

SPRING 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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Residential Care Subsidy Changes

On 1 July 2020, some key annual changes to the Residential Care Subsidy came into effect.

If you need long-term residential care in a rest home, you may now qualify for the Residential Care Subsidy.

The asset thresholds have increased to:

- \$236,336 for a single person
- \$236,336 for a couple where both partners are in long-term residential care
- \$236,336 for a couple where one person is in long-term residential care, including the value of their house and car
- \$129,423 for a couple where one partner is in long-term residential care, not including the combined value of their house and car (the house is only exempt when it is the main place where your partner who is not in care, or a dependent child, lives).

The income-from-assets exemptions have increased to:

- \$1,027 for a single person
- \$2,054 for a couple who are both in long-term residential care
- \$3,081 for a couple where one partner is in long-term residential care.

Your assets and income will be assessed by Work and Income. All other eligibility is assessed by the Ministry of Health.

To find out if you are eligible, go to the Work and Income website at www.workandincome.govt.nz or call them on 0800 999 727

Skills Bank

Could you please update the following:

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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.

Only The Lonely.....

You'll no doubt have heard the words of Roy Orbison's famous song that goes "Only the lonely know this feeling ain't right."

Medical commentators are saying the effects of lockdown with its lack of social interaction has had a dramatic mental impact on the aged. So, we here at Driving Miss Daisy are saying its time to have fun together to beat loneliness and build a healthy mental mind.

Spring is here and the health crisis is hopefully well behind us fortunate Kiwis, so let's get social and reconnect with each other. With Driving Miss Daisy, you can get a group together to tour your local area, create an event like a trip to the movies/theatre, or plan a catch up with friends and family at a favourite café. Just contact your local Daisy and let them help you enjoy a Spring outing.

We would also like to remind you of the Total Mobility Scheme the Government created to encourage social interaction and independence which is delivered locally by your Regional Council. The Scheme is designed to assist clients with access to appropriate transport to meet their daily needs and enhance their community participation.

For further information contact your local Age Concern Organisation, they will be happy to help you find out if you are eligible and advise you on how to apply. Once you have been accepted, you can access up to 50% discounted travel up to the regional maximum subsidy with Driving Miss Daisy, an accredited Total Mobility Scheme provider.

We encourage you to take advantage of this opportunity to get out and participate in your community with the support and companionship that only Driving Miss Daisy provides.

Remember if we are Together we are not Lonely.

Melanie Harper
Co-founder DMD

Editorial supplied by Driving Miss Daisy

Get out and about with Driving Miss Daisy



Keep your independence and freedom with our safe, reliable companion driving service.

We can drive and accompany you to:

- Medical and personal appointments
- Grocery shopping
- Deliveries - e.g. take home meals
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CEO UPDATE

The year 2020 has certainly been an eventful one so far. Age Concern Auckland, along with all of New Zealand, entered lockdown back in March, with all our dedicated team working from home and delivering support remotely. We welcomed many new volunteers, who joined forces with our staff and established volunteers to ensure that we could continue to offer support, advice or simply a friendly voice on the end of the phone to many thousands of older people across Auckland. It was a tough time for everyone but from many of the older people we contacted the story was one of ‘just another day’. Which reinforced, for many older New Zealanders, being isolated and lonely is part and parcel of daily life. If anything, lock-down has made all of us here at Age Concern Auckland even more determined to ensure that no older person needs to live with loneliness and isolation.

We learnt a lot during lock-down and, at the time of writing, having entered Level 3 lockdown again, we are applying these lessons once again.

Firstly, we had to re-configure our telephone and computer systems so that all our staff could work remotely. All our team can now work from any of our offices, or from home, or from any other location and still access all they need to and receive their calls and messages directly. This has allowed us to be much more flexible when it comes to where our staff work and which areas they support. We still have our three offices, in Avondale, Milford and Papatoetoe, along with our Positive Ageing Centre in Takapuna, but now our team can work from any office and freely move between them easily. Our phone system can also now divert directly through to any of our offices, helping us maximise the number of times we can personally answer a call and minimising the times people need to leave a message.

