

WINTER 2021 QUARTERLY NEWSLETTER

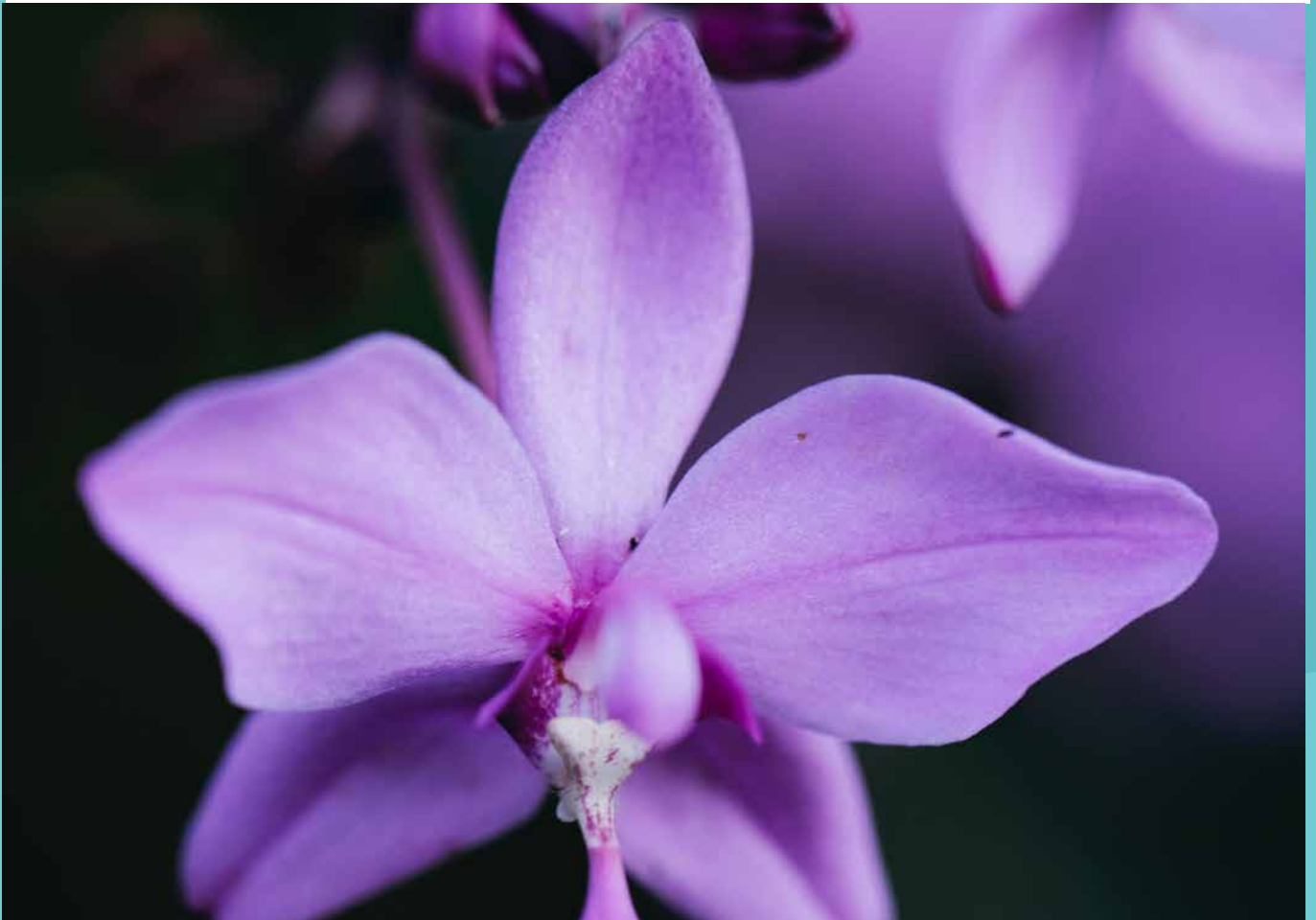
Phone (09) 489 4975 | www.ageconcernauckland.org.nz



Age Concern Auckland North Shore Edition

Serving the needs of older people

AGE MATTERS



**Elder Abuse is not OK.
SPEAK OUT and SPEAK UP if you are concerned.**

For advertising phone Dave 027 652 5220 or email dave@kiwipublications.nz

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OFFICE HOURS

9.00am - 4.00pm Monday to Friday

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Asian Coordinator (Korean)

Young Seo

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

Community Social Worker – 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.



