

AUTUMN 2020 QUARTERLY NEWSLETTER

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Age Concern Auckland Counties Manukau Edition

Serving the needs of older people



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250 Puhinui Road, Papatoetoe 2025

Postal Address: PO Box 19542,
Avondale, Auckland 1746

Please **DO NOT** post to our physical address,
as mail is not delivered to Cambria Park,
please send all mail to our **PO Box 19542**
Avondale, Auckland 1746

OFFICE HOURS

9.00am - 4.00pm Monday to Thursday

9.00am - 1.00pm Friday

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Age Concern Counties Manukau Service

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

Community Strength & Balance Programme – we
coordinate and provide access to approved community
strength and balance classes as part of a nationwide
movement to reduce falls and fractures in older adults.

Counsellor – provides counselling to older adults
around age related issues such as transitioning to
residential care, change in family relationships, grief,
loss and anxiety.

Elder Abuse Response Service – aims to improve the
quality of life of older people in abusive situations and
to prevent abuse by providing case management, free
and confidential advice and by working with a range of
agencies to provide wrap-around support services.

Elder Abuse & Neglect Prevention Education – offers
training to groups and organisations in our community
on elder abuse and neglect prevention to help reduce
the instance of elder abuse in Counties Manukau.

Handyman Field Worker Service – aims to improve
the quality of life for older adults who are no longer
able to attend to small jobs in their own home. Our
Handyman Field Worker can assist by completing
small jobs like changing smoke alarm batteries, light
bulbs, checking home safety and providing links to
services, information and resources.

Health Promotion – delivers a range of free
workshops, seminars and programmes that are fun,
sociable, interactive and promote healthy living. The
Health Promotion education sessions are designed
to provide access to health related information and
services to give older people more control over their
health and wellbeing.

Total Mobility Scheme – assesses and provides
Total Mobility Cards to eligible people so they can
receive subsidised taxis to ensure they can still access
services and social connections when they are no
longer able to use public transport.

Active Ageing Action Programme – is designed to
enable those currently in the second half of their
working lives to develop a comprehensive, holistic
retirement plan around their wellbeing during their
retirement years. It is a life planning tool not a financial
programme.

*The views expressed in this newsletter are not necessarily
those of Age Concern Auckland. The inclusion or exclusion
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YOU'VE GOT A FRIEND

Companionship is at the heart of the Driving Miss Daisy service. It's the relationship that develops between our Daisy drivers and their clients that makes our business so rewarding.

Now celebrating 10 years of business our clients are evolving with how they use our service, which is a direct result of the companionship that is unique to the Driving Miss Daisy Service.

The business originated to empower the elderly, to give you the freedom to live independently by offering a companion driving service that would be reliable, trusted and affordable. We saw how the elderly could still “be in charge” as they went about their daily errands of shopping and being on time for appointments knowing one of our Daisies would always be by their side.

Today people ask what has changed in 10 years. Well, we are now successfully operating across the country with over 250 fabulous Daisy cars on the road.

We are very grateful to the many who have supported us like ACC, NZTA and numerous Regional Councils who accredited us under their Total Mobility Scheme, which provides half price fares up to certain limits on numerous trips for many of you on our service.

However the biggest change we are seeing are the Daisy Experiences. Every aging expert especially those involved with dementia are in agreement that maintaining our social networks helps maintain not only our physical health but helps reduce the risk of depression.

Daisy Experiences offer endless possibilities. From trips to revisit places we once knew so well, to a drive in the country, to getting friends together for a café outing, an event or simply just getting out and about, it's all good for you.

Talk to your local Daisy or call us to find out how we can help you stay social, active and independent.

Editorial supplied by Driving Miss Daisy

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Pukekohe	Ph: (09) 239 1377



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CEO UPDATE

2020 is destined to be a very exciting year for Age Concern Auckland. In the middle of last year, the three Age Concerns of Auckland, Counties Manukau and North Shore agreed to merge, to create a stronger, more sustainable organisation, focused on providing a consistently excellent level of support across the City. We always recognised that the first phase would be about change and adjustment. I always had in the back of my mind that the move from one year into the next would see us move from one phase in our development to another and that is certainly the case.

It was no surprise that some of our friends and colleagues saw the amalgamation of the three Age Concerns as the 'right' time to move on, to either retire or to look for the next challenge in their career. As sad as it was to say goodbye to some of our former colleagues, it also gave us the opportunity to look at how we structured ourselves, how we wanted to improve the way in which we did things going forward and what skills and expertise we would need to meet the challenges of the future head-on. It is very satisfying to be able to share with our members, friends and supporters that we now have a full compliment of staff with every position being filled with someone with passion, commitment and the right mix of skills and experience to ideally equip us for the future. We have continued to bring in people from a diverse range of backgrounds and every one of them brings something unique to the role and ensures that the sum of the parts is far greater than the whole.

We have faced other challenges too. Behind the scenes the team have been working hard to bring together everything from our telephone and computer systems, finances, branding, even down to making sure we all use the same referral forms. What is visible on the surface is just the tip of the iceberg and there has been so much more going on behind the scenes. I would like to pause, just momentarily, to thank all of the team, staff and volunteers alike, who have been beaver away in the background. The recognition all too often falls on those of us who are visible but, for me, I recognise that I couldn't have done anything without the support and commitment of the simply outstanding team of people we have here at Age Concern.



We have also been busy redrafting our Strategic Plan – the living document that guides what we do over the next five-or-so years. One of the most exciting things for me is that we have added in a Strategic Priority of making Age Concern Auckland a 'knowledge-based organisation'. It sounds simple, but it puts down in black and white that everything we do is based on knowledge and understanding. We are already seeing this increasingly become a reality as we actively engage in a series of projects and initiatives, from partnering with Auckland Council on making Auckland an 'Age Friendly' City through to collaborating with the University of Auckland on research around group therapy. These things don't detract from the importance of delivering a high standard of support and advice today, but it does help ensure that the support and advice we offer tomorrow is based on the best possible foundations of knowledge and understanding.

