

AUTUMN 2021 QUARTERLY NEWSLETTER

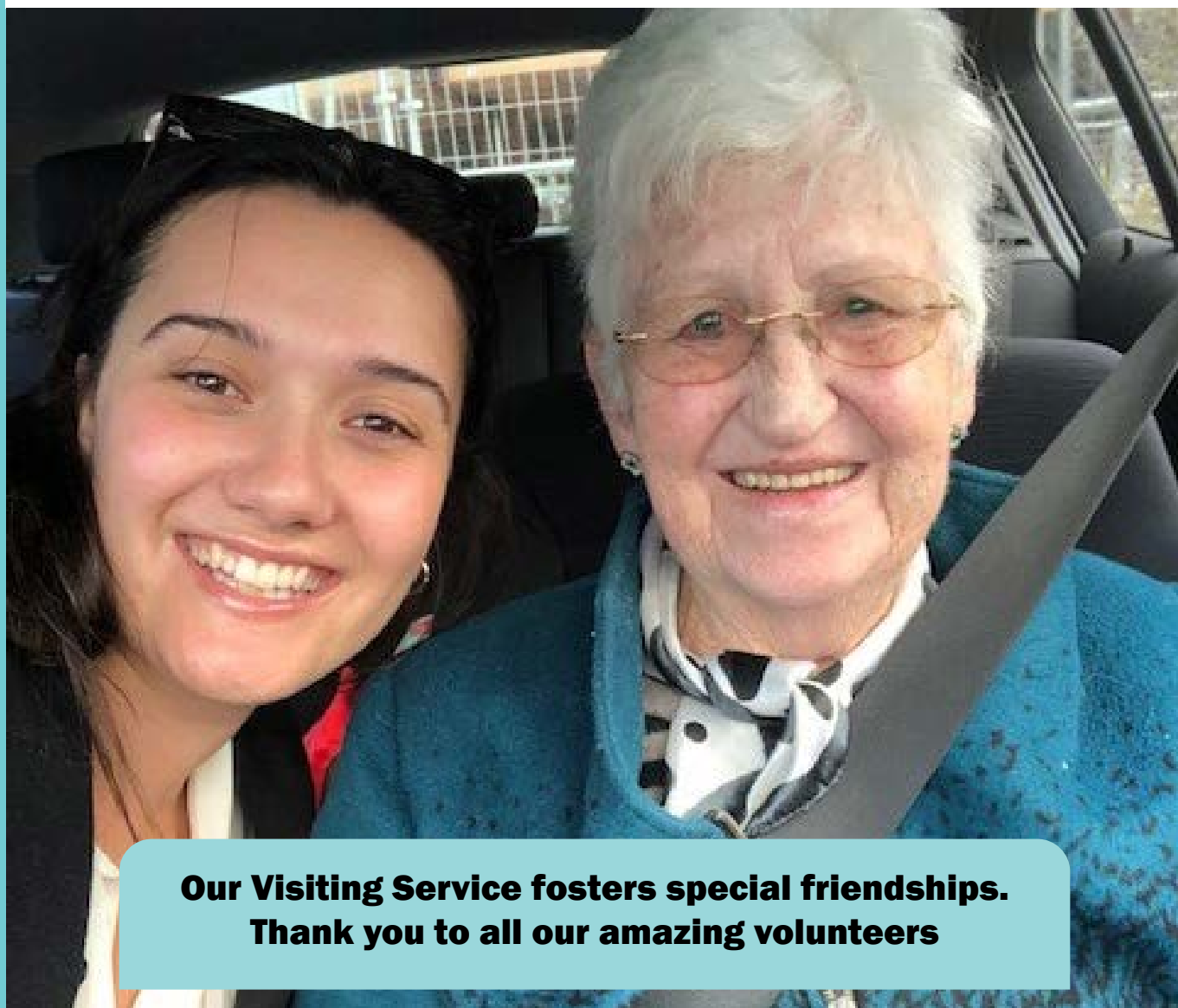
Phone (09) 489 4975 | www.ageconcernauckland.org.nz



Age Concern Auckland North Shore Edition

Serving the needs of older people

AGE MATTERS



**Our Visiting Service fosters special friendships.
Thank you to all our amazing volunteers**

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OFFICE HOURS

9.00am - 4.00pm Monday to Friday

Age Concern Auckland North Shore Staff Directory

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Kevin Lamb
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Volunteer Coordinator

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EARS Coordinator

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Community Connector

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Manager Ageing Well/Health Promoter

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Total Mobility Assessments

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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.

