

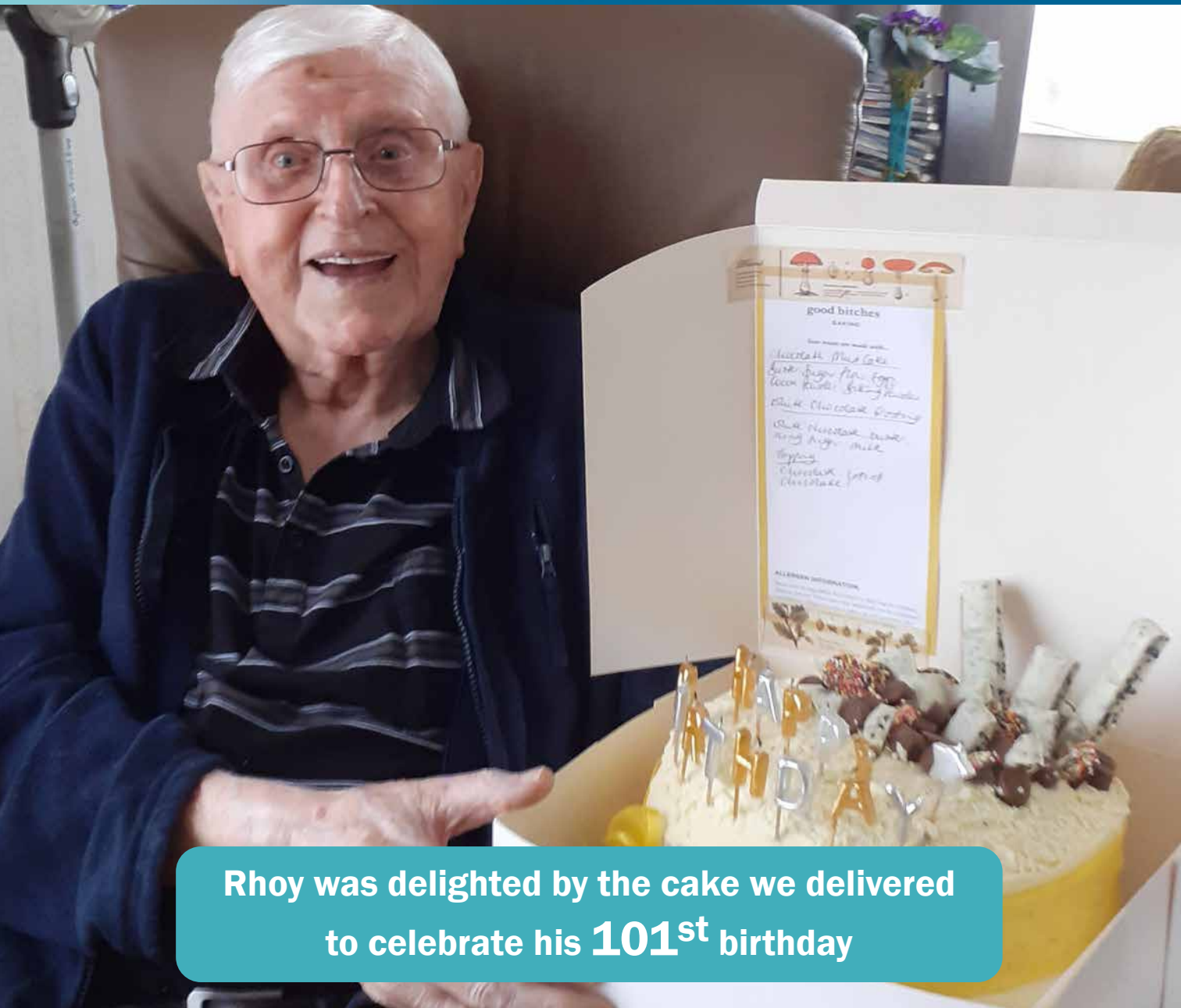
WINTER 2022 QUARTERLY NEWSLETTER

Phone (09) 279 4331 | www.ageconcernauckland.org.nz



Age Concern Auckland Counties Manukau Edition

Serving the needs of older people



Rhoy was delighted by the cake we delivered
to celebrate his **101st** birthday

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- Counties Manukau
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VISITS BY APPOINTMENT ONLY

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Contact Information

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If a phone number is not listed below, please call us 09 820 0184 and ask to be put through to the person you wish to speak with.

