

**SPRING 2021 QUARTERLY NEWSLETTER**  
[www.agewell.org.nz](http://www.agewell.org.nz)



# Age Concern Rodney

*Serving the needs of older people*



For advertising phone Dave 027 652 5220 or email [dave@kiwipublications.nz](mailto:dave@kiwipublications.nz)

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## Contact Information

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 5 Tamariki Ave, Orewa 0931  
**Postal Address:** PO Box 12, Red Beach 0945

**Hospital Shuttle Phone:** (09) 426 0918 or  
 0800 809 342 (press 5)

### OFFICE HOURS

10.00am - 4.00pm Monday to Friday

## Age Concern Rodney Board 2020 - 2021

**Chairman:** Vincent Harris  
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**Health Promotion Coordinator:** Paddy Sullivan  
**Visiting Service Coordinator:** Paddy Sullivan  
**Shuttle Coordinator:** Jill Henderson  
**Shuttle Drivers:** Mark Datlen  
 Dave Walker / Craig Ocroft / Bobby Johnson

*Age Concern Rodney would like to thank all the local businesses for their continued support of our fundraising activities.*

**At the heart of everything Age Concern does is a passion to see older people experience wellbeing, respect, dignity, and to be included and valued.**

**Age Concern is a charity and relies on the support of volunteers and public donations to do much of the work we do. To help us help older people, please consider making a donation of your time or money to Age Concern Rodney.**

## Our Services

**Hospital Shuttle:** Throughout Rodney and West Auckland to out-patient appointments at North Shore, Waitakere Hospital, Auckland/Starship Hospital, & Greenlane Clinic Centre.

**Elder Abuse & Neglect:** For information, support or education. Transitional House.

**Hireage:** Wheelchairs and Walkers available for short term hire.

**Advocacy:** Advocacy for our members.

**Skills Bank:** Database of gardeners/cleaners/handyman etc.

**Visiting Service:** A one hour weekly visit from a volunteer.

**Workshops:** Senior Driver Courses  
 Various Workshops

**TM Cards:** Total Mobility Taxi Card  
 Assessment for discount  
 Taxi Fares.

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

## GREAT NEWS

**Just arrived at  
 Age Concern Rodney a  
 brand new Eftpos machine.**

You will now be able  
 to use your card, or cash,  
 to pay your membership  
 or make a donation.



**Christmas is almost  
 here again**

**Age Concern Rodney**

## Christmas Concert

**All local artists!**

**2pm**

**Monday 29th November 2021  
 Centrestage Theatre, Orewa**

**Transport Available if required  
 Limited Number of Seats**



**Book in early  
 by phoning  
 09-4260916**

## Reputation is everything for Freedom Drivers Hibiscus Coast

Bill Richardson is the owner of Freedom Drivers Hibiscus Coast. Bill brings his experience in nursing and volunteering with the Cancer Society as well as his energy and enthusiasm for assisting our clients with their travels and transport. Bill has been building his reputation across the Hibiscus Coast over the past 18 months and has become well known for going the extra mile. "Bill runs a good ship" said one client, "I know I can rely on Bill", said another.

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**Justice of the Peace**



**Catherine Smith is available to sign and witness documents at our office**  
**Monday to Thursday, 10am - 3pm.**  
**Phone (09) 426 0916 to make an appointment.**



When supporting the advertisers within this magazine **PLEASE LET THEM KNOW.**

Their continuation enables our newsletter to be provided free of charge - they need to know where you found them and that the advertising is working for them too.

*Thanks*

**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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**Superbly located in Orewa, Evelyn Page Village is named in honour of a pioneering New Zealander who set the standard for others to follow.**

Call Steph or Jo for more details.

**EVELYN PAGE VILLAGE**

30 Ambassador Glade, Orewa, 09 421 1815

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Hibiscus Coast Grandparents Parenting Grandchildren

Aims and Objectives

To Provide support and fellowship to grandparents who are primary caregivers to their grandchildren. To inform and educate the public and government agencies of the complexities and hardship faced by grandparents in the primary caregiver role. To assist with tuition for those who need it, to get them on a level playing field with other children. To Provide opportunities for the grandchildren to meet others in the same situation.

Message from Donna – Support Co-Ordinator

Thank you Age Concern!

We would like to take this opportunity to thank you all at Age Concern Rodney for having us along to speak with you on Friday last week. It was wonderful to be invited so we could share information with you about our organisation and the work we do for our grans and whanau caregivers. It is with immense pride that we are able to do what we do, and we are extremely grateful for community support, in whatever shape it comes, so to have the opportunity to enlighten some of your members about the work and the impact it has, the families struggles that we try to turn around for a brighter outcome, and their

incredible commitment to their grandchildren, well, it's heartwarming to know you all care enough to have us there and to listen to our story. The conversations we had after our talks were lovely, and some of your members even passed on some great ideas for us to initiate some fundraising or service options, which we will certainly explore in the future - particularly love the Flybys idea for fuel vouchers!

If you have any questions or would like to contact us, please don't hesitate to do so, we would love to hear from you.

If you know of a gran that is parenting full time, please do pass on our details to them too, thank you.

Contact either myself or Bjorn Modigh via email: hbcgrandparentsinc@gmail.com or phone Donna: 021 024 30064 / Bjorn 021 344 864. If you would like to visit our Website or Facebook page: w: https://hbcgpg.weebly.com f: https://www.facebook.com/profile Thank you, our bank account details are as follows; HBC Grandparents Parenting Grandchildren ANZ 06 0383 0138807 000

Daydreaming is productive!

