

WINTER 2020 QUARTERLY NEWSLETTER

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



Age Concern Auckland North Shore Edition

Serving the needs of older people

AGE MATTERS



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10 TIPS to promote respect and prevent abuse

1. Love and cherish your older relatives/whānau.
2. Speak respectfully to older people/kaumātua.
3. Include older people/kaumātua in your social activities.
4. Phone or visit your older relatives/whānau.
5. Support older people/kaumātua to spend their money how they wish.
6. Encourage and support older people/kaumātua to make their own decisions.
7. Honour older people's/kaumātua's wisdom.
8. Enable older people/kaumātua to set their own pace.
9. Respect older people's/kaumātua's stories.
10. Seek advice from our Elder Abuse Response Service when you think an older person/kaumātua is being abused or neglected. Phone: 489 4975.



**Always respected,
never abused.**

Disclaimer: The views expressed in this newsletter are not necessarily those of Age Concern Auckland. The inclusion or exclusion of any product does not mean that the publisher or Age Concern advocates or rejects its use.

Lean on Me

The words of this popular song come to mind when thinking about you all and our Driving Miss Daisy community at the moment.

Lean on me when you're not strong
I'll be your friend
I'll help you carry on
For it won't be long

As an essential service we have been at the frontline with the most vulnerable people during these extraordinary times. To be acknowledged and trusted by the Government has enabled us to continue supporting our elderly clients utilising our gold standard health and safety procedures.

Your Daisy can help you live independently by doing those essential errands for you while you remain safe in your bubble. We are able to do your grocery shopping, collecting and delivering prescriptions and get you to your medical appointments and safely back into your bubble. We can make this time more bearable by picking up a magazine, or a fresh bunch of flowers. We have received heart-warming thanks and appreciation for helping you in this time of need.

Whilst the future is unknown, we do know that the current situation will not be forever. If the lockdown has been getting you down, we can get you out and about in our Driving Miss Daisy car bubble. Nature is putting on a beautiful autumnal display at the moment, enjoy it at its best with a trip to your local park or the beach with us, we could even pick up a coffee on the way.

Going forward the core Driving Miss Daisy commitment is to empower you, giving you the freedom to live independently by offering a companion driving service that is trusted and affordable. Safe as well, we follow Ministry of Health hygienic and social distancing guidelines.

Don't forget a Daisy Experience gift voucher is an ideal treat for you or for a friend.

We have always been there for you and we will continue to be by your side in the community especially during this period, post COVID-19. Stay safe, be kind, let's support each other.

Melanie
Co-founder DMD

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Ph: (09) 476 0011
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Driving Miss Daisy®

CEO UPDATE

I hope that this edition of our Age Concern Auckland newsletter finds you well. It has certainly been a very interesting time for everyone across our community and indeed throughout the world. We have seen first-hand the resilience and stoicism of New Zealanders and our country has been held up as an exemplar of how a country can come together as one in the face of an unprecedented challenge. As I write this, I am back in my office having spent the previous seven weeks working from home. I am one of a few of us who have come back to be office-based with most of the Age Concern team remaining working from home during level-2 of the COVID-19 lockdown. By the time you get to read this, we should all be back at our desks and back to the ‘new normal’.

I am very proud of the team here at Age Concern who, with 48-hours-notice, packed everything up and moved their work into their homes. Every one of them did so without fuss or bother and we continued to provide support to older people every day, throughout the lock-down period. We reached out to thousands of older people across Auckland to check on their welfare and responded to hundreds of calls for help. The majority of those we connected with were thankfully doing well and were supported. They had their family, friends and neighbours there to support them. Sadly, however, a significant minority were really struggling and facing challenges every day, whether it was accessing food and prescriptions, paying bills or simply staying updated with what was going on. For many older people, the comment was ‘this isn’t much different for us’ and we must reflect on the reality that for many older people social isolation and loneliness is a day-to-day occurrence, regardless of COVID-19. We also sadly saw an increase in calls for support from those older people exposed to abuse as families were locked down together and emotions boiled over. Three-quarters of all cases of elder abuse are at the hands of family members and the COVID-19 lockdown exacerbated this further.

