

WINTER 2021 QUARTERLY NEWSLETTER
www.ageconcern.org.nz

**Age
Concern**
Hauraki Coromandel
He Manaakitanga
Kaumātua

Age Concern Hauraki Coromandel

Serving the needs of older people

Covering Thames-Coromandel District and Hauraki District (Ngatea, Paeroa and Waihi)



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

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Contact Information

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thamesmanager@ageconcern.gen.nz

Address: 608-610 Queen Street,
Thames 3500

OFFICE HOURS

9.30am - 2.30pm Monday to Thursday

Managers Memo

tena koutou katoa

Hello everybody and welcome to the Winter Edition of our newsletter.

Winter is my favourite time of the year – I love the cold. My husband and I moved to Waihi from Nelson in April, and I find I am still adjusting to the change in temperatures. Firstly it was too hot but now it's getting much better.

I am originally from Napier (Eskdale to be exact) so a farm girl at heart. Nursing was my profession before moving into health & fitness and then health management. Eventually moved to Nelson where my husband and I lived and worked for over 20 years. Now we are within easy reach of our grandchildren which is so very special.

I am very keen to learn about Age Concern Hauraki-Coromandel and the communities we serve. Luckily, I have amazing people around me to help with that learning and a very supportive Board to guide our activities as an organisation.

What I have learnt so far:

- We are a Charity (so not-for-profit organisation with no government funding) and have over 120 volunteers supporting the work we do
- We are governed by a volunteer Board who provide our strategic leadership and direction
- We run an Accredited Visiting Service; where we match volunteer visitors (after carefully checking and training them), with vulnerable older adults for the sole purpose of addressing loneliness and isolation, which evidence shows impacts significantly on how people live and function in

their communities. This service is one of the best I have come across and we should be singing it from the roof-tops. The volunteer visitors are amazing and I am extremely humbled to be connected to these wonderful people who so freely give their time and energies to helping others.

- We run Chin-Wag Café; which is a social gathering held every week, where people who live alone or feel alone can attend for company and conversations. How awesome it is to hear so much chatter and the home baking is a super bonus.
- We support 5x Peer Leaders to deliver Steady As You Go falls prevention exercise groups across the region.
- We are also busy organising information seminars and Staying Safe - driver refresher courses which you can read about in the newsletter.
- And last (but not least) we are a 'drop in' or 'telephone' information service to help with concerns, questions or enquires.

My first week on the job I was lucky enough to experience the Thames Beach Hop which was quite a highlight. Not long after that I discussed an idea with a Chin-Wag participant only to find the following week the idea (outdoor newsletter holders) were delivered to the office. How cool is that!

So my first 2 months have been inspiring, busy and full of learning. Long may it continue....

Kind Regards, *Glenis Bell*

Mobility Parking Information

If a Mobility Cardholder parks in a standard car park, the time is doubled. For example - if someone parks in a 60-minute parking space, the time will become 120 minutes. The Mobility Card needs to be in a visible position for the parking wardens.



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

“Staying Safe” a refresher course for older drivers

Have you got years of experience behind the wheel?

When did you last have a refresher course for your driving?

Have you kept up with changes to the road code?

Do you know how ageing can affect your driving? Or do you just want to check in to see if you are still the best driver you can be?

Then 'Staying Safe' is a refresher course just for you.

Age Concern NZ is working with the New Zealand Transport Agency (Waka Kotahi) and the New Zealand Police to make it possible for regions to deliver the free “Staying Safe” refresher courses for older drivers. Age Concern Hauraki-Coromandel is busy planning six courses that will be available across the region.

This theory based course is an opportunity to refresh knowledge and build confidence to help keep safe on

the road.

Glenis Bell Manager, Age Concern Hauraki-Coromandel says “We want to help older drivers keep safe on the road and enjoy the independence driving gives them.”

“We know older drivers are involved in fewer crashes than other age groups as they often drive conservatively and travel less distances, but if they are involved in an accident, it can take longer to heal and recover and often confidence is lost.”

A Staying Safe refresher course is a good way to refresh knowledge and build confidence in a friendly and welcoming classroom based workshop with plenty of opportunities to ask questions” she added. The 3 ½ hour courses will be held at various locations around our region starting in September. Morning tea is provided, but if you have special dietary requirements please BYO.

