

SUMMER 2021 QUARTERLY NEWSLETTER
www.ageconcernauckland.org.nz



Age Concern Auckland Central & West Edition

Serving the needs of older people



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Contact Information

Phone: (09) 820 0184
Email: ageconcern@ageconak.org.nz
Address: 57 Rosebank Road, Avondale, Auckland 1026
Postal Address: PO Box 19542, Avondale, Auckland 1746
OFFICE HOURS
9.00am - 4.00pm Monday to Friday

Staff

Chief Executive Officer	
Kevin Lamb	820 0184
Social Connections Manager	
Rebekah Preston	820 2711
Social Connections Coordinator	
Lynette Hay	972 3258
Social Connections Coordinator	
Eilis Galuszewski	820 2714
Intervention Services Manager	
Kai Quan	820 2716
Intervention Services Administrator	
Julie Mansson	820 2710
Elder Abuse Response Service	
Anne Foley	820 2715
Latu Fale-Tupou	281 2379
Carol Maharaj	820 0184 ext. 710
Community Social Worker	
Danielle Smith	972 3495
Health Promotion Coordinator	
Ellie Roberts	553 9936
Asian Services Manager	
Felix Lin	820 0271
Asian (Chinese) Services Coordinator	
Mandy Ho	250 1935
Asian (Korean) Services Coordinator	
Young Seo	820 2712
Fundraising & Communications Manager	
Alexis Sawyers	972 0092
Volunteer Coordinator	
Emah Butler	489 4975

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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 and Korean 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.

Counsellor – provides counselling to older adults around age related issues such as transitioning to residential care, change in family relationships, grief, loss and anxiety.

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.



Go to www.facebook.com/ageconcernauck/ to follow us on Facebook.

IF YOU NEED TO TALK TO SOMEONE, THE FOLLOWING FREE HELPLINES OPERATE 24/7:

DEPRESSION HELPLINE: 0800 111 757
LIFELINE: 0800 543 354
SAMARITANS: 0800 726 666
1737 NEED TO TALK? Call or text 1737

MENTAL HEALTH CRISIS SERVICES (for emergencies only):

Waitemata: (09) 486 8900
(operating 24/7)
Henderson: (09) 822 8601
Central: 0800 800 717
(operating 24/7)



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Thanks

COVID-19 Vaccination Certificates

From late November 2021 COVID-19 Vaccination Certificates will be available to COVID-19 vaccinated people in New Zealand. There will be 2 different vaccination certificates depending on whether you are using them within New Zealand, or for international travel. The QR codes for the 2 certificates will be different, and your international certificate will have more personal information. You will be able to either print these certificates or save the QR codes on your smartphone in your Apple Wallet or Google Pay.

Domestic digital vaccination certificate

Your domestic digital vaccination certificate will include a QR code, which you can print or save to your phone. You may be required to show this certificate as proof of vaccination in a range of public settings. This could include:

- events
- retail
- faith-based gatherings.
- hospitality
- sport

Requiring vaccination certificates will be optional for many locations.

You will not be required to show proof of vaccination to access supermarkets, pharmacies, health services, food banks and petrol stations.

You can request your vaccine passport online at mycovidrecord.health.nz. You can also call 0800 222 478 to request your vaccine passport, make sure you have your NHI number ready.

Exemptions

Children under the age of 12 will not be required to show proof of vaccination.

There will be an exemption process to get certification for the small number of people who are unable to get a vaccination for medical reasons.

International digital vaccination certificate

From late November 2021 you will be able to download a digital certificate as proof of vaccination for international travel. You can choose to print this and carry it in your passport or save it on your phone or laptop. These certificates will meet international standards.

If you have any questions about how to get a vaccination certificate or what it will be needed for please call us on 820 0184.

Information for this article was sourced from: <https://covid19.govt.nz/>

CEO UPDATE

I am sitting here writing my piece for our summer newsletter in my living room. It is a space that I have become very familiar with over the past three months as Auckland and New Zealand as a whole, has been grappling with the impact of the Delta variant of COVID-19 breaching our borders. I hope that by the time you read this, we will all be enjoying a greater level of freedom. Not just from an individual perspective but because it will mean that the Government's control measures have been successful. I will certainly be keeping my fingers crossed.

Age Concern Auckland has simply kept going during this latest lockdown period and I'd like to acknowledge all of our dedicated staff and volunteers. Who just upped sticks, camped down at home and continued to support all those who needed our help, advice or just an occasional friendly chat over the phone. We have been kept busy, providing not just our usual array of services, but also reinstating our Emergency Response Service. Whether it is providing social work support, dropping off groceries, collecting prescription medicines, providing advice or just calling to check-in, we remain steadfast in our commitment to ensure that all older people across Auckland get the help and support they need.

We are now busy preparing for a post-lockdown world and there are some things that will be different. Firstly, as we fall under the Government's health order mandating COVID-19 vaccines and as we ourselves place the safety of all our staff, volunteers and those we support at the very centre of what we do. We are mandating that all staff and volunteers working with Age Concern Auckland, who either work directly with those we support or work in an environment where transmission may be a risk, in our offices for example, must be fully vaccinated against COVID-19.

What this means in reality is that any Age Concern Auckland person you come into contact with from this point on, will be fully vaccinated. Whether you are visited in your own home or visit us in one of our offices, everyone you meet from Age Concern Auckland will be vaccinated.

Secondly, we will follow all additional safety protocols. This will include mask wearing, appropriate hygiene levels and maintaining a safe distance. These protocols will stay in place for as long as they are needed to keep everyone safe.

Thirdly, we recognise that for many lockdown has been a real challenge, and that face-to-face contact is



something we've all missed, so our Avondale and Milford offices have reopened with social distancing and safety protocols in place.