Alongside the real challenges faced by many, we also saw unparalleled community support and hundreds of people responded to the call and offered to help those who needed it. We were very grateful too that the



New Zealand police were able to speed up their police-vetting meaning that every Age Concern volunteer was police-checked before they were actively in the community helping older people. I’m pleased to say that many of those new volunteers who reached out during the lockdown have elected to stay helping. We did our best to get the message out there that many of our older neighbours could benefit from a little additional help and kindness not just during the lockdown but after as well.

We now face an uncertain future. The impact of COVID-19 on the global economy will impact us here in New Zealand. We may have coped better than most around the world, but we are not immune to what happens beyond our borders. We will almost certainly face an economic downturn and everyone needs to prepare for that eventuality. We at Age Concern Auckland are no different and we are busy preparing our budgets for the new financial year against this backdrop of uncertainty. At times like this, your support as members, volunteers, donors and supporters is more important than ever. Together we will prevail and we will continue to ensure that we are there for all that need us.

Take care, stay safe and stay connected.

Regards,

Kevin Lamb CEO Age Concern Auckland

Thanks St Vinnies!

Age Concern would like to acknowledge the wonderful support of the St Vincent de Paul Vinnies Shop in Glenfield. Over the last four years, Elder Abuse Response Service Social Worker, Alison Bravenboer has made many requests to the shop, on behalf of clients who have been abused, neglected or who self-neglect. The generous response from Wanda, Lis and Lesley in donating clothing and household items, has enabled Age Concern to provide wrap-around support to our clients who find themselves in need. Thank you St Vinnies for helping us improve the life of the most vulnerable older members of our community. We would also like to thank the St Vincent de Paul Conferences on the North Shore for their food parcels for the elderly and responding to the need, you are amazing!



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Editorial supplied by Barfoot & Thompson Milford

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CONSIDERING A LIFESTYLE CHANGE BUT DON'T KNOW WHERE TO START, OR WHO TO TALK TO?

When you speak to Grant Haworth you can be confident that he understands your situation – especially if you are looking to downsize or move into a retirement village.

Grant will ensure you know and understand all your options and help you make informed decisions.

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Grant Haworth

021 194 4095
g.haworth@barfoot.co.nz

Chair's report

Hello Everyone

First, I hope you are all feeling well and have not found life under COVID-19 lockdown too unbearable? I trust you have not been negatively affected by the pandemic that reached our shores. If you have, our warmest thoughts are with you and if you need Age Concern's help, we are here for you, please get in touch.

Your welfare has been paramount in the work of Age Concern Auckland during the state of emergency in New Zealand. I've been delighted to see from various emails, as well as from national news coverage, that Age Concern has been reaching out and supporting many members of our community. To our staff and volunteers, thank you for making Age Concern work in very different times. To our clients, thank you for bearing with us as we found new ways of working, which may continue for some time yet. We've proved we can be agile, which is great to see even under difficult circumstances.

However, COVID-19 has significantly impacted many New Zealanders in ways beyond our control. We will all know someone whose job has been lost or hours reduced, or is facing new financial hardship and we will certainly have seen the devastation felt at Burwood Hospital and Rosewood Rest Home, both in Christchurch.

As I write we have just heard we are going to move to Level 2 of the COVID-19 alert levels within the next week or so. This will open the economy back up, but it will be a new normal, not like pre-COVID-19. We have been given more information about what services will be open and in what way. The key messages are: keep your distance, if you're sick stay home, wash your hands regularly and thoroughly and track who you've seen.

We now know cafes, shops, cinemas and malls can open but must have good hygiene and distancing practices. Hairdressers will also open and they will need to use personal protective equipment (PPE) to keep them and us safe. Guidance for rest homes and hospitals has also been updated.

Some will be rejoicing and others will be anxious about interacting with the public again. We must make sure we don't increase the risk to those more vulnerable than ourselves. If you are a vulnerable person you must feel free to ask people to keep their distance and



protect you. My favourite phrase I heard during the regular updates from government was, "don't imagine you're trying not to get COVID-19, imagine you've already got it and trying not to give it." Wise words.

Amid COVID-19 we have seen the start of water restrictions. From 16 May there is effectively a hose pipe ban in Auckland. Where I grew up hose pipe bans in summer were frequent. In Auckland though they have been rare for the last 20 years. This ban is in force in winter to help us get ready for next summer, as rainfall is predicted to be low and our water supply will remain below usual levels. To avoid confusion though, we are still allowed to use water to wash our hands regularly and thoroughly.

