

AUTUMN 2020 QUARTERLY NEWSLETTER

Phone (09) 489 4975 | www.ageconcern.org.nz



Age Concern Auckland North Shore Edition

Serving the needs of older people

AGE MATTERS



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Upcoming Health Promotion Activities

Numbers are limited so registration is essential, call us today on 489 4975 to register.

Right Place for Me – discussion group

Ageing in Place? A pipe dream or a reality?

Have you planned for your future accommodation and lifestyle needs in retirement? Do you even know where to start and what to consider? Come and join us for a cup of tea and conversation to explore what might be 'The Right Place for You' in your retirement years.

Two dates available:

Wednesday 22 April or Thursday 7 May,
10.00am-12.20pm **Venue:** Netball Centre, Northcote

My Home, My Choice – finding the best fit

An activity for senior home owner-occupiers that uses a research-based decision support tool designed to help older adults think through:

- How to adapt their current home to live in or
- Moving on in the future

Date/Time: Tuesday 19 May, 10.00am-12.30pm

Venue: Positive Ageing Centre, Takapuna

Technology for Seniors/Keeping Connected

An opportunity for older adults to get individual instruction on their own devices e.g. mobile phones, laptops, tablets and iPad. This workshop provides the opportunity to learn at your own pace and find out as much or as little as YOU want.

Date: TBC **Time:** 1.30pm-4.00pm

Venue: Kristin School, Albany

Skills Bank

Could you please update the following:

Please Add

Hairdressing: Judith Wickham
Contact: 021 0227 4879;
judithwickham0@gmail.com

Please Remove

Peter Reeves - Gardening; House Maintenance
Dawn Puhara - Cargiver; Gardening
Matthew Moynagh - Builder; Gardening; Handyman;
House Maintenance; Painting

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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.

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Editorial supplied by Driving Miss Daisy

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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



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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.

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Natasha: M 022 077 8002
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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.



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Christmas Gift Bag Appeal

Our thanks to everyone who donated food, gift items, handmade cards and money to our Christmas Gift Bag Appeal in 2019. Your kindness and generosity meant that we were able to deliver Christmas cheer to over 70 seniors on the North Shore. Our special thanks to the organisations that provided support: Albany Library; Boomerang Bags Kaipatiki; Castor Bay Tennis Club; Chinese Community Association; Community Fruit Harvesting; Driving Miss Daisy Albany & Milford; Frozen Fresh; Herb & Spice Mill; Hospice Old Girls; Kiwi Gardener; Make Give Live; Milford School; Mindfood Magazine; Miracle Denture Clinic; Moving Made Easy; North Shore CMA; North Shore Embroiderers Guild;



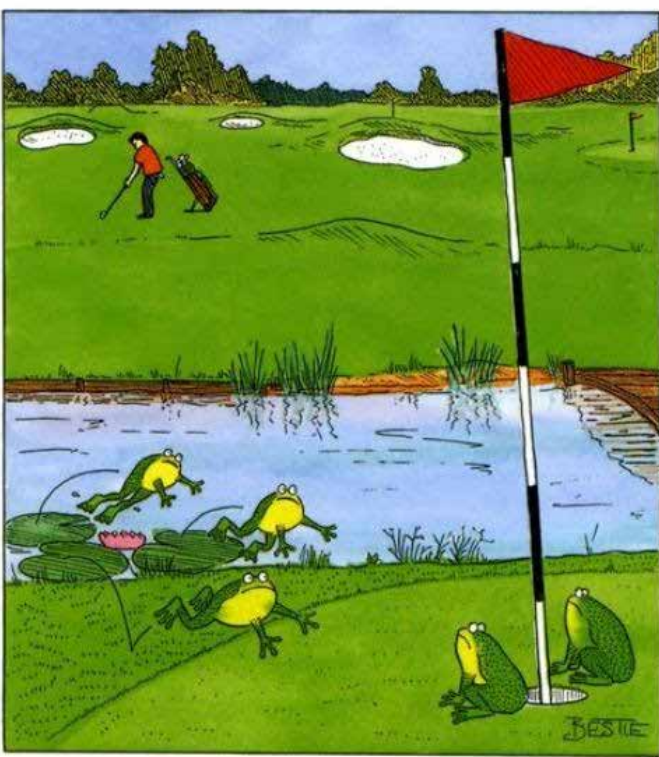
Pacific Hygiene; Sensory Journey; Taiaotea Trust Inc, Torbay School and Dilmah Tea NZ.