Our Services

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

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

Asian (Chinese) Services – ensures that all our services and activities are delivered in both Mandarin and Cantonese and that we provide culturally and linguistically appropriate support. We give talks to Chinese groups and run group activities to promote positive ageing.

Community Connector – social workers are available to support and assist people aged 65+ with any social, health or wellbeing issues.

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

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

Wilma Marshall

Obituary



Sadly, Wilma Marshall, recently passed away. Wilma had a long relationship with Age Concern North Shore both as a volunteer facilitator and serving on the Board for six years. In 2002 she received a QSM for Public Service.

Our deepest sympathies go to her family and loved ones.

St John Ambulance Membership

Currently, if you call for a St John Ambulance, there will be a cost of \$98.00.

As an alternative, the St John Ambulance Service offers Ambulance Membership – that could prove more economical for you or your family should you call them in a medical emergency.

If you would like to know more about different membership options, visit the website

stjohn.org.nz/join or call **0800 785 646** to have a chat, check your eligibility and see which membership plan might be the best for you.



Tips to reduce the risk of falling when wearing a face mask

With Auckland going in and out of lockdown, you may find yourself considering wearing a facemask when out and about to help limit the spread of COVID-19.

Unfortunately, for the many of us who wear glasses, masks can cause some loss of lower peripheral vision. The lower peripheral vision is an important sensory function that guides us when we walk and helps to stop us tripping or falling.

It is therefore essential to consider how to reduce the risk of falling while wearing a face mask.

Some useful tips to consider:

- Check your mask fits snugly around your nose and cheeks to reduce any visual impairment and fogging of glasses
- Slow your walking pace to give you more time to consider what is immediately in front of you and what trip hazards lie ahead
- If you wear glasses, consider adopting practices to help reduce fogging, like swimmers do with their goggles (such as a drop of washing up liquid on glasses)

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Service is personal and our prices are comparable to (and often less) than a standard taxi. We take Total Mobility cards (TM), are ACC Registered Vendors and wheelchair accessible vehicles are available on request.

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CEO UPDATE

2021 will hopefully be a more settled year than 2020, despite the rocky start of a third lockdown for Auckland. The start of the roll out of the COVID 19 vaccine allows us all some optimism that by the end of this year we will see our borders open again and for many that will give us a chance to reunite with family and friends.

For Age Concern Auckland 2020 was a year of consolidation as we firmly established ourselves as a single organisation and showed our ability to step up and lead the way in providing services for older people across Auckland, both when the country was in crisis and during periods of normality. The leadership role we have taken has been noticed by both our peers and by Government agencies and we will be building on this in 2021 to increase the services that we are able to offer and the impact we have.

Tied to this we have increased our capacity by adding some key roles to our multi-disciplinary team. In our Counties Manukau office we are growing our Social Connections Services with Diane Brereton and Tinmama Oo joining the service. Both bring a wide range of skills to the organisation and will be working closely with other community organisations and agencies to reconnect isolated and lonely seniors back into their local community.

Diane Anderson and Philippa Bell have also joined Danielle Smith as part of our newly formed Community Connector team. Their role sits within our Intervention Services team and supports people to access and navigate the services they need. Danielle, Diane and Phillipa can assist with any social, health or wellbeing issues you are experiencing. Their social work roles are complementary to our Elder Abuse Response Service and Counsellor.

We have also appointed a Volunteer Coordinator, Emah Butler who will be based at the North Shore Office. Emah will be enhancing our volunteer programme to grow our base of volunteer supporters and expanding the volunteer support they can provide, so we can assist beyond our Visiting Programme. While providing our emergency response



services during lockdowns, we have seen very clearly the benefit of, and need for, local volunteers to provide practical assistance to older people living independently in their neighbourhood. This support is crucial when there is not family and friends close by. Each year our volunteers provide around 50,000 hours of their time to make a difference. This has immense impact, and we are excited to be growing and expanding this.

While we know that as an organisation we need to keep moving forward and push ourselves to provide excellent service, increasing services and staff comes with some risks in our current climate, when there is uncertainty over an economic downturn. As a charity dependent on fundraising and community support for 45% of our operating costs we are incredibly grateful for the continued support of our donors and members – every donation helps us provide our services and make a difference, so thank you each and every one of you.

Regards,

Kevin Lamb CEO Age Concern Auckland

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*Some conditions apply

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**0800 000 290
rymanhealthcare.co.nz**



Chair’s report

Kia ora, te whānau

What an amazing summer we’ve had. I’m not really talking about the weather, although we have had some magnificent days. I’m talking about our alert level changes when there are COVID-19 community cases being reported. I feel lucky we are doing so well in New Zealand, a result of the team of 5 million. However, the Auckland region has often been at the forefront of New Zealand’s COVID-19 headlines.