Secondly, even though it wasn’t new information, we were reminded of just how important it is to maintain a range of income sources. Only about 40% of our income comes through from our Government contracts, with the remainder being received from



grants and donations from members and supporters. In the short-term the Government stepped up and helped many organisations through providing a nationwide wage-subsidy. This was crucial support, especially when a number of our grant funders were unable to offer support because they didn’t have any funds to distribute. In the long-term, we also recognise that, with reduced philanthropic grant support, we are more reliant than ever on the support of our members and donors. I’d personally like to thank every member who has renewed their membership this year and the many hundreds of members who made an additional donation as well. Each donation is vital to deliver our services and very gratefully received.

We also learnt a lot about what support the older people of Auckland really need. Yes, there still is a great need for those services we are well-known for, our Elder Abuse Response Service, our Accredited Visiting Service, Health Promotion programmes and our Asian Service, but at the same time we saw an increasing need for more flexible ways of offering support. We have already begun to explore how we can continually improve what we do and ensure that all those people who need our help and support can receive it in a way that suits them. Fortunately, we have also learnt this year that many people in our community want to help us and we are working on ways our volunteers can provide help in ways that suit them too.

We have also seen how resilient New Zealand and New Zealanders are. We are getting through a very difficult time together. Here in Auckland and across New Zealand, we are very fortunate that we live in a country that can unite together, support one another and can come through such testing times even more resilient than we were before.

A full year has now passed since the three Age Concerns in Auckland came together as one and we celebrate our first anniversary in a strong position, determined to continue our mission to support all older people across Auckland who need us. The truth of the matter is that, without your help, we can’t do it. Thank you again for your wonderful support.

Regards,
Kevin Lamb CEO Age Concern Auckland

RYMAN PIONEERS

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A big reason why people choose a Ryman village over the others, is knowing we have everything from independent and assisted living to a full range of care options, so if you ever need it, it’s there for you. It’s another example of how we’re pioneering a new way of living for a new retirement generation.



There are three Ryman villages on the North Shore - William Sanders in Devonport, Bert Sutcliffe in Birkenhead and Evelyn Page in Orewa.

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BERT SUTCLIFFE VILLAGE
2 Rangatira Road, Birkenhead, 483 2226

EVELYN PAGE VILLAGE
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You will get the benefit of a completely personalised **consultation**, including a **home inspection** and an assessment of its **value** in today’s market, along with **proven ideas on preparing your home for sale: de-cluttering, what to pack now prior to selling, how to sell some of your belongings, and which organisations take unwanted items.** Grant can also help with organising tradespeople for **repairs and maintenance**, while actively working towards implementing a **personalised marketing plan** designed to achieve **the best sale price for your property.**

Editorial supplied by Barfoot & Thompson Milford

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.

With many years’ experience and in-depth knowledge from working within the retirement industry, Grant is a skilled real estate professional you can rely on.

He’s here to help you every step of the way.

Ask Grant about his exclusive offer for seniors!

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

Chair’s report

Hello everyone. I hope you have kept in good health during the winter months. It’s hard to believe we are now entering spring, but the blossom and magnolia trees starting to bloom all around us are a reminder it is.

Unfortunately, as I write we have seen the Auckland region move back to COVID-19 alert Level 3. By the time you read this we will know if that has remained in place or if things have improved or even if we have escalated to Level 4. Whatever level we are at, I hope you and your families are safe and well. Take care of yourselves.

I thought for my message this time, I’d reflect on the changes and progress at Age Concern Auckland during the past 14 months following the amalgamation of our three Auckland Age Concerns in July 2019. Amalgamation is a huge undertaking and for Age Concern this has certainly been the case. However, working through each challenge as it has arisen we have never lost sight of the purpose of amalgamating, which is to improve the services and support we provide to older people across Auckland.

As we finished our financial year, the impact of our work since amalgamation is clear, especially given it has been delivered against the backdrop of a global pandemic. From 01 July 2019 – 30 June 2020 Age Concern Auckland has:

- Coordinated regular volunteer visits to 609 clients of our Visiting Service.
- Processed 1503 referrals related to elder abuse and neglect.
- Supported 539 people with case management to address elder abuse and neglect.
- Provided 491 Counselling sessions around age-related issues.
- Assisted 312 older people with general social work support.
- Delivered Positive Ageing Workshops and Activities to 880 attendees.
- Coordinated the Community Strength & Balance Programme across Counties Manukau, helping to reduce the risk of falls and improve mobility.
- Provided support, information and services to 892 older Chinese-speaking people through our dedicated Asian Services.
- Supported more than 2000 total mobility members
- Provided information, advice and resources to more than 39,000 older people and their whanau.
- Provided additional support and assistance to 500 people during the COVID-19 lockdown.