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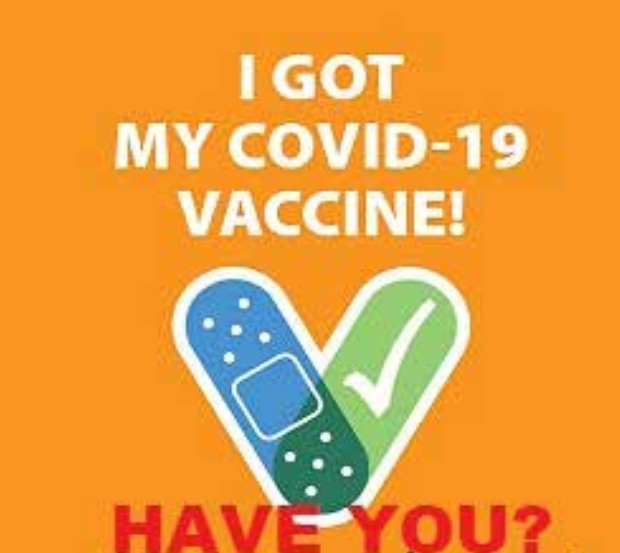
If you are an older person who no longer holds a valid drivers licence and/or passport, you might benefit from having a Kiwi

Access Card as proof of identification. It can be used as evidence of age and identity throughout New Zealand and is available to both NZ nationals and foreign visitors.

You can apply for the Kiwi Access Card at participating NZ Post Shops and AA Centres, or you can download the form from www.kiwiaccess.co.nz

To get a Kiwi Access Card costs \$55.

If you need to have proof of ID and your drivers licence or passport is only recently out of date, it is a good idea to check if it would still be acceptable.



Skills Bank Update

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CEO UPDATE

This time a year ago, I was writing about going back into the office after seven weeks of lockdown. While I am sure, we all hoped and expected that we might be further out of the COVID-19 crisis at this point, it is reassuring that we are starting to see some positive signs, especially with the opening up of our borders with Australia and Rarotonga. I am sure that for some of you it has led to some wonderful family reunions.

The roll out of the COVID-19 vaccine is also a positive move forward, and I expect that many of you are in the process of being contacted to receive both the COVID-19 and the seasonal flu vaccines. I have received both doses of the COVID-19 vaccine and the staff of Age Concern Auckland are on target to be vaccinated by the end of June, to ensure that we are playing our part in keeping the older people that we are in daily contact with, safe.

In June we recognise Elder Abuse Awareness Week. Research has shown that at least 1 in 10 older people will experience some form of elder abuse. If you, or someone you know, is experiencing abuse, please get in contact with our qualified and experienced staff. More information on the service, and what elder abuse might look like, is discussed in the newsletter.

In June we are also excited to celebrate National Volunteer Week alongside our amazing volunteers. For many of the people we support, it is a volunteer who is their primary contact, helping them to stay connected with the wider community with weekly visits. We have a wide range of volunteers, including some who are themselves, in their 80's and 90's. What binds them together is their dedication to helping older people and supporting the work of Age Concern Auckland. We could not provide our services without their support and I can't thank them enough.

We have recently seen the appointment of a new worker in our Asian Services Team, Young Seo. His appointment allows us to expand our services for older Korean people living in Auckland and we are now able to support Mandarin, Cantonese and Korean speaking older people.



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. 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



We have recently been made aware of a couple of scams, one unfortunately using Age Concern's name and taking advantage of the phasing out of cheque payments.

One of our members was called by someone claiming to be from Age Concern, advising them that we are no longer accepting cheques as a form of payment for membership and could we have their Credit Card details. The Credit Card was then used to make unauthorised purchases.

This is a scam and Age Concern Auckland is not making calls of this nature. If you receive a call like this, please do not give out your Credit Card details. If you have recently received a call like this and did give out your Credit Card details, please contact your bank immediately and then report the matter to the Police. If you have any questions or concerns, you can call our office on 09 820 0184.

Another scam doing the rounds is a 'Package Delivery Scam'. This is a courier delivery scam, where a

courier (in this instance from "Express Couriers") delivers an unexpected gift to you and then asks for a \$3.50 Credit Card 'delivery/verification' charge because the gift they are delivering contains alcohol. They outline that the charge is used to verify you are over 18. They explain that cash is not accepted as "couriers don't carry cash to avoid loss, or because they are likely targets for robbery". After making a credit card payment on a mobile card machine, the card details are used to withdraw money from various ATM's. One of the victims told us that while the gift was unexpected, everything else felt very credible. This scam is a reminder to always be wary of paying an unexpected charge, especially for an unsolicited service or delivery.

Sharing Financial Details

With the phasing out of cheques, it has become more difficult to pay for goods and services. However, a good rule of thumb is to never share financial details over the phone, (especially those involving your Credit Card or Bank Account), unless you have initiated the

transaction and are confident you are speaking to the organisation you wish to pay. Never share your PIN number or passwords – no Business or Bank will ever ask for these.