The gift bags give a lot of joy to the older people who get them and help bring some joy during what can be a lonely and difficult time of year.

Here's two of the thank you letters we received.

"To all the children at Torbay and Milford Schools. Thank you for the Christmas cards and best wishes you sent. Because of your kind thoughts my Christmas was very special this year. Your "artwork" is fantastic. God bless you all" – Jack.

"It will help me get through Christmas because I have three adult children that I haven't seen for 15 years" – Anonymous.



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Many Thanks George Warman (Ranui West Auckland)

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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.
- **Spring Clean** - this can be negotiated and arranged at any time.
- **Respite Care** - does your carer need a break, support worker to stay while carer is away.
- **Full Time Care** - 24/7 care can be provided. Special packages can be worked out individually.

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Community News

Computing and Much More at SeniorNet North Shore!

Not only do they provide affordable opportunities for those over 50 to learn many things associated with computing, but they do so in a fun and relaxed environment. See the website www.seniornetns.com especially 'The Schedule' for information. Phone Patricia on 413 6322.

Eddies Meals - Eddies Meals is a food and friendship kitchen based in Takapuna. It's on Friday nights at Rosmini College from 6.00pm, all welcome.

RESTORE HIBISCUS & BAYS

Do you have tools in your garage that you don't use any more? Are you downsizing and moving into an apartment? Restore Hibiscus and Bays are setting up a tool library for their restoration groups and would love donations of: small hand saws; spades; hand spades; pruners; secateurs; knapsacks (sprayers); bottle sprayers; cordless drills and batteries; hammers; square head screwdriver; metal assorted toolbox or wire brushes. Please contact Kane Kvasnicka on kane@restorehb.org.nz or phone Sally, 478 4301 if you have any items to donate.

Monty's Army - Join Monterey Cinemas Seniors Club 'Monty's Army' where every month or so they put on a special film showing for Monty's Members. These special screenings are only \$10.00 a movie with complimentary coffee/tea/cake. Membership also includes \$10.00 movie tickets and discounts on purchases. Monterey Cinema, 32-34 Anzac Street, Takapuna (previously the Berkley Takapuna)

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

MORNING MELODIES

11.00am, Bruce Mason Centre, Takapuna

Monday 4 May - Lisa Lorrell and James Harrison - Dynamic duets and soulful solos - Plus pre-show Ballroom dance class

Monday 8 June - National Youth Theatre - Showstoppers!

Monday 13 July - Nairobi Chamber Chorus, Norwegian National Youth Choir and Nordic Voices - Part of the 12th World Symposium on Choral Music

Monday 3 August - APO Ensemble BaDaBoom! - A delightful and lively percussion quintet

Monday 31 August - RNZAF Base Auckland Brass - Plus "It Had to Be You" pre-show sing-along with Georgia Duder-Wood

Monday 12 October - A Morning with the Caitlin Smith Trio

Monday 9 November - The Band of the Royal Regiment of New Zealand Artillery

Monday 7 December - The Royal New Zealand Navy Band - Christmas

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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.



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Their continuation enables our newsletter to be provided free of charge - they need to know where you found them and that the advertising is working for them too.

Thanks

Club Gordon

It was with regret that the decision was made at the end of last year to close our social club, Club Gordon due to declining membership.

Club Gordon, formerly the Prescott Club and the Frail Club was established in 1973 to improve the mental and physical health of frailer older people in the Takapuna area, by providing them with an outing which included a nutritious meal and entertainment.