In the first COVID-19 lockdown we had to find new ways to deliver our services when providing face-to-face support wasn’t possible and we needed to upgrade our phone and IT systems to ensure that all of our staff could work from home. This is no mean feat when you are a charitable organisation with limited resources. This has been done during a time of uncertainty and change, when many of our funders weren’t in a position to support us as they had previously. However, I’m very pleased to report that Age Concern Auckland has managed to come within a few thousand dollars of our operating budget for the last year, the support we received through the COVID-19 wage subsidy was crucial in achieving this outcome. And to sustain us we still have a significant fundraising programme in place for 2020/21.

I’m very proud of what Age Concern Auckland has achieved in the past 14 months. I’d like to thank all our staff, volunteers, members and supporters for the part they have played in this, we are incredibly appreciative.

Take care and please remember to get in touch if you need our support, we are here to help, however we can.

Victoria Walker Chair, Age Concern Auckland.

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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.

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

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.

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.

My Home, My Choices

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.

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)

Wills and Enduring Power of Attorney

Who will manage your affairs if you are no longer able to? Have you caught up with the changes made to the Power of Attorney legislation which may affect you and your family? Come and find out about Powers of Attorney, the different types and who can be an attorney for you.

The following presentations are available to Seniors Groups/Organisations only. Please contact us if you would like to organise a presentation to your group.

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.

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.

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 on line and telephone resources.

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International Day of Older People Thursday 1 October 2020

IDOP's is an opportunity to celebrate the value of older people and a chance to acknowledge their contributions to our communities, in the work place, as volunteers, as caregivers and as whole people, with dreams, aspirations, wisdom and experience.

Mentoring, volunteering, looking out for the neighbourhood, caring for children, sharing wisdom and experience and of course being in paid work and leading businesses are some of the many ways older people contribute.

A growing number of older people are healthier, more educated and more skilled and are living longer. These are all things to celebrate.

Our thanks to you for being such an integral and valued part of our community.



It is with regret that we inform the membership of the death of Beverley Callaghan. Bev was a Life Member of Age Concern North Shore. She served on the Committee from 1998-2011 as a representative for the 60's Up Movement.

Bev was a very active volunteer for the Prescott Club (Club Gordon) for many years including serving as a Committee Member.

In 2010 she received a North Shore City Council Civic award in acknowledgement of her wide and varied volunteer commitment to older people on the North Shore.

Our deepest sympathies go to her family.

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*Many Thanks George Warman
(Ranui West Auckland)*

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MoneyTalks is a free financial helpline that offers over-the-phone budgeting support.

Their services are confidential and non-judgmental. Whether you are looking for some guidance for your retirement planning or if you are struggling to pay your bills, it's never too late to get started. MoneyTalks are there to help and are just a phone call away.

Researching and finding out the different benefits that you are entitled to can be a time-consuming and stressful process. MoneyTalks can help you to work out what benefits and support you might be entitled to and how to access these.

They can also put you in touch with a local service provider for further face-to-face help from a Financial Mentor, who can work through your finances with you to develop a budget.

You can contact MoneyTalks the following ways:
Phone: 0800 345 123; Text: 4029;
Email: help@moneytalks.co.nz

For more information on MoneyTalks you can go to their website www.moneytalks.co.nz
MoneyTalks is provided by FinCap and funded by the Ministry of Social Development.



Auckland Libraries Housebound Service

This is a library delivery service which has a specific purpose to deliver library items to customers who are unable to visit a community library or other mobile library services.

This service is delivered with the help of library volunteers who pick up library items from local community libraries and deliver to the homes of housebound customers.

If you are currently in this position or know of someone you think would benefit from this service, then please contact:

Library Connect: 377 0209;
Manager of Mobile and Access:
Jo Brewster 021 2484 4980
or Housebound Coordinator: Gill Clive 021 981 611.

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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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Changes to NZ Super and Veteran's Pension

From 9 November 2020, the Government is making changes to NZ Super and Veteran's Pension. The changes aim to modernise superannuation in New Zealand.

Changes to non-qualifying partners

Currently, some people getting NZ Super or Veteran's Pension can include their partner who doesn't qualify because of their circumstances. This is called including a non-qualifying partner in your payment.

From 9 November 2020, people applying for, or already getting, NZ Super or Veteran's Pension won't be able to include a non-qualifying partner in their payment. Instead, their partner will be able to apply for other kinds of assistance.