Finally, I want to acknowledge just how hard it has been for everyone, including all of you out there reading this. For all of us, or at least almost all of us, this has been an unprecedented 20 months and something we have simply never had to deal with before. Here in New Zealand we have fared better than most, and for all the hardship and frustration, we can be but thankful that so few have paid the ultimate sacrifice.

I hope that everyone who has sought help, advice or support from Age Concern Auckland has received whatever they need. I have personally spoken to many of our members, partners and clients over the past three months and from all I have heard, those that needed help from us got it.

I have also seen the trust that our partners and supporters have in us. None of this comes easy however and we continue to face an uphill battle to maintain the level of support we provide. Many of our funding partners have faced their own struggles and we have seen the much-needed funding we rely on come under ever-increasing pressure. I cannot thank enough those who have supported us through these tough times. Without you, none of what we do would be possible. If nothing else, these last 20-months have shone a spotlight on just how vital our work is to so many. Thank you again for making it all possible. My very best wishes to you for the coming months.

Kevin Lamb CEO Age Concern Auckland

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Chair's report

Happy holidays and summer days to you all.

As I write, Auckland has been in an extended lockdown, first at level 4 and then later at level 3. This has been a difficult time for us all and I hope you have kept safe, well and happy during this time and you received any additional support and help you needed. I'm proud of the way the staff of Age Concern Auckland stepped up once again to deliver additional support and services throughout lockdown, ensuring that older people could get the practical and emotional support they needed.

You can read in this newsletter about the work that we have done in recent months to support older people during lockdown. My personal thanks to the volunteers who have assisted with this, we are incredibly grateful for your support. COVID-19 has been a difficult journey for Auckland and New Zealand to navigate but hopefully as our vaccination levels increase, we will find a new path forward that allows us more freedoms, especially to see and connect with our loved ones.

An end of a year is a time for reflection. A positive for me from 2021 is that the increase in community spirit that emerged last year during COVID-19 has continued. I am seeing acts of kindness more often. I have seen the wonderful work of Age Concern, and how we respond to the pandemic and I've seen a broader community movement to be kinder to one another. I've also been heartened this year by the work from the Government and Auckland Council on making our communities and country more inclusive and responsive to the needs of older people, something that is crucial with our ageing population.

In late September Dr Ayesha Verrall, our Minister for Seniors, released "The Better Later Life Action Plan" which sets out the Government's priorities and commitments to deliver the Better Later Life strategy over the next three years. This strategy has been developed to make the future better for older New Zealanders with the goal of recognising older people's potential and creating opportunities for everyone to contribute and be valued.

Priorities for 2021-2024 are employment, housing and digital inclusion. These priorities will support older workers to use their skills and experience in the workforce, ensure that there is a wide range of safe, secure and affordable housing options that meet older peoples' needs and support older people to embrace and access technology. A copy of "The Better Later Life Action Plan" is available online from www.officeforseniors.govt.nz or you can call Office for Seniors on 04 916 3300 to request a printed copy.



In November Auckland Council will release their "Age Friendly Auckland Action Plan". The Age Friendly Auckland Plan will:

- help raise awareness of the needs and contributions of older Aucklanders
- improve outcomes for residents who are 65 years and over
- enable Auckland to join the World Health Organisation (WHO) global network of age-friendly cities and communities
- demonstrate our collective commitment to a friendly and inclusive Auckland.

Age Concern Auckland is excited about the release of the final plan and will be actively working with Auckland Council to deliver it in 2022.

2021 has again shown us the strength and tenacity of New Zealand's people. As a nation we have come together and pushed back on COVID.

To all our supporters, volunteers, staff, board members and partners I wish you a safe and restful holiday season and a happy new year.

Victoria Walker Chair, Age Concern Auckland.



**Look after them the way
they looked after you.**

There are certain people in life who shape who you are. Special people who were always there to give you advice, support, comfort and love. When the time comes to bid them farewell, make sure you farewell them properly. Talk to us, we'll help you do just that.



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Age Concern Auckland Christmas Appeal

"To all the staff of Age Concern, thank you so much for the caring way you have always looked after my Mum who is now 94 years old. You have been outstanding in every way and thank you for the beautiful Xmas gift bag you sent Mum", Tony

With the amazing support of you and other individuals and organisations, last year we had a very successful Christmas Appeal that saw us deliver over 200 Christmas Care packages and Christmas treats to older people across Auckland. Our Christmas Care packages contain an array of special treats to help lonely and isolated older people experience some much-needed Christmas joy.

Many of the older people Age Concern Auckland works with live alone and will spend Christmas Day alone. By supporting our Christmas Appeal, you are helping bring joy at this often lonely and stressful time of year.

"Your kindness will help me get through Christmas because I have three adult children that I haven't seen for 15 years".

Alexis Sawyers, Coordinator of the appeal says, *"it is wonderful to brighten up the day, or in some cases the year, of the older recipients of the Christmas gift bags. The recipients are touched to know that other people care and are thinking of them."*

While Age Concern Auckland takes the lead in organising the bags and delivering these, we rely on the support of the wider community to reach as many older people as possible. Our thanks to the schools and businesses who donate, your kindness and generosity is appreciated.

But even with the support of organisations that donate goods we

rely on the kindness of individuals to help us by donating money that can be used to buy items to add to the hampers. Alexis says, *"the number of older people we can reach depends on the donations we receive"*.

Thank you in advance for helping us with this crucial work. Donations can be made by filling out the donation form in the newsletter, online at www.ageconcernauckland.org.nz/donate, by calling us on 820 0184 to make a donation by credit card or bank deposit using these details:

Account Name: Age Concern Auckland

Account Number: 12-3011-0755744-00

please use the references; DON and YOUR SURNAME.