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Age Concern Auckland
- Counties Manukau 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.

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 groups and run Chinese 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 and to access the wider support and services they need.

Community Strength & Balance Programme – we coordinate and provide access to approved community strength and balance classes as part of a nationwide movement to reduce falls and fractures in older adults.

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.

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

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Thank you to our wonderful volunteers

The 19-25th of June is National Volunteer week. Age Concern Auckland would like thank all our amazing volunteers for their incredible support, we have the privilege of seeing the difference you make in the community on a daily basis! Over the past 12 months, you amazing people volunteered 25,000 hours of support and connected with, and supported, 400 lonely and isolated older adults across Auckland. Thank you for making a positive difference to the older person you visit and to our wider community. Age Concern Auckland can’t thank you enough for your service to the older adults in our community.

“At the end of the day it’s not about what you have or even what you’ve accomplished... it’s about who you’ve lifted up, who you’ve made better. It’s about what you’ve given back.”- Denzel Washington



Look after them the way they looked after you.

There are special people in your life who were always there to offer advice, support, comfort and love. When it’s time to say farewell, talk to us and we’ll help you farewell them with the love and respect they deserve.

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CEO UPDATE

Although we are certainly not fully clear of COVID-19 yet, it does at least feel like we are heading in the right direction, with case numbers levelling off, a shift to the Orange-level and a reopening of our borders.

Here at Age Concern Auckland we have finally relaxed some of our own, in-house safety measures. All our offices are open and, largely, operating as normal. We are maintaining safety protocols including mask-wearing, ensuring the safety of our staff and all those who come to visit us.

Our support services and activities are back up and running, more-or-less as normal, and we are able to engage face-to-face with people. However, we recognise that for some of the people we work with, there are still concerns about stepping out into the community or they may have been exposed to Covid themselves. For all those people who would rather not, or are unable to meet face-to-face, we continue to provide support through a variety of different means, including by phone and via online platforms.

In many areas, we continue to develop and expand our work. This year we have expanded our Asian Services team to support older Japanese people, in addition to our support of older Mandarin, Cantonese and Korean speakers. We've also expanded our reach through the development of an Age Concern Auckland WeChat platform. WeChat is a Chinese 'super app' that serves as both a social media and instant messaging platform and allows us to support older Chinese (or anyone who uses the service) easily, quickly and effectively. WeChat allows us to also support older Chinese outside of Auckland by working with some of our Age Concern colleagues across New Zealand, assisting them to support older Chinese speakers in their communities, something previously they haven't been able to do because of language barriers.

We have negotiated with the Ministry of Social Development to increase our 'Community Connector' team. This is our team who provides social work assistance to older people who need support, help or advice across a wide range of issues. From accommodation matters through to basic help in accessing support and services for their needs. The



expansion of this team is key in allowing Age Concern Auckland to support most effectively all those who reach out to us.

Covid has also seen a sharp increase in the need Age Concern Auckland is seeing for those struggling with mental health issues. In order to meet this increasing need, we have added to our small team of part-time, trained, professional Counsellors.

Some things we do are not about the immediacy of providing support but is about driving for a better future for all. One of those things is our role in Auckland becoming an official Age Friendly City. Earlier this year the World Health Organisation (WHO) formally bestowed on Auckland the designation of 'Age Friendly City'. Age Concern Auckland had been pushing for this for many years and we are thrilled to see this become a reality. Becoming an Age Friendly City is not a recognition of what we are but a statement of what we want to become. To ensure that the collective will of Auckland remains true to this, we remain at the heart of the initiative and I am honoured to have been asked by Auckland Council to be the initial Chair of the group tasked with seeing Age Friendly Auckland becoming a reality.