Places are limited so don't delay, book today by emailing: thamesmanager@ageconcern.gen.nz or phoning (07) 868 9790 and leave a message.



A LIFESTYLE VILLAGE IN THAMES ON THE COROMANDEL
LIVING THE LIFESTYLE *Loving the choice...*

The 24 new apartments in stage one at Richmond Villas Lifestyle Village are now completed. All apartments are within walking distance to Thames' shops, cafes and walkways. The perfect location to enjoy your fun-filled retirement.

Phone us to view by appointment
THURSDAY OPEN DAY 11.00am



Our open plan, single level apartments feature covered balconies with fantastic views of the sea, Kauaeranga River and mountains. Each unit's elegantly finished kitchen, lounge, bedrooms and bathroom offer stylish warmth and light. All residents enjoy scenic views from each level's shared lounges, use of the Village Community Lodge and participation in all activities and amenities at your leisure. *Experience the difference!*

www.richmondvillas.co.nz 82 Richmond Street, Thames | Ph 0800 868 5484



Age Concern Accredited Visitor Service



Ngatea locals Win and June enjoying each other's companionship as part of Age Concerns Accredited Visitor Service

Sitting at the kitchen table with these two women, it would be easy to think they've known one another for their whole lives. But I remember the day they were introduced four years ago. The connection was almost instant and they've bantered like sisters ever since. There is honest humour between the two of them and even in the small Ngatea community there is a likelihood they would never have otherwise crossed one another's path.

The Age Concern Accredited Visiting Service, run by volunteers in Hauraki-Coromandel area has a somewhat unique ability to match clients (people who have been referred), with volunteer visitors because each is met face to face by our coordinators who get a feel for the individual and can consider each person's values and interests when matching them.

Win had lived in Ngatea about four years before she asked Age Concern for a visitor due to physical limitations making going out to socialise a challenge. June had been steadily increasing her own community engagement following her husband's passing, coincidentally on the same date as Win's birthday, one of many synchronicities the two have come to discover.

Win describes feeling like they just click and the twinkling of the eyes gives away their enjoyment of one another, "when she's here with me she does use swear words sometimes", bringing a laugh from them both. June says "that's true" and they both chuckle loudly as fond friends often do.

Connection is the key to a long term supportive relationship and these two came into this feeling they

were continuing a friendship, not starting from the beginning.

They don't need to put the world to rights nor to gossip, but to be themselves in one another's company and feel a sense of non-judgemental acceptance. June describes the honour it is to be invited into someone's home and though they have generally met weekly over the past 3 years there is no sense of obligation on either side. "I know I can put it off if I'm not well or have a pressing engagement elsewhere" says June.

By *Ester Bassett* | Accredited Visitor Service Coordinator for Age Concern Hauraki-Coromandel

If you know someone who is lonely, isolated or feeling disconnected from friends or family, please ask if they would like a visitor. A referral is as simple as a phone call or email to: Age Concern Hauraki-Coromandel 07 868 9790 or email: ThamesAVS@ageconcern.gen.nz

What is loneliness?

Taken from the NZ Health Navigator website www.healthnavigator.org.nz/health-a-z/l/loneliness/ Loneliness is when you have less connection with others than you would like. It's different to solitude, which is being alone but feeling content with that. Solitude is a positive state whereas loneliness is an unhappy state and it can have negative effects.

How do I know if I am lonely?

Some signs of being lonely can include:

- feeling uncomfortable on your own
- generally feeling unwell but don't know why
- sadness and/or crying often
- constantly talking or seeking attention
- only having necessary communication, not social communication
- withdrawing from others.

Loneliness has many different causes. It's often linked with things that could prevent you spending time with other people, such as:

- living alone without other ways of connecting with people
- experiencing a major change in life (e.g. retiring, moving house)
- illness or disability
- losing someone close
- Social anxiety or fear of going out

Loneliness could also be a symptom of something more serious such as social isolation or early warning signs of deteriorating health.

What does loneliness do to you?

Feeling lonely affects your overall wellbeing and your self-esteem. This is because you may feel unwanted, unliked or unloved, undesirable, insignificant, despairing, insecure or abandoned. If you feel like this, you might withdraw even further from family or friends who would make you feel less lonely.

This can lead to chronic loneliness. Chronic loneliness is associated with low levels of physical activity, it can increase the production of stress hormones and affect your sleep, which leads to weakened immunity. These factors then contribute to poorer physical health, increasing your risk of conditions such as high blood pressure, heart disease, type 2 diabetes, arthritis, Alzheimer's disease and stroke.