Funds may also be used throughout the year to support older people who find themselves in need.

This is a wonderful chance to spread the Christmas spirit of goodwill and make a difference to an isolated and lonely older person. Please also get in touch with Alexis on 972 0092, if you know of an older person who is lonely and isolated over Christmas.



What to consider when downsizing and making a move

Here is a brief introduction brought to you by NZ Seniors Real Estate Services, a team of real estate professionals that specialise in assisting seniors to downsize or move into a retirement village.

Moving to a new place is an exciting adventure but if you're downsizing, it can be a complicated exercise and you don't want to be surrounded by clutter in your new home. Draw up a moving strategy before you begin to sort through your belongings.

Sorting furniture and belongings.

Chances are your new home will not be able to accommodate all of your belongings. What doesn't fit can be donated or put up for sale. The money gleaned from the items you sell can be used for things like new artwork or furniture or treat yourself to some new bed linen or bathroom towels that better suit your new surroundings. Garage or trade-me sales are worth the effort. You may be pleasantly surprised at how much you can make from things you aren't attached to. It can also be liberating to get rid of clutter.

Don't be afraid to ask for help as you get ready for your move.

There are professionals who can help you throughout the whole process or you can hire someone to assist with lifting, sorting, wrapping and packing. A new home is full of potential, as you begin a new chapter in your life.

Three tier - room by room sorting

As you begin to de-clutter in each room, have three things handy. First, a box for items you are sure you want to keep. Next, have a box for items you want to donate. Finally, have a rubbish bag for things that you don't want to keep.

Sort your paperwork

You don't want to move old and dated paperwork. Of course you need to hang onto items such as warranties, insurance paperwork, birth certificates and other critical items but try not to be overly sentimental. As you decide what you want to keep, place it in the appropriate box or rubbish bag.

Preparing to pack for the big move-in day

Make up a suitcase like you would for a two-week holiday including some basic outfits with undergarments, comfortable shoes and toiletries. This way, your daily essentials will be at your fingertips and you won't have to worry about what to wear each day as you settle in. No hunting for socks or pants! You'll have more time to get yourself organised.

Do the same thing for your kitchen too. Set aside place settings, your kettle, tea and coffee with biscuits and a pan or two. Now you can make an easy meal without having to unpack your whole kitchen.

Remember to place your essential paperwork, suitcase and kitchen box in the car with you.

For more information and specialist advice visit us at <https://www.facebook.com/nzseniorsrealestateservices/>



Meet Grant, Rita and Tania

We believe in making life more comfortable for seniors



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Rita Oliver
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SunSmart - You can be SunSmart and still enjoy the great outdoors. Being SunSmart is about protecting yourself from too much ultraviolet (UV) radiation from the sun.

Slip, Slop, Slap and Wrap
- Four Ways to be Safe in the Sun

- Slip**
- Slip into the shade of an umbrella or a leafy tree. Plan your outdoor activities for early or later in the day when the sun’s UV levels are lower.
 - Slip on a shirt with long sleeves. Fabrics with a tighter weave and darker colours will give you better protection from the sun.

- Slop**
- Slop on plenty of broad-spectrum, water-resistant sunscreen of at least SPF 30. Apply 20 minutes before going outside and reapply every two hours and especially after being in water or sweating.
 - The average sized adult should apply at least ½ teaspoon to each arm and to the face (including the ears and neck) and at least a teaspoon to each leg, the front of body and back of body.
 - Sunscreen should not be used as a way to stay out in the sun longer. Instead, use it as a way to reduce the risk of damage to the skin when exposure to the summer sun is unavoidable.
 - Keep sunscreen in handy places where people are most likely to be reminded or need to use sunscreen eg by the door at home, or in your swim bag, sports bag or handbag.

- Slap**
- Slap on a hat with a wide brim or a cap with flaps. More people get sunburnt on the face and neck than any other part of the body.

- Wrap**
- Wrap on a pair of sunglasses. Choose close fitting, wrap-around glasses that cover your eye area and protect the sensitive skin around them.

Sun Exposure - It is still important for your general health and wellbeing to continue to get some sun exposure even during the hottest months (September to April). This should be a walk (or some other form of outdoor physical activity) 5-6 days a week, planned for the early morning (before 10.00am) or late afternoon (after 4.00pm). Be SunSmart at any time of the year when you are outside in the mountains or near reflective surfaces such as snow, ice and water.

Keeping Traditions Affordable

The Meaning behind our statement.

Just Funerals have always been focused on providing families the most affordable funeral services in both the North and South Island.

When trying to come up with an idea that speaks about the company we asked, what do we do? what do we focus on?

We realised that we provide traditional funeral services, much like other funeral homes whilst keeping the cost affordable to all families.

During the most recent lockdown, we have seen the impact Covid-19 has had on families financial situations. Most families want to give their loved one a Traditional Funeral, and were worried about the financial burden, however being affordable means we are able to give loved ones a send off they deserve without compromising on quality.

At Just Funerals we give guidance to what financial assistance there is available to them, this helps ease stress during the difficult time of losing a loved one.

