

**AUTUMN 2022 QUARTERLY NEWSLETTER**  
[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)



# Age Concern Auckland Central & West Edition

*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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## 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, Japanese and Korean and that we provide culturally and linguistically appropriate support. We give talks to Chinese, Japanese 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.



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**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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*Many thanks*

After doing some DIY projects around the house, I have a new motto: Do your best to do things right the first few times.

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## CEO UPDATE



The world seems a very strange place as I sit down to write this. The daily cases of COVID-19 in New Zealand are over 14,000 a day. It can seem as if the spectre of COVID will never leave. I know that for many of you, times have been tough over the past 18-months or so, but things will get better, and we will return to a greater sense of normality in the future. We also must remember that, as hard as it has been on some of us, as a community of five million, we have fared far better than most. Keeping our borders shut for as long as we did and the amazing commitment of so many New Zealanders to go out and get their vaccine and their booster, has given us an added layer of protection that most countries have not had. However, we are not out of the woods yet and we need to stay vigilant and support one another for a bit longer yet.

Above everything else, as much as we might be tired of hearing about vaccines or may have our own views on mandates, what we do know is that they work and that they are the best defense against viruses such as COVID-19. As we move towards the winter months though, we will need to be conscious of the potential impact of the influenza virus. As much as we've lived with flu, we must remember that we have been protected from any new strains as our borders have been largely shut. We have missed out on two whole flu seasons, but with our borders reopening, there is a heightened risk of new flu strains arriving in New Zealand. With all the excitement and focus on COVID-19, we can easily forget that flu can be unpleasant and for some potentially fatal. So, one more call to the breach, please as soon as its available, get down to your GP or local pharmacy and get your flu jab.

Also remember Age Concern Auckland is here to support all those older people who need help, be it because of needing to enter self-isolation or for any other reason, so get in touch if you need us.

Our one big challenge currently is volunteers. Sadly, we have seen a number of volunteers leave our Visiting Service due to our policy of mandatory vaccination. As an organisation providing critical support, we are covered by the Government's Health

Order and therefore had to implement the mandate, but moreover, it is simply a sensible thing to do. Our number one priority has always been to ensure that everyone is safe, including those older people we support, our staff and our volunteers. If you, or anyone you know may be interested in volunteering please contact us, we'd love to hear from you.

Away from our COVID response, life goes on as normal as possible here at Age Concern. Our offices in Avondale and Milford remain open and excitingly, I can announce that we have just opened a new office in Manukau. Our old office in South Auckland was in an out of the way location, so we have moved into Friendship House, located right next to the Westfield Mall in Manukau and across the square from the library and council offices. We hope that being here will help us better serve our members and those we support in South Auckland.

Our support in terms of funding has been severely impacted by COVID, with many of our traditional funders simply not having the funds to maintain their support, which makes your continued support even more important than ever. Thank you to each and every one of you.

Finally, and as ever, take care, stay safe and look after yourselves and those around you.

*Kevin Lamb* CEO Age Concern Auckland

# Kiwi Tech

[www.tech.kiwi.nz](http://www.tech.kiwi.nz)

If you have issues with your computers or devices, or would like some tutoring, call or email Alastair at Kiwi Tech

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email: [help@tech.kiwi.nz](mailto:help@tech.kiwi.nz)

## Chair's report

I hope you have all had a wonderful summer and enjoyed the long dry days, I know I have. I feel fortunate that we live in such a beautiful city surrounded by gorgeous beaches and forest. I also hope you have all kept safe and have been able to stay connected to your loved ones. It's been a very difficult six months for Aucklanders as we try and navigate our way through COVID-19 and this continues to be the case presently with very high daily case numbers. I hope you have the support you need, but please remember if you do need extra support reach out to your local Age Concern Auckland office to see how we can help.

As you know, at Age Concern Auckland we are always looking at ways we can enhance the services and support we provide. As part of this our Asian Services Team has recently welcomed a Japanese Service Coordinator, Fumio Togashi, who will deliver services and support to Japanese older people. You can read more about Fumio later in the newsletter in our Asian Services Update. With the addition of Fumio to our team Age Concern Auckland can now deliver support and services in Mandarin, Cantonese, Korean, Japanese and English.

Outside of Age Concern Auckland, in February Hon Dr Ayesha Verrall, Minister for Seniors, announced the appointment of New Zealand's very first Aged Care Commissioner, Carolyn Cooper, who most recently headed up BUPA. The role of the Aged Care Commissioner is to champion the rights of our most vulnerable older people and lead systematic change in the Aged Care sector. Ms Cooper comes to the role with over 40 years of experience across health systems in both New Zealand and Australia. I look forward to seeing the change this incredibly valuable and needed Commissioner role brings to our Aged Care Sector.

I'm conscious that COVID-19 has brought increased isolation to many older people in our community, with it being difficult to join in community activities and many favourite groups and activities either cancelled or moved online, which can be a barrier to participating. Age Concern Auckland continues to offer our Visiting Service, so if you are feeling isolated and lonely and in need of friendship, please do reach out and discuss whether a volunteer visitor would suit you.