This hasn't been a usual chair's welcome. But these are unusual times. I'm proud of the work the team at Age Concern has done during COVID-19 and I am very grateful to them too. Thank you to those who have reached out to thank us and remember as winter hits, we are here to support you and link you to the support you may need. Stay safe and take care

Victoria Walker Chair, Age Concern Auckland.

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Mark: M 0274 81 27 26
E mark.kelly@raywhite.com

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Working from Home



For Age Concern staff, lockdown quickly forced us to adapt to a new way of working. Equipment was rushed home from the office and put together to form home offices, for some at the kitchen table and for others in bedrooms or spare rooms. Instead of sharing an office or the lunchroom, we discovered Zoom and video chatting. With the beautiful weather during lockdown, outside of work, our team took the opportunity to walk around our neighbourhoods and reconnect with our local areas.

One of our staff members was busy during lockdown contacting members to check in and see how they were managing. She found it an enjoyable experience, connecting with those members she had often spoken to over the years and to have the opportunity to speak with newer members. *"It did seem strange to be discussing Age Concern matters from the confines of my living room however it soon became the norm. One thing I learned from this is how adaptable and stoic you all have been and it was so uplifting to have been able to share a laugh, recipes and get the names of good cafes to visit when we are able. I look forward to speaking with you again".*



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Introducing Age Concern Auckland Board Member – Jennifer Moor

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

Kia ora tatou. My first contacts with Age Concern were when I was leading a team of Social Workers and later, Needs Assessors across the Waitemata DHB area in the 1990s. Age Concern was one of the reliable places to find support for older people, often from volunteers, but also in the more specialised area of Elder Abuse. Working with Age Concern North Shore then was a very positive partnership. So when I retired from the Disability Directorate in the Ministry of Health in 2016 Anne Frankland, a colleague from DHB days and also Life Member of Age Concern, “twisted my arm” to join the North Shore Board and said no I couldn’t wait until the next year as the 2016 AGM was coming up.

It did feel like a continuation of many years of work with older people, just in a different role. It has been a



privilege to continue from the North Shore Board to the Board of the now amalgamated Age Concern Auckland Region.

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

In lots of areas of human services there are lead organisations who provide a voice for the people they serve and know well. Age Concern is that voice for older people, as well as supporting them through the Visiting Service, Ageing Well programme, Elder Abuse prevention and developing work in Social Connections. I wanted to use my previous work with older people to be part of this work to support older people in living good lives, enjoying new experiences, being valued and able to contribute.

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

My work in Social Work, leading teams working with older people, service development, managing research about elders, leadership in new projects and programme management in the disability sector has all provided learning and skills very relevant to the present Board role.

As well as working in the NGO section, DHBs and the

Ministry of Health, I have volunteered on a number of Boards, including in some other organisations working with older people.

The principles of valuing older people, including them and supporting them in determining what their own lives look like are close to my heart. I want to be part of the work towards ensuring no older person feels isolated.

And, of course there is the more personal and powerful learning from supporting several family members as they have aged and needed support, both at home and in care. Not least, I am now also in the group called “older”.

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

Given COVID-19 and the relatively recent amalgamation of the three Auckland Age Concerns, I hope that the amalgamated Age Concern Auckland can continue to thrive through being well supported, not only by funders but by us as volunteers and members.

I look forward to the good work of the present continuing, be it the visiting service, Elder Abuse prevention, Health Promotion, work with Asian older people, or older people, families and neighbours ringing for information and assistance.

My vision is also that partnerships in research and innovative ways to be of support will continue and grow and that we explore further how communities can assist older people to make connections which give them a great life.

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

There are lots of ways to do this, starting with valuing older people, maybe learning from different cultures how to do this better, as well as watching how we refer to older people in our own conversation as well as the media.

Age Concern has been key in supporting Auckland Council to become an Age-friendly City. There is plenty of scope to continue to work in partnership on the nine domains that were identified through community feedback.

Making places physically accessible, including older people when Civic and community decisions are being made, especially when about them/us, places for people to gather together, learning new ways of connecting through technology, learning from our stories, are all steps Age Concern can support.

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- **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.
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UPCOMING HEALTH PROMOTION PROGRAMME

The following Health Promotion activities are available free of charge to persons aged 65 years and over and living independently in the North Shore community. Dates and venues are still to be confirmed and more activities will be available throughout the year as funding becomes available.