The good news is there are things you can do to overcome your loneliness.

Options available from Age Concern Hauraki

Coromandel include:

- Chin-Wag Café Mondays at 10.30 in Thames Tuesdays at 10am in Ngatea
- Accredited Visitor Service. Ask your health provider for a referral, or refer yourself. Phone Age Concern on 07 868 9790
- Steady As You Go - strength & balance exercise classes. Classes in Thames, Ngatea, Paeroa, Waihi and Coromandel
Email thamesmanager@ageconcern.gen.nz for details
- But please; talk to your Dr or health provider – feeling lonely can lead to poor health outcomes if left too long.



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



How to bank online.
Get step-by-step guides to learn about internet and mobile banking.
asb.co.nz/how-to



Your direct line to ASB.
If you're 65 and over, call our priority line.
0800 272 119

ASB
ONE STEP>AHEAD



This little test helps find bowel cancer early

The test is simple and clean, and you do it at home.

The National Bowel Screening Programme is providing free screening to people aged 60 to 74 years who are eligible for publicly funded health care.

In the Waikato from March 2021

FREEPHONE
0800 924 432
www.timetoscreen.nz
or talk to your doctor



You are invited to an information session

on the national Bowel Screening Test coming in the mail soon, to all who are eligible.

But who's eligible, what is it, how does it work? find out at the information session on:

When: Tuesday 13th July at 10.30am
Where: St James Parish Hall (lounge)
Pahau Street, Thames

Information presented by Waikato DHB
Bowel Screening Coordinator

To book your place please contact:
Age Concern Hauraki - Coromandel

- email: thamesmanager@ageconcern.gen.nz
- Phone 07 868 9790

Waikato launch National Bowel Screening Programme

The National Bowel Screening Programme has been rolling out across the Waikato region since March, aiming to save lives through early detection of pre-cancerous polyps or bowel cancer. New Zealand has one of the highest rates of bowel cancer in the world and it is the second-highest cause of cancer death across the country. Each year 3000 people are diagnosed and 1200 people will die from it. But if found early, it can often be treated successfully.

The rollout will be staged with 'test kits' posted to those aged 60 to 74 years of age, with an even-numbered birthday (e.g. 2nd or 6th) during the programme's first year; and to those with an odd-numbered birthday (e.g. 3rd or 5th) in the second year.

It's hoped the programme will prove a lifesaver in Waikato. Figures from 2017 show that 41 percent of the 285 bowel cancers detected were diagnosed in people within the age range of the National Bowel Screening Programme.

Waikato clinical lead for the National Bowel Screening Programme Dr Liz Phillips says the programme is also about raising awareness and getting people talking about bowel cancer.

"We should be encouraging each other to do the test because, while the chance of having cancer is slim, if a pre-cancer is present, the odds of picking it up and treating it are very high and we can prevent further deaths," she says.

How the screening process works:

For those eligible for the programme, they will receive an invitation letter, a consent form, and a free bowel screening test kit.

The test is quick, clean and simple to do by yourself at home. It is then posted back in the envelope provided.

Participants will then be sent a letter with the results of the test. If negative, nothing further needs to be done until it's time to do the test again in two years.

If positive, the participant's GP will be in contact to arrange a free appointment to discuss the results and the next steps.

Most people with a positive test have a pre-cancer rather than a cancer and have a high chance of successful treatment.

Bowel screening is not right for everyone, including those who:

- have symptoms of bowel cancer
- have had a colonoscopy within the last five years
- are on a bowel polyp or bowel cancer surveillance programme
- have had, or are currently being treated for, bowel cancer
- have had their large bowel removed
- have ulcerative colitis or Crohn's disease that is currently active
- are seeing a doctor about bowel problems.

Bowel Cancer Symptoms:

If you have any of the following symptoms, or you are concerned about your bowel health, see your GP right away:

- a change in your normal bowel habit that continues for several weeks
- blood in your bowel motion (poo).

For more information:

- visit the Time to Screen website,
- call the National Bowel Screening Programme on 0800 924 432, or;
- talk to your doctor.