As the major gateway city to New Zealand and with a large number of quarantine facilities within our borders, it isn’t surprising. However, the changes in levels can bring about confusion and uncertainty. I know I had to double check a few times what being in Level 3 meant. Just to make sure. It is a good reminder at these times to be vigilant about your own health and wellbeing and of course reaching



out if you need Age Concern’s support. We are here for you, it is why we exist, so don’t hesitate to get in touch.

Another reason to reach out to us is to get our help with the changes happening around us, like the phasing out of cheques. This issue has received widespread coverage, as banks seek to move more to online and digital transacting. With only one per cent of New Zealanders using cheques these days it is easy to understand why. However, if you are one of the one per cent using cheques to manage your money, it may seem a bit daunting. All the major banks are offering help, so if you are worried about what to do then contact your bank and ask for their help. We’ve also included an article in this newsletter about the issue, to help you navigate what it might mean for you and how you can still be in control of your finances.

I’ve talked before about the strategic direction we are taking as an organisation. Age Concern Auckland is committed to promoting wellbeing, rights, respect and dignity for older people. Our vision is that older people live a valued life in an inclusive society. To this end we are planning to strengthen our Social Work team as well as our Asian Services team this year. These are core services we provide and over the past 12 months we have had increased requests for support in these areas. We have been fortunate to receive some funding to help deliver on these two important aspects in 2021 and we are forever grateful for our supporters and our staff who help deliver in these amazing areas of work.

This March we are delighted to welcome Professor Ngaire Kerse to our Board. Ngaire is a Professor and Joyce Cook Chair in Ageing Well at the University of Auckland with a focus on ageing well. We are very fortunate Ngaire has agreed to join us as she is a leading advocate and scholar in the issues at the heart of Age Concern. It is particularly exciting as she will be working with us around Social Connections and Positive Ageing. These services focus on our everyday needs for contact and connection as well as the experience of ageing and how other members of the community relate to our older people. Stay safe.

Victoria Walker Chair, Age Concern Auckland.

MOVING MADE EASY

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Downsizing ?

Moving House ?

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BARFOOT & THOMPSON

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VILLAGE GUIDE

villageguide.co.nz

Considering a lifestyle change but don’t know where to start or who to talk to?

Selling your home does not need to be a stressful process, Alexis Sawyers from Age Concern writes:

There are many things to consider as you face the changes to the next stage of your life. Choosing the right salesperson to support and guide you is important. You need certainty that you are making the right decision and professional advice and care is a crucial part of this.

For many years Grant Haworth from Barfoot & Thompson has worked in partnership with Age Concern, to help support seniors wishing to sell their home. Grant is now part of a specialised team of salespeople who are experts in supporting seniors in transitioning to a more suitable home or a retirement village. Grant’s team provide full-service facilitation from evaluating a move, to moving out, to moving in. They offer support to organise on your behalf: packers; cleaners; movers; gardeners; home staging, painters handymen and other specialist tradespeople as required by you.

This specialised Barfoot & Thompson team of salespeople also work in partnership with the Village Guide, which is an independent, impartial guide to retirement villages and rest homes in New Zealand. Village Guide can provide you with information, advice, and support to help you identify the right choice of retirement home or rest home best suited to you.

If you are thinking of selling or making a move, contact your local salesperson from this team for a confidential, no-obligation discussion about how they can help you.

Alexis Sawyers

Fundraising & Communications Manager



They offer full service facilitation to make the move as stress-free as possible

- Packers
- Cleaners
- Movers
- Gardeners
- Home stagers
- Painters
- Handymen

Contact the retirement transition expert in your area



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



Debbie le Roux RODNEY DISTRICT 021 94 19 73 d.leroux@barfoot.co.nz



Dee Brennan AUCKLAND CENTRAL 021 581 007 d.brennan@barfoot.co.nz



Tania Brown CENTRAL & EASTERN BAYS 021 125 0931 t.brown@barfoot.co.nz



Sue Allan WEST AUCKLAND 021 388 021 s.allan@barfoot.co.nz



Simone Young EAST & SOUTH AUCKLAND 021 730 377 s.young@barfoot.co.nz

We understand that sometimes it’s difficult to know where to start when considering downsizing or moving into a retirement village.