I'd also like to remind you that we have free copies of Eldernet's "Where from here He ara whakamua" handbook, available for you at our offices. The handbook has essential information for seniors including looking after your mental and physical wellbeing, getting help at home, how to care for carers, setting up Enduring Power of Attorney, accessing financial assistance and staying safe from scams. It also lists all residential homes in the region and specifies the level of care each one provides, and highlights home help providers and day programmes across Auckland. If you are interested in getting a copy, as well as being available from our offices, the handbook can also be picked up free from many local libraries, RSAs and Citizen Advice Bureaus or you can call Eldernet on 0800 162 706 to request a copy.

As I close once again, please remember to get in touch if you need our help. Enjoy the next few months as we head into Winter and stay safe and well.

*Victoria Walker* Chair, Age Concern Auckland.



**They showed you nothing but love.  
Let us help you show a little back.**

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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## First Aged Care Commissioner Appointed



The Government has appointed Carolyn Cooper as the inaugural Aged Care Commissioner, to lead much needed systematic change in the sector, Minister for Seniors and Associate Minister of Health Dr Ayesha Verrall announced in February 2022.

"All New Zealanders need to be able to access safe and quality health care. Our country has an ageing population and we expect demand for aged care services to increase," Dr Ayesha Verrall said.

"There are many positive stories from older New Zealanders who use aged care services, however there are times when the care falls short.

"Several reports have identified issues in aged care services, ranging from the complexity of the complaints process, to people fearing repercussions if they raise issues, and the lack of visibility around services provided by home and community support providers.

"I'm pleased to appoint Ms Cooper as the Aged Care Commissioner to champion the rights of our most vulnerable. Ms Cooper has over 40 years of experience across health systems in both New Zealand and Australia - starting her career as a registered general and obstetric nurse. Over the years, she's had governance, executive and clinical leadership roles across District Health Boards, aged care, rehabilitation and quality and risk management.

"The current system to ensure quality and safety in the sector is fragmented, and it can be complicated

navigating services to get help. This disconnect has made it difficult for those who want to make a complaint about aged care to speak up, be heard, and receive a timely response.

"The Aged Care Commissioner is an important watchdog role to protect older New Zealanders and the appointment delivers on our manifesto commitment.

"Ms Cooper has a deep understanding of the needs of those using aged care services and will use her skills and experience to drive change across the sector. She will be able to make sure the care being provided is consistent and culturally appropriate for all older New Zealanders, including Māori and Pacific people.

"Ms Cooper has been appointed for a five-year term and will take up her role in March 2022," Dr Ayesha Verrall said.

The Aged Care Commissioner will report through the Health and Disability Commissioner.

<https://officeforseniors.govt.nz/latest-news/>

### Our Very Special Thanks to Foundation North

We would like to acknowledge the incredible support that Foundation North gives to Age Concern Auckland. In December Foundation North granted \$180,000 to us, to help us deliver our services across Auckland. This makes Foundation North our largest Philanthropic funder and we are incredibly grateful for their amazing support. Their funding is applied to core staff and operational costs, ensuring we can be there for all the people needing our support. Thank you from the bottom of our hearts for this vital funding, it truly is helping us make a difference in the community.



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Our skilled team of trained staff are committed to providing quality in-home healthcare support.

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[homehealthcare.org.nz/auckland](http://homehealthcare.org.nz/auckland)

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supporting independence | *Kia Tūmanakotia*



# Home Healthcare

AUCKLAND



## Grandparents raising grand-children in retirement villages



Isobel Harris-Clark grew up in Summerset by the Ranges, Levin, from two till she went to Otago University. Her grandmother, Gwyneth Harris, had raised six children,

and nurtured Isobel in the village within the same frameworks – love, routines, expectations and lots of activities.

Isobel was part of village life, becoming the Christmas fairy and the Easter bunny’s helper. The mini-golf course was a drawcard for friends, as were the grounds. “We could practice gymnastics on the lawn – I had a bigger backyard than anyone else! Growing up in a retirement village was my normal, and we made it work.”

Milly French, aged ten, spends every second weekend and much of her school holidays with her grandmother Carol and step-grandfather Dennis Thornbury in Northbridge Residential Village on Auckland’s North Shore. Carol says their neighbours “treat her like a friend, they look forward to seeing her. Northbridge is informal and unfussy, so it’s easy to have her here. It’s her second home, and she feels safe.”

Milly agrees. “I love seeing all the lovely people here. And it’s really fun in the pool. I like the way Granny has a rubbish chute so we don’t have to do the bins. At Christmas people decorate their doors and railings, and Ross, who delivers the mail, puts tinsel on his mobility scooter basket.” Going to village functions has given Milly confidence; Carol says “Being part of an adult community makes her feel grown up, it’s been very good for her.”

While these arrangements are relatively uncommon, with goodwill on all sides they can work well for the families concerned and for other residents. Isobel and Milly are living proof that it can indeed take a village – even a retirement village – to raise a child.

To read more about this remarkable story, visit Retirement Life website - <https://www.retirementlife.co.nz/grandparents-in-retirement-villages>

As we close in on the new financial new year, we along with most other businesses experience increasing costs from all of our suppliers.

Anyone who does an odd job around the house will know that framing timber, most plywood, gip and a lot of other basic building materials are difficult to source.