Clinical lead for Waikato National Bowel Screening Programme and clinical director Gastro / Endoscopy Unit Frank Weilert

Leave your loved ones fond memories



.... not your funeral costs

For over 38 years the **Catholic Development Fund (CDF)** of the Catholic Diocese of Hamilton is where Catholics and others can invest funds in fees free term deposit and savings (including funeral savings) accounts. Allowing them to support the religious, educational and charitable objectives of the Bishop, local communities and the wider Church..

CDF's funeral savings account is open to all faiths, even those of no faith, and pays interest on all balances. Contributions can be made by lump sum(s) or regular automatic payment. There's no minimum deposit, frequency or account fees.

Under current legislation, up to \$10,000 in a CDF funeral savings account should not affect account holder eligibility for any residential care subsidy.

If you share our values and wish to know more please view the product disclosure statement (PDS) and trust deed on our diocesan website www.cdf.cdh.nz or NZ Companies Office website www.business.govt.nz/disclose

Contact CDF: Phone: 07 856 6989

Email: cdf@cdh.org.nz Website: www.cdh.org.nz

Mail: PO Box 4353 Hamilton East 3247,
In-person: Chanel Centre, Catholic Diocese of Hamilton, 51 Grey St Hamilton East, Hamilton East.

FUNERAL SAVINGS ACCOUNT



For a brochure and application form please contact:

The Catholic Development Fund (CDF) Ph 07 856 6989
Email: cdf@cdh.org.nz or visit The Chanel Centre
51 Grey Street, Hamilton East

Important Notice: please read

This application to deposit is issued with the Replacement Product Disclosure Statement (PDS) dated 4 December 2020 for an offer of debt securities issued by the Roman Catholic Bishop of the Diocese of Hamilton, trading as the Catholic Development Fund (CDF). The Replacement PDS and the Trust Deed can be viewed at the following websites: NZ Companies Office www.business.govt.nz/disclose; Catholic Diocese of Hamilton www.cdh.org.nz or the Diocesan Office at 51 Grey Street, Hamilton East, Hamilton 3216.

editorial supplied by Catholic Diocese of Hamilton

What's On and Community Updates

If you have an item or update for this section, please email them to: thamesmanager@ageconcern.gen.nz

Update from Grey Power Thames

Grey Power Thames and Age Concern Hauraki Coromandel are developing a closer working relationship to serve older members of the community. Grey Power Thames has 247 members and has regular meetings to hear guest speakers and discuss issues affecting older people. To find out more about Grey Power Thames visit: <https://greypowerthames.org.nz/wordpress/>

Update from Paeroa Grey Power

Meets on the second Monday of each month at 1.30pm at the Paeroa Bible Chapel for guest speakers, a lovely afternoon tea and opportunities to chat with members. Contact Gail on 07 862 6256 or visit: <https://greypower.co.nz/associations/paeroa/>

Dementia Waikato – Thames Coromandel Hauraki Service

For advice, education and support for all who are affected by Dementia, contact Jill Edmunds, NZROT

Dementia Advisor on: 07 282 1372 mobile: 027 808 4837 or Email: jill@dementiawaikato.org.nz
Jill can support (where relevant) with home visits or telephone calls, support groups, advice, family education, living with memory loss programme, community awareness talks, information about types of dementia, symptoms and awareness and/or training for residential care staff etc.
For more information visit: <https://www.dementiawaikato.org.nz/>

Thames Coromandel District Library - Housebound Service

Housebound Service - delivers hand-picked books and audiobooks directly to library clients in the Thames area who are no longer able to visit us. Volunteers will visit you regularly at home, with a selection of library books to suit your tastes and needs. Contact Shana, Community Engagement Librarian, at Thames Library on 07 868 6616 to register for this service.

What's On?

Paeroa Drop-in every Tuesday from 9.30am -

This social group of friends (or friends to meet) gathers at the St John Ambulance meeting room in Paeroa every Tuesday for a chinwag, chatter, cuppa or challenges (games). Signage on Belmont road (main road) next to Council building. No cost. All welcome.

GreyTech started up on Thursday 27th May 2021

This year GreyTech will be held every Thursday from 10am-10:35am in the fiction side of Thames High School library. The GreyTec team are looking forward to helping you with all your tech, whether that be answering questions, installing apps, or anything else you might need help with computers or phones.

Free Counselling Service



With Vallaniquie Tamaiparea.
2nd year Counselling Student.

Are you experiencing;
Grief or Loss?
Depression or Anxiety?
Loneliness or Isolation?