Our team of salespeople:

- Have a proven sales track record
- Have a relationship with local villages
- Are pleasant to deal with
- Are honest with strong moral principles

Upcoming Health Promotion Workshop - TECHNOLOGY FOR SENIORS

Age Concern invites you to attend this **FREE** Workshop
Saturday 29 May | 1.30pm – 4.00pm
at Kristin Senior School, 360 Albany Highway, Albany
(enter through Gate 1 or 2, park up and students will direct you from there)

This Workshop provides the opportunity to receive individual tuition from senior students on your devices (e.g; mobile phone, laptop, tablet/iPad). You can learn at your pace and find out the way to do things that you need help with or are interested in (e.g; Facebook, Spotify, Apps, Internet search, photos etc).

Please bring your device fully charged and with instruction booklets if available. Afternoon tea will be provided. Spaces are limited so registration is essential. Call us on 489 4975 or email ageconns@acns.co.nz by 25 May to secure your place.

Staying Safe Workshop for Senior Road Users



**TO GO ON THE WAITING LIST FOR
AN UPCOMING WORKSHOP
PLEASE RING US NOW**

Phone: 489 4975
Email: ageconns@acns.co.nz

This **FREE** classroom based refresher workshop run by Age Concern Auckand will help you re-familiarise yourself with traffic rules and safe driving practices, as well as increase your knowledge about other transport options to help you remain independent for longer.



Staying Safe workshops are held on weekdays during the daytime at community venues.

They are **FREE** to attend and morning tea is provided.

No testing involved



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Farewells



We bid farewell to Alison Bravenboer who has been the Social Worker at the North Shore office for some years. Alison first came to our office on a student placement and it was with pleasure that we welcomed her back four years ago after she had been working in our Counties Manukau office for 15 months. Alison has been a great asset to the office.

We also farewelled Delia Middleton from her role as Social Connections Coordinator.

We wish Alison and Delia the very best in their next endeavours.

Arrivals



Elly Dashtabi
Elly is the new Office Coordinator based on the North Shore. Elly will be the first person you encounter either through the phones or when visiting our North Shore office. Elly comes from a Persian background and speaks and understands the language fluently. She has a Bachelor of Arts in Psychology. Outside of work Elly loves being in the outdoors, being adventurous, going to the beach, walking and hiking, as well as spending time with her dog and baking.



Emah Butler, Emah Butler has joined us as the new Volunteer Coordinator for Age Concern Auckland. Emah has three beautiful children and is currently working on completing her BA in Psychology and Anthropology at Massey University. She comes from a Homecare Provider setting where she worked for seven and a half years. Before this Emah worked for 10 years at an NGO in working in the community.



Rebecca Wilson
Rebecca has joined us as an Elder Abuse and Neglect Response Coordinator based on the North Shore. She has come from the disability sector and has a background in Social Work. Rebecca has always lived in Auckland and although she has recently moved out West, she will always call North Shore her home. In her spare time, she enjoys baking, reading, and keeping her English Springer Spaniel puppy well entertained.



Diane Anderson
Diane has joined us as a Community Connector, based on the North Shore. She has called Aotearoa home since birth but also holds Dutch nationality, as her whakapapa lies in the Netherlands. Diane worked in Customer Service for one of the country's largest banks before leaving to home school her four children. On returning to the workforce she worked in Aged Care while completing a Bachelor of Social Work.

In her down time Diane loves to share her passion of baking and cooking to host family and friends for high teas and special times around the table. Diane loves to relax listening to contemplative music and reading to learn and grow.

TIPS TO HELP WITH ANXIETY ATTACKS

Look around you:

- Find five things you can see
- Four things you can touch
- Three things you can hear
- Two things you can smell
- and One thing you can taste

This is called grounding. It can help you feel like you have not lost all control of your surroundings. So follow the exercise, find your surroundings stay calm at all times.

Social Connections Update

Coffee Groups: Our Coffee Groups meet fortnightly for an hour of conversation and friendship and love welcoming new members to join them. Currently we have a group that meets in Glenfield on a Tuesday at 10.30am and a group that meets in Browns Bay on a Monday at 11.00am that are very keen to welcome more members. If you would like more information about any of the groups please give me a call to have a chat.



Happy Birthday



Congratulations to Gisela who recently turned 90 and celebrated with a beautiful cake supplied by the wonderful volunteers at Good Bitches Baking. Gisela loves being part of the Visiting Service. She gets on very well with her visitor Marie and they always find plenty to talk about. Gisela is not as mobile as she was so loves hearing Marie's travel stories and discussing what's happening in the world beyond her door.

Amanda Payne | 929 2310 | amandap@acns.co.nz

Can you spare an hour a week to make a difference to the life of an older person?