At Just Funerals we have been working ‘behind the doors’ to see how we can keep our pricing down without compromising quality, but the time has come that we have to pass on increased costs to families.

Some of our coffins have increased by over 40% since ‘Covid’ and the issues surrounding this. Cremation and Council Costs have increased considerably since our last price increase. All of our other suppliers have increased their costs and we have, regrettably had to increase our prices.

We are still Auckland’s leading affordable funeral home where we do not compromise on the service we provide, whilst keep funerals traditional and affordable.

With ever increasing costs of living, we suggest that our readers do search around for the best prices and take a moment to reflect, as sometimes the best prices in any items do not represent the best value.

As always our funeral home is staffed 9.00am – 5.00pm Monday to Friday, but due to the ongoing spread of Winter colds etc, we ask that you phone ahead to make an appointment to see us in person.



editorial supplied by Just Funerals



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Preferred Crematorium  
Cremation Fee,  
1 Death Certificate

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\*\* There can be extra costs depending on unique circumstances

## AGEING WELL PROGRAMME

The following three Presentations are available to Seniors Groups who have a guest speaking slot or to Retirement Villages.

Timings can be tailored to suit and can be delivered **in person** to your Group or Village residents (speaker fully vaccinated) or **online** (Zoom or Webinar format). In person Presentations are provided free of charge but a koha towards travelling expenses would be greatly appreciated.

**To arrange a Presentation, please phone: (09) 972 3256 or email: ellier@ageconak.org.nz**

**Steady Steps:** A one hour presentation that introduces facts about slips, trips and falls, their likely causes and provides information on easy strategies to reduce the risk of falling – thereby

helping you to maintain your independence.

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

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

The following Health Promotion activities are available free of charge to older persons living independently in Central and West Auckland communities.

Multiple dates and venues will be arranged throughout the year as funding becomes available. Donations will be gratefully received to help cover the cost of refreshments. Please note that these activities can only take place once we are back at the **ORANGE** or **GREEN** traffic lights or once all COVID-19 restrictions have been lifted.

**To register your interest for any of these activities, please phone: (09) 820 0184 or email: ageconcern@ageconak.org.nz**

Your name will be placed on a waiting list against each activity and you will then be contacted for priority booking once dates/times known.

**Ageing Mindfully:** This 2.5 hour workshop aims to support older people who live in the present moment cope better with ageing and the challenges that come with ageing, and reduce stress, anxiety and depression. We also would like to help participants experience the benefits of mindfulness, such as better sleep and memory.

**Down But Not Out:** This 2.5 hour workshop will raise your awareness and understanding of depression and help you to recognize the differences between the 'blues' and 'depression'. There will be suggestions for coping and you will also learn how and where to seek help. We will also explore how to have a flourishing life in our later years. This workshop is aimed at those seeking information for themselves or for people they care about.

Participants can be assured of a confidential, non-threatening and supportive environment.

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

**Improving Sleep:** This 2.5 hour workshop is designed for those who suffer from not having enough sleep and/or good quality sleep. We explore the structure of sleep and its impact on our health and you will be provided with positive strategies and suggestions for improving your hours of quality sleep.

**Staying Safe for Mature Road Users:** A 3 hour classroom-based refresher workshop for Senior drivers (with morning tea included). Using information and resources provided by the New Zealand Transport Agency, the workshop aims to fine tune your safe driving knowledge, increase your knowledge of road code changes and outline other transport options available to help Seniors remain mobile. The session is relaxed and informative and you will not be tested.

**Introduction to Facebook:** Would you like to be more socially connected with friends and family in NZ

and overseas? This 2.5 hour workshop will introduce you to 'Facebook' – explaining how to use it and how to protect yourself when using it. Bring your own device (e.g. cell phone, laptop, tablets/iPad) and we will work together in a small group to help get your 'Facebook' account set up safely. It will include a focus on 'Facebook Messenger' which allows for direct messaging and video calling to individuals. Please bring your device fully charged and with instruction booklets if available.

**Introduction to Zoom:** We have seen a huge 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 up's or meetings). This 2.5 hour workshop will introduce you to Zoom – explaining how to access it and use it for basic purposes. Bring your own device (e.g. cell phone, laptop, tablets/iPad) and we will work together in a small group to help get you using Zoom confidently. Please bring your device fully charged and with instruction booklets if available.

**Advance Care Planning:** Advance Care Planning is a way to help you think about, talk about and share your thoughts and wishes about your future health care. Now is the best time to consider taking part in Advance Care Planning conversations before a possible serious illness. Planning will help you and those around you understand what is important to you and what treatment and care you would like. Join us at our 2.5 hour seminar where our expert guest speaker will help you understand what an Advance Care Plan is and how to set one up.

**Enduring Power of Attorney and Wills:** Who will manage your affairs if you are no longer able to? Have you caught up with the changes made to the Power of Attorney legislation which may affect you and your family? Come along to this 2.5 hour seminar and find out from our expert guest speaker about Enduring Powers of Attorney and learn about what you need to think about to create and/or review a Will.