It has also been a busy time liaising and engaging with Ministers, Commissioners and MPs, lobbying and advocating to ensure that the voices of older people are heard and that the needs of older people are reflected in government thinking and planning. This is a very important part of what we do. It is the decision makers that we seek to influence, guide and advise but this is a collective responsibility, and we encourage everyone to participate in public debate. Whether it be writing to a local MP, participating in opportunities to share opinions or supporting those organisations, such as Age Concern Auckland, who advocate on behalf of older people, their families and those who support them.

Finally, I'd like to thank all those who have supported Age Concern Auckland over the past months as we have collectively been through such challenging times. The support of our volunteers, donors, members and funders is the bedrock upon which we are built and without your continued support we would not be able to carry on assisting all those who need our help.

Kevin Lamb CEO Age Concern Auckland

Chair's report

Kia ora

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



The need to keep warm in the colder months can bring greater pressure on your household budget, especially with the rises in the cost of food, petrol, and other everyday items. Hopefully you are already receiving your Winter Energy Payments which run through until 1 October 2022. This is the fourth year that the Winter Energy Payments have been provided along with your NZ Super or Veteran's Pension. We know that these payments make a large difference to many of the people we work with who are living only on their superannuation. If you own your own home, you may also be eligible for a 'Warmer Kiwi Homes' grant for insulation and heaters. For more information visit warmerkiwihomes.govt.nz or free phone 0800 749 782.

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

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

In June we also celebrate National Volunteer Week. For many of the older people Age Concern Auckland works with, it is a volunteer who is their primary contact, helping them to stay connected with the wider community with weekly visits, or during covid

restrictions via phone calls. We have a wide range of volunteers from different backgrounds, including some who are themselves, in their 80s and 90s. What binds them together is their dedication to helping older people and supporting the work of Age Concern Auckland. Each year our volunteers provide more than 25,000 hours of volunteering support to Age Concern Auckland and people we are working with, and we could not provide our services without their support. Our heartfelt thanks to all our amazing volunteers, you are incredible.

Take care, stay healthy and safe over the winter months and please remember to get in touch if you need our support, our contact information is on the inside cover of the newsletter, Age Concern Auckland is here to help, however we can.

Victoria Walker Chair, Age Concern Auckland.



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Many thanks



Community Strength and Balance Update

Our Community Strength and Balance classes have been busy over the past few months, as classes have opened up again.

Our new Steady AS You Go free classes at Friendship House, Pakuranga Library and Botany Library are proving popular. Steady As You Go is a falls prevention programme for men and women 60+. The exercises are designed to improve balance, leg strength, general fitness and wellbeing. Participants warm up in a chair, followed by standing exercises, walking exercises and warm downs. It's a great preventative class and introductory option to improve your strength and balance. It's also a great way to meet new friends.



There will be a class in your area - so if you would like to improve/maintain your strength and balance please contact Community Central on 0800 262 368 or Beth on 021 960 004 to enquire.

Beginners are welcome and why not bring a friend!



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.

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Asian Services Update

Our Asian Services team have been busy over the past couple of months delivering specialised support in Mandarin, Cantonese, Korean and Japanese. A recent highlight has been the recommencement of in-person workshops and activities. Below are photos from a recent technology workshop our team ran. Technology is an important tool for all seniors to stay connected, but especially for some of our Asian seniors who have family and friends overseas, who can use tools like Zoom, Skype and WeChat to talk. Our in-person gardening and baking groups will be starting up again this month, we hope to share photos of these groups with you next time.



Age Concern Auckland's 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 and their families, have a way to connect with Age Concern Auckland and request help easily. Our WeChat group also provides translated information about the services and support we provide. Each week our Asian Services team run live classes and groups that people can join, this includes Conversational English, Gardening and Singing. You can check out our page at: <https://mp.weixin.qq.com/s/dDIsIrW63hUm40TyH66aA>

Age Concern Auckland Speakers



We recently went and spoke to the Pukekohe Senior Citizen's Club (photo above) about the services and support Age Concern Auckland provides, and to answer any questions their members had.