Daydreaming can help us come up with new ideas, with research supporting the notion that allowing your mind to wander can foster creative problem solving, gain clarity about actions needing to be taken, and gather inspiration.

It's not laziness, which implies an unwillingness to act. For example, the concept around Wu Wei means allowing outside forces to work through you without pushing back against them.

Try two minutes of doing nothing – can you do it? [donothingfor2minutes.com](http://donothingfor2minutes.com)

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's that have expired (e.g., your Drivers Licence) as a form of ID.



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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[www.chrissycleanncare.co.nz](http://www.chrissycleanncare.co.nz)





## What is “carer burnout”?

Burnout occurs when a carer experiences ongoing physical, mental, and emotional exhaustion caused by the unrelieved high stress levels of their caregiving role.

It can become a debilitating condition. By the time a caregiver realises they are on the road to burnout, they are likely to already be experiencing a range of its symptoms.

The good news is that with proactive, daily self-care, burnout can be prevented or tuned around.

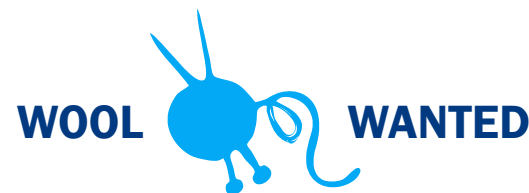
Here are burnout indicators commonly experienced by carers:

- Exhaustion and a lack of energy, or feeling wired, agitated, restless and unable to stop.
- High levels of worry and anxiety.
- Often emotionally overwhelmed.
- Difficulty coping with even everyday matters – it’s hard getting through a day.
- Brain fog – difficulty concentrating and focusing – forgetful.
- Strong emotions, including irritation, impatience, anger, rage as well as:
  - ~ Sadness and grief.
  - ~ Negativity, low mood – just not enjoying things as before.
  - ~ Feeling stuck and without motivation.
  - ~ Feeling things are out of control.
  - ~ Resentment.
  - ~ Low self-esteem – not feeling good enough.
- More likely to overreact to arising situations.
- Social isolation – feeling left out of things, lonely and unsupported, or choosing to socially withdraw.
- Relationship tensions.
- Tearfulness, mood swings, anxiety issues, panic attacks, depression.
- Reactions to traumatic, frightening situations experienced personally or by the person cared for (e.g., replaying events, nightmares, on alert for more threats, avoidance of triggers).
- A sense of hopelessness – in extreme cases, suicidal thinking.
- Sleep difficulties – too little or too much.
- Changes in eating habits – losing or gaining

- weight, or a poor diet.
- Lack of exercise.
- Increase in headaches, stomach aches, muscle aches and lowered resistance to illness, or existing conditions flaring up or worsening.
- Overuse of alcohol, drugs, prescribed medications, smoking or other risk behaviours to distract from the stress.
- Loss of compassion – in extreme cases, neglectful.
- Constant concerns about money.
- Feeling uncertain about the future.

If reactions become extreme, and if a carer continues to be in crisis without support, the carer, those who rely on them, and others around them can potentially be at risk of serious harm. Tragedies can occur when a burned-out caregiver has become overwhelmed, violent, or mentally unwell.

**“CARING FOR MYSELF IS NOT SELF-INDULGENCE. IT IS SELF-PRESERVATION” – Audre Lorde.**



Any colour wool would be appreciated.  
Please leave wool at Age Concern Rodney office or phone 426 0916 for collection.

## DOING NOTHING

**DOING NOTHING OFTEN LEADS TO THE VERY BEST OF SOMETHING**

- Winnie the Pooh -

When was the last time that you did absolutely nothing? Can’t remember? You’re not alone but being able to completely switch off – to still our minds and hands and just be – can have wonderful benefits.

By *Angelique Kasmara*

## Message from the Unite Against Covid Team: COVID-19 Vaccine & Immunisation Programme Manutū Hauora Ministry of Health

Vaccinating against COVID-19 reduces the risk of the virus to you, your whanau, and your community. The more people that vaccinate the stronger we will be. The Ministry of Health is giving everyone over 16 the opportunity to get their free vaccine this year, vaccinating those at greater risk first.

From Friday 23rd July people in Group 3 can call the COVID Vaccination Healthline on 0800 28 29 26 to book their vaccination if they don’t already have an appointment. You are in Group 3 if you:

- Are aged 65 or over.
- Have a relevant underlying health condition.
- Are disabled or caring for a person with a disability.
- Are pregnant (any trimester).

Anyone who has received an invitation to book is encouraged to use the link in the invitation to book online.

Any people in Group 3 that haven’t received an invitation can make a booking by calling 0800 28 29 26 between 8am and 8pm 7 days a week. Translators are available if needed.

A nation advertising campaign to promote the COVID Vaccination Healthline 0800 number to everyone in Group 3 started on Friday 23rd July 2021.

## RATES REBATE SCHEME

From 1 July 2021, the maximum rebate and income abatement threshold of the Scheme will be adjusted by increasing:

- The maximum annual rebate from \$655 to \$665 and
- The income abatement threshold from \$26,510.

These changes reflect the 1.4% movement of the Consumer Price Index (CPI) All Groups index for the 2021 calendar year.