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

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](http://www.hear4u.nz) or you can contact Lisa at 0800 119 510, or email [lisa@hear4u.co.nz](mailto:lisa@hear4u.co.nz)

*editorial supplied by Hear 4U Ltd*



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**COMPLETE HEARING CARE AT HOME**  
**FIRST VISITS ARE FREE**

## Looking Back:

### 17 April 1880: The first inter-city brass band competition

Brass bands have had a long history in New Zealand, dating back to the 1840s, where the British 58th and 65th Regiments played in Auckland and Wellington respectively. Their concerts were good publicity for the soldiers, who had a terrible reputation for drinking and debauchery. During the wars of the 1860s up to 11 British regimental bands played for parades, horticultural shows and balls, generating a nationwide interest in brass band music.

After the wars, the military-based bands were replaced with bands from various community organisations, unions, religions and the temperance movement. It was not long before almost every town and borough had brass band to play and parade on special occasions. Māori communities and groups also readily adopted the brass band movement, hiring experienced musicians to teach them and forming brass bands all over the country.

This increasing interest led to the first inter-city brass band competition in New Zealand on April 17th 1880. Held in the Christchurch Drill Hall, six bands from around the country competed for the inaugural title. The crowd of 2500 chose the winner – the Invercargill Garrison Band, which went on to win a number of the

following competitions through the 1880s, competing mainly with the Oamaru Garrison Band. In the later 1890s the Wellington and Wanganui Garrison Bands came into the fore, winning many of the national titles.

Throughout this 'golden age' of brass bands from 1880 to the early 1900s, band rotundas were erected in almost every town in New Zealand, to house concerts and shows from the various community bands. The bands were involved with almost every facet of life, playing at sports events, racing meetings and regattas, as well as parades on public holidays, religious days, reunions and exhibitions. It was not only joyous occasions, however, as brass bands also played at the funerals of significant public figures, lodge members and unionists, as well as tangi for Maori leaders.

While a number of the historic band rotundas have been lost, the brass band movement is still going strong in New Zealand today, and continues to have a national brass band competition every year.

<https://www.heritage.org.nz/news-and-events/this-month-in-history>



Whanganui Brass Band circa 1930

William Oakley; photographer; 1920-1939; New Plymouth <https://collections.tepapa.govt.nz/>



## 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](mailto:office@davisfunerals.co.nz) or call in to any of our five branches across Auckland.

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[davisfunerals.co.nz](https://davisfunerals.co.nz)



## Caring at Christmas

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

Our special thanks to the organisations that provided

support: Counties Manukau Quilters Guild; Dilmah Tea NZ; Driving Miss Daisy Milford; Good Bitches Baking- South, West, Central & North Auckland; Herb & Spice Mill; Life Church; Lynfield College; Mt Wellington Charitable Trust; Moving Made Easy; St Aidan's Church Knitting Group and Voices of Hope.

Thank you also to all the wonderful individuals who made donations, your support is greatly appreciated.



Where else can you get the best of **both** worlds?

From just **\$130,000**



- For the active 55 +
- Working and/or retired
- Independent living
- Companionship
- Handy to trains & buses
- In the heart of Avondale

City fringe living that gives you the freedom for more!

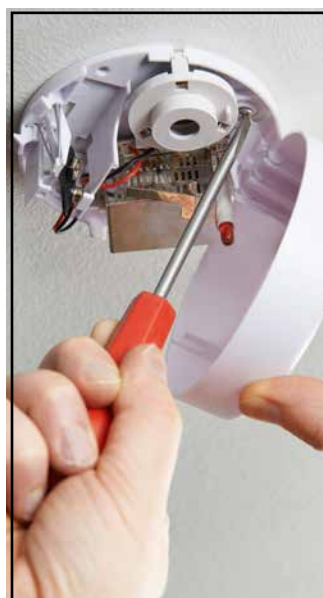
Act now! This could be the lifestyle change you've been looking for ...

To view any time, call Denise on 828 2885 or email [denise@cosmopolitanvillage.co.nz](mailto:denise@cosmopolitanvillage.co.nz)

Tenure of occupational right of agreement

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

**COSMOPOLITAN VILLAGE**



If you are unsure whether your smoke alarm is clean or working, or if you can't replace the batteries without assistance, ring your local fire brigade. They will provide this service for you ....

**It could save lives!**

### TOP TIPS FOR STAYING STEADY ON YOUR FEET

- 1. Exercise regularly:** Focus on activities that challenge your balance and strengthen your legs, like gardening, dancing, tai chi or special balance and stability classes.
- 2. Check your eyes and hearing:** Regular sight tests and reporting ear pain or difficulties with hearing can identify problems that could affect your balance and co-ordination.
- 3. Ask about your medicines:** Certain medicines can make you feel faint or affect your balance. Let your GP or pharmacist know if you ever feel like this, as they may want to change your dose or look at alternatives.
- 4. Visit your GP:** If you've had a fall or are worried about falling, tell your GP, even if you feel okay. There could be many reasons and equally, many ways to help you feel confident again.
- 5. Vitamin D for vitality:** Vitamin D is essential for keeping bones strong – the best source is sunshine. Try and avoid 10.00 – 4.00 in the summer and get outside for approximately 15 minutes four or five times a week. Take care not to let your skin redden or burn.
- 6. Have plenty to drink:** Dehydration affects your balance, so drink regularly throughout the day. Aim for 8 cups of fluid – can include tea, coffee, juice etc. but not fizzy or alcoholic.
- 7. Check for home hazards:** Make sure your home is hazard-free and well lit. Organise your things so that you're not at risk of tripping over any wires, clutter or loose or frayed carpets and don't forget to check outside for loose pavings and slippery surfaces.
- 8. Look after your feet:** Problems with your feet, especially anything that causes pain, can affect your balance. Be sure to wear well-fitted, non-slip shoes and slippers and report any foot problems to your GP or Podiatrist.