Just Funerals is Family Owned and Operated, you can trust they are taken care of.



editorial supplied by Just Funerals



'Keeping Traditions Affordable'

Auckland's Most
Affordable
Funeral Home

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Pricing Includes GST

Private Service with Cremation
\$3550**

Transfer into our care,
Temporary Preparation,
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Hearse Transfer to Funeral,
Hand tied bouquet of
seasonal flowers,
Preferred Crematorium
Cremation Fees,
1 Death Certificate



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Chapel Service
\$4900**

Transfer into our care,
Eco Preparation or Embalming,
Eco Casket,
Hearse Transfer to Funeral,
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Celebrant or Minister Donation,
30 Colour Service Cards,
Music,
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Hand tied bouquet of
seasonal flowers,
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Cremation Fees,
1 Death Certificate



Traditional & Modern Vehicles

Family Burial Service
\$2900**

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Temporary Grave Marker,
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Transfer into our care,
Dressing your loved one,
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Cremation Fee,
1 Death Certificate

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** There can be extra costs depending on unique circumstances

Age Concern Auckland Response to the COVID-19 Lockdown

The team at Age Concern Auckland is very aware of the impact that the sudden and lengthy lockdown over recent months has had on our members, clients and older people across Auckland. We are impressed with how older people have coped, the resilience and fortitude that marks so many is apparent.

We have also been heartened by the number of people who contacted Age Concern Auckland to offer volunteer assistance to pick up groceries, ensure medications were collected and to be a friendly voice at the end of the phone by providing a regular welfare check. Our grateful and heartfelt thanks to all of these wonderful volunteers.

As we did in 2020, as soon as Auckland went into lockdown we reactivated our Emergency Response Service to ensure that we could provide the additional support needed during alert level 3 and 4 lockdown. Since the lock down began, Age Concern Auckland has regularly supported over 300 older people in the community.

At the beginning of lockdown we also contacted 4,000 members and clients to check on their welfare and ensure they had the assistance and support they needed. If we weren't able to contact you, it will have been because we don't have a current phone number for you.

We have also dealt with hundreds of calls from older people, answering their questions, reassuring them and directing them to appropriate community support available to them. This ensures we don't replicate the other fantastic community support that is available and means that we can apply Age Concern Auckland's limited resources to helping those older people unable to access the support they need by themselves.

We wish you all the very best in the coming months and please know that you can get in touch with us on 820 0184 or ageconern@ageconak.org.nz if you have any questions or need support and we will help however we can.



Left: Our Asian Services Team have been delivering food parcels to older people in need of them.
Above centre: Volunteers shop and drop off groceries contactlessly, to help older people who aren't able to do their shopping online.
Above right: Volunteer Rali and her son Rohan helped us make welfare calls to members to ensure they had the support they needed during lockdown.

LILLE Healthcare

WATER IS VITAL FOR THE BODY'S HEALTH

Every bodily function requires water. Breathing, digestion and absorption of nutrients, waste removal, and temperature control are just a few examples of how the body uses water.

Water makes up around 65% of the body but it has no storage facilities, therefore fresh supplies of water are required each day. Drinking adequate amounts of fluid every day is essential to maintaining health and wellbeing.

The most common signs of dehydration are strong dark smelling urine, decreased output of urine, having a dry mouth, lips or tongue, confusion and irritability/dizziness, hollow sunken eyes, constipation, no pool of saliva under the tongue, poor skin elasticity or dry skin and tiredness and headaches.

To maintain health everyone needs to drink well for adequate hydration. This will help in reducing constipation, urinary tract infections, bladder control and, assist with maintaining blood pressure and cognitive function. Ensuring adequate hydration also helps keep the skin and tissues more resilient to the effects of pressure and assists with faster healing.

On average a person loses around 2.5 litres of fluid each day. An inactive older person's fluid loss may be closer to 2 litres per day. Fluid is lost in the following ways:

Breathing	500mls
Sweating	500mls
Urine output	1.5-2 Litres
Bowel motion	150mls




Exercising and hot weather further increase the amount of fluids lost, through increased breathing rate and sweat production. But it is also important to maintain fluid intake in the colder months.

The recommended daily minimum total fluid intake for an older person is around 1500mls.

Information supplied by Lille Healthcare NZ

What does Water do for You?

Forms saliva (digestion)
Keeps mucosal membranes moist
Allows body's cells to grow, reproduce and survive
Flushes body waste, mainly in urine
Lubricates joints
Water is the major component of most body parts



Needed by the brain to manufacture hormones and neurotransmitters
Regulates body temperature (sweating and respiration)
Acts as a shock absorber for brain and spinal cord
Converts food to components needed for survival - digestion
Helps deliver oxygen all over the body



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Asian Services Update

During alert level 4 & 3 lockdown in addition to providing social work support and help with elder abuse and neglect, our Asian Services team has also coordinated and delivered emergency food assistance, organised volunteers to go shopping, made welfare calls and provided online social connection. They have also mobilised the Chinese and Korean community to donate food and volunteer. This support is essential for those older Chinese and Korean people we are working with who live alone and have no family support.

Our Asian Services team has also created a WeChat group, for older Asian people to ask questions or request support via WeChat and for volunteers to offer their assistance. This ensures that older Chinese and Korean people needing our help and their families have a way to connect with Age Concern Auckland and request help easily.

During lockdown our Asian Services team and volunteers have provided one-on-one tutorials to teach older Chinese people how to online shop at a specialty grocery store. They have also been delivering health promotion activities online and sharing exercise videos, COVID-19 information and translated information about the services and support their team provides online and via WeChat.



Delivering rice and noodles donated by the community during level 3 lockdown.

THE IMPORTANCE OF A MEANINGFUL FUNERAL

Funeral services have always been a part of life. Until 2020 that is. When Covid hit, suddenly funerals were not allowed and it was hard. Many people lost loved ones, some were prepared for the loss, for others it was unexpected. Either way, our primal need to grieve and engage in the ritual of a funeral was denied. The effects of this situation are now being seen across the country, and indeed across the world.

The human race have held funerals since the beginning of time and they play an extremely important role in the grief journey. They allow us to face the reality of our loss, support family and friends and to be supported by them, express our feelings and emotions and to begin the transition to a life without our loved one.