If you would like a talk for your village or interest group please contact Alexis on 09 972 0092 or fundraising@ageconak.org.nz to arrange.

Bob is FREE to visit his grandson in Hamilton

SuperGolds Ride FREE on Te Huia!

You'll need to load your SuperGold Card onto a Bee Card before you travel. Bee Cards are available to purchase from Papakura Train Station or beecard.co.nz.

COMMUNITY NEWS

Dementia Auckland

- Carer Support Groups

Dementia Auckland provide free, professionally facilitated support groups for carers. These support groups validate the carer's role, provide practical strategies, create an environment where carers can meet and draw on the experience of others, show carers they are not alone and minimise feelings of isolation, and encourage open discussion in a safe environment. They run Carer Support Groups in various locations across Auckland and at various times in the morning, afternoon and evening. For further information, call Dementia Auckland on 0800 433 636 or 09 622 4230, or email info@dementiaauckland.org.nz.

Friendship Clubs New Zealand

- Friendship, Fellowship and Fun

Friendship Clubs are welcoming social gatherings for people living in your community who are retired, semi-retired or soon-to-retire. Clubs usually have a monthly meeting with refreshments, guest speakers and a chance to get to know each other. If you are interested in finding out more about a Friendship Club in your area, contact Ray on 027 442 0205, email raymandrew@gmail.com or go to www.fnzi.nz.

www.seniorline.org.nz

If you have questions relating to services and support you need to access, a great resource is Seniorline. Seniorline is a national information service to help older people and their whanau navigate the health system. Their website www.seniorline.org.nz provides information and resources to assist older people to make decisions about staying at home, support for carers and residential care. If you can't find the information you are looking for on their website or you aren't able to go online, you can call Seniorline on 0800 725 463.

Quick & Easy Minestrone Soup

Serves 2-3

Ingredients

1T Oil
2t Minced garlic
1 small Onion (diced)
1x 425g can Tomatoes (chopped /diced)
1 ½ t Vegetable stock powder
1½ cups Water
1t Dried mixed herbs
1/3 cup Dried pasta
½ cup Mixed frozen vegetables
1x 400g can Mixed beans or red kidney beans (drained)
Salt and pepper to taste.
Juice of ½ lemon
2T Parmesan or tasty cheese Small handful of fresh herbs to garnish.

Method

Heat oil in a large saucepan. Add onion and garlic and cook for 2-3 minutes or until soft.

Add tinned tomatoes, vegetable stock powder, water and dried herbs. Bring to boil.

Stir in pasta and cook for 10-15 minutes or until pasta is cooked.

Add frozen vegetables and tinned beans. Cook for another 3 minutes or until they are heated through. Add lemon juice. Adjust seasonings to taste.

Sprinkle with grated cheese and finely chopped fresh herbs. Serve warm crusty bread

Tip: Substitute fresh vegetables such as tomatoes, beans, courgettes and red peppers for tinned and frozen foods when plentiful and cheap. Add 100g diced tofu to create a protein rich meal.

<https://nutritionfoundation.org.nz/>



Moving into a Rest Home

Residential care in New Zealand is provided by private companies and not-for-profit organisations. In many cases the cost of care to the individual is subsidised by Government funding known as the **Residential Care Subsidy**. Eligibility for the subsidy is decided on you having been assessed by the Needs Assessment Unit at the Hospital as needing long-term care in a hospital or rest home and meeting the financial means assessment.

The Residential Care Subsidy only pays for a standard room

The bar for entry to residential care is higher than many people expect. You are likely to be eligible for residential care if you have 'high' or 'very high' needs and cannot be safely cared for at home. For more information about needs assessment go to www.eldernet.co.nz or www.seniorline.org.nz. We also have '**Where from here**' booklets available at our offices which are very informative regarding the needs assessment process, Residential Care Subsidy and moving into a rest home.