### FALLS ARE NOT A NATURAL PART OF AGEING AND ARE PREVENTABLE

To find a Community Strength and Balance near you visit: <https://www.livestronger.org.nz/home/find-class/find-a-class-near-you/>  
References: AgeUK, Positive Steps – Falls Prevention Programme

## Travel Solutions for Those with Special Requirements

Happy Mobility Wheelchair Accessible Passenger Transport service provides a safe and reliable door



to door service throughout Auckland. We have been serving seniors and the differently abled communities of Auckland for the past 12 years. We bring freedom and independence by providing a friendly, professional, and stress-free total mobility transport service.

### Happy Mobility's excellent reputation is based on:

- Our modern transportation, complete with safe and secure wheelchair hoists
- Professionally trained, certified, fully vaccinated and first-aid compliant drivers who are always willing to go the extra mile to make your trip a pleasurable one
- Our emphasis on your safety and comfort
- Our affordability

**We are a Licenced Total Mobility Provider. Eligible Total Mobility cardholders receive a 50% discount. (up to a maximum subsidy of \$40 per trip)**

For our fare estimator and booking, visit [www.happymobility.nz](http://www.happymobility.nz) or scan the QR code below

### CHARTERS AND WHEELCHAIR TAXI



We ensure freedom and independence for seniors and those who are differently-abled by providing a friendly, professional and stress-free total mobility, door-to-door taxi service.

We are a licensed Total Mobility provider.



Safety • Comfort • Affordability

editorial supplied by Happy Mobility



## Information to assist you during Omicron Phase 3

For up-to-date information on what to do if you, or someone you live with, gets COVID-19 visit [www.covid19.govt.nz](http://www.covid19.govt.nz) or ask a family member or friend if they can do this for you.

If this is not possible, then you can call Age Concern Auckland on 820 0184 and we will assist you by providing the latest guidance.

As at early March, you should only get a COVID-19 test if you have cold, flu or COVID-19 symptoms, or you are a Household Contact of someone who has tested positive for COVID-19. If you are unsure, call your Doctor to check.

PCR tests will be used for people who need it most and Rapid Antigen Tests (RATs) will be available for self-testing. You can collect a RAT kit from a testing centre or call your GP to see if they offer COVID-19 tests.

If you are symptomatic or a Household Contact, you can order RATs through a new website [requestrats.covid19.health.nz](http://requestrats.covid19.health.nz) or by calling 0800 222 478 (option 3). You will be issued an order number. RAT kits can also be requested on behalf of someone else, people will need to have access to a mobile phone to validate their order. You can then collect your RAT order from a collection site listed on 'Healthpoint' or have someone collect it for you.

### If you test positive for COVID-19

If you test positive for COVID-19, you will need to isolate for 7 days. This will start either from the day you develop symptoms (day Zero) or from the day you test positive (whichever came first). As long as you are not feeling unwell, you can leave isolation after 7 days - you do not need a negative test result or to wait for an official message.

You can report a positive Rapid Antigen Test (RAT) result online at your 'My Covid Record' (where you may have requested your Vaccine Pass) at: [www.mycovidrecord.health.nz](http://www.mycovidrecord.health.nz) or by calling 0800 222 478 – choose option 3 (open 8am to 8pm, 7 days a week and have your NHI number ready if you can).

Once you have reported your positive test result, you will receive a text message from the official **2328** number (this can take up to 24 hours). This text will provide information about self-isolation, support

options and give you a code to an online contact tracing form. This form will help with notification of your household contacts and will provide information about any health needs you may have. If you don't have a mobile phone you will receive a phone call.

If your symptoms get worse or you need urgent medical care, call your GP or Doctor, your local healthcare provider or the COVID-19 Healthline on 0800 358 5453 (24 hours a day). If it is an emergency call 111 and request an ambulance. There is **no cost** to use an ambulance for people with COVID-19.

### Household Contacts

If you live with someone who has tested positive for COVID-19, you are a Household Contact. You will need to:

- Self-isolate at the same time as the person in your household who has tested positive, until they complete their 7 days of self-isolation and are released
- Get hold of a RAT and test yourself on **days 3 and 7** of the self-isolation period
- You can end your self-isolation on the same day as the first 'case' in the household, provided you have **no** new or worsening symptoms and your tests were **negative**
- If symptoms develop at any stage, you need to get tested using a RAT
- Avoid or minimise contact with the person with COVID-19 as much as possible during your isolation period

### If you have been told you are a 'Close or Casual Contact', then:

- Self-monitor for symptoms for ten days
- If symptoms develop at any time, you need to get tested immediately using a Rapid Antigen Test

Close contacts are **not** required to isolate during Phase 3.