Now, more than ever, we are realising the importance of a funeral for those left behind. Pre-planning your funeral can bring comfort and peace of mind to your and to your family. It also ensures that you get the goodbye you wanted.

Pre planning is free and at Davis Funerals, we make it as simple as possible. Contact us today and one of our professional, experienced funeral directors can guide you in creating the perfect send off. You can call us on 638 9026, email office@davisfunerals.co.nz or call in to any of our five branches across Auckland.



Social Connections Update

As soon as Auckland went into lockdown our Social Connections Service reactivated our Emergency Response Service to ensure that older people were able to access the practical assistance and social connections support, they needed. Since then, this team has regularly supported over 300 older people across Auckland with food shopping, coordinating emergency food parcels or other emergency support required, delivery of medication or regular welfare calls for older people experiencing loneliness and anxiety.

Highlights Over Recent Months

This is Brian with his groceries delivered by Social Connections team member Diane. Brian lives alone on a farm with no easy access to a supermarket and no way to shop online. In October we received a call from Brian's worried neighbour, who lives on the other side of the Auckland/Waikato border so couldn't check on him. He was concerned that Brian needed groceries and was eating mostly eggs from his turkeys. A phone call to Brian confirmed this and so we went and got the essentials he needed and Diane dropped them off. Brian thanked Diane with flowers from his farm. Diane asked Brian if he'd like a volunteer visitor but he replied he has his 3 cows for company and his flowers and they were all he needed!



Since it's been possible to meet outside when vaccinated, masked and social distancing, some of our volunteers have met with their clients safely.



about her garden, so it was a great way for Kathy to support Britt.

In this photo volunteer Kathy is helping her client Britt do some much needed gardening. Britt was desperate for some in person interaction and had started worrying

This is a photo from volunteer Geoff's first visit with Natalie. Geoff and Natalie were matched for visits in August just before lockdown but only met in early November for the first time. Geoff is standing by the ranch slider into Natalie's living room but his dog, Barry, had other ideas and bounded over to Natalie. Natalie loves dogs but has decided not to have another one as she's 95 now. Natalie is excited she'll get to see Barry each visit also.



In recent months some of our volunteers have celebrated birthdays outside with their clients. Above volunteer Caroline celebrated Grahame's 90th birthday in October in his garden.

And left, Volunteer Sandy dropped around a special cake for Eric on his 88th Birthday and they celebrated together in his driveway.

Pat Is Just AWESSOM!

Pat approached our Social Connections Coordinator Diane at the start of the year to see how she could help as a volunteer on the AWESSOM Project that Diane is managing. Pat wanted to help but was also looking for social connections to help rebuild her confidence after a number of changes occurred in her life during the first lockdown in 2020. One of the groups that Diane connected her with was the Knitting & Conversation group run by the Howick Library. This is an informal group where anyone can go along and join in with their knitting, or just go for a chat over a coffee and biscuits. Pat really

enjoyed it and was inspired to get her needles out and says "I started the August lockdown knitting for the library group. They have several lovely charities they donate to. Unfortunately, by the time they reach their destination, the weather may be a bit warm for hoodies, but they will keep for next winter". Here are some photos of Pat's gorgeous knitting:



Volunteer Feedback

Note from our volunteer Mandy.

"My client is bedridden. I try and video call her on What's App if we can't meet face to face as she loves to connect and see your face. I'm trying to go out and video call her from lovely places so she can see the beach and the community as she can't get out. Recently, we went window shopping in Mairangi Bay as she used to work there. When things open up, I will video call her from the Art Centre and other places so she can see what's going on in the world." Thank you, Mandy for being so creative in the way you support your client.

We received this beautiful feedback from Constanza:

"Next month will be the first anniversary since I met Joy. And if I think about why I decided to volunteer with Age Concern Auckland, I would say that I was willing to help the older and more vulnerable people not to feel lonely and isolated, at least while I was sharing my time with them. But now, a year later, I can say without a doubt that Joy has given me so much more than what I have given her. In Joy I found a real friend, an amazing listener and someone who always cares about me and my family. We both had to go through very rough times this year but having each other's company every week made me feel hopeful and happy. So if someone asks me about Age Concern



Auckland today, I would say that it is a wonderful group of people caring not only for the eldest but also for the whole community, encouraging people to help other people in the most unpredictable ways."

Another one of our volunteer visitors shared this, "I love visiting my client we are a perfect match. I print jokes I find on the internet for her, and we always have a laugh and a cuppa while we natter. I have taken small bunches of flowers from our garden and a sweet treat now and again. She has appreciated both. She's sharp as a tack mentally. She loves dogs and speaks fondly of her own who passed away at 18. She agreed to meet one of my small dogs, Lily, and they got on extremely well. They quickly became friends. I think the muffin she fed Lily despite my protests, played a big part in the initial bonding. My client loves music and I found a CD of NZ favourites called '10 Guitars', which she plays often and we sing along together. Thanks again for your support, I know she appreciates the fact that someone cares."

Thanks to our wonderful volunteers

Our heartfelt thanks to all of our wonderful volunteers who have supported their clients and our services during the very difficult last few months. You are incredible and we can't thank you enough for everything you do to support those older people we work with.

Are you keen to volunteer?

We are always looking for new volunteers, so if you have an hour or two spare and want to give back to your community, why not become a volunteer for Age Concern Auckland. Volunteers can support our work a number of ways:

- Regular visiting and companionship
- Administration support (data entry, reception cover, mailing, newsletter delivery, etc)
- Education support (hosting, facilitating, running workshops)
- Practical tasks (handypersons, technology support, gardening, etc)

If you want to discuss the opportunities further, please contact Emah Butler, our Volunteer Coordinator on emahb@acns.co.nz or 09 279 4332.