Age Concern Auckland is looking for volunteer visitors for our Visiting Service.

To find out more call us on (09) 489 4975
www.ageconcernauckland.org.nz



Skills Bank



Could you please update the following:
Please Add
Concreting; Gardening – cleanups, general, hedge trimming, landscaping, tree pruning, weeding; Handyman – garage cleanups, rubbish removal; Retaining walls.
Kapil Arn, Northcote Point
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Email: kapilarn@gmail.com
Website: kapilarn.weblet.me
Change of phone number: Fencing; Gardening; Handyman, House Maintenance; Painting; Retaining Walls, X Factor Property Care, Takapuna. New phone number 426 0199, Mob remains 021 134 5441



Need a hand? Services we offer:

- **General Home Help** - dusting, polishing, tidying, bed making, bathroom, stove tops, microwaves, vacuuming, all floors and wet areas mopped, Rubbish taken out.
- **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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Life Without Cheques

Cheques have now been phased out, or are in the process of being phased out, by most banks and Government organisations, which means most of you will have found an alternative way to pay. However, if you haven't we wanted to provide some information to you about your options.

Internet Banking

If you want to pay someone and you have a computer then you can use internet banking, and many seniors have embraced this new technology successfully. To set-up internet banking you can go online and register or you can contact your bank (by phone or in person) and they can assist you.

Once internet banking is set-up, to make a payment you will need to ask for the person or organisation you wish to pay's bank account number. You can then make a payment to them.

If you make regular payments (e.g. monthly or fortnightly) to the same person or organisation for the same amount you can set up an automatic payment, which means a set amount goes out at a certain time. If you are unsure how to set up an automatic payment you can ring your bank and get them to help you.

You can also set up a direct debit from your account to pay your bills (e.g. power, phone, insurance etc) just talk to your provider and they will set it up for you. With direct debits, you give organisations the authority to take regular payments from your account automatically, so you don't have to worry about remembering to make a payment or if the payment amount varies.

To receive a payment online, you will need to provide your bank account number to the person or organisation paying you. **Remember: never give out any passwords:** all they require is your bank account number.

Phone Banking

If you don't have access to a computer then phone banking is a great option. It's easiest to set this up in your branch but if you're unable to get there then you can set it up by calling your bank. Here are some of the banks' phone numbers:

ANZ	0800 269 296
ASB	0800 272 119

BNZ	0800 275 269
HSBC	0800 028 088
Kiwibank	0800 113 355
Rabobank	0800 500 933
TSB	0800 872 226
Westpac	0800 172 172

Some banks also have a dedicated over 65's phone line, you can ask your bank if they provide this service and what the number is.

Authority to Operate

Another option is to enlist the help of a trusted family member. If you wish to have someone else operate your accounts on your behalf, you can do this by either giving them an Authority to Operate (this will need to be done at the bank so they can verify their ID and that you are doing so freely), or by appointing them as a Power of Attorney. Remember that you should never give out your passwords to anyone, including the bank.

Paying at the Post Office

Many organisations (such as power and phone companies) allow you to pay your bill through a Post Office. Check with your provider if they accept this method of payment.

If you are worried about how to pay bills when you can't use a cheque, the first thing to do is to contact your bank or the organisation you wish to pay but which no longer accepts cheques and let them know you're going to need help. They can then assist you.

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NORTH SHORE BASED

Caring at Christmas

The generosity of the community who donated food, gifts, handmade cards and money helped us deliver care packages and cakes at Christmas to 280 seniors we are working with. These care packages bring a lot of joy to the older people who get them.

Our special thanks to the organisations that provided support: AA Insurance Customer Service Team; Barfoot & Thompson Milford; Boomerang Bags

Kaipatiki; Community Fruit Harvesting; Dilmah Tea NZ; Herb & Spice Mill; Life Church; Lynfield College; Make Give Live; Milford School; Moving Made Easy; Pacific Hygiene; Private-Flight Global; Tirimoana School, Torbay School and Voices of Hope.

Thank you also to all the wonderful individuals who made donations.



Your Post-Summer Wellness Plan

It's time to say goodbye to the summer sun, and the changing of the seasons is the perfect time to reflect on how to look after your mental wellbeing.

Seasonal affective disorder (SAD) is a form of depression that's related to the change of season from summer to winter.

The Mental Health Foundation of New Zealand suggests getting outdoors and making the most of the weather while it's still warm and dry, and staying connected to loved ones.

"It is said that friends and family are good medicine", the Mental Health Foundation says.