## 10 TIPS TO STOP ELDER ABUSE

1. Love and cherish your older relatives.
2. Phone, zoom or facetime older people.
3. Visit older people in your neighbourhood.
4. Involve older people in your social activities
5. Encourage older people to make their own decisions.
6. Support older people to use their money for their needs.
7. Honour older people’s wisdom.
8. Enable older people to set their own pace.
9. Speak respectfully and listen to older people’s stories
10. Seek advice from any Elder Abuse Service or Age Concern if you think an older person is being abused.



## 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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SUPERGOLD CARD



The SuperGold Card is a free discounts and concessions card available to New Zealand residents who are aged 65 or over and those under 65 years receiving New Zealand Superannuation or the Veteran’s Pension. If you want to add a photo to your card, you can do this at your nearest AA Driver and Vehicle Training Licensing Agent.

What you need to provide:

1. **Proof of who you are:**
2. **If you were born in New Zealand** provide one type of official identification that has your full legal name and your date of birth (for example, your birth certificate, passport, driver licence, firearms licence, deed poll).
3. **If you were born overseas** provide proof that you have a right to live in New Zealand (for example, a citizenship certificate, a New Zealand passport, a passport from another country with residence class visa or proof of permanent residence).
4. **If your name has changed**, provide your marriage certificate, deed poll, or other proof of the name change.
5. **All people applying** need to provide two more documents that help to prove who you are (for example, a marriage certificate, bank statement, phone or power account, driver licence).
6. **One of the documents above must be at least two years old.**

To Gift or Not to Gift

Although gift duty has been abolished, gifting large sums isn’t necessarily a good idea, depending on where your priorities lie. Below we comment on some queries that we as lawyers are commonly asked to advise on.

Can I gift money?

In short, yes you can. Without gift duty, you can gift as much as you like whenever you like.

Should I gift money?

There is no one size fits all answer to this question. A gift of an asset, whether it is money or goods, means that you lose legal ownership of that item. Accordingly, if you are considering gifting, calculate accurately what you can spare, because a gift is final. Also consider the possibility of Residential Care Subsidy (“RCS”) implications. Gifting can be looked upon by the Ministry of Social Development as “asset deprivation” in the context of an RCS regime which is asset tested. If you wish to best protect your chances of eligibility for the RCS in the future, you are safest to gift at the rate of \$13,500/annum if you are a couple, or \$27,000/annum for a single person. Try and complete all desired gifting well before the need for rest home care arises, because the threshold for allowable gifting in those five years prior to an RCS application, drops right down to \$6,500/annum.

What if I choose to gift to one of my children and not the others?

If evening up between the children is important to you, but you lack the cash to achieve this with gifts to all the brood at once, speak to your lawyer about altering your Will to provide an “evening up” provision in the Will. The clause would effectively record that ‘Sandy’ has already had \$x during your lifetime and therefore when your estate is ultimately distributed, ‘Sandy’ has her earlier gift deducted off her inheritance, to the effect that at the end of the day, the children have then all received an equal sum.

One should never count the years – one should count one’s interests. I have kept young trying never to lose my childhood sense of wonderment. I am glad I still have a vivid curiosity about the world I live in.  
Helen Keller

Three Sisters

Three elderly sisters, ages 92, 94 and 96, shared a house together. One evening, the 96 year old sister went upstairs to take a bath. As she put her foot into the tub, she paused. “Was I getting into the tub or out?”

“You darn fool,” said the 94 year old. “I’ll come up and see. “When she got halfway up the stairs she paused. “Was I going up the stairs or down?”

The 92 year old sister was sitting at the kitchen table drinking a cup of tea and thought, “I hope I never get that forgetful, knock on wood.” She shook her head and called out, “I’ll be up to help you both as soon as I see who’s at the door.”



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# Rodney Hospital Shuttle

This map is showing where the Age Concern Rodney Shuttle travels to and from. This Service is a Pre-Booking Service, it is recommended that booking a seat on the shuttle should be made when you

receive your Outpatient appointment letter. It is **COMPULSARY** to pre book a seat a **MINIMUM** of 3 working days before the appointment, advanced booking is recommended. The Shuttle coordinator will arrange pick-up times with passengers by phoning the afternoon the day



Age Rodney Community to Hospital Shuttle Operating Times	Age Concern Rodney Shuttle Returns No Later than. (see the below timetable)
To North Shore Hospital for appointments between 9.30am – 2.30pm	Morning appointments the Shuttle returns 1pm Afternoon appointments the Shuttle returns 3.30pm
To Waitakere Hospital for appointments between 10.30am – 1pm	Morning appointments the Shuttle returns 12pm Afternoon appointments the Shuttle returns 2.30pm
To Auckland Hospital for appointments between 10am – 1pm	Morning appointments the Shuttle returns 12.45pm Afternoon appointments the Shuttle returns 3.15pm
To Greenlane Clinical Centre appointments between 10am – 1pm	Morning appointments the Shuttle returns 12.30pm Afternoon appointments the Shuttle returns 3pm

**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

**Shuttle office hours:** Mon- Friday 9.30am – 4pm - Phone 09 426 0918 or 0800 809342 (press 5)

# Security For Older People Property and Valuables

- Callers at your Home**
- Never open the door automatically after a knock – insist that all callers identify themselves.
  - Never allow persons off the street to use your telephone or check your appliances.
  - Always keep a safety chain on or have a peephole installed to check on who is calling.
  - Ask for and verify credentials. Then ring the organisation to check on the individual before allowing entry.
  - Never admit that you are alone in your house.
  - For women living alone, a good idea is to leave an old pair of men’s shoes at your front door.

- Protect your Money**
- Beware of unknown persons offering goods or services at low rates.
  - Do not give money to door-to-door collectors for charity unless you know the charity and they have verification.