**If you want to get a test for another reason – for example, because you are visiting friends or whānau – you can now buy a RAT at some retail outlets – ask at your pharmacy or check your local supermarket.**

### Assistance required during your time of self-isolation

If you need help with getting food or medication because you are self-isolating at home without any support nearby, Age Concern Auckland can support you if you are 65 and older. We can also arrange for welfare calls for those older people in need of a friendly chat. We are able to deliver support in English, Mandarin, Cantonese and Korean and will work with volunteers and other agencies to deliver support in other languages.

**If you require assistance during self-isolation or support from our services, please call us on 820 0184 or email: [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz).**

### Sources:

<https://covid19.health.nz/advice/positive-self-isolate>  
<https://immunisation.northernregion.health.nz/whanauhq/>

## Introducing our new Counsellor



Tina Kwok has joined our team working as a part-time Counsellor on the North Shore and in West Auckland. Tina introduces herself below:

*Kia ora. My name is Tina Kwok. My family immigrated from Taiwan to Aotearoa in 1991. I consider myself incredibly*

*privileged to be shaped by so many rich and diverse cultures. I have been living on the North Shore for 20 years. I love the beautiful beaches, friendly atmosphere, and vibrant cultures of the Shore.*

*In my spare time, I enjoy reading, cooking and looking after my (very small) veggie garden. I also get to watch a lot of school children's rugby and cricket, as my son is a keen sportsman. I am delighted to have had joined the small counselling team at Age Concern Auckland.*

Our Counselling Service provides Counselling on age-related issues. Our counsellor supports clients to process issues, see different perspectives and to make their own decisions. If you would like to speak confidentially to Tina you can call our office on 820 0184 or email [tinak@acns.co.nz](mailto:tinak@acns.co.nz).

## Introducing Our Newest Social Connections Coordinators

### Leti Tava



Kia Ora and Mālō 'e Ieiei! My name is Leti Tava, I am of Tongan ethnicity, born and raised in South Auckland. I lived in Melbourne, Australia for a large part of my life, but I am glad to be back home in Tāmaki Makaurau with all my family and friends.

I have a passion for working with and for others. My work experience ranges from volunteer work, customer service and most recently in the Early Childhood & Education sector. Each of these roles has taught me valuable skills and lessons but more importantly it has given me the opportunity to meet, connect and build relationships with people from different walks of life.

In my spare time, I enjoy a nice outdoor BBQ out on the deck with friends and family. I also love to travel no matter if it is near or far – I love the feeling of being inspired to see, taste and try new things as well as engaging with different people, embracing adventures and being part of meaningful experiences – which is pretty much my approach to life.

I am very grateful for this opportunity, and I look forward to being a part of the Age Concern whānau!

### Ellis Galuszewski



Hi I'm Ellis. I'm originally from Ireland but have grown up here in Aotearoa New Zealand so I call myself an Irish Kiwi. I live in West Auckland with my husband and two slightly crazy cats. We have three adult children who have flown the coop and one gorgeous grandson. Being outside in nature,

having creative adventures and getting lost in magical novels is where I'm often found. It is a great privilege to join the Age Concern Auckland team and work for the betterment of our community.

## Social Connections Update



### Nan and Kerry

Our volunteer visitor Kerry writes, "Nan and I were connected through Age Concern Auckland in 2017. Nan and I became friends in a very short time and she has brought so much joy to my life. I was new to Auckland, having moved here from Canada with my Kiwi husband. Nan could relate, having moved to New Zealand from England with her Kiwi husband so many years before.

We also realised quite early on that we both shared a love of music. Nan plays piano and organ by ear and had a huge repertoire of songs. Nan taught me some of the 'oldies but goodies' such as "It's the Talk of the Town", "If you were the Only Girl in the World", "You made me love You" and so many more. Over time we created music books with the words to the songs. I need the words, but Nan has all the music in her head. We have nearly 100 songs in our song books now and this continues to grow. Each week Nan plays, I sing, and we enjoy wonderful music time together. Sometimes friends and neighbours join in as well. Music has a way of bringing people together, allows for sharing memories from the songs, and always leaves everyone smiling.

Nan turns 97 years young in April. Her positive attitude, joy of music, and big smile is truly an inspiration. I am very fortunate to have Nan as a friend."

Volunteer Visitor Gemma, also shared a photo of our client Gloria with her beautiful son Ned. They both look very happy, and this highlights the special joy of intergenerational friendships.



## Get back your independence.

Regain your independence with your very own T3 eTrike. Go wherever you want to go in supreme comfort and classic style. Hassle-free ownership with no licence, no registration and almost no maintenance. Plus, have peace of mind with fantastic personal local support, local repair and local parts from EV Bikes.