Finally, we are not immune to global events and our thoughts go out to all those around the world affected by the coronavirus – and I hope that by the time you read this the global response will have begun to turn the tide and stop the spread of the virus. Even before the first confirmed case in New Zealand we were feeling the impact. We put our programmes that were supporting the older Chinese Community on the North Shore on hiatus, to allay fears that those returning from the New Year celebrations in China may have become infected. We also welcomed, Lui Man Li or Money to her friends, to the team as our new multilingual Social Worker. We are lucky to have Money as part of our team, a highly skilled social worker, fluent in English, Mandarin and Cantonese. Money joined direct from Hong Kong and had a slightly delayed start to her career here at Age Concern as she entered a fortnights voluntary quarantine. I'm glad to say that Money is fine and is now on board supporting our older Chinese community.

You will read in our Chair's words how Age Concern is exploring moving from being an Incorporated Society to becoming a Charitable Trust. I would also like to echo her words and reassure everyone that this change will not limit our focus on supporting all those who need help across Auckland. We will need our members and supporters even more as we continue to move forward on this next phase of our journey, and I would like to thank you all for your continued support.

Regards,

Kevin Lamb CEO Age Concern Auckland

Chair's report

I hope you have all had a wonderful summer and enjoyed the long dry days. However, for those on water tanks it has been a worrying time. If you've struggled with water supplies, I hope you've had the help you need and some much-desired rain is on its way.



Before I continue with my introduction for this Autumn edition of our newsletter, I wish to send our deepest condolences to the victims and their friends and families of the 15 March attack in Christchurch, one year on. It is hard to believe the time has passed as the shock of the tragedy is still raw. Let's hope we never see anything like it again.

This February saw the last AGM of the three separate entities of Age Concern Auckland Central and West, Counties Manukau and North Shore. More than 60 people attended the meeting where we also had an opportunity to hear from past Board Chairs Mary Gray and Alistair Hall. Alistair has stepped down from the Board but has offered his help when we need it, thank you Alistair. Mary remains on the new Auckland Region Board and they both gave lovely summaries for Counties and North Shore, as well as thanking the previous CEOs for their contributions to Age Concern.

The most significant news from the AGM was the Board put forward a remit to become a registered Charitable Trust. The remit was passed. You might be wondering what it means? In many ways not much. It is really moving Age Concern with the times as societies (what we used to be) are often set up for less formal groups. Whereas Age Concern Auckland has grown with its merger to be an even more significant organisation for the provision of support and services for older people in Auckland. I was asked at the AGM if we will remain focused on our beneficiaries, I confirmed then and do so now, absolutely.

I noted recently the change Kiwibank has made to its practices and will no longer be accepting cheques. It feels an obvious thing to do in 2020 but the impact can be greater than we can imagine. If I think about the lady I visit as part of Age Concern's Accredited Visiting Service, she has no computer or mobile phone. She is totally reliant on cash. Her eyesight

is failing, as is her mobility. This makes even taking money from the ATM difficult. I wonder whether we need to look at a new secure solution for people where online banking is not that easy. I'd like us to see if we can link in with the telcos or banks to come up with a bright idea? As more of us age, there's sure to be a need?

I'd also like to congratulate Professor Ngaire Kerse, from the University of Auckland, who was appointed a Member of the New Zealand Order of Merit for Services to Seniors and Health, in the 2020 New Year Honours list. Professor Kerse has worked with Age Concern Auckland on research and is an international expert in maximising health for older people. It is delightful that someone who works to better the lives of older people is recognised in this way.

As I close, please remember if you need our support get in touch. Age Concern Auckland Region is here to help. Enjoy the next few months as we head into Winter and stay safe and well.

Victoria Walker Chair, Age Concern Auckland.



Age Concern Counties Manukau



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**Tai Chi for Health Institute is now an approved
Registered Exercise Professional Continuing
Professional Development (REPs CPD) Provider**

Dr Paul Lam's Tai Chi for Health Institute Inc (TCHI) is now an approved REPs CPD Provider. Master Trainer Tamara Bennett (also GCSBP Smiling Dragon Tai Chi & Qigong classes Senior Instructor), has been working to get TCHI recognised by Exercise Association NZ (REPs/EANZ) for approximately five years. Having it recognised is a huge acknowledgement that these programmes are safe and effective exercise for all sectors of the fitness industry.

For a list of currently registered TCHI courses with REPs visit <https://www.reps.org.nz/cpds/>

*As you will notice, only some workshops are currently listed. An application and approval process is required for each individual workshop, so please be patient as our Master Trainers work through this new process.

For information on how to become a Tai Chi for Health Institute Board Certified Instructor, please contact MT Tamara Bennett and visit her website for workshop and class information www.smilingdragon.co.nz smilingdragontaichi@gmail.com 021 255 1087



**NZ Lottery Grants Board
helping support our vital work**



NZ Lottery Grants Board is one of Age Concern Auckland's largest supporters. They support the work of each of our local offices and help make a difference in the communities we work within. In Counties Manukau their support helps fund the work of our Counselling Service, our Handyman Service and also the overheads of our office, which deals with 4000 enquiries each year. Thank you NZ Lottery Grants Board for supporting older people in the Counties Manukau area, we couldn't do our work without your generosity! Thanks also for the difference you make to so many community organisations across New Zealand.