If so, then talking with Val, may be helpful.



Available: Mondays and Wednesdays for home visits between 9-3pm
Available: Thursdays and Fridays @ Age Concern Thames office between 9-3pm

Book appointment by phoning:
07 868 9790 or 027 786 8302



For a limited time only.
Age Concern Hauraki-Coromandel 608 Queen Street, Thames. Email: thamesmanager@ageconcern.gen.nz

LILLE Healthcare

HOW TO CHOOSE CONTINENCE PRODUCTS

Problems with bladder control can increase as you get older, this is known as 'incontinence'. Many people may feel embarrassed and find it difficult to address the problem which can diminish the quality of life for those affected.

There is a range of easy-to-use products that can help, but it's important to choose the right one!

Correct style - The product needs to suit the user's lifestyle. There are pads that can be placed into underwear or pull ups that are an all-in-one style to be worn instead of regular underwear.

Correct absorbency - Pads and pull ups have different absorbency levels from light to heavy. It's important to have the right one to avoid overly moist skin and the associated skin irritation and infections. If you are wearing the pad and still have spillage then we will recommend a higher absorbency. If you are feeling reasonably dry, then it's the right one for you. Of course, the absorbency level you need can change over time.

Correct size - The continence product you choose must fit properly to avoid leaking and inconvenience. There are sizes to fit all body shapes. It's hard to

know which product will best suit your needs, which is why Lille Healthcare offers free samples for you to try before you buy.

Lille Healthcare has a wide range of products that can help you manage incontinence. If you require further advice, contact a continence specialist, nurse or doctor, or visit our online store for more information.

Properly managed incontinence improves independence and confidence, making everyday life more enjoyable.

editorial supplied by Lille Healthcare NZ

PENINSULA OSTEOPATHS

Cranial, Structural and Visceral Techniques All Ages

- Neck and Back Pain
- Headaches
- Joint Pain
- Arthritis Management

THAMES • COROMANDEL • WHITIANGA

07 868 5205

ACC REGISTERED



DEDICATED TO CONTINENCE CARE



Our Lille Healthcare range includes pads, pants, adult diapers and underpads.

Lille Healthcare New Zealand offers a comprehensive range of disposable products suitable to manage all types and levels of incontinence. Our technologically advanced products are 100% breathable and hypoallergenic, ensuring optimum comfort, security and discretion.

ORDER ONLINE for DELIVERY DIRECT TO YOUR DOOR

Our easy-to-use Lille Healthcare Online Shop provides the ability to buy continence products discretely in the privacy of your own home and have your package delivered direct to your doorstep.

Order now at www.lillehealthcare.co.nz



Banking information

What 0800 number should older customers call to contact your bank?

ANZ

- To talk to our NZ based contact centre teams, our standard number is 0800 269 296
- Customers aged 70 years and older are automatically routed to our specialist 'Over 70's' team upon entering their customer number. This team is specially equipped to help our older customers with their banking needs and can also help walk customers through any of our self-service channels if required. We didn't want customers to have to remember a special number, so everyone can call our main 0800 number.
- To call our automated Phone Banking Service, call 0800 103 123.
- Our specialist 'Over 70's' call centre team is available to help – they are especially kind and patient and more than happy to take their time to resolve immediate concerns and help customers adopt new ways of banking.
- Our branch staff are available to help customers learn and gain confidence in new ways of banking and are especially sensitive to the needs and concerns of older customers.
- We have a number of guides and 'how-to' videos available online: <https://www.anz.co.nz/banking-with-anz/ways-to-bank/guides/>

ASB

- 0800 272 119 is the dedicated phone number for older customers.
- 0800 803 804 is our general phone number.
- These lines are open between 8am and 8pm on weekdays, or 8.30am to 5pm on weekends and holidays.
- ASB is running Better Banking workshops to help customers who are new to online and mobile banking to help them understand self-service options and to stay safe online. These are held around the country and anyone is able to attend.
- ASB has a priority hour for customers 65+ and for those needing additional support. This is run on branch open days during the week between 9am-10am.
- ASB has a 'How to Hub' on [asb.co.nz](https://www.asb.co.nz) which has resources to demystify online banking.
- Dedicated webpage <https://www.asb.co.nz/>

[banking-with-asb/supporting-your-banking.html](https://www.asb.co.nz/supporting-your-banking.html) and <https://www.asb.co.nz/how-to>.

