the varying contexts.

**If you feel you have been abused in any way please contact the service. Alison Bravenboer**  
**Senior Social Worker – Elder Abuse Response Service**  
**Phone: 929 2309; email: alisonb@acns.co.nz**

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**Ear Health Birkenhead, 131 Birkenhead Ave Birkenhead. Ph: 09 480 5676**

**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**

## Immunisation for older people Free vaccines to protect against influenza, shingles, tetanus and diphtheria

As you get older, you become more vulnerable to some infectious diseases. Free immunisation is offered from 65 years onwards to protect against: tetanus; diphtheria; influenza and shingles.

**Tetanus** (or lockjaw) is a serious infection caused when bacteria that live in dirt and dust, enter the body through a cut or wound. Tetanus causes muscle stiffness, painful spasms and sometimes death.

**Tetanus is more likely to be fatal in older people**

**Diphtheria** a serious bacterial infection of the throat that can close off the airway. It can also affect the heart and nervous system and cause death. Because of immunisation, diphtheria is now extremely rare in New Zealand. However, it can still be brought back into the country through travel.

### Combined tetanus and diphtheria

**vaccine** is recommended when you reach the age of 45 years and again at the age of 65 years to boost the immunity you received as a child. The vaccine is free, but your general practice may charge a small fee to give the injection.

**Influenza** (or the flu) is a serious illness that can sometimes be fatal. People of any age who contract the flu can end up in hospital, but it's more likely if you're older or have an underlying medical condition. Influenza can make existing medical condition such as asthma, emphysema or diabetes, a lot worse. The Influenza vaccine is free and recommended every year from age 65 years onwards.

**Every year around 400 New Zealanders die from influenza**

**Shingles** (or herpes zoster) is a painful rash affecting a particular nerve. It's a long-term effect of chickenpox that can occur many years after a person has recovered from the initial disease. It can affect anyone who has previously had chickenpox and its more common in older people. Shingles usually lasts 10-15 days and can cause scarring and loss of vision if it affects the eyes. One of the most serious

complications, particularly among older people, is nerve pain that lasts long after the rash has disappeared.

**About 1 in 3 New Zealanders will get shingles in their lifetime**

Shingles vaccine is free at age 65. Until 1 April 2020 anyone aged from 65 to 80 years is also eligible for a free shingle vaccine

### How effective are the vaccines?

Immunisation significantly reduces the chance that you will catch these diseases, but does not provide total protection against any disease, including influenza or shingles. Immunisation is strongly recommended by Health Professionals as it may still reduce the severity of the disease. Although the effectiveness of immunisation reduces as we get older (because our immune systems become less effective at fighting disease with age), immunisation is still one of the best ways to help protect against several serious diseases.

### Where do I get immunised?

Free immunisation against these diseases is available at your general practice. Many pharmacies also provide free influenza immunisation to those aged 65 years and over.

If you spend time with babies and young children or are likely to spend time with young grandchildren in the near future, you might also want to talk to your Doctor or nurse about how immunisation can protect you and your family from other infectious diseases, like whooping cough.

### Four Key Points

1. As you get older, the protection from earlier immunisations can begin to wear off
2. Free immunisations for those aged 65+
3. Protect against influenza, shingles, tetanus and diphtheria
4. It's safe to receive all three vaccines together

Source: Immunisation for Older People leaflet [www.healthed.govt.nz](http://www.healthed.govt.nz)



AVS Update

What to do if you feel lonely

Any of us can become a bit isolated.

Feeling lonely is something that happens to many of us during our lives. The good news is that there are things we can do about it and its not all about throwing ourselves head first into challenging social situations. The list below is a summary of suggestions from research and clinical experts.

Identify the cause

People become lonely for different reasons, so solutions to loneliness vary from one person to another. Think about what is making you lonely, as that may help you understand what steps you can take to change your situation.

Learn about how loneliness can affect your thoughts and behavior

Loneliness that goes on for a long time can lead to a pattern of increasing passivity and withdrawal. Understanding how loneliness may be affecting your thoughts and behavior can help you regain control. The late professor John Cacioppo was a leading world expert on the psychology of loneliness. Below, he offers a plan to ease your way out of chronic loneliness by changing your thinking, making a plan and taking manageable steps.

Be kind to yourself

Try to challenge any unkind thoughts you're having about yourself. Practice replacing these with positive statements and avoid comparing yourself to others. What people choose to share isn't always an accurate picture of how life is really going for them.

Self-Care

Think about your own wellbeing. Things like getting enough sleep, eating good food, getting out of the house, taking some gentle exercise and avoiding recreational drugs and alcohol can help to lift your mood and energy and put you in a better position to take action on loneliness.

Routines

If our environment is disordered, it can add to feelings of loneliness, depression and loss of control and can also limit social interaction. Simple routines like making your bed in the morning, or doing the dishes before going to bed, can make you feel less lonely and increase your confidence to invite others into your space.

Get comfortable with your own company

Seeking company out of desperation, because we fear spending time alone, can mean that we settle for poor interactions that can lead to increased feelings of loneliness.

Learning to be comfortable with being alone means that we can seek company from a position of greater strength. Doing something you enjoy can take your mind off loneliness, whether it's getting absorbed in a book, music, a creative hobby, or taking yourself out for a coffee, a movie, a walk, or a swim. Other suggestions for lifting your mood include singing out loud, meditation, or keeping a daily gratefulness journal.