If your partner is included in your payments before 9 November

If your partner is included in your NZ Super or Veteran's Pension payment before 9 November, this change won't affect you. You'll continue getting your payments unless

your circumstances change. For example, your income goes above the cut-off point or you decide to remove your partner from your payment.

If you decide to remove your partner, you won't be able to include them in your payment again from 9 November 2020.

If this happens, MSD will talk with both of you about your options and how they may be able to help.

Changes to some overseas pension deductions

Currently, if your partner gets an overseas pension, this can affect your NZ Super or Veteran's Pension payment. This depends on the amount of their overseas pension.

From 9 November 2020, MSD will no longer make deductions from your NZ Super or Veteran's Pension because of your partner's overseas pension. This recognises you as an individual with your own entitlement to superannuation.

More information

MSD will write to people affected by these changes over the next couple of months. There's also more information on the Work and Income website www.workandincome.govt.nz



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

Social Connections Update

We have started a new Northcote Senior Coffee and Friendship Group that meets fortnightly on a Wednesday. For the first meeting, Age Concern volunteer Angela and Diana from Onepoto Awhina provided a beautiful table setting with tea/coffee/juice, scones and cakes generously baked by themselves. Good Bitches Baking have also generously offered to donate baking made by their volunteers for each meeting. Takapuna Flower Wholesalers, 72A Barrys Point Road are donating beautiful flowers each meeting, which are used to dress the table. A koha for morning tea is appreciated.



We have also recently started a second group in Glenfield that meets fortnightly on a Tuesday. If you would like more information on any of our groups, (Browns Bay meets on a Monday; Takapuna meets on a Thursday and Milford meets on a Friday) please contact Delia and she will ensure that you are warmly welcomed by the group co-ordinator.

What a coincidence!

A passing comment between AVS volunteer Geoff Salter and myself led to a lovely hour reminiscing about a town 19,000 kms away.

When I mentioned in a volunteer meeting that I was originally from Wales, Geoff’s ears pricked up and he asked, ‘You don’t happen to come from anywhere near Cardigan, do you?’.

A little shocked, I replied, ‘Yes, I actually come from Cardigan!’.

Cardigan is a small rural town in West Wales with

a population of only about 4,000 people. It’s a beautiful old town, largely unspoiled by development due to its isolated location.

Geoff explained that the lovely gentleman that he visits every week, John Owen, was born and brought up in Cardigan too. Geoff explained that John doesn’t get to see many Welsh people these days and would love the chance to talk to someone else about his birthplace.

So Geoff arranged for me to meet John at Te Mana Hospital, Birkdale. I took photos of landmarks in Cardigan for John and we chatted in a mixture of English and Welsh, reminiscing about our home town and the local characters that John remembered.

Geoff said afterwards that it was a humbling experience to listen to the conversation. Geoff learned a little more about John’s life when he was young, before he left Cardigan to follow a career in banking which was interrupted by serving his country when he flew on a Lancaster bomber in WWII.

Geoff has been an AVS visitor for five years and has formed a close bond with John since he started visiting him nearly two years ago.

I loved meeting a fellow ‘Cardi’ and talking about life there.

Thank you Geoff for being such a caring person and setting up such a special visit for everyone concerned!

If you would like the opportunity to be part of a caring friendship with a volunteer visitor, please give myself or Delia a call. We would love to hear from you.

Amanda Payne | Social Connections Co-ordinator



Happy Birthday

Happy Birthday to Stephanie Knight who recently celebrated her 90th Birthday. Stephanie was an Age Concern Volunteer Visitor for seven years, visiting over a dozen clients in that time and being very generous with her time and energy. She also coordinated the Takapuna Coffee Group for Seniors for three years, stepping down recently to become a member.

Thank you to Good Bitches Baking for the beautiful cake that Stephanie was able to share with the Takapuna Coffee Group members.

For more information on joining a Coffee Group or having a volunteer visitor please call our Social Connections Coordinators Amanda 929 2310 or Delia 929 2307.

We’d like to share a poem written by Margaret who is one of our members.