- Never talk to strangers about your financial affairs.
- Only deal with reputable firms for repairs, etc.
- Do not rush into any financial proposal or contract without consulting an expert or family member.

- Safety and Valuables**
- Never keep large amounts of cash in your home.
  - Consider keeping valuables such as jewellery you do not wear often, share certificates or other important documentation such as deeds in safe custody at the bank.
  - Never show your jewellery to persons who help around the home and always keep them in a safe place out of sight.
  - Have a trusted family member take photos of your most prized pieces and have them valued so they can be identified should they go missing.

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## Craigweil House Commemorate Late 'Helensvillian' Artist, Chris Bailey

Craigweil House is having plaques made to commemorate the life and art of Helensville artist, Chris Bailey. A creative and kind man, Chris used to read his poetry to residents living at Craigweil House in Memory Care. Chris was born on the 16th of July 1941 in England and lived a full and interesting life. After Chris passed away in 2018, his wife Barbara Bailey contacted Craigweil House to ask if they would like to obtain a selection of his oil paintings, then hanging in her and Chris's Helensville home. Craigweil House's facility manager, David Halewood, met with Barbara and chose four of the paintings chronicling Chris's life story. She explained to David that each painting represents a unique period of Chris's life. Plaques detailing these periods are being made to be placed under each painting displayed at Craigweil House, located on Parkhurst Road, opposite the Parakai pools.

### Boys By The Sea

Chris Bailey was born in Surbiton, Surrey, England and spent his childhood in Bognor Regis. He had happy memories of his time in Bognor, of hours spent playing on the beach. Chris went to prep-school in Bognor and this painting shows him with his two school friends, Ellis Korn and Harris doing what they were told not to do - running under the waves breaking on the promenade and getting soaking wet.



### Landlady

At Durham University Chris read Modern Languages - French and Spanish. His first lodgings were with Mrs Jolly, a small Durham woman who Chris said he could never see when she entered his room as



the bed was so high and she was so short. Mrs Jolly's terraced house was under the Viaduct and it continually rumbled with trains puffing through on the main London/Edinburgh line. Chris said that he could never understand what Mrs. Jolly said as her accent was a thick Durham one.

### Moon Landing

In Los Angeles Chris lived on Cove Avenue in a house that was full of character, wooden beams, open fire and views that overlooked the city. The house was on a hill-side. It was a climb down to the road and up to the back where the old V-dub was parked. The house had an enormous rubber tree growing through its back deck. On the night of the Moon Landing Chris and his wife, Barbara hooked the TV up under the tree and watched the news from their loungers. The picture shows Chris walking away from the house, up the hill towards the car park.



### South of France

As part of The Modern Languages Course at Durham University, Chris Bailey lived for a year in Draguignan, France. During that time he taught English at the local high school. This painting shows his apartment, with its red carpet, black settee, flowers, the door to the balcony and the sea beyond. Chris is sitting at his desk reading a newspaper. There is a small radio on the desk. An open book is on the settee where he has been lying and reading. Mademoiselle Cat, his landlady, is entering his room with a letter from England in her hand. During that time, Barbara, his future wife and Chris, wrote letters to each other every day.



*Editorial supplied by Henrikwest Care Group*

## We Wish You a Merry Solstice

The local rest home and hospital, Craigweil House, recently held the annual Midwinter Christmas Party. There was live entertainment with singer and keyboardist Joe Fingers performing a winter-themed concert for residents and staff. Midwinter or the winter solstice is shortest day of the year, and the amount of daylight increases each day afterward. Mr and Mrs Claus made a special guest appearance at the party bearing small gifts and having a dance with residents. The annual Midwinter Christmas Party brings warmth and good cheer to this a cold part of the year. Residents and the team enjoyed mingling,



dancing, and some singalongs while the home twinkled with tinsel and other Christmassy décor. The event was fully catered with a beautifully arranged spread including sweet baked goods, savouries, and club sandwiches.



Craigweil House is a charming historical building located on Parkhurst Road, opposite the Parakai pools. Boutique and family-owned, for personalised compassionate support and care, call Craigweil House on 09-420 8277.

*Editorial supplied by Henrikwest Care Group*

“ Choose one of our great family owned and operated care homes for your loved one ”



## The Beachfront

Home & Hospital

### Resort style living literally on the beach!

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**www.craigweilhouse.co.nz**



**Age Concern LIFE TUBES****LIFE TUBE**  
could save  
your life!**A Life Tube can speak for you when you can't.**

This is a special tube which contains vital personal information for emergency services in case of accident or illness.

Age Concern Life Tubes are small sealable plastic containers with a red label.

Inside, you will find a form you can use to communicate any medical conditions, medications, doctor, next of kin, and contact numbers to be used by emergency services coming to your aid in a medical or civil emergency.

The container is kept inside your refrigerator, with a red sticker to alert emergency personnel. They are trained to look inside your fridge for a Life Tube. A refrigerator has a good chance of surviving earthquakes or floods, it is distinctive and hard to miss, can usually be found in the same place, and almost all homes have one. The humble fridge – your emergency information storage vault!