Please note it is a requirement that all our volunteers are fully vaccinated for COVID-19 and are Police vetted.

Our Advice for coping with the uncertainty COVID-19 has brought

- Find a rhythm and stick to routines. It is hard when days blend together; but create differentiation between day/evening, week/weekend and find goals to work towards.
 - Try not to focus too heavily on updates, ignore the news for a few days; the constant updates can be depressing, especially as we get used to high case numbers now that we are not so focused on elimination.
 - Give yourself a break and allow yourself to feel uncertain or anxious but remember that we've done it before in previous lockdowns and in previous global pandemics.
 - Keep in touch with people. If you have a tablet, laptop or smartphone then skype with family and friends, seeing someone you care about on screen is very uplifting.
 - For those people who aren't digitally savvy,
- make sure you are phoning friends and loved ones regularly. Or call a friend or relative you haven't spoken to for a while, we guarantee you will love catching up on each others news!
 - If hearing is an issue, then write a letter to someone or drop a note into a friend's letterbox it shows you care and is a great way to feel more connected to people you are missing.
 - Celebrate small things, like a sunny day or flowers, it's easy to become caught up in negatives and not focus on positives.
 - Make the effort to get outdoors, or get some exercise, do something to take your mind off it all and get lost in what you are doing.
 - Do something you enjoy – reading, listening to music, a creative hobby, this can help take your mind off your loneliness.

- People have a life-long capacity for learning and development, so learn something new. Is there a language you always wanted to learn, or craft you wanted to take up, a type of cuisine you want to learn to cook?

Seize the moment!

It's also important to remember that resilience is different for different people, some people cope really well on their own, others not so much, so it's very important to recognise what you need and don't be afraid to reach out for support. Reach out to someone you know. Or call Age Concern Auckland on 820 0184 and ask how we might be able to help, we have different services and may well be able to help you or link you into someone that can. We are resilient when we feel we have support we can rely on, so it is really important to know who to contact when we need to.



"We don't own one of those fancy vibrating chairs, so we put all our phones on vibrate and put them behind his back, then we call them."

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Growing diversity in retirement villages - an article from Retirement Villages Assn.

Traditionally, retirement village residents have tended to be mostly pakeha and come from a fairly standard background. We're often asked what we're doing to encourage older people from other ethnic backgrounds to move in, and for a long time, the answer was "not very much". However, more recently that's started to change, so we asked our writer Janet Brown to investigate.

By Janet Brown, Head and Heart Ltd

I'm talking with a group of Chinese residents at Summerset at Heritage Park when it becomes clear that it all started with Heidi's housewarming party. Heidi Ng and her husband moved to effects of his Parkinson's Disease. Heidi invited about forty of their friends to come and celebrate their new home, and that party sparked a chain reaction that's still continuing.

Village managers often say that it's quite common for each new resident to trigger one or two inquiries from their friends and family. In this case, Heidi and her husband are Chinese, as are many of their friends. And that party has led, in just over a year, to fifteen apartments (and counting!) in Heritage Park's new Heritage Apartment Building being occupied by other Chinese residents. Heritage Park Village Manager Leticia Chuck believes this trend is likely to continue, "The village is really a reflection of the wider Auckland community."

Heidi picks up the story and explains how it started. "We looked at several villages, then the first time I walked in here I felt the warmth, the welcome. But when I told people we were moving to a retirement village, they often said "Poor you!", so I had a party to show them how lovely it was." She doesn't mind not getting capital gains because of the support and activities retirement village living offers. That view has been strengthened by the marked improvement in her husband's wellbeing and enjoyment of life since they moved in. Everyone in the group nods and agrees.

About the same time, Graham and Janet moved in. Graham is New Zealand born, an accountant who's still working, and doesn't speak either Cantonese or Mandarin, and Janet came to New Zealand from Hong Kong aged



nine. She speaks Cantonese, and before they moved in mostly did so with her mother in her nineties; now she has a group of neighbours to talk with in Cantonese. Janet had looked at a number of retirement villages and brought Graham to look at Heritage Park; he knew the area and liked the lake views, so they put a deposit down on their three-bedroom apartment.

Raymond Sun was the first party-goer to act: "After the party I picked up some fliers on the way out, and started looking at villages." He settled quickly on Heritage Park, and next thing his friend Sylvia was keen as well. Others were interested too: Kitty, Jenny and May from Raymond's tai chi class, and Heidi's friends from Eastern Howick Baptist Church. All have now moved in, as well as others. They all appreciate the amenities, each enjoying different aspects. Raymond enjoys getting to know non-Chinese residents at happy hour, and encourages others to come: "Everyone should go to happy hour, it helps you know what's going on and it's great for getting to know people." Chinese New Year became a village-wide celebration, enthusiastically supported by residents, who watched Raymond demonstrate the art of the traditional tea ceremony, while Heidi introduced them to Chinese calligraphy.

Living on two floors of the same apartment block, it's easy to pop in to catch up – Heidi laughs about how they walk barefoot from apartment to apartment: "We don't even need to put our shoes on to go and see each other!" Raymond adds, "Every day, people are ringing my doorbell. In Howick, that didn't happen."

But the group is at pains to tell me that the disadvantages of a village are heavily outweighed by what they've gained. Graham's final comment, as he leaves to go to work, is "Everyone is very friendly here." Heidi sums it up: "I know, if anything goes wrong, I'm already in a safe place with my friends around me."

But for now, they're all enjoying life in their new apartments and community. Heidi has the last word on this too: "Every day it's like having a holiday together on a cruise!"

Ambrosia

Creamy, fruity goodness with the texture and sweetness of marshmallows throughout. Ambrosia is a lovely treat.