A Flying Visit

Today some friends dropped by to see me,
They arrived as the sun arose,
We didn’t go through the niceties
Of “good to see you” and “hello’s”,
I had not sent them an invitation,
Prior arrangements weren’t made before,
They didn’t announce their arrival
By ringing the bell at my front door,
I didn’t need my china cups
Or to have the house all spick and span,
I just sat quietly and hid from view
Of this rather timid little clan,
I had merely scattered on a perch
A very simply meal instead,
Cold potato left from last night’s tea
And some dampened crusty bread,
This onslaught of wings is a daily joy,
Always arriving as if on cue,
Bringing pleasure to the awakening world
Of morning mists and early dew,
My friends know their thanks aren’t needed,
And they never wish me “goodbye” –
They simply fly across to the cherry tree
And disappear towards the sky.

Margaret England



Would you like more company?

We have some wonderful volunteers like Tamsin (pictured here with her client Margaret), just waiting to be matched.

Clients who have a visitor tell us how much they enjoy their volunteers visiting and how it brightens up their week

“My Age Concern visitor visits me every Tuesday and I wish there were two Tuesdays each week”

Phone our Social Connections Coordinators Amanda 929 2310 or Delia 929 2307.

Arthritis New Zealand

The **Pain Programme** is a six-week online programme to provide helpful information, advice and tools to set you on a path to better pain management. While the current programme is fully subscribed you can register your interest so you can be part of future ones. The aim is to run more as people are interested.

For more information or to register visit www.arthritis.org.nz/pain-programme

They have also started a new fundraising project - **Project Knit Well** - to promote awareness of keeping joints warm and hands and fingers nimble, particularly over the colder months! As part of that they are encouraging you to knit up a storm - hats, scarves, gloves, socks, leg warmers.

Once your knitted item has been finished, a photo will be put on their website and sold for a donation. The project provides the opportunity to craft for a purpose and help support and fundraise for Arthritis New Zealand!

For more information and to register for the project please call **0800 663 463** or email info@arthritis.org.nz

Check on those people you love and care for.

Reach out to your older relatives, friends and close neighbours to check in with how they are and talk through their worries. Whether it is giving them a phone call or writing a letter, staying connected and connecting often is important.

The Importance Of A Funeral

Funerals don't just keep me employed, nor have they evolved as only a commercial enterprise. Funerals have taken place in one way or another since 'Adam was a baby' or 'we climbed down from the trees', whatever your belief. Everyone mourns their dead.

It is important that we take time to reflect on the passing of a loved one, a friend, a colleague or a member of our community. It does not have to be grand or elaborate. During the recent lockdown many people have had only the closest family near, or in one case no family (all overseas) but close knit friends. Technology has advanced where people on the other side of the world can not only view, but speak live and have their input at a funeral.

It is important to say goodbye, to let others reflect on their loss and acknowledge that even if we are from a small family, your family will miss you. The funeral industry has grown to where many think its unsustainable for ordinary people to be able to afford 'a good send off', some of the best funerals that we have held have been where we can make that important day a special one with meaning and love without spending a great deal. We always remind people - the reason grief hurts so much, its the cost of love.

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



Let's End Loneliness

The 'Let's End Loneliness' website has been launched as a resource for anyone experiencing or concerned about loneliness. The website has been created by the NZ Coalition to End Loneliness whose members work to tackle loneliness and create communities in which New Zealanders have the relationships and support they need to thrive. Age Concern is a member of this coalition.

To see the website, visit
www.letsendloneliness.co.nz

Sponsored Data Partnership

The Sponsored Data partnership between the Ministry of Health and mobile network operators Spark, Vodafone and 2degrees means Kiwis won't incur mobile data charges when they access essential COVID-19 information, health information and resources and eligible online health services. The number of sponsored websites will increase over time so New Zealanders can access even more key health information and services without mobile data charges.

In the first instance, anyone using the mobile networks of the country's largest telco providers can now access 11 key health websites and two GP portals free of data charges. These include: www.healthnavigator.org.nz; www.drepression.org.nz; www.mentalhealth.org.nz; www.health.govt.nz

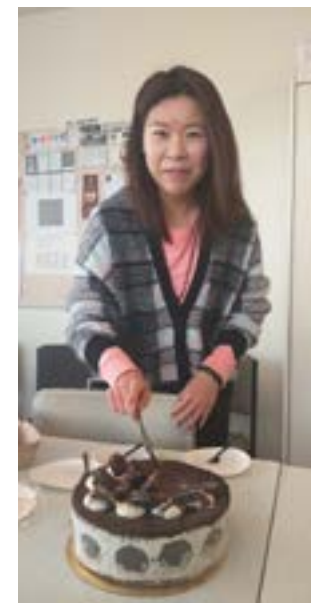
For more information go to www.health.govt.nz

Working together to provide activities to older Chinese people

In partnership with A Better Chance Charitable Trust we have recommenced the Avondale Day Centre activities provided for older Chinese people. Below is a photo of our team member Ivy, delivering an activity at a rest home. The attendees are wearing hats that were donated by Make Give Live and given out at the session.