To register your interest for any of these activities, please phone 489 4975. Your name will be placed on a waiting list against each activity and you will then be contacted for priority booking once dates/times are known. Registration is essential and places will be provided on a first-come, first-served basis.

Improving Sleep

This 2.5 hour interactive workshop is designed for older people who suffer from not having enough sleep and/or good quality sleep. We will explore the structure of sleep and its impact on our health and you will be provided with positive strategies and suggestions for improving your hours of quality sleep.

The Right Place for Me

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 cuppa and conversation to explore what might be 'the Right Place for You' in your retirement years – 2.5 hours.

Staying Safe for Mature Road Users

A four hour classroom-based refresher workshop for Senior drivers (with morning tea and lunch break

included). The workshop aims to fine tune your safe driving knowledge, increase your knowledge of road code changes and outline other transport options available to help Seniors remain mobile. The session is relaxed and informative and you will not be tested.

Down But Not Out

This 2.5 hour workshop will raise your awareness and understanding of depression and help you to recognise the differences between the 'blues' and 'depression'. There will be suggestions for coping and you will also learn how and where to seek help. We will also explore how to have a flourishing life in our later years.

This workshop is aimed at those seeking information for themselves or for people they care about.

Participants can be assured of a confidential, non-threatening and supportive environment.

Steady Steps

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

Nutrition in a Nutshell

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

Scam Alert! (Beware! Be wise!)

A one-two hour presentation designed to educate and empower older people on a range of different scams - with strategies provided on how to avoid them.

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Please telephone or email Lois Black to arrange a no-obligation, free-of-charge 30 minute meeting for new clients.

COVID-19 NOTICE – Venus Denture Clinic

My apologies for not being able to attend to your denture needs during Covid-19 Alert Levels 4 and 3. As we are now transitioning into more routine clinical practice, I would like to inform you of our single point-of-contact manufacture process and our strict infection control protocols.

In our clinic you don't have to deal with multiple personnel or multiple manufacturing sites when you require dentures or denture repairs. The service is personalised from beginning to end, and designed and manufactured on-site, after discussing with you the options to best suit your individual needs.

Our infection control protocols are aligned with New Zealand Standards. Regardless of Covid-19, we are required to observe strict protocols to eliminate cross infection. Strict hygiene procedures are therefore usual practise for us, so you can feel safe in our clinic.

Visits are by appointment only, so you will have no contact with other members of the public. We look forward to hearing from you.

Please call us on 09 476 4564.

Esther Watai | Registered Clinical Dental Technician

editorial supplied by Venus Denture Clinic

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Providing Social Connections and Practical Support Throughout the COVID-19 Lockdown

Kia ora from the Social Connections Team. As Covid-19 hit New Zealand, we worked hard to develop a service that could respond to the immediate needs of older people needing our support. This involved facilitating a group of volunteers who could provide practical assistance to older people during the lockdown. In response to our request for volunteers we were overwhelmed by calls and offers of support and assistance from members of the community from all over Auckland. These new volunteers, alongside our existing Visiting Service volunteers, worked to help those in need of our assistance during the lockdown. Throughout the COVID-19 lockdown we supported approximately 400 older adults across Auckland with practical assistance and weekly welfare phone calls.

On behalf of the Social Connections Coordinators, and the wider Age Concern Auckland team, my deepest thanks to all the wonderful volunteers who provided support and assistance throughout the COVID-19 lockdown. Thank you for offering your time and energy to assist those older members of our community who needed support, whether it was practical assistance with shopping, collecting essential medications or offering a friendly and comforting voice over the phone for a regular chat. It has all been greatly appreciated and we have been delighted to hear of the positive response and feedback from both volunteers and clients.

None of this could have been done, without the support of our partners, stakeholders, and other community organisations that all came together to assist the older members of our community who needed help. Whether it was funding from the Combined Rotary Clubs of the North Shore and Auckland Council, agencies assisting with food parcels, blankets and clothing, or the Police who allowed us to fast-track the Vetting processes for our new volunteers. We could not have done it without you all. Our shopping service was very well received by clients, as well as other organisations and agencies that referred people to us for assistance and support. It was wonderful for us to be able to come together and provide this very necessary support.