"You may also find that hobbies or voluntary work contribute to a sense of worth and belonging in a community."

"These are just a few things that can protect you from depression and SAD, or help you make a successful recovery from it."

You can do this and more to boost your mental health by incorporating the "Five Ways to Wellbeing" into your daily life. These are:

- **Connect** – Host a BBQ with friends, family or Whānau or have a friend over for coffee
- **Give** – Give your time to others! This could be helping a neighbour, volunteering with animals, or using your experience to mentor someone else
- **Take notice** – Take a moment to reflect on the present – for example, how proud you are of your thriving garden or what you're grateful for today
- **Keep learning** – Watching documentaries, listening to educational podcasts, and even doing a crossword puzzle help keep your mind sharp. Love books? You can learn and be sociable at the same time by joining a book club or starting your own
- **Be active** – Go for walks with loved ones

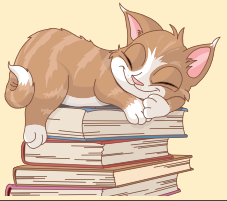
Be sure to look out for the signs that you or someone you know might have SAD, including changes in sleep, moods, energy, and appetite.

You can contact Age Concern Auckland if you are feeling lonely and would like more company. Phone 820 0184 email: ageconcern@ageconcern.org.nz For more information on taking care of your wellbeing go to the Mental Health Foundation Website at www.mentalhealth.org.nz.

Need to talk? Free call 1737 any time for support from a trained counsellor.

Source: www.superseniors.msd.govt.nz

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- Boxing up possessions
- Estate clearing
- Home sale preparation
- Rubbish removal
- And many other services, just ask away!



John Smallfield
022 325 2843
info@homedownsize.co.nz

Stay healthy this winter

Last year, despite the risks of a COVID-19 outbreak, there was a low incidence of seasonal flu in New Zealand. This was in part due to a high uptake of the annual Flu vaccine. The 2021 Flu Vaccine should be available from mid-April. 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 influenza – especially for those most at risk of complications.

Following basic hygiene practices will 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
- Stay home if you are sick
- Use a facemask when you are out and about

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.

The roll out for a FREE COVID-19 vaccine is expected to start in the second half of 2021. The vaccines that have been approved for use in New Zealand have been tested and assessed by New Zealand Medicines and Medical Devices Safety Authority (Medsafe). It is Medsafes responsibility to approve all vaccines for use in New Zealand, so while the process for COVID vaccines have been streamlined and they have pushed them ahead of other vaccine applications, **they have all met the same standards for safety that all vaccines used in New Zealand are expected to meet.**

Your Doctor or Health Care Professional will contact you when you are able to be vaccinated for COVID-19. Please be aware there are some scams currently running asking you for a payment to secure your COVID -19 vaccine. **Remember the COVID-19 vaccine is free. At no point will you be asked to pay for the vaccine.**

Meet The Family

Oliver Davey

Just Funerals is one of the few family owned and operated funeral homes in Auckland. In recent years many of the New Zealand owned and operated firms have been purchased by large overseas companies and some can be found advertising 'Family Operated'. At the core of Just Funerals, Steven, Vicky and eldest Son Oliver run and manage day to day operations.

Oliver was the youngest person ever to enrol and successfully complete the New Zealand Diploma in Funeral Directing at age 18.

Oliver has been with Just Funerals since its inception 8 years ago, from helping prepare coffins, to growing with the business and now arranging and directing funerals himself.

When arranging a funeral for a family 'nothing but the best care and service' is what Oliver will deliver to families when their loved one is in our care.



editorial supplied by Just Funerals






'Keeping Traditions Affordable'

Auckland's Most Affordable Funeral Home

0800 80 4663

Proud to be Family Owned and Operated

Pricing Includes GST

Private Service with Cremation \$3550**	Chapel Service \$4900**	Family Burial Service \$2900**
Transfer into our care, Temporary Preparation, Eco Casket, Hearse Transfer to Funeral, Hand tied bouquet of seasonal flowers, Preferred Crematorium Cremation Fees, 1 Death Certificate	Transfer into our care, Eco Preparation or Embalming, Eco Casket, Hearse Transfer to Funeral, 1 Hour Gathering at any Chapel, Celebrant or Minister Donation, 30 Colour Service Cards, Music, Standard Cremation Fees, Hand tied bouquet of seasonal flowers, Preferred Crematorium Cremation Fees, 1 Death Certificate	Transfer into our care, Preparation Wood Grain MDF Unpolished Casket, Dressing at Funeral Home, Temporary Grave Marker, 1 Death Certificate
		No Service Cremation \$2125**
Onsite 35 Seat Chapel	Traditional & Modern Vehicles	Transfer into our care, Dressing your loved one, Eco Kit-Set Ply Casket, Preferred Crematorium Cremation Fee, 1 Death Certificate
		