Admission Agreement

This is the contract you sign with the rest home before moving in. Take your time before signing this agreement. Treat it as you would any other legal document or contract. Have someone you trust look over it. Don't be afraid to negotiate and don't sign up to extra services and charges if you don't want them.

If you do decide to receive extra services that incur charges, the rest home must specify these in the Agreement. You must be given a genuine choice over extra services and be able to refuse them or change your mind. If you change your mind later, you must inform the manager of the rest home and have your Agreement amended.

Problems over fees can be very stressful if they come to light after you have moved in.

Additional services generally fall into two categories:

- those that are able to be easily stopped eg own phone line, Sky TV etc
- those that relate to superior fixed elements in the room (known usually as 'premium rooms') eg ensuite, additional space, tea/coffee making area etc.

Premium Rooms and the 10km rule

There are guidelines about how this works.

- If there is a vacancy for a standard room at another home within a 10km radius of the home of choice then the resident may have to go there
- If the home of choice has occupancy over 90% and there is a vacancy for a standard room at another home within 10km and the resident does not want it, extra fees may apply. When a standard room becomes available the provider may move the resident into that with three days' notice
- If the home of choice has occupancy over 90% and there is no other vacancy within 10km then the provider must accept the resident and not charge extra fees. When a standard room becomes available the provider may ask the resident to move into that room, giving three days' notice.

Residents paying for premium accommodation can review their tenancy every six months. If they decide they no longer wish to pay premium room fees, written notice of this should be given. The provider then has three months to move the resident to a standard room, giving three days' notice, or cease charging premium room fees.

Sources: www.eldernet.co.nz | www.seniorline.org.nz
www.ageconcern.org.nz

'Where from here: essential information for older people' – copies are available at our Age Concern Auckland offices – call us on 820 0184 to request yours or pop into collect one Monday – Friday 9 am – 4 pm.

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In life we do things. Some we wish we had never done. Some we wish we could replay a million times in our heads. But they all make us who we are, and in the end they shape every detail about us. If we were to reverse any of them we wouldn't be the person we are. So just live, make mistakes, have wonderful memories, but never ever second guess who you are, where you have been, and most importantly where it is you're going.

Who remembers
the first search engine?

Social Connections Update

It's been a busy time for our Social Connections team, as their volunteers and clients return to in-person visits.



Yukta and Padma
The photo shows Padma and her volunteer visitor Yukta meeting for the first time. Following the lockdown and restrictions, Padma got in touch and said she has felt quite isolated and a little afraid to leave her home due to Covid.

Yukta is one of our newer volunteers and our Social Connections Coordinator, Leti, felt that Yukta and Padma would be a great match so partnered them for visits.

Yukta messaged Leti recently to thank her for being matched with Padma. Yukta said they have had wonderful conversations about their interests and had been looking through some old photographs together. Padma is also happy with the match saying that Yukta is a lovely young girl.



Jenna and Ken
Another recent match has been Jenna and Ken. Jenna was matched with Ken during Covid restrictions, so their friendship started with regular phone calls. After several months

of calls, Jenna and Ken enjoyed meeting each other in person and they are both looking forward to their friendship continuing to grow.



Sunil and Pamela
Sunil has been a volunteer visitor since 2013 and during that time he has befriended 10 clients. Sunil always goes the extra mile, is willing to help out with anything to make sure that his clients feel looked after and special. Sunil

even takes Pamela wonderful home cooked Indian meals. Sunil was connected with Pamela in June 2021 just before Auckland went into a 4 month lockdown and was a positive link to the outside world for Pamela during this difficult time. Our volunteers really do make all the difference.

We have some beautiful handmade quilts, knitted blankets and woollen hats available to give out, which are perfect as the weather cools.

The knitted blankets and quilts are various sizes, including some great lap ones. If you need one please call Alexis on 972 0092 and she will organise this for you.

Out thanks to amazing groups and individuals who donated them.



One of our youngest volunteers Aronui, who visits Doug along with his Dad, has shared his experience of volunteering for Age Concern Auckland with his school community.