**Order yours today and get your very own T3 eTrike for only \$3,950 tested and delivered right to your door. Buy online or call us and get back your independence today!**



EV Bikes NZ, 508 Ferguson Street, Palmerston North

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CALL US  
**0800 222 249**

★★★★★  
BUY ONLINE  
**EVBIKES.CO.NZ**

## Special Birthdays

We have also recently helped some of the clients within our Visiting Service celebrate a milestone birthday – those ending with a 0 or 5. With the fantastic support of bakers from local GBB chapters Age Concern Auckland coordinate the delivery of a special cake for the birthday person. Below are photos of a couple of birthdays we have celebrated recently:



Lilian turned 95 and shared when her cake was delivered that "I never expected to live this long", the cake made her day.



Merv celebrated turning 90 with his volunteer Kate, who made him a special birthday lunch.

### Thanks to our wonderful volunteers

Our heartfelt thanks to all of our wonderful volunteers who have supported their clients and our services over the past difficult 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 looking for new volunteer visitors, 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. Volunteer Visitors commit to visiting an older person in the community for an hour each week.

If you are interested in this opportunity 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.

### We received this thank you from Jenny, the wife of a client who had passed away:

"My husband, Russell, now passed away, was kindly visited weekly by Age Concern Volunteer Visitor Jade.

Russell was diagnosed with severe brain injury after an accident in May 2004. I would like to publicly acknowledge the effort and commitment made by Jade, in her role as support visitor. During their visiting, Russell decided that he wished to tell his life story of all the dogs, horses and people he knew, and Jade kindly made this happen.

Jade, on her weekly visits, stuck to the goal and

through her positive, cheerful and empathetic manner, encouraged Russell to recall his story verbally whilst Jade recorded it on her laptop. Jade chose the time and day when Russell was most likely to remain aware and able to recall his thoughts.

Russell's story is now published with photos and it is remarkably just like hearing Russell talk. Jade's commitment reflected her dedication to Age Concern Auckland clients and meeting their needs as well as providing emotional support."

## Asian Services Update

Our Asian Services Team continue to be busy delivering services and support to older Chinese, Korean and Japanese people. Over Christmas the team delivered 60 Christmas Care Bags to seniors they are working with.

Their Age Concern Auckland WeChat group continues to grow and provides an opportunity for older Asian

people to ask questions or request support via WeChat and for volunteers to offer their assistance. This ensures that older Chinese, Korean or Japanese people needing our help have a way to connect with Age Concern Auckland and request help easily. It also provides translated information about the services and support our team provides.



Delivering Christmas Care Bags

**Asian Services Manager, Felix Lin, and Age Concern Auckland CEO, Kevin Lamb, met recently with Race Relations Commissioner, Meng Foon, to share with him the work that we are doing to support older Asian people across Auckland.**



### Working in partnership with Dementia Auckland

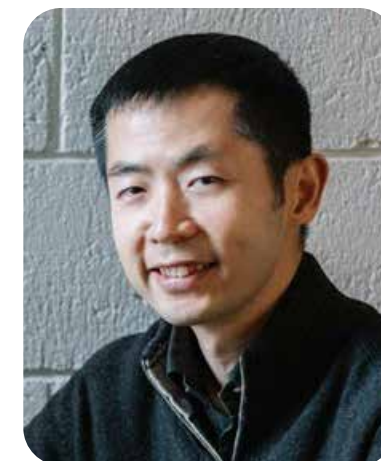
Our Asian Services Team is also working in partnership with Dementia Auckland to improve access to dementia services for older Asians and promote awareness of the early signs of dementia among the Asian community.

The number of Asian people living with dementia is expected to triple by 2050 but currently many Asian kiwis with dementia aren't accessing services and are isolated and alone caring for their loved ones. By working in partnership Age Concern Auckland and Dementia Auckland will focus on raising awareness on the early signs of dementia and ensure that Asian families who are caring for a family member with dementia get the language appropriate support they need.

### New Japanese Coordinator

Fumio Togashi has joined Age Concern Auckland as a Japanese Service Coordinator. He is the organiser of several community groups in the Japanese community, including Japanese-English, Chinese-English language exchange groups and a Japanese cooking lovers group, which has over 6,000 members. Fumio is also a supporter of the Japanese Senior Citizens Group. He runs an event space, which provides a place for cultural and artistic exchange for people in the local community.

Fumio has travelled to more than 70 countries, has cycled across mainland China and was the first foreigner to walk around Taiwan.



### New Asian Social Service Coordinator



We also have a new Asian Social Service Coordinator, who is able to provide social work support to Chinese seniors.

Kia Ora! My name is Ren Wang. I am of Chinese ethnicity, born and raised in Wuhan, mainland China. I lived in Guangzhou and Hongkong for years before moving to New Zealand with my partner and two young girls.

I have a passion for the social work profession and services for the Asian Community. My work experience includes front line social work with older people, children and families, service management and policy change advocacy. These roles have taught me valuable skills and expanded my perspective. Still, more importantly, this experience has allowed me to meet, connect and build relationships with people from different walks of life.

In my spare time, I spend a lot of time serving my church and playing the piano for Sunday services. I also love to watch documentary movies about nature, history and politics. I am very grateful for this opportunity to serve the Asian Community, and am glad to be a part of the Age Concern Auckland whānau!

We are delighted to have Ren and Fumio join Age Concern Auckland.