The Level 4 and 3 lockdown period also brought the plight of many isolated and lonely older adults into the media, as they came to see the difficulties that our clientele face on a regular basis and not just during enforced lockdown. It has also shown that

New Zealand communities readily come together to support each other when the 'chips are down'. Age Concern Auckland's clientele will continue to struggle long after this pandemic has ended, and it is imperative that we do not lose the momentum of community spirit to collectively support those who are vulnerable and in need of our assistance. Our COVID-19 Response initiative has shown us that there is scope for broadening our Social Connections activities and expanding into providing practical support and assistance to those older people who need it.

In Alert Level 2, our focus has shifted to look at how we can continue to provide this service on a more permanent basis. This is likely to look different from the emergency response we initially set up, with more structure and protocol in place to orientate and train volunteers, as well as flexibility to meet the varying needs of older adults in the community.

If you, or someone you know, needs this type of support and assistance or equally, if you or someone you know, may be interested in volunteering with us then please get in touch with one of the team on the North Shore phone 929 2307 or 929 2310, or email deliam@acns.co.nz

Nga Mihi Nui

Rebekah Preston | Social Connections Manager

North Shore Update

As soon as the lockdown occurred, we were delighted by the number of people who came forward to offer support for the people we work with. Some were already known to the service, but others saw a need and immediately rang us to volunteer. We would like to acknowledge some of the wonderful volunteers who went above and beyond during this period.

One of our AVS volunteers, Jean, offered to help out during the lockdown by making phone calls to older people in the community who were finding the lockdown a very difficult time. She was happy to help as, living alone and being in lockdown herself, she had plenty of time on her hands and knew how much a nice chat can lift the spirits. Jean has been regular visitor for Age Concern for some time and the lady she visits is hearing impaired. Because we had moved our visits to phone calls, Jean had taught her client how to text as they can't chat on the phone. This new skill has proved to be invaluable as it has meant that the client could have text conversations with her family and friends during the lockdown.

Joy and Heather are both members of Age Concern, who were contacted as part of our welfare calls to members. They both live alone and mentioned that they were finding it difficult and would welcome a phone call with a friendly volunteer. Joy was not able to get out much and Heather was missing her regular activities.

When approached, Jean offered to ring both and was a friendly and kind voice on the end of the phone during lockdown. With the change to Level 2, Jean took the opportunity to catch up with Heather and enjoy a cuppa. *They are pictured on the front cover touching elbows to maintain social distancing.*

Vickie contacted Age Concern at the start of the COVID-19 lockdown because she wanted to help others during a difficult time. Vickie has told us she found volunteering a very satisfying experience. For the people she helped Vickie provided an invaluable service.

Peter, a Haumaru Housing resident who was helped by Vickie, says *"Vickie my volunteer shopper has been a rainy day full of sunshine. I have really appreciated her help and patience. I have been delighted to be supported by so many people including Delia at Age Concern, my GP and Tracey at Haumaru Housing"*.

Wilma was also helped by Vickie, *"I am so grateful for my shopper Vickie. She is excellent, having helped others in our village also, and such a pleasant lady to talk to. We set up a good system where I could email her my shopping list, drop bags for her to put groceries into which our Village Manager would then deliver to my apartment. Vickie would email me the receipt and I would pay her through internet banking. It was really helpful to have the technology to help me through"*.

Delia Middleton | 929 2307 | deliam@acns.co.nz
Amanda Payne | 929 2310 | amandap@acns.co.nz



Fire and Emergency NZ offer free smoke alarm testing

Is your home fire safe? Why do you need working smoke alarms? How many do you need? Do you have a fire escape plan? Did you know a house fire can be fatal in less than five minutes?

Often with age comes a degradation of senses (such as hearing and sight) along with a reduction in mobility. These factors make older members of our communities more vulnerable should a fire occur.

For no cost to you, Fire and Emergency NZ are happy to visit your home and can help you make your home safe for you and your family.

Their crews can offer helpful fire safety information, install, test and ensure your smoke alarms are in the right places, or provide a free smoke alarm if you're eligible.

There are also a number of specialised smoke alarm systems available for people who are deaf or are hard of hearing, remembering even if you wear hearing aids during the day you are still at significant risk at night when asleep because you aren't wearing your hearing aids. These specialised smoke alarms have added features such as extra loud and/or lower pitch alarm sounds, flashing strobe lights, or vibrating devices.

If you need one of these specialised smoke alarms, you may be eligible for funding from the Ministry of Health. For more information contact one of the 4 organisations below for advice as to the most appropriate options available for you to consider.