A month's worth of free dinners was a prize much appreciated by Age Concern Rodney volunteer Josie Crawford. Josie was made an honorary Age Concern Dignity Champion last week, with a presentation on June 4 at Age

Concern's Orewa office. With the certificate of appreciation came 30 meals provided by Tomorrow's Meals. Thanking her for her work. Age Concern Rodney Chief Executive Catherine Smith said Josie has done a lot of valuable work since she became a member of the organisation a decade ago. This includes volunteering for the Time Out Fun Day, Accredited Visiting Service and Elder Abuse campaign. "Volunteers are so vital to Age Concern and we can't thank you enough for all you do," Catherine said. "People like you make NZ a better place." Pictured is Catherine, left, presenting Josie with her certificate.

**Why I am a funeral director****Hazel James**

At some time in our life we will all need the services of a funeral director. It is as certain as having to pay taxes and it is important to have professional support on the other end of the phone when someone you love dies and you need help.

The funeral business has been very much an integral part of my family heritage with my father, Ray Jagger working as a funeral director on the North Shore for over 50 years. Prior to his death last year he actively supported myself and Windsor Funerals and it is an honour to be able to continue his legacy.

I am passionate about helping families and know that when I answer a call, no matter what time of day or night, I can make a genuine difference to the person on the other end of the phone. To guide and comfort those who are grieving, is one of the most important gifts I can give to a family.

You meet a lot of people from all walks of life and cultures and I love forming a relationship with the

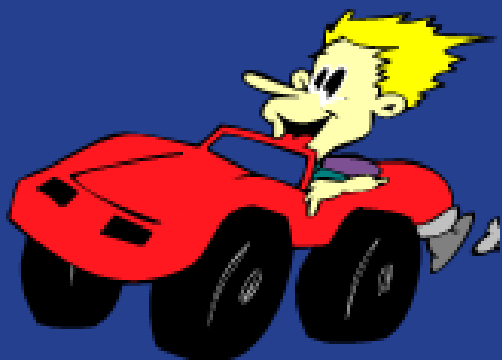
family that I am looking after as they plan the farewell for their loved one. The life stories that are shared are always very interesting and often inspiring. No two days are ever the same and work can be unpredictable but is always very rewarding.

Funerals have become more personal as attitudes have changed and while a traditional funeral service is still a popular choice, there are plenty of other creative options for families.

Death doesn't come for only those who are old and grey, it comes to all of us, whether we are ready or not. My job has taught me to not put off things until tomorrow, because tomorrow is not always guaranteed.

I truly believe if you are going to spend your life working, you are better off spending it in a job you love and I certainly love my job.

**For personal care and guidance at any time phone the team at Windsor Funerals (09) 477 2433**

**Senior Drivers Workshops****This is a Refresher Course for Senior Drivers****NO Exams or Driving Tests**

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for the next Workshop  
Age Concern Rodney  
Phone 09 426 0916**



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for an information pack  
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chat with  
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RETIREMENT VILLAGES ASSOCIATION  
RVA RELEASES A BLUEPRINT TO TAKE US FORWARD

You may have seen some media coverage of the Commission for Financial Capability’s (CFFC) White Paper that proposes a review of the retirement village legislation. In our view this proposal is misplaced, as the legislative framework protecting residents’ interests in the village is both robust and world-leading. The beauty of the regime is that it permits a huge range of commercial terms that allow residents genuine choice about their village. Looking for somewhere that shares capital gain? There are villages that do that. Want the certainty of a fixed weekly fees? 60% of villages offer that. And so on.

However, we also recognize that there are aspects of the commercial terms, which are the focus of the CFFC’s White Paper, that can create problems for residents, especially if units take longer to re-licence than expected and families have to wait longer than desirable for the repayment of the capital sum.

On 25 May 2021, at our Conference, the RVA launched a comprehensive blueprint to introduce a range of improvements in the industry. In particular, the blueprint includes providing residents with a stronger voice, strengthening the complaints process and working with the CFFC to monitor re-licensing times so best practice standards can be developed.

The RVA will also explore establishing an Ombudsman to hear and resolve complaints and invite an independent member of the public to sit on its Executive to represent residents’ interests. Retired High Court Judge Hon. Dr John Priestly QC is already the independent chair of the RVA’s separate Disciplinary Authority to look at complaints about egregious operator behaviour.

“The growth of our sector, the fact more than 100 Kiwis are choosing to move into a retirement village every week and the overwhelming satisfaction levels among residents clearly demonstrates that we have struck the right balance between robust regulatory oversight and effective self-governance,” says RVA President Graham Wilkinson.

“However, we accept there is always room for improvement and refinement around certain practices as our sector and our offering evolves. This blueprint sets out the tangible and definitive steps we will be taking to achieve that goal.”

As a first step, the RVA has invited the Hon Tracy Martin, a former Minister for Seniors, to be the Independent Member on the RVA’s Executive Committee to ensure the residents’ voice is heard at our Board level. We are delighted that someone with Tracey’s mana and experience has agreed to take up the role.

As part of the blueprint, the RVA has agreed with

*editorial supplied by the Retirement Villages Association*

the CFFC to survey all members annually to examine emerging trends and work with members, residents and the Retirement Commissioner to design a best practice approach to re-licensing that reflects the reality of the local real estate market, yet ensures residents’ estates do not wait an unreasonable period of time for a refund.

“We agree there is a role for continuously educating operators and residents about the re-licensing process and to encourage best practice including dealing with potential drawn-out re-licensing times,” said Mr Wilkinson.

The blueprint also sets out plans to review Occupation Rights Agreements (ORAs) to address any perceived unfair terms or confusing clauses and ensure clarity around what the resident and operator are responsible for, in particular, repairs, maintenance and replacement of operator-owned chattels.