- FastPhone 0800 272 272 is a fast service done over the phone if you have a touch-tone phone. See: <https://www.asb.co.nz/banking-with-asb/fastphone.html>. Once set up with FastPhone you can:
 - Get account and credit card balances
 - Transfer funds between accounts – or to and from credit cards
 - Pay bills up to 90 days in advance
 - Listen to your last ten transactions
 - Get a list of your Automatic Payments
 - Find out our last Term Deposit and Call Account rates
 - Get the latest Foreign Exchange rates
 - Order deposit books and statements.

BNZ

- 0800 275 269 - calls to this number can be authenticated using Voice ID removing the need to enter or remember a PIN.
- On this number, customers aged over 50 who are not digitally enabled are routed to a priority queue, speeding up service, and giving more time on the phone for these customers.
- The number for 24/7 telephone banking is 0800 24 00 00
- For customers wanting support with digital banking services, we run digital education sessions in our branches (availability will vary branch by branch) or customers can call 0800 275 269 to get help doing their banking online and through our app.
- BNZ has further information at <https://www.bnz.co.nz/personal-banking/everyday-banking>.
- BNZ's Mobile Bus visits New Zealand towns and can help with cashless banking needs, offer advice on managing everyday finances, and show customers how to use online banking tools. More information on the Mobile Bus and where it is travelling to can be found at <https://www.bnz.co.nz/about-us/supporting-communities/mobile-bnz-bus?km=bus>.

Kiwibank

Kiwibank has a dedicated 0800 number for older customers. Please call 0800 487 888 to speak to one of our specially trained team members who understand the needs of older customers. They are available:

- Monday - Thursday; 7am - 9pm
- Friday; 7am - 8pm
- Saturday - Sunday (including selected public holidays); 8am - 4.30pm.
- We sponsor and support an organisation that is rolling out free computer education programmes for anyone, not just Kiwibank customers, across the country. Digital Inclusion Alliance Aotearoa <https://digitalinclusionalliance.nz/>

digitalinclusionalliance.nz/ runs two digital banking education programmes – Stepping UP provides free workshops in libraries and community centres including tailored courses for seniors. For remote and rural communities DORA (Digital On-Road Access), a mobile computer equipped banking classroom, has travelled to most regions in New Zealand over the past 18 months. This programme teaches the basics of online banking and how to protect yourself online and recognise scams.

- Digital Angels: our digital specialists who help customers gain confidence to use digital banking. This service can be anything from helping them connect to Wi-Fi in their own home, download our banking app, to walking them through how to set up one-off and automatic payments, and everything in between. If we are unable to resolve queries over the phone, we also set up appointments in their nearest branch to go through similar training.
- Our Digital Angels can provide training on online security and digital banking to groups nationwide, from Probus, to Age Concern to speaking in retirement villages. If you would like someone to come and speak to your community group please submit a request via our website: <https://www.kiwibank.co.nz/contact-us/support-hub/internet-banking/digital-banking-support/>.
- We offer fee-free accounts for people over 65yrs.
- Phone banking helps those who are unable to transact online, for whatever reason. It's an automated self-service way to check your basic account information and make some transactions yourself including:
 - Check balances and/or recent transactions
 - Find out what your credit card minimum payment is and the due date
 - Skip or change an automatic payment (fee may apply)
 - Transfer money between your accounts
 - Make bill payments to an existing biller
 - Order a statement.

To set it up, call Kiwibank on 0800 113 355. Once you're set up, the first five calls are free after this, fees may apply. For more information see: <https://www.kiwibank.co.nz/contact-us/support-hub/phone-and-text-banking/>

Westpac

- Please call our customer service number on 0800 400 600. If you are over 65 you will be automatically directed to a priority line, speeding up service.
- Automated phone banking is available 0800 172 172
- We also have a direct line to support customers with any questions around exit of cheques. The number is 0800 808 004.
- Customer Service over the phone 0800 400 600, can assist with almost all your banking and if you need extra care (assistance) for some reason they can flag your account to ensure that you receive this. Talk to a staff member about this.
- Westpac is New Zealand's first dementia-friendly bank with staff trained specially for this.
- Westpac has partnered with SeniorNet to offer face to face online banking sessions throughout NZ, to find out further <https://seniornet.nz/>
- You may receive a call from your local branch. We have set up a call programme to the highest cheque users, including those over 65, our Extra Care/ vulnerable, rural, and multi-signatory customers, to ensure they are aware Westpac is going cheque free and to offer. We have also sent letters to all our customers providing details of alternate options and inviting them into their local branch.
- Telephone banking is a good option for those who don't have internet access or who are unsure about online banking.
- Using a landline or mobile phone, customers can pay bills, transfer funds, get a balance and much more.
- Customers can call 0800 400 600 for help setting this up, or to book a time to come into branch for a staff member to help them in person.