Cheque Payments to Age Concern Auckland

With the phasing out of cheques, we are no longer able to accept Kiwibank or ANZ cheques for payment, we will accept Westpac and BNZ cheques but only until 20th June.

We are able to accept ASB cheques for payment till 27 August 2021 when ASB will be stopping issuing or processing cheques.

We can accept cash payments at our North Shore and Avondale offices, Internet Banking Payments directly to our account, payment through our website www.ageconcernauckland.org.nz and you can phone us on 820 0184 to make a payment by Credit Card. If you are having difficulty organising a payment to us, please give us a call so that we can discuss the best way for you to make a payment.

Bank with confidence.

We're here to help make your everyday banking easier.



Better Banking Workshop.

In-branch workshops to help you set up internet and mobile banking. asb.co.nz/workshop



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If you're 65 and over, call our priority line. **0800 272 119**

ASB
ONE STEP>AHEAD



Chair's report

Kia Ora

Welcome to the winter edition. Although as I write it is feeling unseasonably warm, let's hope we're in for a mild winter.

The need to keep warm in the colder months can bring greater pressure on your household budget. Hopefully you are already receiving your Winter Energy Payments which run through until 1 October 2021. This is the third year that the Winter Energy Payments have been provided along with your NZ Super or Veteran's Pension. We know that these payments make a large difference to many of the people we work with who are living only on their superannuation. If you own your own home, you may also be eligible for a 'Warmer Kiwi Homes' grant for insulation and heaters. For more information visit warmerkiwihomes.govt.nz or free phone 0800 749 782.

I'm delighted to announce we are launching our first public fundraising appeal in July. Age Concern Auckland must fundraise one million dollars each year to deliver our services. Traditionally the majority of this has come from grants from Charitable Trusts and Foundations. However, in the past 15 months our grant income has been impacted by COVID-19, so we have had to find new ways of funding our essential work.

Our first public fundraising appeal is a celebration of what older people bring to our communities and we are hoping it will raise funds for those older people who need our help. If you would like to support our appeal, there is a donation form in this newsletter. Donations can also be made over the phone by calling us on 09 820 0184 or via our website <http://www.ageconcernauckland.org.nz/donate>

You can also share the fundraising appeal with your friends and family, whether it be by word of mouth or asking them to follow us on the social media platform Facebook and share even wider.

If you are online, our Facebook page is also a great way to follow our updates, just from Age Concern, just search Age Concern Auckland on Facebook and follow us. We recently posted about a scam where people were calling you pretending to be Age Concern.



These scam artists claimed they were needing your card details because we were no longer taking cheques. This is not true, and it is easy to be fooled by earnest voices on the other end of the phone but please take care and don't share your confidential details. No Bank or trustworthy organisation will cold call you and ask you for financial details. Anyone doing so isn't who they say they are.

This year World Elder Abuse Awareness Day (WEAAD) is on 15 June. WEAAD is the one day in the year when the whole world voices its opposition to elder abuse. This is extremely important because elder abuse is often hidden and those who experience the abuse are frequently afraid and ashamed to talk about it. In New Zealand the work of Age Concern shows that 1 in 10 older people experience some form of elder abuse or neglect. This is unacceptable and something we are committed to raising awareness about and actively working to change.

A large focus of WEAAD is to promote the message that 'it's OK to ask for help'. This message is to prompt everyone to speak out if they are concerned about elder abuse. You can support this by always being aware of risk factors and if you have any concerns about anyone you know, raise the issue. You can speak confidentially to one of the Elder Abuse Team at Age Concern Auckland by calling them on 09 820 0184.

Thank you for reading and take care.

Victoria Walker Chair, Age Concern Auckland.

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NORTH SHORE BASED

Osteoarthritis

Osteoarthritis is the most common form of arthritis, affecting around 10% of adults in New Zealand. People of any age can develop osteoarthritis but it usually starts after the age of 40. It can affect any joint of the body but most commonly occurs in the hands and weight-bearing joints such as feet, ankles, knees, hips, and spine.

Osteoarthritis affects the whole joint including bone, cartilage, ligaments and muscles. Although often described as simply due to 'wear and tear', it is now thought to be the result of a number of factors including inflammation, injury or ageing.

Osteoarthritis is a chronic condition that can develop over many years. If not managed well, it can cause great pain and disability, but early treatment and self-care can slow the progression of the condition and minimise pain.

Warning signs

See your doctor if you have the following signs for more than two weeks:

- Stiffness of the joint after getting out of bed or sitting for a long time
- Pain in or near the joints when moving or at rest
- Swelling in or near the joint
- Muscle weakness
- Painful creaking or cracking when moving joints.

How can I manage my osteoarthritis?