“We will work with our members, residents and the Retirement Commissioner to identify best practice for future ORAs which define each party’s responsibilities, so that residents are not responsible for usual maintenance and replacement of operator-owned chattels, whilst protecting operators from bearing the cost of making good resident abuse or damage to chattels.

“Already some operators have moved towards this position and we anticipate the majority of operators will follow quickly.”

The RVA has worked with the CFFC to develop best practice standards around the disclosure of information about residents’ transfer to care and have called for these to be incorporated into the Retirement Villages Code of Practice.

“We also agree that the retirement sector can encourage best practice standards, as is illustrated by the sector actively encouraging operators to stop charging all fees when a resident moves out,” says Mr Wilkinson.

“This is an example of education and market pressure. The practice was extremely rare 20 years ago, but today the majority of villages have adopted this practice and we expect more to follow, although this will always be a challenge for smaller and not-for-profit villages.”

Last year, the RVA signed a Memorandum of Understanding with the Retirement Village Residents Association of New Zealand to work together on issues. These include guidelines on dealing with the media, ensuring complaints raised via either organisation are dealt with expeditiously and fairly, implementing a comprehensive village manager training programme, and regular meetings between both the RVA and the RVRA’s Executive Committees.

BEQUEST FORM

Please take/send this form to your legal adviser for incorporation into your will.

I.....

.....(your full name)

Give to Age Concern, Rodney Incorporated, Shop JA2, Tamariki Avenue, Orewa, for its general purposes the following:

Amount in words:.....

And/or assets, property and shares as listed below:

This is not effective until written in your will, which must also be signed. Please let us know if you make a bequest so we can personally thank you.

Age Concern Rodney Incorporated  
CC10731

Physical address :  
Shop JA2 Tamariki Avenue  
Orewa, Auckland, 0931

Postal address:  
PO Box 12, Red Beach, Auckland, 0945

Telephone : 09 426 0916  
Fax : 09 426 0917  
Email : info@ageconcernrodney.org.nz

Elder Abuse Helpline

The Elder Abuse Helpline now includes a text number and an email address, to make it even easier for people to access help.

That is in addition to the existing free hotline:

**0800 EA NOT OK**

As many as one in ten older people in New Zealand will experience some kind of elder abuse, and the majority of cases go unreported.

There is no single 'type' of elder abuse. Any act that causes harm to an older person is elder abuse.

The new email and text number will improve the accessibility of support services for older people, and also give us a better understanding of elder abuse in New Zealand.

**Contact via Text: 5032**  
**or Email: support@elderabuse.nz**

Find out more about elder abuse and where to go to for help on the SuperSeniors website:

**www.superseniors.msd.govt.nz**

**Worried about changes in your loved one’s memory or behaviour?**

**Struggling to care?**

**TIME FOR A BREAK?**

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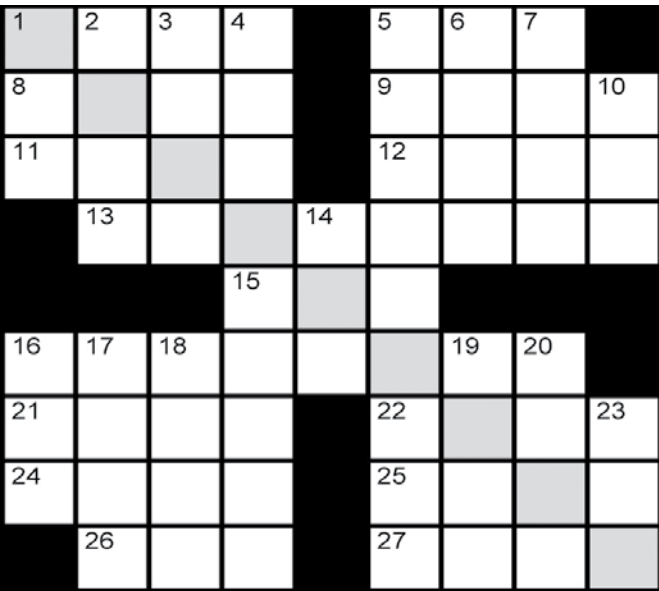
Email: admin@bethanyhill.co.nz

**www.bethanyhill.co.nz**



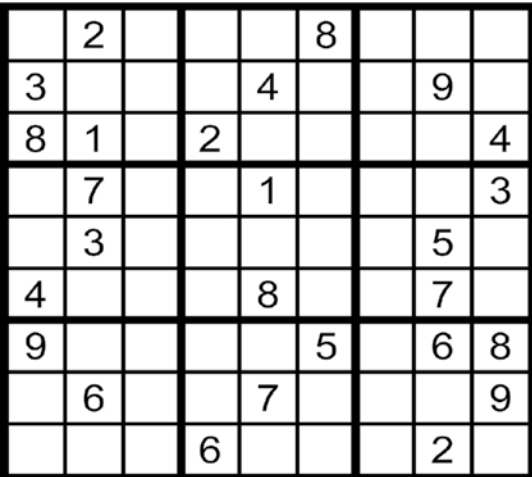


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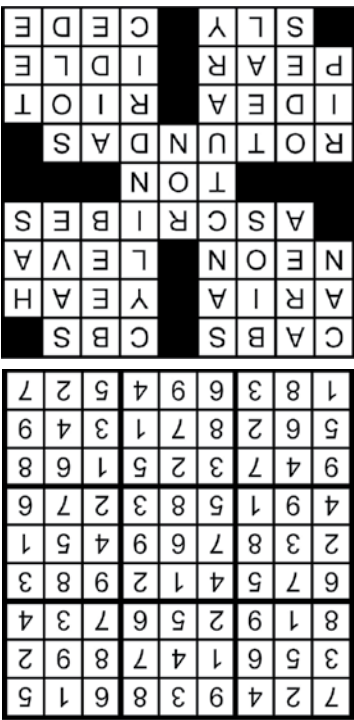
- Across
- 1. Street fleet
  - 5. "60 Minutes" network
  - 8. "Tosca" tune
  - 9. Slangy assent
  - 11. It's a gas
- Down
- 12. Bulgarian currency
  - 13. Attributes
  - 15. Elephant's weight, maybe
  - 16. Domed buildings
  - 21. "The very \_\_\_!"
  - 22. Brawl
  - 24. Juicy fruit