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Thanks

**Introducing Age Concern
Auckland Board Member
– Edwina Mistry**

**1. How long have you been
involved with Age Concern
Auckland and in what
capacity?**

I have had a long-standing relationship with Age Concern over the past 26 years. It began in 1994, when my husband Darius and I started as Volunteer Visitors, which we continued doing until 2016. During these 22 years we visited three lovely ladies, right until each of them passed away. We thoroughly enjoyed our time visiting our ladies and all of them became part of our family. After years as a visitor I felt Age Concern could benefit from some of my other skills and experience in the areas of technology, marketing, business and people transformation and management. I was elected to the Age Concern Auckland Board in 2017 and during my tenure was Deputy Chair, on the Finance Committee and then later served as the Chair for a short time until the Board was dissolved with the amalgamation of the three Boards mid 2019. I am now a member of the current amalgamated Age Concern Auckland Board.



**2. What attracted you to become involved with Age
Concern Auckland?**

My husband Darius and I have been in NZ for the past 32 years. We do not have any immediate family living in NZ and we wanted to give back in some way to older people. As both our parents lived in India we did not have the opportunity to physically do anything for them, meaning we got the fulfilment of giving back through the Age Concern Visitor Service. The three ladies that we visited, over time, became family to us. We visited them once a week and took them out for breakfast and assisted them with shopping. When we first started visiting we did not have children but once our daughter Farrah was born in 1998, right from the time she was a baby we used to include her in our visits, so we visited as a family. All our ladies loved having Farrah visit with us and treated her like a grandchild. This was great for us all and as Farrah grew older and started going to school, the lady we were visiting at the time would attend certain school activities that were for family with us, such as plays, carol services etc. This was a great experience for us

all.

**3. What skills, experience and value do you bring
to Age Concern Auckland's work?**

Professionally I have been part of a Senior Leadership Team for over 15 years and currently run my own company. I have 30 years experience in technology and marketing and in the last few years have been very involved in business and people transformation. With the amalgamation of the three Age Concern's in Auckland it is evident that my management, business and people transformation skills are something that both the Board and the staff can benefit from.

**4. What is the most important thing you want
Age Concern Auckland to achieve in the next
12 - 18 months?**

With our amalgamation I think the most important thing we can achieve in the coming 12 - 18 months is to continue to deliver excellent services and support to older people across Auckland. I want Age Concern Auckland to have impact, be innovative and make a difference to all those in need of our help.

**5. How do you think as a community we can
become more Age Friendly and how can Age
Concern Auckland support/promote this?**

If community members generally respect older people and include them socially, this will positively affect older people's ability to achieve social well-being. Research shows that social exclusion is an important domain that shapes vulnerability in old age. Promoting social and civic participation among older adults within our neighbourhoods is a way to make our Auckland communities more Age Friendly. As is introducing measures that help older people to feel secure and protected in their local neighbourhood.

The availability of community support, local shops and health services are also essential within neighbourhoods for older people, so they can access the help and support they need locally. Offering friendship and emotional support to older people will also ensure that our community is Age Friendly.

Age Concern can support Auckland being Age Friendly by ensuring that older people are aware of what is on offer in their local community, know how to participate and are provided with support to participate.

The handyman’s corner (and the handyman) finds itself in 2020 and summer has been and continues to be, very hot, so drink lots of water.

On a more mechanical note the New Year is a good time to reassess some of the safety features around your home. Firstly it would be beneficial to check your smoke alarms are working properly soon, even though this is normally done in conjunction with Daylight Saving weekends. I have been to a small number of homes where a 10 year life alarm has only lasted 2-3 years and have begun beeping. If you have alarms that are beeping, even if it is irregularly, the alarm or battery should be replaced.



Still on the ‘Safety in the Home’ theme are you all aware that the NZ Fire Service recommends that all electrical appliances in your home should not only be turned off at the wall when you retire each night, but they should also be unplugged (with the exception of the oven of course). This is to prevent accidental overloads and earthing which are a cause of some fires. This can be somewhat of a nuisance but could save your property and maybe your life. If you are using a fan or heat pump at night (because it can be quite difficult to sleep on a muggy summer night) make sure to use a good quality power block with circuit breaker protection between the power point and the device.

Last but not least on the safety agenda today is carpets. If you have a carpet that is lifting or that moves around you can call us on 279 4331 and the handyman can make an appointment with you to secure it so that it is not a trip hazard.

Another small tip to help prevent tripping is to think about how you walk. Do you lift your feet up? Try not to shuffle. Always try to land on your heel and roll onto the ball of your foot.

Stay safe especially around home and have a great 2020.

Funeral Pre-Planning

Not many people want to think about their own funeral. Bring it up with your ‘nearest and dearest’ and an initial reaction may be that they do not want to think of you in the past tense or they may not want you to consider your own demise or, a general realisation that one day you won’t be there and that will hurt, emotionally. Gone, not here, left us. All of these terms are final.

Writing down what you want at your funeral is having input on how your loved ones will say goodbye. Funerals are for the living, those left behind have for time immemorial gathered to say goodbye to the ones that are loved. Your wishes will be recorded with a funeral pre-plan.

A funeral does not have to be a cast of hundreds, it can be anything from a gathering of close family and friends to say goodbye in an informal setting, to acknowledge that you were loved and will always be loved to having a marching band leading the hearse through the cemetery ‘New Orleans Style’. A Funeral can be as simple, or elaborate as you wish.

Just Funerals is offering you a free no obligation information pack that assists you in thinking about and recording what you want at your funeral. Whether it be large or small, simple or not, it is important to record your wishes so that you can be honored by the ones you leave behind.

Call 0800 80 4663
to have your Free Information pack sent out.

Sea Life, Kelly Tarlton’s Auckland is looking for volunteers.

Volunteers work within the attraction interacting with guests, educating them on animals and displays and generally assisting guests during their visit.

A comprehensive training program is provided.