Our Asian Services team is continuing to deliver "Conversational English" and "Tai Chi" classes via Zoom. These were introduced during the lockdown and have been very popular with our clients, with many now preferring to interact with us this way. A grant from The Ethnic Communities Fund is supporting us to develop and deliver more online sessions and to purchase six iPads that we can loan to clients so they can communicate and interact digitally.



Sadly we say goodbye to Ivy Zhao.

Ivy started at Age Concern Auckland as a volunteer at the Avondale office supporting older Chinese and then moved to the North Shore office as Coordinator of Asian Services in 2017.

Her role included coordinating the Chinese Monthly Group; matching isolated Chinese older people with a Chinese volunteer as part of the Accredited Visiting Service

and working in older Chinese groups in Central West Auckland. While working with us, Ivy has been completing her PhD. Ivy has accepted a role in Hong Kong and while she will be missed, we wish her the very best for the future.

Last December we also farewelled **Renata Kang** who had been the Coordinator of the Chinese Interest classes at the Positive Ageing Centre. Renata was a volunteer English tutor and took over the role of coordinating all the Interest Classes and maintaining the Positive Ageing Centre. She soon proved to be a great asset to the organisation and we miss her organising skills and cheerful manner. Good luck in the future Renata.

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ENDURING POWER OF ATTORNEY (EPA)

There may come a time through an accident, serious illness or incapacity, when you become unable to make or communicate decisions yourself. Many people assume that in this situation, their partner or a close relative will legally be able to make decisions for them. In fact, the law doesn't work like that. The law allows you to plan ahead by making an enduring power of attorney (EPA). If you do not have an EPA, an application would need to be made to the Family Court to appoint a Welfare Guardian, who can then act on your behalf, to make these decisions.

An EPA is separate from your Will. On your death the EPA has no further authority and your Will takes effect instead.

There are two types of EPA

Personal Care and Welfare – this EPA only comes into effect when you are deemed to have become incapable of making or communicating your own decisions. You appoint a person (called your 'attorney') to make decisions about issues like where you'll live, who'll look after you and what medical treatment you might need. An EPA for Personal Care and Welfare can only be given to one individual. The EPA can authorise the attorney to act in relation to your personal care and welfare generally, or only in relation to stated aspects.

Property – you can give authority for this EPA to come into effect straight away or only if and when you lose 'mental capacity'. You may appoint one or more people or a Trustee Company as your property attorney. You can give them a general power to deal with all these issues, or you can limit them to dealing with, for example, a particular bank account.

Your Attorney

Your attorney must act in your best interests at all times and must not abuse the trust you've placed in them. They have to act with absolute openness and fairness towards you, exercise reasonable care and avoid any conflict of interest with you. Your attorney must always promote and protect your welfare and best interests. They can't use money for their own benefit (unless your EPA allows this), invest it unwisely, or act in a way that you haven't authorised in the EPA. Your attorney must also involve you in decision-making as much as possible: they must

consult with you when making decisions and must try to get you to develop and exercise whatever capacity you have to make decisions for yourself. Your attorney's specific responsibilities will depend on the type of EPA and the instructions you've included in it.

Therefore, it is crucial that you trust the person(s) you appoint and are confident that they will act in your best interests. At some stage you may be absolutely reliant on that person(s). If your attorney for Personal Care and Welfare or Property stands to benefit from your estate, they may have to make decisions that have financial implications for them personally. It is important to be aware of this when you choose your attorney.

You can require your attorney to consult with family members and your GP about matters concerning your personal care and welfare.

The skills needed to look after personal care and wellbeing are often quite different from those needed to look after someone's financial affairs. Consider appointing one person as attorney for your Personal Care and Welfare and a different person or persons for your Property.

The person you appoint as your attorney for Personal Care and Welfare will have to work closely with your Property attorney. You will need to feel confident that those you appoint can work together. However, either of them can go to the Family Court for directions if they cannot resolve a disagreement about your needs.

You can change, vary or revoke (cancel) your EPA at any time while you are mentally capable.