Pedicare Service

**For Professional
Therapeutic Foot Care
by a Registered Nurse**



Phone for an appointment at your home or a clinic
Phone: 07 865 9446 | Mobile: 021 555 513

Purnell

LAWYERS

Hayley Green L.L.B. & Brenda Flay L.L.B. Hons Partners
Damian Quinn BA L.L.B. Solicitor
Julia Monrad L.L.B. Hons Solicitor

611 Mackay Street, PO Box 31, Thames 3540
Ph: 07 868 8680 | Fax: 07 868 8718
E: info@purnell.nz | www.purnell.nz



CHIN-WAG CAFE

WHEN:

Monday's at
10.30am

WHERE

Age Concern,
608 Queen Street,
Thames



All welcome!

For more details

Email: thamesmanager@ageconcern.gen.nz
or phone 07 868 9790

CHIN-WAG

A social get-together of older adults who enjoy have a 'cuppa' and a good old chin-wag in the company of like-minded people.

Helping to connect with others and to reduce feelings of loneliness or isolation.

All welcome!

\$2 donation welcomed but not essential.
Also available in

NGATEA:

When: Tuesday's at 10am
Where: Combined Parishes Hall,
Darlington Street, Ngatea

"CHIN-WAG CAFE"

a social tea and talk group

*Do you miss having a good old chin-wag with others?
Do you live alone, or feel alone, and sometimes want
the company of others?*

Then 'Chin-Wag Café' might be the answer.

Chin-Wag is a group of older adults (men and woman) that meet every Monday in Thames and Tuesday in Ngatea. A cuppa is always on the menu, as is lots of talking and sometimes home baking makes an appearance, but is gone again fairly quickly as it's always so yummy.

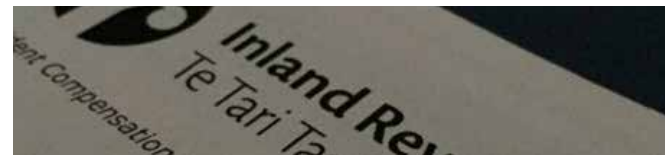
The conversation can last a couple of hours but people are free to come and go as it suits. Chin-Wag is all about making connections, and connecting with others is more important than you might think. Social connection can lower anxiety and help improve wellbeing. It can lead to higher self-esteem and empathy, and it's good for the sole.

- By June Smith, a participant and volunteer at Ngatea Chin-Wag Café
We are a group that meets every Tuesday at the Combined parishes Church Hall in Darlington Street Ngatea. Our group has been going for approx. 4 ½ years we start at 10am and are usually there till midday. We start with morning tea and the conversations begin. As we all come from different backgrounds there are many different conversations going, hence the name Chin-Wag. At times we are reluctant to leave at midday as we still have plenty to say. However; if you are reading this and are wanting to meet others but are hesitant to join "I would say just think of us as friends you have not yet met, I can assure you that you will be made very welcome" says June.

Tax bills raise questions over Inland Revenue's automated system

STUFF

Inland Revenue isn't saying how many people have been affected by an issue causing some to receive unexpected tax bills this year.



Inland Revenue is unable to say how many people may have been affected by an issue causing some to receive unexpected tax bills this year. The tax department began sending out automatically issued income tax assessments in late May, but the process has left many taxpayers confused.

One superannuitant who contacted Stuff said both he and his wife had been told they owed tax, despite the fortnightly Government payment being their only source of income.

"We were both told we owe extra tax – around \$42 each – for the year ended March 31, 2021," he said. "There are some 770,000 superannuitants in New

Zealand. If they're all charged an extra \$42 in tax this year, that would be more than \$32 million."

The couple had been told their tax to pay was due to an extra pay period during the last tax year, meaning they had each received 27 pension payments, rather than the usual 26. After their accountant queried the bill, it was waived by Inland Revenue, he said.