## Annual Flu Vaccination - Stay healthy this winter

It's coming up to the time to get your annual Flu Vaccine, which should be available from mid-April. It takes around two weeks to develop immunity once vaccinated. Ideally, immunisation should be carried out before the main influenza activity in May to September.

Seasonal influenza vaccinations are recognised as being the single most effective way of reducing the impact of seasonal influenza – especially for those most at risk of complications.

#### Following basic hygiene practices will also help you stay healthy:

- Wash your hands regularly for at least 20 seconds and dry them for 20 seconds – or use an alcohol-based hand rub

- Cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a lined bin
- Cough or sneeze into your elbow if a tissue is not readily available
- Avoid touching your eyes, nose and mouth
- Don't share drinks
- Avoid crowded places
- Stay home if you are sick
- Use a facemask when you are out and about

Flu can be anywhere. The best chance to protect yourself is to get immunised. Immunisation is **FREE** to those over 65. Ask your Doctor, nurse or Pharmacist for your **FREE** vaccination. Equally importantly, if you do become unwell, stay at home until you are better.

## Dispose of Unwanted Medicines Properly

Return your unwanted medicines to your pharmacy for FREE



## Why your medicine cabinet can be a health hazard

Many medicines in our medicine cabinet we need, but what about the yellow pills in a jar that's lost its label, and the eye drops we have had for a long time. And what was that green capsule for?

Old medicines lying around the home 'just in case' are dangerous:

- If taken when they have expired
- If taken but are not prescribed for you
- If in reach of children

The safest and easiest way to dispose of unwanted and out-of-date medicine is to return them to your pharmacy at any time – for free and safe collection and disposal.

## Think before you throw

Unwanted medicines that are dumped into the toilet, tipped down the sink or put out with the rubbish can seriously harm the environment.

We need to change our behaviours to solve this problem and give the environment a chance.



Don't flush medicines down the toilet. Sewerage plants can't treat all chemicals in waste water, resulting in contamination of waterways.



Don't pour medicines down the sink. Medicines contain highly soluble chemicals which when entered into water systems can harm aquatic life.



Don't throw medicines into the rubbish/ recycling bin. Medicines disposed of this way end up in exposed landfill sites.

By returning expired and unwanted medicines to your local pharmacy, you can make your home a safer place, help safeguard your community and protect the environment.

### This is all you need to do... it really is easy

- Step 1** Sort through your medicines cabinet
- Step 2** Take expired and unwanted medicines to your local pharmacy
- Step 3** Give them to your pharmacist for proper disposal, and...
- Step 4** Tell your friends and relatives about this option

### Useful Tips:

- Only ask for the medicines you need when collecting your medicines from the pharmacy
- Tell your Doctor or Pharmacist if you are no longer taking a medicine
- Do not share your medicines with family or friends as this is unsafe and may not work in the same way
- It is not safe to use your medicines to treat other symptoms

## Kiwi Access Card



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

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

You can apply for the Kiwi Access Card at participating NZ Post Shops and AA Centres, or you can download the form from [www.kiwiaccess.co.nz](http://www.kiwiaccess.co.nz)

To get a Kiwi Access Card costs \$55.

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

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

Age Concern Auckland is a 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 .....

Name: .....

Address: .....

Postcode: .....

Phone: .....

Email: .....

### 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.

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
- Auckland Council
- B.H. & S.W. Picot Charitable Trust
- Blockhouse Bay Senior Citizens & District Assn
- Constellation Brands NZ
- Community Capability and Resilience Fund
- Devonport-Takapuna Local Board
- Estate of Ernest Hyam Davis
- Forever Rosa
- Foundation North
- Four Winds Foundation
- Henderson-Massey Local Board
- Howick Local Board
- JM Butland Charitable Trust
- Kaipatiki Local Board
- Lion Foundation
- Louisa and Patrick Emmett Murphy Foundation
- Margaret Olive Russell Charitable Trust
- Masfen Foundation
- Maurice Paykel Charitable Trust
- Ministry of Health
- Ministry of Social Development
- Mt Wellington Charitable Trust
- North Shore Fund
- NZ Lottery Grants Board
- Otara-Papatoetoe Local Board
- Papakura Local Board
- Ted & Mollie Carr Endowment Fund
- 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](http://www.ageconcernauckland.org.nz)
- **Bank Deposit:**  
Account Number 12-3011-0755744-00  
Ref 1 – Donation  
Ref 2 – Surname and Initials
- Over the **phone** by calling us on 09 820 0184
- **In person** at our:  
**Avondale Office**  
57 Rosebank Road, Avondale  
**Milford Office**  
177B Shakespeare Road, Milford
- **Post** your donation to us at:  
Age Concern Auckland  
PO Box 19542, Avondale, Auckland, 1746

I would like to make a donation of

\$ \_\_\_\_\_

*Donations of \$5.00 or more receive a 33% tax credit from the Government.*

*Charities Commission Number CC25023)*

Name: .....

Address: .....

Postcode: ..... Phone: .....

Email: .....

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

Sometimes we need to remind ourselves that today is the tomorrow we worried about yesterday, all is well.... So why worry! If you are feeling blue and don't know what else to do, think of someone else who might be as lonely as you. Pick up the phone and dial! You'll brighten another person's day, and yours too!