They also offer \$20.00 morning teas for Senior Groups (10 or more older people) which includes entry to Sea Life and morning or afternoon tea. For more information email learn@kellytarltons.co.nz



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The ‘Deliver with Love Campaign’

The coronavirus outbreak has been drawing global attention. Cities in Asia have been working hard to prevent the spread of coronavirus in the past months, while continuous news on the virus has raised panic in the Chinese community in New Zealand and over the world.

In order to prevent an outbreak throughout New Zealand, Age Concern Auckland partnered with Chinese community leaders and other NGOs, to implement the guidelines of the New Zealand Ministry of Health and encourage people returning from China to quarantine themselves at home for 14 days before joining our activities.

Prevent the outbreak together
To support people under home quarantine, the Age Concern Auckland Asian Services team coordinated with respective Government departments and other charity organisations and launched the "Deliver with Love" campaign to support families and individuals in quarantine. Age Concern Auckland's focus is on helping elderly people who have just returned from China and in quarantine but don't know how to do on-line shopping. We are able to assist by arranging volunteers to provide food and grocery delivery services during their 14-day quarantine. Volunteers purchase food and daily necessities according to the needs of each family or individual and deliver these directly to them.

Building a supportive and loving community together
Soon after the "Deliver with Love" campaign was launched, a positive response was received from the Chinese community. Donations of hand sanitisers and face masks were received and over 50 volunteers were recruited to provide the food delivery service to their local neighbourhood.

There are now 150 volunteers registered and the number is still growing. The commitment and enthusiasm of the volunteers to the Chinese community is greatly appreciated. The "Deliver with Love" campaign shows how we as a community can come together in times of crisis.



Make a donation today and help support our work.
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:

- ☐ I would like to make a donation of \$_____.
- ☐ Please enclose a cheque made to Age Concern Auckland Inc.
- ☐ Donations of \$5 or more are 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.

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

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Many Thanks George Warman (Ranui West Auckland)

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Staying Safe Workshop for Senior Road Users



UPCOMING WORKSHOP'S TO BE HELD

- **Pakuranga, Friday 29 May**

9.30am-2.30pm

- **Howick, Thursday 11 June**

9.30am-2.30pm

Please ring to register or to express an interest in attending the next available course in your area

Phone: 279 4331 ext 800

Email: reception@accm.org.nz

This **FREE** classroom based refresher workshop run by Age Concern Auckand 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

Staying Safe

We offer free refresher workshops for senior drivers in Counties Manukau.

The Staying Safe workshops are designed to help over 70's re-familiarise themselves with traffic rules and safer driving practices.

New Zealand's population is changing. The ageing of 'baby boomers' means people over the age of 65 are expected to make up about 25 percent of the population from the late 2030's.

Medical care and technology has improved, meaning not only will there be more drivers, but these drivers will drive more kilometres per year than previous generations and will drive at older ages.

Age Concern Auckland has facilitated the New Zealand Transport Agency's Staying Safe driving workshop since 2011 and in a previous format since the late 90's. It is informal and fun, with time for discussion and questions.

Katie Rom, Ageing Well Service Manager, says feedback from previous courses has been overwhelmingly positive and the workshop continues to have strong attendance each year.

"By educating seniors on the importance of staying safe on roads we can help them continue to be independent," she says. "Ageing is inevitable but growing older doesn't have to mean giving up an active life. Driver safety is vital for drivers of all ages, but older drivers experience physical changes affecting their driving ability."

The workshop aims to: improve the driving confidence of mature road users, reduce the incidence of injury and fatalities and assist older people to continue to maintain social connections and be connected and participating members of their community.

"We receive phone calls from many older people seeking to refresh their driving knowledge – particularly ahead of a renewal of their license," Katie says. "Older drivers are unlikely to have undertaken any driver education for many years and there may be

gaps in general knowledge about the road code and new road rules."

"We run these workshops so senior drivers continue to be safe and confident drivers," she says. "It's a really positive way for them to refresh their driving knowledge and retain their independence." The workshop also discusses other transport options available to help keep you mobile for longer should you no longer be able to drive.

The workshops make a real and tangible difference. Seniors often report they have learnt something new and many opt to make changes to their driving to improve their own safety and for the safety of other road users.

Enrol in a Staying Safe workshop for senior road users.

- No written or practical testing involved
- Free to attend and morning tea is provided

Phone 279 4331 ext 800 or email reception@accm.org.nz to register your interest today.

Rest in peace Lyn

The staff of our Counties Manukau office would like to acknowledge Lyn Conway who volunteered for Age Concern Counties Manukau for over 13 years. Lyn only stopped volunteering in 2018 when her health took a turn for the worse. Lyn would drive from Pakuranga every Monday morning and work in the Counties Manukau office doing filing and other tasks for the Health Promotion Programme. About 5 years ago Lyn was no longer able to drive but wanted to continue to volunteer because it got her out of the house and provided her with an interest. So, Age Concern arranged for a taxi to bring Lyn to and from the office each Monday. Lyn was a wonderful volunteer who everyone respected and for her 90th birthday we celebrated with a birthday cake and morning tea.

Rest in Peace Lyn, you were amazing.



James Donovan Solicitors

There is now a realization that an increasing percentage of our population are living longer and retirement after 65 may require careful thought and preparation. This sector of our population will encompass all of us and has resulted in the development of a particular area of law generally described as "Elder Law." Elder law is designed to strengthen and secure the legal rights of elders. It has as its aim the planning and advising on problems associated with aging.

The Code of Health & Disability & Consumers Rights provides that aging consumers have rights and providers have duties as set out below:

- (1) Every consumer has rights in this Code
- (2) Every provider is subject to duties in this Code.
- (3) Every provider must take action to -
 - a. Inform consumers of their rights; and
 - b. Enable consumers to exercise their rights.