In its heyday the Club had a regular attendance of 100 each week, outgrowing its original venue and finally settling into St Joseph's Church Hall.

The Club has always had an amazing base of volunteer support, with its name changes reflecting this. Life members George and Edna Prescott ran it until 1995. In 2016 it changed its name again, to Club Gordon, in honour of former Life Member and long standing volunteer, Gordon Michie.

We would like to acknowledge and thank all the volunteers who have supported the Club over the years, many of whom had volunteered for over 20 years including: David Prescott; Leo Grevers; Ngaire Whyte; Wendy Dixon; Bev Callaghan and Eric Scoble. It was the dedication of these and many other volunteers who ensured that the Club remained open for so many years.



Lesley Alexander coordinated the Club for the final 16 years and it is with regret that we say goodbye to her. We wish Lesley all the very best for the future.

If you are looking for social outings and activities, phone North Shore CMA on 489 8954 to discuss if

their programme of companionship and fun activities is right for you. Transport can be arranged and lunch and morning tea is provided. CMA provides activities and outings in Sunnynook; Mairangi Bay; Birkdale; Albany, Glenfield and Belmont during term time.

For other social opportunities, our 2020 Calendar of Activities will be available soon and includes listings of community activities and events across the North Shore. Call us on 489 4975 to request a copy.

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Staff Update

Introducing: My name is Amanda Payne and I am the new Social Connections Coordinator for Age Concern Auckland based on the North Shore working alongside Delia Middleton. I have also been a volunteer visitor with Age Concern for about 18 months.



I'm originally from Wales but have lived in Auckland with my family for over 20 years. Since moving here, I have worked in customer service and administration roles and also teach English to adult speakers of other languages in the community.

I enjoy reading and knitting when I have spare time and I also love exploring our beautiful city. I love being a volunteer visitor and I am looking forward to helping both our volunteers and clients get the most out of the service.



Farewelling: It is regret that we are bidding farewell to Renata Kang. Renata started as a volunteer English tutor in the conversational English class, but with her enthusiasm, efficiency, skills and experience she was soon found to be an ideal person to co-ordinate the classes run at the Positive

Ageing Centre.
We wish Renata all the very best.

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.

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Committal Service with Cremation

Transfers within Auckland | Temporary Preparation | Eco Coffin Option (*upgrades available*) | Transfer to your Funeral Venue (*via hearse*) | A hand tied bouquet of current seasonal flowers | Cremation (*Just Funerals Preferred Crematorium*) | 1 Death Certificate
now \$3300**

Chapel Service with Cremation

Transfers within Auckland | Preperation or Embalming | Eco Coffin Option (*upgrades available*) | Transport to Funeral Service via Hearse | 1 Hour gathering at Just Funerals preferred Chapel (*including hearse transfer*) Other Chapels or Venues available** | Celebrant or Minister Donation | 30 Colour Service Sheets | Music of your Choice | Cremation (*Just Funerals Preferred Crematorium*) | Registering the death with the Department of Internal Affairs | 1 Death Certificate | Returning the Ashes in person **now \$4450** North Shore Memorial Park \$4700** Purewa \$4700****

Family Burial Service

Transfers within Auckland | Preperation or Embalming | Standard Size Wood Grain MDF Flat Lid Casket | Dressing at Funeral Home | Transfer Home 1 Death Certificate | Temporary Grave Marker
now \$2900 + Burial Plot**

Non-Service, Simple Cremation

Transfer within Auckland | Simple Casket | Cremation | 1 Death Certificate
now \$1745**

** There can be extra costs depending on unique circumstances.

Please call for an appointment to visit with us at 14 Bassant Avenue, Penrose, Auckland



Asian Services Update



Pictured left our Conversational English tutors recently met with Jenny Zhen, Asian Service Support Worker, for morning tea to discuss classes for 2020. Our thanks to these wonderful volunteers.