Although there is no cure, there are many ways to relieve your symptoms and limit their impact on your life:

- **Medication** - painkillers such as paracetamol can help reduce pain and stiffness, but they do not treat the arthritis itself.
- **Exercise** - Exercise such as tai chi, walking, swimming, and hydrotherapy (gentle exercise in a heated pool) will not damage your joints but will help reduce pain and increase your flexibility and overall fitness.
- **Heat and cold** - heat encourages blood circulation and may reduce pain and stiffness in an arthritic joint. Do not apply heat to an inflamed joint, which will already feel warm. Use a cold pack instead to reduce pain by restricting blood flow to the area.
- **Joint protection** - you can reduce strain on your joints by using 'gizmos and gadgets'.
- **Stress-relief** - stress and fatigue can make pain worse.
- **Complementary therapies** - research shows that some complementary products and therapies can be helpful in managing the symptoms of osteoarthritis, while others have mixed results. Check with a registered therapist, doctor or specialist before starting any complementary product or therapy.
- **Surgery** - an extensively damaged joint may require surgery to replace or repair it. The most common joint replacements are hips and knees. However, if osteoarthritis is managed and treated effectively in the early stages, the need for 'last resort' surgery may be avoided.

Source: www.arthritis.org.nz



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

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.

If you are thinking of making a move, contact us for a no-obligation discussion about how we can help you. Remember to ask about our special offer for seniors



Grant Haworth
NORTH SHORE
021 194 4095



Rita Oliver
RODNEY DISTRICT
021 116 6377



Tania Brown
CENTRAL & EASTERN BAYS
021 125 0931



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**BARFOOT
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LICENSED REA 0008

Film Review**Breathless by Jean-Luc Godard**

Now to the enfant terrible of French cinema and the French New Wave – Jean-Luc Godard. His contemporary film-maker and collaborator Francois Truffaut, who was often in conflict with him, described Godard as ‘once a shit, always a shit’. I think another contemporary French film-maker of renown, Agnes Varda, might have shared the same view as well! However, Godard was a pioneer of the New Wave and was critical of French cinema that was conservative and did not value innovation and experimentation. He was an artist who pushed the boundaries and challenged himself and others to be more self-critical of their work.

I think the first Godard and French New Wave film I saw was ‘Breathless’, and almost certainly I saw it at the Lido in Epsom. It left me feeling breathless! It is a 1960 French crime and drama film written and directed by Godard about a wandering criminal (Jean-Paul Belmondo) and his American girlfriend (Jean Seberg).

The American actress Jean Seberg became immortalised as an icon of the French New Wave as a result of her performance in Breathless. Sadly, she is reputed to have committed suicide at 40 years of age, largely as a result of depression and anxiety after being harassed by the FBI for her left-wing views and support of left-wing causes. The FBI planted a false story that she had become pregnant as a result of a liaison with a Black Panther.

It was Godard’s first feature length film and represented Belmondo’s breakthrough as an actor. It also brought international attention to new styles of French film-making. At the time the film attracted plaudits for its bold visual style, which included unconventional use of jump cuts. Francois Truffaut originally had the idea for the film and worked on a treatment for the story with Claude Chabrol, but they dropped the idea when they could not agree on the story structure. Godard liked the story idea, picked it up and ran with it, writing the storyline as the film progressed. The rest is cinematic history.

The seminal importance of the film was

recognised immediately. In January 1960 – prior to the film’s release – Godard won the Jean Vigo prize, awarded ‘to encourage an auteur of the future’. The scene in the film of Jean Seberg and Jean-Paul Belmondo on the Champs Elysees has left an indelible impression in my mind. Seberg is working as a newspaper street seller, hawking copies of the New York Herald Tribune to any interested passers-by, and Belmondo is engaging her in conversation while professing his love for her and discussing their next meeting and possible assignation. The dialogue is not particularly illuminating, but its filmic location on the Champs Elysees with people passing by, the movement of parked cars from stationary positions, and an overall sense of time and place, make it quite memorable. So much so that it can be seen as one of a couple of You Tube clips celebrating the film.

The New York Times critic wrote in 2010, *50 years after the release of Breathless that it is both ‘a pop artefact and a daring work of art’ and even at 50, ‘still cool, still new, still – after all this time! – a bulletin from the future of movies’*. Roger Ebert included it on his ‘Great Movies’ list in 2003, writing that ‘no debut film since Citizen Kane in 1942 has been as influential’, and calling revolutionary its headlong pacing, its cool detachment, and its dismissal of authority. In 1964 Godard described his and his colleagues impact: **We barged into the cinema like cavemen into the Versailles of Louis XV**. In 2012 *Breathless* was the Number 13 film of all time in the overall Sight and Sound poll and the 11th best film in the concurrent Director’s poll.

David Mealing



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Asian Services Update

Health Promotion – Technology for Seniors

Due to the lockdown last year and travel restrictions, many older Chinese living in Auckland, reported being isolated from their family members and friends, who lived overseas. To support them in increasing their confidence in using smartphones to stay in touch, the Asian Services team has been holding Technology for Seniors workshops across Auckland. They have been very well attended.