- |          |           |           |
|----------|-----------|-----------|
| Carpals  | Mandible  | Scapula   |
| Clavicle | Manubrium | Stapes    |
| Coccyx   | Maxillae  | Sternum   |
| Cranium  | Nasal     | Talus     |
| Femur    | Palatine  | Tarsals   |
| Fibula   | Patella   | Tibia     |
| Humerus  | Phalanges | Ulna      |
| Hyoid    | Pubis     | Vertebrae |
| Ilium    | Radius    | Vomer     |
| Incus    | Ribs      |           |
| Malleus  | Sacrum    |           |



- 25. Not busy
- 26. Like a fox
- 27. Formally surrender

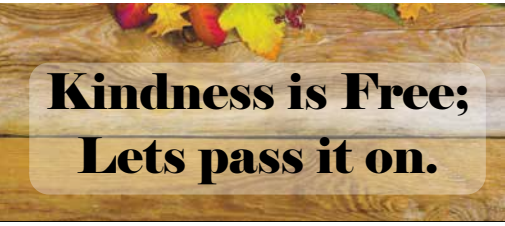
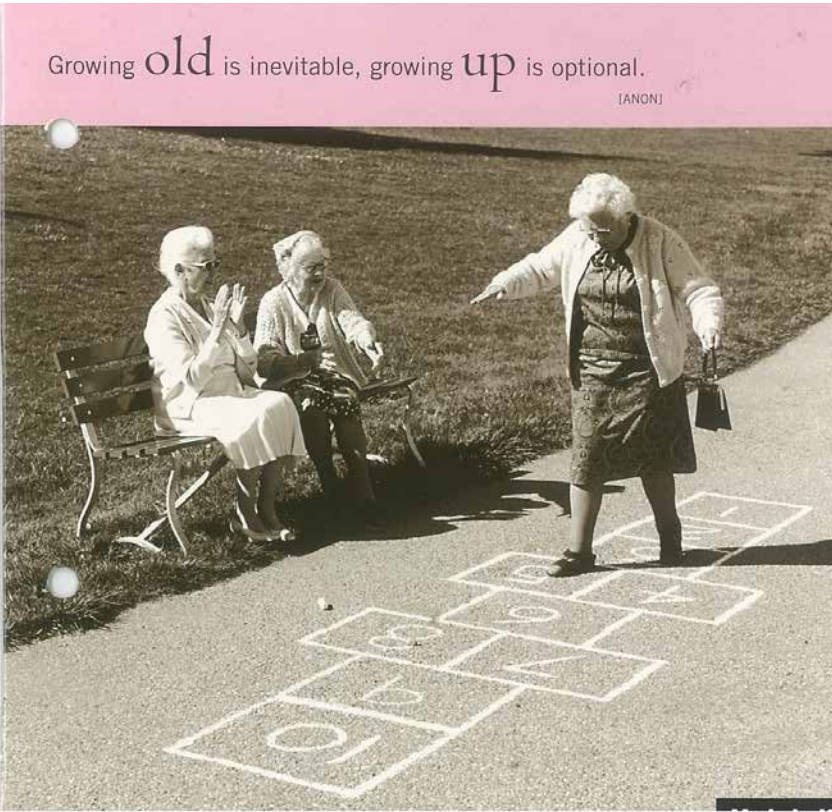
- Down
- 1. Is able
  - 2. Length x width, for a rectangle
  - 3. Life stories, for short
  - 4. Refuge
  - 5. Shaped like a rounded tube
  - 6. Network on the telly
  - 7. Bank
  - 10. Possesses
  - 14. Howard of "Happy Days"
  - 16. Tear
  - 17. Praiseful poems
  - 18. Blue shade
  - 19. Auxiliary
  - 20. Auctioneer's closing word
  - 23. Kicker's aid



BONES



How to solve sudoku puzzles. No math is required to solve a sudoku. You only need logic and patience. Simply make sure that each 3x3 square region has only one instance of the numbers 1-9. Similarly, each number can only appear once in a column or row in the larger grid. The difficulty on this puzzle is easy.



- Texting FOR Seniors
- BFF - best friend fell
  - BTW - bring the wheelchair
  - TTYL - talk to you louder
  - BYOT - bring your own teeth
  - LMDO - laughing my dentures out
  - FWIW - forgot where I was
  - IMHAO - is my hearing aid on?
  - OMMR - on my massage recliner
  - ROFLACGU - rolling on the floor laughing and can't get up



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## Bonus Bonds

### Bonus Bonds scheme is being wound up - here's what you need to know

You may be aware that the Bonus Bonds scheme is being wound up and the proceeds returned to the holders of Bonus Bonds (**Bondholders**). If you have Bonus Bonds, here's important information about the wind-up process and how you'll receive your payment.