When Does my EPA Come Into Effect?

Your EPA will come into effect when it is decided you have lost 'mental capacity' (apart from if you have chosen for your Property EPA to take effect when you signed it). You should be aware that under this law every person is presumed to be mentally competent until the contrary is shown.

You've become "mentally incapable" if:

- In relation to Personal Care and Welfare, you can no longer make or understand decisions, or foresee their consequences; or you can no longer communicate them to other people.
- In relation to Property, you are no longer completely competent to manage your own money or property.

It is not your attorney who decides when you are no longer mentally capable. The question of whether you're still mentally capable must be decided by a health practitioner who is qualified to carry out this assessment. Without a certificate from a health practitioner, your attorney can't make any significant decisions for you under an EPA for personal care and welfare.

Setting up an EPA

To set up an EPA you will need legal advice; this could be from a lawyer, a legal executive or an authorised officer of a Trustee Company.

Before setting up your EPA you can get copies of the forms from the Ministry of Justice website (www.justice.govt.nz and search for EPA). This will allow you to read and discuss them with your family/whanau and the people whom you propose to name as your attorneys. You may also be able to reduce the cost of setting up your EPA's by filling in as much of the information you can before your appointment.

Questions to consider

1. Am I certain that the person I am appointing as attorney will always act in my best interests?
2. Will I appoint one attorney for Property, or two, or more? Or will I appoint a Trustee Company?
3. Do I want to give my attorney authority to take care of everything to do with my personal care and welfare, or only some things?
4. Do I want to give my attorney authority to take care of everything to do with my property, or only some things?
5. Do I want my property attorney to take over things now, or later when I am no longer able to manage my affairs?
6. Who do I want to decide if I am no longer mentally capable? I can specify a particular type of health practitioner, provided they are qualified to make this assessment.
7. Do I want my attorney to be monitored and supported in their role by consulting with others?
8. If I have an EPA already, have I checked to see that it still meets my needs, especially if my circumstances have changed (such as the loss of my spouse or having a new partner)?
9. Have I read the guidance notes in the EPA forms?

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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 at: **177B Shakespeare Road, Milford, Auckland 0620** or ring the office on **489 4975** to organise a Debit/Credit Card or Online payment.

- ☐ I would like to make a donation of \$_____ (Donations of \$5.00 or more receive a 33% tax credit from the Government. Charities Commission Number CC25023)
- ☐ I have enclosed a Cheque (made payable to Age Concern Auckland)
- ☐ I have organised payment by Debit/Credit Card or Online
- ☐ I would like information about how I can leave a bequest to Age Concern Auckland
- ☐ I would like information about how I can volunteer

Name: _____

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Postcode: _____ Phone: _____

Email: _____

Thank you for your generosity to ensure that we can continue supporting older people living in our community.



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Go to
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to follow us on Facebook.

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
- Ethnic Communities Development Fund
- Estate of Ernest Hyam Davis
- Foundation North
- Four Winds Foundation
- Howick Local Board
- JM Butland Charitable Trust
- Jogia Charitable Trust
- Lion Foundation
- Lister Presbyterian Health Trust
- Mangere-Otahuhu Local Board
- Manurewa Local Board
- Maurice Paykel Charitable Trust
- Milestone Foundation
- Ministry of Health
- Ministry of Social Development
- NZ Lottery Grants Board
- Otara-Papatoetoe Local Board
- Papakura Local Board
- St Joan's Charitable Trust
- Tax Management New Zealand
- Ted & Mollie Carr Endowment Fund
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- West Support Fund & Working Together More Fund
- 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.


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.



—H—
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editorial supplied by H Morris Funeral Services

Become a Member Supporter

For just **\$20.00** per year 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 newsletter
- Invitations to events
- Copy of the Skills Bank list of tradespeople and the annual Calendar of Activities
- Access to information and resources available at our office

☐ Sign me up to be a new member

☐ I am an existing member

Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other ☐

Name: _____

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Method of payment:

- ☐ Cheque (Made payable to Age Concern Auckland)
- ☐ Payment by Debit/Credit Card (Please ring the office on 489 4975 to arrange)
- ☐ I/We would like to include a donation of \$_____

(Donations of \$5.00 or more are tax deductible)
Charities Commission Number CC25023

If you would like information on making a donation or bequest to Age Concern Auckland phone 820 0184.

If you are unsure if you are a member, or if you have already renewed your membership, please phone the office on 489 4975

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