Conversational English Class

Recently some of the students and the volunteers from the Conversational English Class shared lunch. They are pictured with Jenny Zhen who Coordinates this service.



Asian Visiting Service Update

Our Asian to Asian volunteer visitors bring a lot of happiness and laughter into the lives of the older people that they visit. If you are Mandarin, Cantonese or Korean speaking and would like to know more about the Visiting Service, either as a volunteer or as a client, please contact us on 820 0271 to discuss. Below are some photos our volunteers have shared.



Chinese TV

Members of the Asian Services Team were interviewed by the Chinese TV “Channel 33” to discuss older Chinese living in New Zealand. It was also an opportunity to talk about the services that Age Concern Auckland provides for older Asians and provide information on positive ageing topics such as: Things to Consider Before Retiring; Preventing Elder Abuse; Enduring Power of Attorney and Advance Care Planning.



Staff Update

Young Seo has joined Age Concern Auckland as the Korean Service Coordinator. He has been a volunteer for more than five years and has experience

in supporting older people, disabled people and orphans in Korea and New Zealand. He believes we can all make a difference and is passionate about supporting the community. Outside of work, Young loves travelling with his 3-year-old daughter and hiking.

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Community News

ROAM Study – Researching osteoarthritis and Greenshell Mussels

Do you have creaky or painful knees? Do you have early signs you think might be knee osteoarthritis but no osteoarthritis diagnosis? Are you 60-74 years of age?

Massey University is looking for participants for a study to see if Greenshell mussels have a role in knee pain or other knee issues. For more information contact Cassie 09 213 6859 or Owen 09 213 6650 to discuss. Participants will be compensated for any travel with \$200 vouchers.

Advance Care Planning

Would you and your whānau be prepared if your health suddenly changed? Being prepared is important. Having a plan in place, so you already know what kind of care you or your whānau would like to receive, takes some stress away if your health changes.

Advance care planning is the process of thinking about, talking about and planning for future health care and end-of-life care. You can start an advance care plan at any time.

Ria Earp, chair of Te Rōpū at the Health Quality & Safety Commission (the Commission), says that having an advance care plan will help you and your whānau, especially during the COVID-19 pandemic. 'Advance care plans highlight what is important to you. If you experience a sudden and critical change in your health, it's as important for your whānau to think about the future as it is for you,' she says.

Starting an advance care planning conversation can be hard. To help you know where to begin and what questions to ask yourself or your whānau there are plenty of free resources available, including tools to guide the kōrero and capture the information you need.

Start your advance care plan today. For resources, guides and more, go to: www.hqsc.govt.nz/our-programmes/advance-care-planning/ or call them on 04 901 6040 to see if you can get a printed copy.

Dementia Auckland

Upcoming Masterclasses

1. **Managing the Middle Years**
 - In person and ZOOM classes
 - a. Safety at Home – Friday 30 July
 - b. BPSD and Delirium – Friday 27 August
 - c. Hygiene and Incontinence – Friday 29 October

2. **Caring for the Carer** – Friday 10 December

Upcoming Dementia Talk – **Getting a diagnosis and planning for the future.**

Sunday 27 June, in person and ZOOM

For more information go to www.dementiaauckland.org.nz/updates-events/ or phone 09 622 4230

Friendship Clubs New Zealand

- Friendship, Fellowship and Fun

Friendship Clubs are welcoming social gatherings for people living in your community who are retired, semi-retired or soon-to-retire. Clubs usually have a monthly meeting with refreshments, guest speakers and a chance to get to know each other.

If you are interested in finding out more about a Club in your area, contact Ray on 027 442 0205, email raymandrew@gmail.com or go to www.fnzi.nz

June is Bowel Cancer Awareness Month

Are you up to date with your screening?

It's FREE, you can do it at home in five minutes and it may save your life.

TALK TO YOUR DOCTOR TODAY
OR FREEPHONE 0800 924 432
www.timetoscreen.nz



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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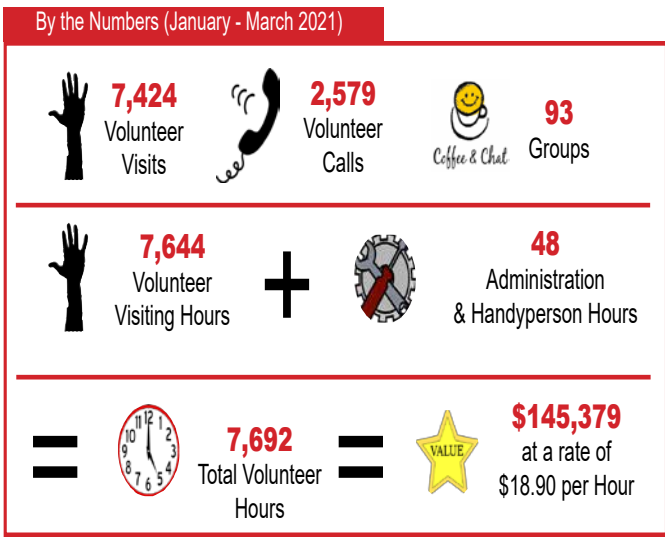
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Social Connections Update