- Deaf Aotearoa New Zealand
- Life Unlimited
- Blind Foundation
- Housing New Zealand

If you would like to have Fire and Emergency NZ visit to test or install smoke alarms at your home you can call them on **0800 693 473** to arrange a time for them to. Alternatively, you can contact your local fire station.

Covid-19, Corona Virus

Whatever people call it, this new virus is here and we need to live with it. We don't have a natural immunity to it. We need to be careful.

We have had many people with compromised immunity or underlying conditions contact us to pre-plan their funeral as they feel that this virus will end their life prematurely. Many people will have grown up with stories of family members who died during the Spanish Flu pandemic after WW1. As Funeral Directors we have been familiar with the New Zealand Influenza Pandemic Plan for a number of years, 38,000 deaths in an eight-week period is the NZIPAP modelling, the action taken has saved tens of thousands of lives. As of the time of writing it looks like we have 'dodged a bullet', we will come out of this.

Our advice to our community – Wash Hands, Keep Your Distance, Minimise Social Gatherings. We do not need to be scared or fearful of this virus. We need to manage it until a proven vaccine can be created.

We have not been able to offer traditional funeral services at level 3 & 4, but keeping everyone safe is a priority as we understand directly what a pandemic can do. At level 2 we are able to have safe services again.

If you are needing to plan a funeral, need funeral advice or are wanting to receive one of our free funeral planning packs, please do contact us on **0800 804 663**. *editorial supplied by Just Funerals*

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now \$3300**

Chapel Service with Cremation
Transfers within Auckland | Preparation 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 | Preparation 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 \$2125**

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

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



Have you ever considered leaving a bequest to Age Concern Auckland?

Age Concern Auckland is a 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 all those older people needing our help.

A bequest to Age Concern Auckland allows you to leave a lasting legacy 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.

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 and the difference it will make 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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ADDITIONAL SUPPORT AGE CONCERN AUCKLAND PROVIDED DURING COVID-19




Coordinated **130** older people to receive the groceries they needed




Arranged weekly phone calls for **105** lonely older people



Arranged food parcels and clothing for **26** older people



Mobilised **250** volunteers to provide the assistance and support required



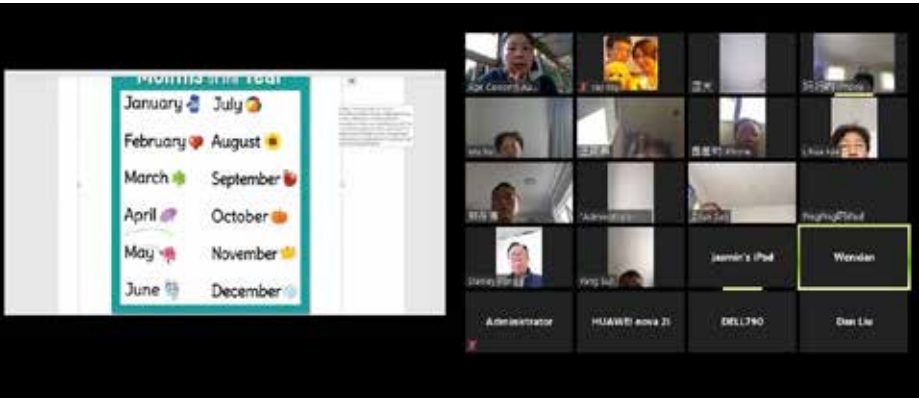
Assisted **14** older people to get their prescription medication

Spoke to **100's** of older people, answering questions, reassuring them and directing them to appropriate community support

Called **8,000** members and clients to check on their welfare and ensure they had the assistance and support they needed

Asian Services

The weekly 'Conversational English' classes we run at our Positive Ageing Centre had to be put on hold because of COVID-19. The weekly classes are attended by between 70-80 Mandarin and Cantonese speaking older people, who are taught everyday English by volunteers, with the goal of supporting these older people to participate more in the community. Not wanting attendees to miss out on the opportunity the classes provide to socialise and engage, our Asian (Chinese) Services team phoned all the participants to see if they would be interested in attending an online version of the class each week via Zoom. Jenny, our Positive Ageing Centre Coordinator, then talked interested people through the process of downloading Zoom onto their mobile phones or devices. Attendance in the online 'Conversational English' class has been steadily increasing, doubling in just the first two weeks. We are looking at continuing these online classes



Calendar of Activities

The 2020 Calendar of Activities is now available. If you would like a copy please contact the office or download from www.ageconcernauckland.org.nz

AGE CONCERN AUCKLAND

North Shore Calendar of Activities 2020

fun, laughter, friendship

physical activities

social activities

life long learning

support groups

special interests

permanently. The monthly Group from the Positive Ageing Centre was also held online during the lockdown. They had a workshop called 'Health and Safety Buns', which had short videos. The ingredients of the 'buns' include exercises, mental health and life arrangements. A weekly class on BaduanJing Qigong has also been a popular offering.