Editorial supplied by James Donovan Solicitors

JAMES DONOVAN SOLICITORS

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Ph: (09) 869 4565 **E:** leonie@jamesdonovan.co.nz

Become a Member
Supporter

For just \$20 per year, or \$30 per couple, you can become a member of Age Concern Auckland and be part of an organisation working to empower older people in the Auckland community

- As a member, you will receive:
- A copy of the quarterly issue of our 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, 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 or \$30 per couple made out to Age Concern Auckland.

Name: _____

Address: _____

Postcode: _____

Phone: _____

Email: _____

Thank you for your support.

Social Connections and Visiting
Service Updates

Kia ora everyone and thank you especially to our dedicated volunteers who are out in our community supporting older adults by providing companionship and friendship. Our work would not be possible without the dedicated support of our volunteers, the majority of whom are regularly visiting with older adults.

As many of you will be aware, there have been some significant changes to Age Concern across Auckland, however our visiting service has not changed and we continue to match volunteers with older adults to provide companionship and support to lonely older people. The last few months have been a whirlwind of 'behind-the-scenes' change, with new staff members joining us and the team as a whole beginning to look at our services and programmes to ensure that they are effective and meeting the needs of older adults.

Loneliness and isolation is a topic of interest of late, with new research showing that severe and prolonged loneliness affects 20% of older adults across New Zealand and that the impact of this is equivalent to the health impacts of regular smoking, obesity and alcoholism. Loneliness affects not only the physical health of a person, but also their mental and emotional health and often leads to other health and wellbeing issues. This is true for everyone, not just older adults. Loneliness and isolation can stem from any number of things, commonly it is due to health or mobility limitations, difficulty accessing transport, a lack of awareness of what is available in the community and a lack of confidence or motivation to connect with others.

Our work with the Volunteer Visiting Service aims to mitigate this loneliness by providing a volunteer visitor for older adults who struggle to remain active and engaged in their community. For many years our service has been successful, matching isolated older adults with volunteers willing to spend some time offering companionship and friendly conversations on a one-on-one basis. Research has shown that the growing older adult population is leading to increased need for additional support and services and that a more diverse range of supports is required. Our Visiting Service will continue to be one the key services that Age Concern Auckland provides, however, over the coming months and years, we will be expanding on this solid foundation to broaden the support we

provide to older adults via the skills and experience of volunteers. We will be trialling new initiatives in small localised suburbs, focusing on social outings, community engagements and the reconnection of older adults into community life, and slowly rolling it out across the rest of Auckland. As a team, we are all very excited about this and looking forward to working with and for you.

Rebekah Preston
Social Connections Manager (based in Avondale)

We'd like to share this lovely poem that was written for one of our volunteer visitors by the woman she visits

For Diane with love and gratitude Julia Clyde 2020

Gratitude

In time of stress and years of woe,
When hours creep and days go slow,
When loneliness and grief are born
Leaving one feeling all forlorn.
What hope is there for those affected, old,
Despondent and neglected?
A friendly smile, a kindly deed,
A stranger seeing want and need.
A volunteer from Age Concern
Who gladdens hearts
With her sojourn
Whose visits lift with
Warm and giving and
Make the next week
More worth living

Written by Julia Clyde

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Age-friendly City Update

Auckland Council have been working on developing a draft project plan for Auckland to become an Age-friendly City. This initiative enables Auckland Council to work towards developing and implementing proposals, actions plans and activities that support the inclusiveness and accessibility of older people in their local communities. In order for Auckland to become age-friendly, there are nine domains that Auckland Council is focusing on to identify what are the issues and challenges faced by older adults in relation to these areas and what initiatives and plans can be put in place to address these. These domains include: transport; outdoor spaces and buildings; housing; Health Services and communications.

During 2019 Auckland Council partnered with a number of Organisations, including Age Concern Auckland, to engage with community members and groups to gather feedback and comments on the needs and wants of older adults across Auckland, based on the nine domains. The responses and comments from workshops and surveys have been collated into a Findings Report that will then be used to develop draft plans for what Auckland Council, its partner organisations and other community agencies and services can do to work towards making Auckland an accessible, friendly and safe community for older adults and people of all abilities and needs. To read their findings report and leave your comments or feedback visit www.aucklandcouncil.govt.nz/have-your-say/topics-you-can-have-your-say-on/age-friendly-auckland/Pages/default.aspx



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Christmas Box Donation – Life Church

Our thanks to Life Church and their food sponsors for their wonderful donation of 105 Christmas Boxes to Age Concern Auckland. The Christmas Boxes were distributed by our Social Workers and volunteers and helped spread a little bit of Christmas Cheer. Age Concern Auckland is only one of the 314 organisations that receive this support, which shows the depth of Life Church's community caring and generosity. Below are a couple of recipients of this Christmas kindness.



Introducing our newest members of staff

Bethan Collings

BSc Sport Science (Nottingham Trent University), PGCE (University of Wales, Newport), PG Dip. Sport & Exercise (AUT)

Bethan has joined us as the new Community Strength and Balance Coordinator and is an experienced tertiary lecturer in the areas of Exercise Science, Fitness Testing, Special Populations, Nutrition and Exercise Prescription. She has worked in Adult Education for over 18 years, after starting out as a Personal Trainer and Strength and Conditioning Coach. Her passion is to empower our communities through sport, fitness and health education.

If you would like to speak to Bethan about any of the classes she coordinates you can call her on 279 4331 or email bethanc@accm.org.nz



Sheryl Herbert

Sheryl joined as a Social Connections Coordinator in February 2020. She works 20 hours a week and brings with her transferable relationship and business experience having spent over 30 years working in the Supply Chain. Sheryl has always



had an affinity with the elderly and is passionate about making a positive difference to their welfare. She is also a self-confessed crazy dog lady. When not hanging out with her own four-legged friend, she likes to express her creativity through hand-built stoneware and digital photo journals.