In the first 3 months of this year our amazing volunteer visitors have provided 7,424 hours of visiting, that's 571 hours of visiting every week! Above and beyond this our volunteer visitors have also made 2,579 calls over these months, which is 198 calls every week.

Our Administration and Handyperson volunteers have also provided 48 hours of support over these months. Thank you to all our amazing volunteers for making a difference to the older members of our community.



Face Masks

We have free disposable face masks available. If you would benefit from a pack of 10 masks, please pop into your nearest Age Concern Auckland office (Monday – Friday 9 am – 4 pm) and ask for one. *You will need to call ahead if you want to collect from our Papatoetoe Office to ensure that one of the team are available to welcome you in.*



Te Wiki Tūao ā-Motu
national volunteer week

Highlights from our Visiting Service



Visiting can be a family affair. Joy enjoys not only Constanza visits, but having her children visit as well.

Volunteer Audrey often takes her German Shepherd, Wolfgang, to visit with Margaret. Margaret loves her time with Wolfgang.

We've also celebrated some special birthdays over the past few months. Among these were



Philip turned 80

Veronica turned 95

Allen turned 90

Our thanks to the fantastic volunteer bakers at GBB who bake the gorgeous birthday cakes and donate them to us. It's amazing the love and kindness you are spreading.

To contact the Social Connections Team at North Shore email amandap@acns.co.nz or phone 09 929 2310

The 20-26th of June is National Volunteer week and this year's Theme is Recognise, Connect and Reimagine. I want to take the time to Recognise and thank everyone that has volunteered for Age Concern Auckland whether it be for 1 year or 20 years – We see the difference you make in your local communities on a daily basis! Last year, you amazing people volunteered over 45,000 hours of support and Connected with 554 lonely and isolated older adults in our communities. I also want to take this time to ask you to Reimagine what it means to volunteer - to give of yourself, to support, lift up and make meaningful connections. Age Concern Auckland would not be able to be the driving force that we are in the community without you, our AMAZING Volunteers! So, THANK YOU!

Emah Butler – Volunteer Coordinator, email: emahb@acns.co.nz ; phone 09 279 4332/ 021 225 7214

Understanding the Residential Care Subsidy

Here's a brief introduction to the Residential Care Subsidy, courtesy of Village Guide – an independent guide to Retirement Villages and Rest Homes in New Zealand.

What is the Residential Care Subsidy? The Residential Care Subsidy contributes to the cost of residing in a Rest Home. It's paid for by the Ministry of Health directly to the residential care facility.

How much is the Subsidy? The subsidy amount is the difference between how much you must contribute towards your care (based on an asset and income assessment) and how much the care costs (according to the Ministry of Health).

For example, if you must contribute \$200 to your care, and the Ministry of Health confirms the care costs \$1,200 a week, the subsidy will be \$1,000 per week.

NB: The cost of care excludes premium room charges, as these must be paid for privately. Other charges may also be excluded.

Who is Eligible? To be eligible for the Residential Care Subsidy, you must:

- Have completed a needs assessment that confirms you require care in a residential care facility on a permanent basis.
- Be aged 65 years or older*.
- Be a New Zealand citizen or resident.
- Have completed a financial means assessment that shows you have assets and income equal to or less than the thresholds administered by Work & Income.
- Plan to receive care from a certified residential care facility that has a contract with a DHB.

*If you're under 65, you may still be eligible under certain circumstances. For further information visit the Work and Income website.

How can I apply? The first step is to complete a needs assessment. If a needs assessment concludes that you require residential care, your needs assessor will provide you with the Residential Care Subsidy application forms.

For more information about the Residential Care Subsidy, including asset and income limits, please visit www.villageguide.co.nz.

Meet The Team

Steven and Vicky Davey founded Just Funerals in 2013. Through a few friends and families funerals they identified that there was a need to provide professional services, but without the large financial burden that usually comes with a funeral.

With support and training from some contacts in the industry Steven and Vicky started offering services throughout the Auckland area. Starting part time in the business (both working shift work to make sure one of them was always available for families) to now being both full time and employing 5 people the focus Steven and Vicky have has remained the same.

To deliver compassionate, professional services at affordable pricing.

They are honoured to assist every family with their most precious possession and are grateful for the ongoing support of the entire Auckland community.