As each person's tax situation was different, Inland Revenue encouraged those with concerns to ask for more detail.

The situation has raised questions over Inland Revenue's automated tax assessment process, introduced in 2019 as part of business transformation. The process allows Inland Revenue to automatically check all refunds.

But another taxpayer facing an unexpectedly large bill of more than \$800 said the system seemed to have "zero checks and balances and people are unable to understand what's going on."

In a statement on Friday, Inland Revenue said bills sent out this year were correct based on the employer information it had received and were due to the way the PAYE system works, not any fault in its own systems.

When customers had requested more information, the write-off would usually be applied the day after they confirmed their income details. "Anyone who pays the bill before it is finalised, and who is entitled to a write-off, will have what they paid refunded," Inland Revenue said.



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Check your home's eligibility for a Warmer Kiwi Homes grant



It's easy to check
The Warmer Kiwi Homes is a Government programme offering insulation and heater grants to low income home owners and possibly to home owners whose property is in a low decile area.
Even if you think you won't qualify, it's worth checking your address on the Energy Efficiency and Conservation Authority (EECA) website www.eeca.govt.nz/our-work/programmes-and-funding/efficient-homes/funding-for-heaters-and-insulation/

- What does a grant cover?**
- Warmer Kiwi Homes grants are available to homeowners (not for rental properties) and cover both:
 - 80% of the cost of ceiling and underfloor insulation. In some areas, such as Auckland, generous funding from community organisations means the cost to the homeowner is even lower for insulation.
 - 80% of the cost of a heat pump or efficient wood or pellet burner for the main living area. Grants for heaters are capped at \$3000 (including GST). Wood and pellet burners are not available in all areas.

- Are you eligible?**
Checklist for an insulation grant
- You own and live in a home built before 2008
 - You (the owner) have a Community Services Card or live in an area identified as low-income
 - Your home doesn't have ceiling and underfloor insulation.

- Checklist for a heater grant**
- You own and live in a home built before 2008.
 - You (the owner) have a community services card or live in an area identified as low income.
 - You have ceiling and underfloor insulation installed to EECA standards. If your home has been insulated through a Government insulation programme, we'll confirm it when you apply for a heater grant. Otherwise an EECA insulation provider will do a quick check — at no cost to you.
 - Your home doesn't already have one of the following fixed heaters that is operational in any living area of the house: heat pump, wood or pellet burner, flued gas heater or central heating. If your home has one of these heater types, it is not eligible for a heating grant.

For more information go to:
<https://www.eeca.govt.nz/our-work/programmes-and-funding/efficient-homes/funding-for-heaters-and-insulation/>
Article kindly provided by Katie McLaren, Community Engagement Officer, Hauraki District Council

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This free online user-friendly questionnaire helps you to identify your personal risk of fracture and provides some simple suggestions on how to improve your bone health.
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If you have risk factors, we suggest you to print this report and discuss it with your doctor.

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Age Concern Hauraki-Coromandel MEMBERSHIP FORM

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Phone: 07 868 9790
Email: thamesmanager@ageconcern.gen.nz
ageconcern.gen.nz

What are the benefits of Membership?
Age Concern Hauraki-Coromandel is a not-for-profit volunteer organisation, working to support the well-being of older adults (who are often vulnerable, lonely or isolated) in our community. Your membership donation helps us to continue doing this valuable (and valued) work.

- Other benefits include:**
- Receiving a quarterly Age Concern Hauraki-Coromandel newsletter in the post. Or you can choose to have this emailed.
 - Receiving regular email updates and information on local events or news that may be of interest to you
 - As a financial member your voice can be heard at our Volunteer Governing Board via a written submission or meeting with one of our Board members who can represent your concerns or compliments.

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 - \$10 subscription if joining after June

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Thames Valley Hockey Pavilion
Orchard West Road

Paeroa: Wednesdays at 1.30pm
St Johns Hall, Belmont Road
(Main St)

Thames: Thursdays at 1.15pm
St Georges Church Hall,
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Waihi: Wednesdays at 10am
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Sessions are from 9.30am to 1pm and being held at:

1. Thames, Thursday 23 September
2. Tairua, Thursday 30 September
3. Waihi, Wednesday 13 October
4. Paeroa, Thursday 28 October
5. Whitianga, Thursday 11 November
6. Thames, Thursday 18 November