If you would like to speak with Sheryl about our Visiting Service you can call her on 279 4331 or email sherylh@accm.org.nz

*"If you want to lift yourself up,
lift up someone else."*

— BOOKER T. WASHINGTON

More and more people in New Zealand are reaching retirement as renters and some are becoming renters for the first time in their 60s or 70s.

The Residential Tenancies Act 1986 sets out the rules for all landlords and tenants.

The Act applies to private rentals, Housing New Zealand, Council Housing and Community Housing providers. It covers: the rights and responsibilities of landlords and tenants; the tenancy agreement; rents and bonds; repairs; inspections; ending tenancies; eviction; The Tenancy Tribunal

Tenants rights and responsibilities

The tenant must:

- Pay the rent on time
- Keep the premises reasonably clean and tidy
- Notify the landlord as soon as any repairs are needed
- Pay for utilities they actually use
- Notify the landlord as soon as possible if any damage occurs

The tenant must not:

- Withhold rent if the landlord cannot get repairs done
- Damage or permit damage to the premises
- Disturb the neighbours or the landlord's other tenants
- Alter or attach anything to the premises without the landlords written consent
- Use the property for any unlawful purpose
- Exceed the maximum number of occupants as stated in the tenancy agreement

Landlord rights and responsibilities

The landlord must:

- Provide and maintain the premises in a reasonable condition
- Allow the tenant quiet enjoyment of the premises
- Comply with all building, health and safety standards that apply to the premises
- Inform the tenant if the property is on the market for sale
- Have an agent if they are out of New Zealand for more than 21 consecutive days

Landlords must not:

- Seize the tenant's goods for any reason
- Interfere with the supply of any services to the premises except where the interference is necessary to avoid danger to any person or to enable maintenance or repairs to be carried out

Source: *Going for Good Renting: a guide for renting in later life* visit: <https://renting.goodhomes.co.nz/>

For more information visit www.tenancy.govt.nz

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COUNTIES MANUKAU HEALTH PROMOTION CALENDAR OF EVENTS 2020

Ring the Counties Manukau office on 279 4331 ext 800 or email reception@accm.org.nz to register your interest in any of the programmes below. It's a busy switchboard so you are likely to get the answer phone. Please leave a message with your name, contact number and the name, date and suburb of the course you are interested in attending. Registrations are essential for catering purposes and to ensure we have enough resources for participants. Entry is free but donations are appreciated to help fund our work!

Day & Date	Suburb	Course	Time	Venue
Thursday 23 rd April	Pakuranga	My Home, My Choice	10.00am– 2.30pm	Anchorage Park Community House, 16 Swan Crescent
Tuesday 28 th April	Tuakau	Scam Alert!	10.00am–12noon	St Johns Anglian Church, 148 Buckland Road
Thursday 30 th April	Papakura	Advance Care Planning	10.00am– 12.30pm	Sir Edmund Hillary Library, 209 Great South Road
Thursdays May 7, 14, 21 & 28	Howick	Seniors Eating Well	10.00am– 2.30pm	Howick Presbyterian Church, 11 Vincent Street
Friday 8 th May	Pukekohe	Scam Alert!	10.00am–12noon	Masonic Lodge, 8 Roulston Street
Monday 11 th May	Howick	Scam Alert!	10.00am–12noon	All Saints Anglican Church, 17 Selwyn Road
Friday 29 th May	Pakuranga	Staying Safe	9.30am–2.30pm	Anchorage Park Community House, 16 Swan Crescent
Tuesday 9 th June	Pukekohe	Scam Alert!	10.00am– 12noon	Pukekohe Anglican Church, 43 Queen Street
Thursday 11 th June	Howick	Staying Safe	9.30am–2.30pm	Howick Presbyterian Church, 11 Vincent Street
Thursday 18 th June	Pukekohe	Supports for Super Seniors	10.00am– 11.30am	Salvation Army Hall, 3 Tobin Street

My Home, My Choice

This workshop gives older people the opportunity to use a research-based decision support tool to help them think about their homes and what will work for them into the future. Stay where I am or move? The pros and cons of both, the options and things to consider. (The tool has been developed for owner occupiers). Registration strictly limited due to the number of toolkits available.

Scam Alert! (Beware! Be wise!)

What is a scam? Who can be scammed? (Everyone is at risk!) Ways you can be scammed! This presentation will cover what to watch out for with tips and strategies on how to protect yourself and reduce your risk of being scammed. A handout of the information covered in the session, will be provided to take home.

Advance Care Planning

Peoples needs change as they age and there may come a time when a person is no longer able to make decisions or advocate for themselves. Many of us find thinking about the end of life difficult. This can mean we don't talk about it and don't put any plans in place for the future. Topics covered are: what an Advance Care Plan is, the importance of having one, the process to complete one.

Seniors Eating Well

Topics covered in this four-week programme include: nutrition, strong bones, fibre and fluid, shopping and cooking for one or two, smart snacking, food safety, nutrition myths and kitchen equipment. You will come away with some delicious recipes and a manual with lots of helpful information. Even better, it includes

food tasting!
(Please note, that as this course is held over four consecutive weeks, you must be able to attend all four sessions at the time of registration)

Staying Safe

This interactive driver education course for mature road users, involves the use of resources from Land Transport and a workbook for participants to keep. This is a classroom-based course covering four key themes:

- 1. Keeping Safe (thinking about your safety)
- 2. Being Safe (driver skills)
- 3. Safe Journeys (managing road situations)
- 4. Keep Moving Safely (alternatives to driving)

Supports for Super Seniors

This interactive "signpost" workshop gives an overview of the variety of agencies and organisations that are available to give advice and support, including online and telephone resources. A range of topics will be covered, with plenty of time for questions and answers. A handout of the information covered in the session, will be provided to take home.