Ingredients	2 Serves	4 Serves
Flavoured or plain yoghurt	250ml	500ml
Banana (medium ripe)	1 large	2 large
Berries (fresh or frozen)	¼ cup	½ cup
Marshmallows	2 T	4 T

Method

1. Place yoghurt into mixing bowl.
2. Cut banana into small pieces and add to bowl along with berries.
3. Chop nuts roughly and add to bowl. Add marshmallows.
4. Stir mixture until just combined.

Serving suggestion: serve in individual bowls or in a small brandy basket.



Variations:

- Other fruit can be added e.g. pineapple, apricot, peach, plum, orange, kiwifruit etc.
- Use as a topping or filling for a sponge cake.
- You can add in a cup of cream if you prefer a richer dessert. www.seniorchef.co.nz



Hear 4U Ltd
Audiology at Your Place

– Lisa Greene

I started Hear 4U Ltd in 2020 providing 'in home' Audiology services. My service is available to people in West and Northwest Auckland. Many people I see don't have easy access to clinics. I help, for example, people who don't drive and hate to bother others for transport, people who find getting out difficult and exhausting, and people living in residential care facilities.

Some people contact me because they need hearing aids for the first time, and others need their hearing and hearing aids checked or want ongoing help maintaining their hearing aids.

It saddens me knowing many people stop using their hearing aids because they can't access the help they need. My satisfaction comes from fixing this problem and enabling people to consistently enjoy the benefits of better hearing.

For more information visit www.hear4u.nz or you can contact Lisa at 0800 119 510, or email lisa@hear4u.co.nz

editorial supplied by Hear 4U Ltd



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Looking Back: Six o'clock swill' begins - 2 December 1917



6 o'clock closing poster, 1948
(Alexander Turnbull Library, Eph-C-ALCOHOL-ours-1948-03)

Six p.m. closing of pubs was introduced as a temporary wartime measure. It ushered in what became known as the 'six o'clock swill', in which patrons drank their fill before closing time. The practice was to last for 50 years.

Since the 1880s a campaign for the prohibition of alcohol had developed into a powerful mass movement. During the First World War its supporters promoted sobriety as a patriotic duty, and in 1915 and 1916 nearly 160,000 New Zealanders signed petitions calling for six o'clock closing. The government agreed to restrict opening hours to increase the efficiency of the workforce. In 1918 six o'clock closing was made permanent.

The liquor trade offered surprisingly little resistance. Its members felt that reducing opening hours had 'drawn some of the sting out of the wider Prohibition movement'; it was certainly preferable to a total ban. In referenda held in April 1919 and alongside

Zealand's binge-drinking culture has been blamed on the fact that six o'clock closing taught generations of men to drink as fast as possible.

Six o'clock closing was decisively endorsed in a referendum in 1949. The first signs of a change in attitude came in the 1960s, when the expanding restaurant industry questioned laws that made it difficult to sell alcohol with meals. People who enjoyed socialising at the local sports club or RSA also sought a change in opening hours. As more tourists came to New Zealand with the advent of jet air travel, early closing was increasingly seen as an outdated concept.

In 1966 the Licensing Control Commission stated that uniform hours of sale were 'neither equitable, enforceable, nor in the public interest'. In another national referendum in September 1967, nearly 64% of voters supported later closing.

<https://nzhistory.govt.nz/>

Film Review: Blow Up by Michelangelo Antonioni

This was the year my world and the horizons beyond opened up in front of me. That is when the dream of going to art school became a reality. The Auckland University School of Fine Arts (Elam) was my creative home for the next four years. So much was happening in the cultural sphere – music, performance, art, theatre, fashion, politics, and film.

Within the cultural film bubble in 1966 was the English film **'Blow Up'** by the Italian Director Michelangelo Antonioni. Actually, it was also the year of other wonderful English films like **'The Knack: and How To Get It'** and **'Morgan: A Suitable Case for Treatment'** which altogether were part and parcel of the unfolding English cultural landscape, that was epitomised by groups like The Beatles and The Rolling Stones. The English art schools in the 1960's were going through cultural transformations with a new generation of artists like David Hockney, Allen Jones, Patrick Caulfield, Alan Davie et al appearing out of the haze and into bright crystalline spheres of creative excellence. Magical and unbelievable!

Blow Up encapsulated so much of that cultural era in England, particularly London and Liverpool, with transformative events taking place, seemingly on a daily basis. A mystery thriller, it was set in London, and the lead role was played by David Hemmings, whose character was based on the fashionable English photographer David Bailey. Vanessa Redgrave played a major role, and the film also featured Sarah Miles. The dialogue was by the English playwright Edward Bond, and 'The Yardbirds' – one of my favourite blues/rock groups of the time – featured in the film as well. You wrap all those people up together and you step into a melange of superb cultural food and exquisite taste.

To use an expression of the time *'I was blown away'* by the film. It struck a nerve of contemporaneity, and sent colour rays exploding into my universe. I felt like I was privileged to be in an otherworldly art school, transported to London, standing in the club with The Yardbirds, breathing in the cultural and aesthetic air. I was floating on it! The film's script led to an unresolved ending, and posed a number of unanswered questions. However, that seemed utterly consistent with the tenor of the times, its movable feast, and in one sense, among many others, its immateriality.

David Mealing

Staying Safe

a refresher course for older drivers

This **FREE** classroom based course will help you re-familiarise yourself with traffic rules and safe driving practices. It will also increase your knowledge about other transport options and help you remain independent for longer.

To register your interest in attending, please phone Age Concern Auckland on: 09 820 0184 or email ageconcern@ageconak.org.nz Your details will be placed on a waiting list and you will be contacted once a course is available and offered priority booking.