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Music,
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Hand tied bouquet of
seasonal flowers,
Preferred Crematorium
Cremation Fees,
1 Death Certificate



Traditional & Modern Vehicles

Family Burial Service \$2900**

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Preparation
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Unpolished Casket,
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Temporary Grave Marker,
1 Death Certificate

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Preferred Crematorium
Cremation Fee,
1 Death Certificate

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Chapel | Arrangement Room | Dinette | Casket Display Area | Qualified Funeral Directors

** There can be extra costs depending on unique circumstances

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. Multiple dates and venues will be arranged throughout the year as funding becomes available. Donations will be gratefully received to help cover the cost of refreshments.

To register your interest for any of these activities, please phone 489 4975 or email katier@acns.co.nz. Your name will be placed on a waiting list against each activity and you will then be contacted for priority booking once dates/times known.

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.

My Home, My Choices

This 2.5 hour workshop is for senior home owner-occupiers and will provide an opportunity for you to use a research-based booklet/card-based resource to help you think through how and where you want to live during your retirement. It will also offer information to assist you on how to use and adapt your current home to better suit your needs if you wish to remain there.

Improving Sleep

This 2.5 hour workshop is designed for those 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.

Staying Safe for Mature Road Users

A 3 hour classroom-based refresher workshop for Senior drivers (with morning tea included). Using information and resources provided by the New Zealand Transport Agency, the workshop aims to fine tune your safe driving knowledge, increase your knowledge of road code changes and outline other transport options available to help Seniors remain

mobile. The session is relaxed and informative and you will not be tested.

Technology for Seniors

This 2.5 hour workshop provides you the opportunity to get individual tuition on your mobile devices e.g. cell phones, laptops, tablets/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.



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Steady Steps

A one hour presentation that will introduce facts about slips, trips and falls, their likely causes and provides information on easy strategies to reduce the risk of falling – thereby helping you to maintain your independence.

Improving Nutrition for Healthy Ageing

A one hour presentation that will provide an overview of the importance of nutrition as we age and our changing nutritional needs. Includes a look at food groups, their importance and recommended daily intake, the importance of protein, fibre, fluids, strong bones, Vitamin D and smart snacking.

Scam Alert! (Beware! Be wise!)

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

Advance Care Planning

Advance Care Planning is a way to help you think about, talk about and share your thoughts and wishes about your future health care. Now is the best time to consider taking part in Advance Care

Planning conversations before a possible serious illness. Planning will help you and those around you understand what is important to you and what treatment and care you would like. Join us at our 2.5 hour seminar where our expert guest speaker will help you understand what an Advance Care Plan is and how to set one up.

Enduring Power of Attorney and Wills

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 along to this 2.5 hour seminar and find out from our expert guest speaker about Enduring Powers of Attorney and learn about what you need to think about to create and/or review a Will.

Information for Funeral Planning

This 2.5 hour seminar is designed to empower and educate about the practical and legal issues that need to be considered when a bereavement occurs. Learn from our expert guest speaker all about planning for a Funeral and all the options and choices that are available in Auckland.

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Elder Abuse Response Service

What is Elder Abuse and Neglect?

Elder Abuse is behaviour or lack of appropriate action, occurring within a relationship of trust, which causes harm or distress to an older person. The older person and the abuser are frequently members of the same family or they can be a person employed in a position of trust.

What are the warning signs?

The following signs MAY indicate an older person is being abused:

- unexplained behaviour, sleeping or eating habits
- withdrawal and/or edginess
- fear of a particular person
- confusion
- unexplained injuries
- drowsiness (due to over-medication)
- recoiling from touch
- unusual withdrawals from bank accounts
- unpaid bills, lack of money for necessities.

There are many different types of Elder Abuse these include:

- **Physical Abuse** - infliction of pain, injury or use of force
- **Psychological Abuse** - behaviour causing mental anguish, stress or fear eg ridicule or threats, harassment or humiliation, preventing choice or decision-making, withholding affection.
- **Financial Abuse** - illegal or improper use of money, property or other assets eg unauthorised taking of money or possessions, misuse of Power of Attorney, failure to repay loans, use of home and/or utilities without contributing to costs, scams that rely on establishing a relationship with the older person.
- **Neglect** - not providing for physical, emotional or social needs eg inadequate food, clothing, shelter, lack of social contact, support, health needs not attended to.
- **Sexual Abuse** - Non-consensual sexual acts or exploitive behaviours.

- **Institutional Abuse** - a policy or accepted practice within an organisation that disregards a person's rights or causes harm eg lack of respect for a person's culture or customs, inappropriate rationing of continence products, inflexible routines

Several types of abuse can be present at the same time.