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more information | bloomliving.co.nz

BloomLiving

Freehold Retirement

Editorial supplied by Bloom Living

Manurewa Local Board Lifelong Learning Fund helps Quilt Skills be Perfected

The Manurewa Local Board Lifelong Learning Fund supports training and educational opportunities for over 55’s living in the Manurewa Local Board area. Last year Age Concern’s Counties Manukau office coordinated this fund. Two of the recipients, Margaret and Gloria used the funding to attend the Auckland Quilt Symposium late last year. At the Quilt Symposium Margaret and Gloria learned skills and techniques that has helped perfect their quilting work.

Margaret attended a class called “All in the Devilish Details”, which focussed on teaching details for quilters. During the class Margaret made samples of beaded piping, swag piping, corded edges, prairie points, split bindings and different styles of facings. Included was a booklet full instructions for further reference. This work was produced by Margaret during the class.



The second class Margaret attended was called the “Cat”. This focused on learning the techniques of thread painting. Margaret produced this work during the class. Margaret says, “The cat stitching carefully

follows the natural direction of the cat fur to give a realistic picture. On the border I have used a corded edge as learnt in the previous class.”

The third class Margaret attended was “Their faces tell their stories”. For this class Margaret chose to do a piece that highlighted the people who attend the

Thursday quilting group at her home. Margaret then added quotes that were related to the person and to quilting in general. During the class Margaret worked on free motion stitching to hold the faces, borders and the quotes.



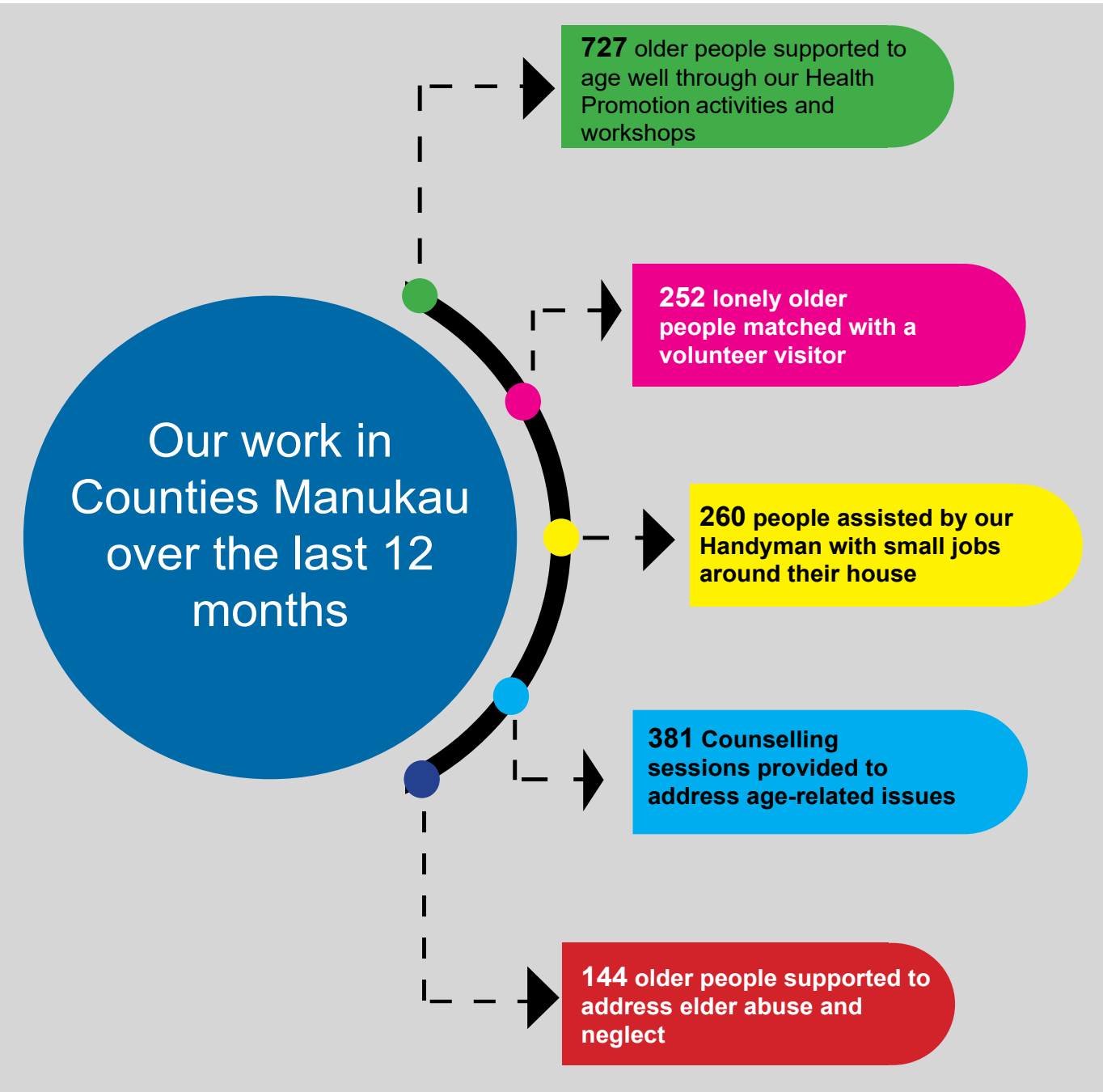
Gloria attended classes which helped her practice techniques involving detail and the use of fabric paint. These are two of the works that Gloria produced at the Quilt Symposium. The first is a picture called “feathers” and Gloria says, “it was my first try with painting. The paint was a special paint that was soft on

the fabric and you can sew over it.”

The second work that Gloria produced is called “Elephant”. In this class Gloria was shown how to stamp her fabric with small elephants ,then cut the elephant out, place it on the fabric and embellish this. Because it was very involved Gloria finished hers at home.