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Health Promotion Upcoming Workshops

Introduction to ‘Facebook’ Workshop
Many people use Facebook to stay socially connected with friends and family in NZ and overseas and it’s become ever more useful in recent times. This free 2.5 hour Workshop provides the opportunity to learn how to create a Facebook profile and the basics of using Facebook on your devices (e.g; mobile phone, laptop, tablet/iPad). Learn step by step how to create your own Facebook profile and how to video call/chat with friends and family via Facebook Messenger. We will also discuss how to stay safe whilst using Facebook and how to protect your privacy. Please bring your device fully charged.

Introduction to ‘Zoom’ Workshop
During recent lockdowns, we have seen a large increase in the use of ‘Zoom’ by people for both work and as a great way to stay socially connected. It’s particularly useful for groups of people to meet together online at the same time (for family catch ups or meetings). This free 2.5 hour Workshop will introduce you to Zoom – explaining how to access it and use it for basic purposes, with tips, tricks and advice on Zoom etiquette. We will also show you how to set up your own Zoom account and arrange a meeting (if required). Bring your own device (e.g. mobile phone, laptop, tablet/iPad) and we will work together in a small group to help get you using Zoom confidently. Please bring your device fully charged.

Massey University

- Call for research advisory group participants

What influences allied health practitioner’s decision-making when asking older adults about alcohol use? Exploring older adults’ views to improve understanding and practice.

Lee Henley is a student in her 50s at Massey University undertaking a Doctor of Philosophy degree. Lee is researching what influences allied health care workers to ask some older adults about their alcohol use.

Lee is seeking to recruit two groups of older people

aged 65 and over to participate in a series of three focus group discussions. If you have lived experience of using alcohol support services or allied health services (e.g., social workers, occupational therapist, dietician etc.) for health and wellbeing issues or have supported a significant other who uses these services, Lee would be interested to hear from you. All discussions will take place online.

If you are interested in knowing more about this opportunity, please email Lee at: lee.the.hen@gmail.com for further information.

Positive Steps Falls Prevention
Dates: Weekly on Thursday’s from 3rd – 24th February 2022.
Location: Dunkirk Road Activity Centre, 50 Dunkirk Road, Panmure

Positive Steps is a Falls Prevention programme held over four consecutive weeks, with a follow up three months later. Week one is 10am – 1pm and weeks two, three and four, as well as the follow up session are 10.00am – 12.30pm.

It is a programme for older people to help retain independence and maintain health and wellbeing. Provides a range of information to help reduce the risk of falling and introduces a gentle strength and balance exercise programme.

Registration is essential as spaces are limited. You must be able to attend all five weeks to register.

If you would like to attend any of these workshops in 2022, please register your interest to attend and you will be contacted once the date & venue have been arranged.

Phone: 820 0184
email: ageconcern@ageconak.org.nz

Donations are gratefully received to help cover the cost of refreshments and activities.

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

Age Concern Auckland is charity and relies on the generosity of our community to raise 40% of the funding required to deliver our essential services and support. Any bequest left to us, no matter how small or large, has a lasting impact, and helps ensure that we can continue supporting all those older people needing our help.

A bequest to Age Concern Auckland allows you to leave a lasting legacy long after you’re gone. It is the ultimate act of kindness and caring you can show towards your community.

Leaving a bequest is easy. After taking care of your loved ones, the simplest way to leave a gift in your will to Age Concern Auckland is to speak with your solicitor. He or she can ensure that your estate is distributed in a way that honours your wishes.

To leave a bequest to Age Concern Auckland, we recommend this wording: “I give Age Concern Auckland Incorporated the sum of \$XXX (or the residue of my estate, or a percentage of my estate) for its general purposes. I declare that the official receipt of Age Concern Auckland will be sufficient receipt and discharge for my trustees.”

If you would like to leave us a bequest in your will, these are the official details you will need:

Legal Charity Name:
Age Concern Auckland Incorporated
Charity Registration Number: CC25023

If you would like to talk to us further about leaving a bequest to Age Concern Auckland and the difference it will make please contact Alexis Sawyers on 09 972 0092.

Please also let us know if you are making a bequest so we can personally thank you. Our special thanks to all those who have remembered us in their will.

Become a Member Supporter

For just **\$20.00** per year you can become a member of Age Concern Auckland and be part of an organisation working to empower older people in the Auckland community.

As a member you will receive:

- A copy of the quarterly newsletter
- Invitations to events
- Access to information and resources available at our office

☐ Sign me up to be a new member
☐ I am an existing member

Mr ☐ **Mrs** ☐ **Ms** ☐ **Dr** ☐ **Other** _____

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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.*

☐ **Payment by Debit/Credit Card**

☐ **Online Banking/Direct Payment:**
Account: 12-3011-0755744-00
Ref 1: Renewal Ref 2: Your surname

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

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

If you would like information on making a donation or bequest to Age Concern Auckland or if you are unsure if your membership is current phone 820 0184.

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 the 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 60 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 40 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
- B.H. & S.W. Picot Charitable Trust
- COGS
- Community Capability and Resilience Fund
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- Papakura Local Board
- Ted & Mollie Carr Endowment Fund
- The Trusts Community Foundation

- Transdev Auckland
- Your West Support Fund

We'd also like to thank all our individual donors for their support and all our wonderful volunteers, who collectively give more than 550 hours every single week.

Make a donation today to support our essential work

You can make one-off or regular donations

- **Online** at www.ageconcernauckland.org.nz
- **Bank Deposit:**
Account Number 12-3011-0755744-00
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Ref 2 – Surname and Initials
- Over the **phone** by calling us on 09 820 0184
- **In person** at our:
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57 Rosebank Road, Avondale
Milford Office
177B Shakespeare Road, Milford
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PO Box 19542, Avondale, Auckland, 1746

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