How Age Concern can help:

Our qualified and experienced staff have a wide knowledge of the needs of older people and their carers and will work closely with relevant organisations to address the abuse. Our service is free and confidential and our social workers are available for advice and individualised support.

You can also contact us for information on issues relating to abuse or arranging seminars and presentations on elder abuse and neglect prevention

Contact our Elder Abuse Response Service team on the following numbers:

Central and West Auckland – 09 820 0184
Counties Manukau – 09 279 4331
North Shore – 09 489 4975

Case Study:

Financial abuse – Mrs B

Mrs B is an 80-year-old woman who lives in a Rest Home in Central Auckland. She contacted Age Concern because she had some concerns about her finances. The only phone she could find to ring Age Concern from was in the lunchroom at the Rest Home; and she talked very quietly so the other residents could not hear. This was the phone call we received from Mrs B.

“I don't want to make a fuss, and I certainly don't want my son to find out I'm asking questions, but I am worried about what's happening to my money. Can you help me without telling my son what you are doing?”

We made an appointment to see her the next day. Mrs B said her husband had died ten years ago and she had been living alone in her New Lynn house. After an illness, her son suggested she consider selling and moving into a Rest Home. Mrs B agreed and gave him Power of Attorney to sell her property and organise the finances, as she “just didn't feel up to it at the time”.

The money from the sale of the house was deposited into Mrs B's bank account. Mrs B was by this time living in the Rest Home not very far from her son's house. Mrs B has other children but for various reasons they are no longer close, and she became very dependent on her son for social outings and general care. He would visit Mrs B on a regular basis, taking her to appointments and once a week on a Saturday morning for breakfast at his house with the grandchildren.

Mrs B told me at this first visit that he had told her not to worry about her money. “But what if something happens to him? I won't know what's going on with my finances”. Mrs B started to get niggles of concern when he would not tell her how much the house had sold for. Would not tell her how much was in her bank account. Would not give her any pocket money to buy coffee on Rest Home outings. She had noticed his wife seemed to be wearing a lot of new clothes. The niggles became a major concern when at one Saturday morning breakfast, Mrs B saw her unemployed grandson had a brand-new car. The very next day Mrs B contacted Age Concern; “I just knew something wasn't right”.

Mrs B wanted our investigations into her finances to

be done without her son knowing. “I don't want to ruin our relationship, particularly if there's nothing going on”. “I mean, I could be wrong about all of this”. Unfortunately, the son had all Mrs B's identifications, so the bank would not easily release any information to us. In the end a ‘friendly’ Bank Manager was found, who checked Mrs B's account for her.

The news was not good. Over a period of four months (since the house sale), Mrs B's son had withdrawn more than \$250,000 from her account. Mrs B was naturally shocked and felt betrayed by her son. The first week after discovering the theft, Mrs B did not want to involve police because she did not want to lose the relationship with her son. However, by the second week Mrs B had processed her emotions and she had become emotionally stronger. She said: “I want to go to the Police. I know I won't get the money back, but I want to say that what you did to me, your mother, was wrong”.

After losing her money, Mrs B needed the Government Residential Support Subsidy (RSS) to assist with Rest Home fees. If she had not lodged the complaint with Police, RSS would have rejected her application and classified the money that went to the son as a gift.

Therefore, in the end, Mrs B had no choice but to lodge the police complaint. Charges were laid against her son for ‘Theft in a Special Relationship’. The son has had no further contact with his mother, and she misses him. The loss of social connection with him has taken a toll on her health.

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

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 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
- COGS
- Combined Rotary Clubs of the North Shore
- 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
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- 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
- Working Together More Fund

All our individual supporters who gave us donations All our wonderful volunteers, who collectively give more than 550 hours every single week.

Make a donation today to support our essential work

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- Over the **phone** by calling us on 09 820 0184
- **In person** at our:
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Thank you for your generosity to ensure that we can continue supporting older people living in our community.



Your membership is essential to providing our services

Thank you for being a member of Age Concern Auckland. **None of our work is possible without the support of members like you, whose membership fee helps fund the crucial work we do.** Each year we answer 40,000 calls for help, information and advice from older people and their families. Our services also directly support 11,500 older people each year ensuring they are supported to live well. We can’t do this without your help.

Only 55 percent of Age Concern Auckland’s services are funded by the Government, so we rely on members like you to help fund the rest. Your membership of Age Concern Auckland is essential in helping us provide support and services to older people needing our help.

If you have a membership renewal form included with your newsletter your membership is now due.

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

If you have any questions or believe that you have paid your membership please call us on

09 820 0184

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 _____

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Method of payment:

*Please phone the office on **09 820 0184** if you would like to discuss payment methods, or you’re making a payment by Debit/Credit Card or Online Banking/Direct Payment.*

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Ref 1: Renewal Ref 2: Your surname

☐ **I/We would like to include a donation of \$ _____**

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