Comfortable Arrangement Room		

FREE Information Pack Available

14 Bassant Avenue, Penrose, Auckland
Chapel | Arrangement Room | Dinette | Casket Display Area | Qualified Funeral Directors

** There can be extra costs depending on unique circumstances

Asian Services Update

Our Asian Services have been busy over the last few months. As part of our partnership with A Better Chance Charitable Trust we celebrated Christmas with rest home residents during one of our weekly activity sessions. Thank you to all those who donated items for Christmas gifts, the gifts brought a lot of joy.



Volunteers are crucial for the work of our Positive Ageing Centre, where we run Conversational English Classes and special interest groups. Pictured are some of our amazing volunteers. Their Christmas get together was a chance to share volunteering experiences and to thank them for their incredible support.



Asian Visiting Service volunteer Mandy celebrated Chinese New Year with her client Mr Lau, by writing 'Fan Chun' (a traditional decoration). Mandy says that she finds her volunteer work very meaningful for the joy it brings Mr Lau (pictured right).

Recently we ran two Technology for Seniors Workshops that helped increase the digital skills and confidence of participants.



We participated in a local Chinese New Year Carnival, including a session on the traditional art of Chinese paper cutting. It was also an opportunity for us to share and promote the services our team provides.



Experience Manea and the Hokianga

Opononi Holiday Park

Stay at the campervan site and experience Manea Footprints of Kupe guided tour for **\$143.00** (based on two people).

Save 25%

Opononi Lighthouse Motel

Stay in one of their 1 bedroom units and experience Manea Footprints of Kupe guided tour for **\$250.00** (based on two people).

Save 25%

The Heads Hokianga

Stay in a superior beachfront room and experience Manea Footprints of Kupe guided tour for **\$298.00** (based on two people).

Save 25%



Manea
Tapuwae ā Nuku
Footprints of Kupe

Terms & Conditions

Stay & book dates:
Book and Travel before 30th April 2021.
Exclusive offer cannot be used in association with any other offer.

Book Accommodation and Manea experience through the Manea website www.maneafootprints.co.nz using promo code "Pakeke" or direct through bookings@maneafootprints.co.nz or +64 21 221 2728. Subject to availability for both accommodation and activity. Additional costs will apply for extra people.

Age Concern Rodney Hospital Shuttle Service



Age Concern Rodney, who run the Community Hospital Shuttle in West and North Auckland are now the proud owners of a brand-new 2020 Toyota Hi-Ace 10-seater diesel van.

Being aware of the high milage the hospital shuttle vans clock up, a decision was made that it was time to purchase a new vehicle. A lot of thought went into making the van more passenger friendly. This includes installing handrails and a lower step to make it much easier for passengers to enter and exit the van. The van has a high roof and great space in the rear to accommodate walkers.

If you have a hospital visit and need to book the details are below:

What is this service?

- **This is an ON-DEMAND SERVICE for Outpatient Appointments Only.**

Who can use this service?

- West Auckland residents attending Outpatient appointments at North Shore and Auckland Hospitals, and Greenlane Clinical Centre.
- North Shore Residents that have Outpatient appointments at Auckland and Waitakere Hospitals and Greenlane Clinical Centre. North Shore Hospital is the pick-up and drop off point.
- Rodney - Hibiscus Coast residents attending Outpatient appointments at North Shore, Auckland and Waitakere Hospitals, and Greenlane Clinical Centre.

NOTE: (The Shuttle does not pick-up from homes on the North Shore)

Pre-Booking Service:

- It is recommended that booking a seat on the shuttle should be made when you receive your Outpatient appointment letter. **YOU MUST** pre-book a seat a MINIMUM of 3 working days before your appointment. The Shuttle service will arrange pick-up times with passengers so that they can get to appointments.

West Auckland Shuttle Fares:

- West Auckland – North Shore and Auckland Hospitals, and Greenlane Clinical Centre \$12 Return or \$6 one way
- North Shore Hospital pick up to Waitakere Hospital \$12 Return or \$6 one way

Rodney Shuttle Fares: (No one way fares)

- Rodney – North Shore Hospital \$15 Return
- Rodney – Auckland and Waitakere Hospitals, and Greenlane Clinical Centre \$30 Return
- North Shore Hospital pick up to Auckland Hospital and Greenlane Clinical Centre \$12 Return

To book an appointment call

Age Concern Rodney

on 09 426 0918 or 0800 809342 (press 5)
Monday- Friday between 9.30am and 4pm.