Take small, manageable steps toward more social connection

Just going out of the house to where there are people can be a first step and can lead to brief, non-threatening interactions. While you're out, practice smiling and saying hello to people you pass in the street; have a brief chat with a cashier; or exchange a comment about the weather. Practicing small talk in this way can make it easier to take part in conversations in more structured situations. To make more lasting connections, experts recommend focusing on what interests you, in order to meet people with whom you're likely to get on. So if you're interested in reading, for example look for a book club or meetup to join. Another way of connecting with like minded people in a non-threatening way is to volunteer for something that interests you. A third strategy is to increase connection with people you already know, such as old friends or members of your close or extended family.

Reaching out

John Cacioppo urges us to expect the best from other people and to work on reaching out to others with warmth, generosity and goodwill. He adds that all relationships will involve moments of friction and that it's important to keep these in perspective, remaining optimistic and consistent in our efforts to connect. Clinical psychiatrist and author Ellen Hendrikson advises it takes 6-8 connections before someone considers us a friend, so we need to be patient. As long as we are mutually kind, she says, we tend to become friends with whomever we see most often. So we increase the likelihood of making friends if we put ourselves in situations where we see the same faces again and again.

*This article was reproduced with permission from "Family Care New Zealand" magazine issue 41*

Age Concern can help

If you are feeling lonely, or would just like more social contact, it's important to do something about it and here at Age Concern we can help. Our Accredited Visiting Service is a service that provides regular visits to older people who would like more company. Our visitors are volunteers who are keen to spend time with an older person for about an hour each week to enjoy conversation, shared interests and activities. We will match you with a volunteer who shares your interests and would love to get

to know you and learn more about your experiences. Older people who have a visitor tell us that they are not so lonely anymore and feel that they have a friend. "Having a conversation with him makes me feel happier, because he is a very interesting and friendly man". You may also like to consider volunteering to be a visitor. "I enjoy it immensely. The person I visit is wise, shares his experiences and makes it obvious that he enjoys what we do".



I would like to introduce myself as the new Social Connections Coordinator – this role includes looking after the volunteers and clients that are part of the Accredited Visiting Service on the North Shore, as well as Total Mobility assessments. I previously worked alongside Kathryn supporting her with the administrative parts of the Visiting Service role before becoming the Total Mobility Assessor. Last year I also coordinated the Sponsor a Senior appeal.

I am looking forward to catching up with volunteers I have met previously and meeting new volunteers that have recently joined the service. Hopefully many of you will be attending out Volunteer Festive High Tea on Saturday 30 November 2.00pm-4.00pm at the Positive Ageing Centre in Takapuna. If you have not had a chance to RSVP please ring the office on 489 4975 or email [ageconns@acns.co.nz](mailto:ageconns@acns.co.nz) to let us know if you can attend. If for any reason you have missed getting your invitation, please give me a call so I can send one to you.

Thank you to all those volunteers who have returned their

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NORTH SHORE BASED

'Record of Visit' form. I know that with the change in staff there have been some volunteers who have not received their form for the October – December period. Please let me know if this includes you, and I will post or email one to you.

**If you think that you might enjoy a having a visitor, being a volunteer visitor, or would just like to catch up with me, please give me a call on 929 2307 or email [deliam@acns.co.nz](mailto:deliam@acns.co.nz)**



Takapuna Coffee Group



Glenfield Coffee Group

There are no limits to what you can accomplish except the limits to your own thinking.



RELATIONSHIP CHANGES  
IN A VILLAGE

Retirement villages are microcosms of the wider society. Residents' relationships and obligations can change in a village, just as they do elsewhere. But retirement village residents' obligations are governed by contracts that usually don't have the level of flexibility to easily allow for changes when personal circumstances change.

Over the next couple of issues we'll look at divorces and separations, late life love and moving a child or other dependent adult in.

The starting point is the occupation right agreement (ORA), which is usually a personal contractual right to occupy a unit and is non-transferrable. Residents will usually hold their interests jointly rather than as tenants in common. Each village is different, and will approach the issue according to the resident's circumstances, but all disclosure statements are required to disclose the effect of marriage on an ORA.

An ORA usually restricts the length of time that guests may stay with a resident without first obtaining the operator's prior consent. This could be no more than two weeks at any one time and a total of six weeks in total each year.

Divorce, or when a resident couple separates

The ORA will usually be relationship property. As with any separation, one partner may offer to give up their right to occupy the unit and their interest in the termination proceeds in exchange for some other benefit. Many, but not all operators, will be willing to acknowledge this arrangement and may formally document the change, subject to both residents obtaining independent legal advice.

It is not uncommon for residents to be concerned about legal costs and will try to avoid formally documenting the division of their relationship property. Occasionally they might try to get the operator to decide. Operators, of course, do not wish to be put into a position of trying to decide who gets what and will actively avoid getting involved.

Unfortunately, as with any relationship break up, there may be insufficient assets or income available to allow one partner to stay in the village and to pay the other resident out, or there could be angst among other residents if one party stays and the other leaves. While village managers will be sympathetic to the change, it's not their job to get involved in relationship property disputes.

Next time we'll have a look at what happens when a resident falls in love.


*editorial supplied by Retirement Villages Association*

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**Method of payment:**  
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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**

**If you are unsure if you have renewed your membership, please phone the office on 489 4975**

**The importance of your membership of Age Concern**

Thank you for being a member of Age Concern. **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 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.

**If you haven't renewed your membership this year please do, so you continue to receive this newsletter and support our work.**

Thank you again for your continuing support of Age Concern, we are incredibly grateful. If you have any questions please call the office on 489 4975.

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- **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.
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