#### What do you need to do?

We will deposit your payment into any New Zealand bank account you choose. Simply get in touch by calling the Bonus Bonds Wind-up Contact Centre, on 0800 266 374 between 8am and 6pm, Monday to Friday. Please note, you don't need to come into an ANZ branch – when you call we'll let you know how to provide us with the details of your bank account. In many cases you will be able to provide your bank account details to us straight away over the phone. If you have the details of your Bondholding (for example, your Bondholder number or a serial number from a Bonus Bonds certificate), it would be helpful to have these at hand when you call.

#### How much will you get and when will you get it?

We expect to make a payment of \$1.10 for each Bonus Bond you hold, between October and December this year. If there are any remaining funds when the Bonus Bonds scheme wind-up is finalised, you may receive another small payment then.

For more information, check the Frequently Asked Questions on the Bonus Bonds website at [bonusbonds.co.nz/faqs](http://bonusbonds.co.nz/faqs), or give us a call on the numbers above.

ANZ Investment Services (New Zealand) Limited is the manager of the Bonus Bonds scheme.

## SPARK GOLD MOBILE PLAN CHANGED

Spark are making changes to their Gold Plans, in particular:

- Instead of over 65s only, anyone is eligible
- Additional allowances
- Price increases

More details at:

[www.spark.co.nz/shop/mobile-plans.html#update](http://www.spark.co.nz/shop/mobile-plans.html#update)

## STATE OF CARING SURVEY

If you assist someone in your family or whanau who is unwell or has a health condition or disability, please complete this survey. It takes a comprehensive look at what life is like for New Zealanders in caring situations. Analysis by Carers NZ and the Carers Alliance of 50 not for profits will help to give family, whanau, and carers visibility with society and decision-makers. We appreciate your time to take the survey. If you complete it and provide your details you will be entered into the draw for 10 \$100 retail vouchers. To go to the survey: <https://www.surveymonkey.com/r/NZCarers>

If you prefer a printed copy of the survey, phone 0800 777 797 or email [centre@carers.net.nz](mailto:centre@carers.net.nz) – we can send copies to individuals or bulk copies to groups, along with postage paid envelopes to return completed surveys.

## 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.



## Anger as half of bank branches cut their hours and cash is increasingly difficult to use – Reserve Bank finds

Bank customers feel angry and powerless in the face of self-serving, money hungry banks, research issued by the Reserve Bank has found.

“Cheques are gone....now even depositing money is tough. They don't want you in the bank. It's them that are doing this,” One bank customer told researchers when asked what was causing people to turn away from cash. “We're screwed either way as going cashless means they still charge us more to use the cards, so you start to feel powerless” another said.

The Reserve Bank's research shows half of all surviving bank branches are operating on reduced hours. The central bank has been gathering data to support work on the future of cash and found a quarter of all bank branches closed between September 2019 and March this year going from 863 to 652.

The Legal Team's premises on the corner of Milner Avenue and Millwater Parkway, Silverdale are noticeable with its bold window statement of

**‘EVERY PROBLEM IS AN OPPORTUNITY FOR A SOLUTION’.**

Obviously, The Legal Team are keen on sending a positive message whilst stating that they are approachable with an edge of quirkiness.

Directors, Richard Worker, Jessica O'Dea, Katie Self and Nicolene du Toit have been in practice together for the past 6 years at North Harbour Law in Orewa. Their values have aligned and inspired the creation of The Legal Team – a vibrant new practice defined by practical and expert legal advice.

Richard Worker has lived and worked on the Hibiscus Coast for almost 20 years and in that time has served the community being the ‘go to’ lawyer for Age Concern Rodney. He is also on the board of Destination Orewa Beach. He loves living in Millwater and serving his local community.

The Legal Team's mission is to provide the highest level of legal advice, making the needs and goals of their clients a priority whilst remaining down to earth and compassionate.

Come in and see the team for all of your Legal needs. Remember to update your Wills and Powers of Attorney.

*editorial supplied by The Legal Team*

Age is just a number

Here is ours if you need us...09 959 0140

**THE LEGAL TEAM**

2 Milner Avenue, Silverdale. email: [info@thelegalteam.co.nz](mailto:info@thelegalteam.co.nz) or visit [www.thelegalteam.co.nz](http://www.thelegalteam.co.nz)





**With Thanks to the following Trusts and Organisations for their Generous Support of the Age Concern Rodney**



St Lazarus Trust



**Age Concern Rodney**

P.O.Box 12 Red Beach 0945

Ph: 09 426 0916

**2021 Membership**

January—December

## ANNUAL MEMBERSHIP

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Mr./Mrs./Ms/Miss/Dr/Rev/Organization

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Phone/Mobile: .....

Email: .....

DOB: .....

Individual Membership \$25 \$ .....

Married / Couple \$35 \$ .....

Group / Organization \$35 \$ .....

Donation \$ .....

**TOTAL ENCLOSED** \$ .....

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*“Working together to promote quality of life for older people”*



## SCAM INVOLVING AGE CONCERN

We have been made aware of a scam involving people calling and saying they are from Age Concern, advising we are no longer accepting cheques as a form of payment for memberships and could we have your credit card details. The credit card is then being used to make unauthorised purchases. This is a scam and Age Concern Rodney are not making calls of this nature. If you receive a call like this, please do not give out your credit card details, please contact your Bank immediately.

If you have any concerns or questions, you can call our office on 09 - 426 0916. Thank you for your wonderful support, we are very sad to hear that people are being targeted using our name.