Above: Health and Safety Buns
Below: BaduanJing Qigong Class



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Nestled in tranquillity against a quiet bush reserve is Romaleigh Chapel where stories are shared and meaningful goodbyes take place.

Steeped in history, Romaleigh has long been part of the social fabric of this community – initially, as many locals would remember, as a popular reception venue to celebrate weddings.

Today, Romaleigh Chapel is the home of H Morris Funeral Directors where we help bring together those special moments, creating a beautiful, personalised ceremony to celebrate the life of someone loved.

Romaleigh Chapel provides the perfect setting for an intimate gathering, where stories of loved one's lives are brought together and shared. There's the fascinating story of Mavis and her wee secret - she had been a young, brave, quietly spoken WW2 spy. Her extended family never knew. And we will never forget Frank's service. Frank fathered 12 children, who each in turn had 10 plus children. The grandchildren gloriously commemorated Grandad with a tearful 100 strong family choir that resonated so emotionally through the walls of the chapel. It is these stories and more that we treasure and are truly humbled to be a part of.

At H Morris we are privileged to create heart-warming funerals and wonderful memories for our families. Let us help you to celebrate the life of your loved one.

editorial supplied by H Morris Funeral Services

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Thanks to our wonderful supporters

Age Concern Auckland works with thousands of older people, their families/whanau and organisations across the Auckland region, from Counties Manukau to Dairy Flat – from those simply seeking advice and guidance to our most vulnerable elderly who are living in our communities.

It costs us \$2.4 million dollars every year to deliver these crucial services to our community. We only receive about forty percent of the necessary funding to provide these services from the Government. This means that we rely on the generosity of our local community to raise the remaining 60 per cent.

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

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

- Auckland Council
- Auckland District Health Board
- Combined Rotary Clubs of the North Shore
- COGS
- Community Awareness and Preparedness Grant Fund
- Counties Manukau District Health Board
- Dragon Community Trust
- Estate of Ernest Hyam Davis
- Foundation North
- Four Winds Foundation
- JM Butland Charitable Trust
- Lion Foundation
- Lister Presbyterian Health Trust
- Maurice Paykel Charitable Trust
- Milestone Foundation
- Ministry of Health
- Ministry of Social Development
- NZ Lottery Grants Board
- Tax Management New Zealand
- Ted & Mollie Carr Endowment Fund
- The Trusts Community Foundation
- Transdev Auckland
- Working Together More Fund
- Z Good in the Hood

All our individual supporters who gave us donations
All our wonderful volunteers, who collectively give more than 630 hours every single week



APPLICATION FOR NEW MEMBERSHIP

I/We would like to become a member
☐ Individual/Couple Membership \$20.00

☐ Mr ☐ Mrs ☐ Ms ☐ Dr Other:.....

Name:

Address: Postcode:

Phone:..... Email:.....

Method of payment:
☐ **Cheque** (Made payable to Age Concern Auckland)
☐ **Internet banking:**
ASB 12-3011-0755744-00
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



Your membership is essential to providing our services

Thank you for being a member of Age Concern Auckland. **None of our work is possible without the support of members like you, whose membership fee helps fund the crucial work we do.** Each year we answer 40,000 calls for help, information and advice from older people and their families. Our services also directly support 11,500 older people each year ensuring they are supported to live well. We can't do this without your help. Only 40 percent of Age Concern Auckland's services are funded by the Government, so we rely on members like you to help fund the rest. Your membership of Age Concern Auckland is essential in helping us provide support and services to older people needing our help.

Your annual membership fee of \$20.00 is now due for payment. Look out for the letter and payment form included with this newsletter.

Thank you for your continuing support of Age Concern Auckland, we are incredibly grateful.

If you have any questions please call us on
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