How to find a retirement village that feels like home

Tips to help you find a village that feels 'just right', courtesy of Village Guide – New Zealand's independent guide to retirement village living.

1. Check in with your intuition

Pay attention to any feelings you get when you visit a village.

- Do you feel welcome, comfortable, and hopeful?
- Are the staff and residents friendly?
- Do you feel like you've found 'your people'?
- Can you imagine making genuine friendships here?

How you feel about a village is just as important as factors such as location, price, and facilities.

2. Talk to as many residents as you can

The best person to tell you about a retirement village's culture is someone who already lives there. Talk to the village manager to see if there are any opportunities for you to meet other residents.

Here are some ideas.

- Ask if you can enjoy a meal at the village cafe or restaurant.
- See whether any facilities are open to the public, such as a swimming pool.
- Request to join a group activity, such as an exercise class or hobby group.

- Attend an Open Day or event hosted by the village.

By involving yourself in village life, you'll find it easier to visualise what it's like to live there.

3. Take your time

It's important to take your time to get to know the culture before you make an investment. After all, you'll become a part of the culture once you live there.

Don't be afraid to visit several times. Only you can decide if a village's culture is a good fit for you and your family. Take as long as you need and ask the village staff plenty of questions – they are there to help.

For more retirement village advice and information, visit www.villageguide.co.nz.

Article supplied by Village Guide

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Let us guide you through your options so you can make decisions on the best way to organise your personal and property affairs for now and in the future.

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

Changes to ID requirements for NZ Post Mail Hold and Mail Redirection Service.

NZ Post have previously allowed individuals to use their SuperGold Card and/or Community Services Card to verify their ID for the purposes of applying instore for the Mail Redirection or Mail Hold service. However, NZ Post have been advised by MSD and Ministry of Health that these cards do not meet the appropriate legal identification requirements, meaning that these two cards are no longer accepted as ID. This includes a SuperGold Card that has a photo on it.

Individuals can still use a Driver’s Licence, Passport, a Certificate of Identity (issued under the Passports Act), or Kiwi Access Card (formerly known as HANZ 18+ Card) to verify their ID at NZ Post. NZ Post will also accept approved ID’s that have expired (e.g. your Drivers Licence) as a form of ID.



Thanks to our wonderful supporters

Age Concern Auckland delivers crucial services and support to thousands of older people and their whanau every year.”

It costs us \$2.4 million dollars every year to deliver these services to our community. We only receive 55 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 45 per cent.

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:

- Albert-Eden Local Board
- Anstiss-Garland Charitable Trust
- Auckland Council
- Combined Rotary Clubs of the North Shore
- COGS
- Community Awareness and Preparedness Fund
- Community Capability and Resilience Fund
- Devonport-Takapuna Local Board
- Dragon Community Trust
- Ethnic Communities Development Fund
- Estate of Ernest Hyam Davis
- Foundation North
- Four Winds Foundation
- Henderson-Massey Local Board
- Howick Local Board
- JM Butland Charitable Trust
- J M Thompson Charitable Trust
- Jogia Charitable Trust
- Kaipatiki Local Board
- Lion Foundation
- Lister Presbyterian Health Trust
- Mangere-Otahuhu Local Board
- Manurewa Local Board
- Margaret Olive Russell Charitable Trust
- Maurice Paykel Charitable Trust
- Ministry of Health
- Ministry of Social Development
- NZ Lottery Grants Board
- Nolan Charitable Trust
- Office for Seniors
- Otara-Papatoetoe Local Board
- Papakura Local Board
- St Joan’s Charitable Trust
- Tax Management New Zealand
- Ted & Mollie Carr Endowment Fund
- The Trusts Community Foundation
- Transdev Auckland
- Your West Support Fund
- Working Together More Fund
- Z Good in the Hood

All our individual donors and amazing volunteers.

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



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 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.

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
- 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: _____

Address: _____

Postcode: _____

Phone: _____

Email: _____

Method of payment:

For payment by Debit/Credit Card or Online Banking/Direct Payment ring the office on 820 0184 to arrange.

☐ Payment by Debit/Credit Card

☐ Online Banking/Direct Payment:

Account: 12-3011-0755744-00

Ref 1: Renewal Ref 2: Your surname

☐ Cheque
(Made payable to Age Concern Auckland)

☐ 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 or if you are unsure if your membership is current phone 820 0184.

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