We think you’ll all agree that the work and learning of Margaret and Gloria is fantastic and has produced some gorgeous quilt work. Our thanks to Manurewa Local Board for providing learning and development opportunities for over 55’s and committing to continuing education.



We’re very excited to let you know that Age Concern Auckland has a new website.

You can visit it at www.ageconcernauckland.org.nz. Our new website has information about all the services and activities we provide and how to contact us if you need support. There is also information about how to be involved in our work – from donating to supporting us, becoming a member to volunteering. Our new website also has information on other help and services available in the community for older people, including links to organisations that provide specialised healthcare, residential care and housing providers and relevant government agencies.

Our thanks to the Lion Foundation for their funding support.

Community Strength and Balance

Age Concern Auckland is the lead agency for Community Strength and Balance classes across Counties Manukau. Our role is to coordinate and grow access to classes.

As part of this programme a range of classes are offered across Counties Manukau which help older people improve their balance, leg strength, flexibility, general fitness and well-being.

Three levels of classes are offered and we will work to ensure that you are placed in a class suited to your mobility and ability:

Level 1 - Limited Mobility – use of a walking aid, restricted activity and/or does not engage in regular physical activity (e.g. gardening, walking).

Level 2 - Reasonable Mobility – does not use a walking aid and/or currently engaging in some physical activity.

Level 3 - Full Mobility – good level of fitness and wanting to maintain this, and confident in participating.

Bookings for all classes are essential. Please phone Community Central on 0800 262 368 to book your place. For more class options visit www.ageconcernauckland.org.nz

Howick Leisure Centre - 563 Pakuranga Rd, Howick - Gentle Exercise

A lively, fun, social class with great music, and a variety of exercises which include low impact aerobics, strength & balance exercises

Date/Time: Tuesday's 10.20am & 11.20am; Thursday's 10.20am & 11.20am

Introductory Gentle Exercise

Date/Time: Wednesday, 1.00pm-2.00pm

Never2old

Classes held in the gym. Suitable for all abilities for 60+ years A relaxed and friendly atmosphere. Qualified trainers help you in the gym with exercises to suit your needs. Improve your fitness, balance, mobility and strength while enjoying good company!

Date/Time: Monday, Wednesday, Friday - 12.45am-1.45pm

Papakura Recreation & Fitness Centre - 294 Great South Rd, Papakura - Legends Gym

A fun, social, supervised fitness session held in the fitness centre. Exercise options include treadmill, cross trainer, bike, rower, machine & free weights. A good all round workout.

Date/Time: Tuesday, 10.00am-11.00am

Lloyd Elsmore Pool and Leisure Centre, - Sir Lloyd Drive, Pakuranga Heights - Aqua Class

Aqua classes are a fun way to improve overall general health. Move your aerobic workout into the pool. Aqua aerobics uses the natural resistance of the water to give you an intense workout – while still being gentle on your joints. So much fun to great music

Date/Time: Monday, Wednesday – 6.00pm-7.00pm; Saturday – 9.00am-10.00am

St Marks Catholic Church, 334 Pakuranga Road, Pakuranga - Fitness League

Fitness League runs professionally taught, low impact exercise classes to music for all ages and abilities. An aerobic workout that includes elements of dance and strength, balance and mobility exercises to music.

Date/Time: Friday at 10am NB - this is a level 3 class so you need to be mobile to attend

6-8 O'Shannesey Street, Papakura - Active + Strength & Balance

A circuit class for over 65's who want to improve their strength, balance & fitness. Led by physiotherapists who are experienced in designing exercise programmes for people of all ages and levels. Improve your health with a friendly group class!

Date/Time: Tuesday 11.00am-12noon; Thursday 10.30am-11.30am



Only providers who meet nationally approved evidence-based criteria for community group strength and balance will be eligible to use ACC's quality mark.

If you're an exercise provider, and would like to find out more about running community group strength and balance classes in the Counties Manukau area please contact Bethan 021 960 004 or email bethanc@accm.org.nz

Are YOU or someone you know at risk of falling? If the person is 65+ years old and the answer is yes to any of these four questions they may be at higher risk of falling:

1. Have you slipped, tripped or fallen in the last year?
2. Can you get out of a chair without using your hands?
3. Are there some activities you've stopped doing because you are afraid you might lose your balance or fall?
4. Do you receive assistance at home with showering, dressing, or other personal cares?

To enrol in a Strength & Balance Exercise Class near your home, either:
Discuss the answers to the above questions with your GP and he/she will refer you to the correct Strength & Balance Programme,
or
phone 0800 262 368 to enrol in a Community Strength and Balance Class

Have you ever considered leaving Age Concern Auckland a gift in your will?

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 people aged over 65 in Auckland in need of our help.

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.

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

Don't forget to get your annual Flu Vaccine as soon as possible.

The 2020 Flu Vaccine should be available from April 2020.

Each year influenza can be caused by different strains of influenza viruses that are not represented in the previous year's vaccine.

It takes around two weeks to develop immunity once vaccinated. Ideally, immunisation should be carried out before the main influenza activity in May to September.

Seasonal influenza vaccinations are recognised as being the single most effective way of reducing the impact of seasonal influenza – especially for those most at risk of complications.

Following basic hygiene practices will also help you stay healthy:

- Wash your hands regularly for at least 20 seconds and dry them for 20 seconds – or use an alcohol-based hand rub.
- Cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a lined bin
- Cough or sneeze into your elbow if a tissue is not readily available
- Avoid touching your eyes, nose and mouth
- Don't share drinks
- Avoid crowded places

Flu can be anywhere. The best chance to protect yourself is to get immunised. Immunisation is FREE to those over 65. Ask your Doctor, nurse or Pharmacist for your FREE vaccination. Equally importantly, if you do become unwell, stay at home until you are better.

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 09 972 0092. 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.



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- **Finalist in the Facility of the Year Independent Seniors Living Category.**

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