Jenny (pictured right) has replaced Renata coordinating our Chinese Interest Classes and the Positive Ageing Centre. Jenny has been a community volunteer for the past 6 years and is experienced at supporting older people. She is also a Justice of the Peace in West Auckland. Jenny is married with a young son and has many interests and hobbies, with one of her favourite being to bake and cook.

\$49 Ear Wax Removal by Microsuction for SuperGold card holders.

We've moved from Eastridge Shopping Centre to 305B Kapa Rd, Mission Bay.

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

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

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.



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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)

North Shore Update

Beatrice celebrated her 95th birthday in January along with Edith, her volunteer visitor of 7 years who delivered a beautiful cake made by volunteer baker Leanne Scott from Good Bitches Baking

- Northern chapter. Congratulations to GBB on winning the Mitre 10 New Zealand Community of the Year award. This is a well deserved acknowledgement of the wonderful work they do.

**Age Concern Coffee and Friendship Groups**

If you are looking for a new outing, you are welcome to join us at any of the following groups for approximately an hour of conversation and friendship. Each group meets fortnightly, has free parking and bus stops close by, and are coordinated by a friendly volunteer.

Monday:
Browns Bay, 11.00am at White Flower Café, 8 Clyde Road.

Tuesday:
Glenfield, 10.00am at Artea Café, Level 3 (outside Spec Savers), Glenfield Mall.

Birkenhead, 11.00am at Espresso Express Café (opposite Countdown supermarket), Highbury Mall.

Thursday:
Takapuna, 10.30am at Caffè Massimo, 3/1 The Strand, Takapuna (in front of Takapuna Library).

Friday:
Milford, 1.30pm at Paulo Café (formally Robert Harris), 10 Milford Road

We would also like to hear from anyone who would like to attend a Coffee and Friendship Group in Central Devonport or Albany Mall.

Please call us on 489 4975 or email deliam@acns.co.nz to register your interest.

Thank you to my visitor

AVS visitor Fran started visiting Ken in November 2019. Ken wrote and published "Thoughts, Memories & Meditations: a book of verse" back in 2004 which he dedicated to his late wife Ivy. Fran and Ken, both British born, are enjoying their new friendship and have a common interest in the arts.

**THE HORIZON**

When you focus on the horizon
As a place you want to be,
Remind yourself, it's a never ending journey,
With this you will agree;
Each step or mile you take
It recedes a corresponding degree,
So make your goals attainable
Then happy you will be.

Regards

Della 929 2307; deliam@acns.co.nz

Amanda 929 2310; amandap@acns.co.nz

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

Leaving a lasting legacy

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



Age Concern Auckland is charity and relies on the generosity of our community to raise over 60% of the funding required to deliver our essential services and support. Any bequest left to us, no matter how small or large, has a lasting impact, and helps ensure that we can continue supporting some of the most vulnerable people aged over 65 in Auckland. A bequest to Age Concern Auckland allows you to leave a lasting legacy, and continue to assist those who need it most, long after you're gone. It is the ultimate act of kindness and caring you can show towards your community.

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

depending on your wishes and circumstances.

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

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

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

Combination – a mixture of any of the above.

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

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

Legal Charity Name:

Age Concern Auckland Incorporated

Charity Registration Number: CC25023

If you would like to talk to us further about leaving a bequest to Age Concern Auckland please contact Alexis Sawyers on 09 820 0184. Please also let us know if you are making a bequest so we can personally thank you. Our special thanks to all those who have remembered us in their will.



APPLICATION FOR NEW MEMBERSHIP

I/We would like to become a member

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☐ Mr ☐ Mrs ☐ Ms ☐ Dr Other:.....

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Address:

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Method of payment:

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☐ **Internet banking:**

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Please use: **ACNS** as code and **Surname and initials** as reference

☐ I/We would like to include a donation of \$.....
(Donations of \$5.00 or more are tax deductible) Charities Commission Number CC25023

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

Our New Website

www.ageconcernauckland.org.nz

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.



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