“Tēnā koutou kei aku rangatira. Service is a commitment that is expected of all students at St Peter’s College. One evening, Dad and I were watching a 6pm news story, a lovely elderly kuia talked about only having her big teddy bear for company at times. Having someone to chat to, to visit with and to share company with was being helped by Age Concern Auckland. During the middle of 2021, in the midst of a COVID national lockdown, it became even more urgent for us to get involved. We wanted to serve within our own community, in Mangere East. Now, as a year 8 student, I meet with 83 year old Douglas. He lives 5 minutes down the road from our house! Doug has lots of stories that he’s gathered in his lifetime and enjoys chatting. I enjoy listening to his yarns. He is clear to make his independence obvious. Happily, Doug is still partial to being made a cup of tea with a bun too! We have visited each other’s homes and shared manaakitanga. We are yet to start our chess matches but I hope to ask Doug to begin in our next visit. I hope that sharing each other’s company is good for both of us. I get to hear about how life was as Doug grew up and he gets to share his experiences.”

Special Birthdays



Betty celebrated her 95th Birthday and was surprised when our Social Connections Coordinator, Leti, showed up with a special birthday cake. Betty thought the cake was beautiful.

Rhoy celebrated his 101st birthday mid-May and was delighted by the cake we dropped around to him. Rhoy was recently matched with our volunteer, Joy. They have planned outings to Auckland Museum, Beachlands and Maraetui during upcoming visits.



Our special thanks to GBB South Auckland’s chapter for making and donating the gorgeous birthday cakes. Your kindness is greatly appreciated and makes the birthdays very special.

Creating an Enduring Power of Attorney

An enduring power of attorney (EPA) gives peace of mind for the future – you’ve decided ahead of time who you trust to make decisions for you if you can’t decide for yourself.



How it works

An enduring power of attorney, also known as an EPA, is a legal document that gives someone else the authority to make decisions for you if you are no longer able to make decisions for yourself.

Why you need an EPA

Having an EPA protects you from financial abuse and means your wishes are more likely to be respected because you have chosen people you trust in advance who will make decisions in your best interest. If something happens to you and you do not have an EPA, your family – including your spouse or partner – would have to go to court to be able to act on your behalf. This process can be stressful and expensive for your loved ones.

What an EPA covers

There are two types of EPAs – property EPAs and personal care and welfare EPAs.

Property EPAs

A property attorney can make decisions relating to financial assets, for example:

- arranging benefits
- paying bills
- buying and selling assets
- taking care of bank accounts.

A property EPA can come into effect before you lose mental capacity, for example, if you are moving into assisted living and would like a loved one to manage selling your house on your behalf. You can choose more than one attorney for a property EPA.

Personal care and welfare EPA

A personal care and welfare attorney makes decisions about care, health and living arrangements, for example:

- healthcare
- accommodation

- associated care decisions

A personal care and welfare EPA only comes into effect if a medical professional or the Family Court decides you have become “mentally incapable”. You may have only one attorney for this EPA.

Choosing your attorneys

People often choose a family member or close friend as an attorney, but you can choose anyone who:

- knows you well
- you trust to make decisions for you
- is willing and able to take on the responsibility of being an attorney
- is over 20 years old
- is not bankrupt or subject to any personal or property court order.

You can also choose a trustee corporation such as Public Trust or Perpetual Guardian to be an attorney for your property EPA but not for personal care and welfare.

You can:

- choose different attorneys for the two different types of EPA
- have more than one property attorney
- choose special terms and conditions for your attorneys, for example what they can and can’t decide (there are some areas – such as marriage, divorce, adoption or refusing life-saving medical treatment – where an attorney has no power to decide)
- select someone else for the attorney to consult with or report to
- name people who the attorney must supply with relevant information if they ask for it.

It’s a good idea to talk to your attorneys about what you might want in various situations, so they know your wishes in advance.

Legally, your attorneys are required to:

- always act in your best interests
- consult with anyone else you have named in the EPA, and with you when possible
- keep records of any financial transactions.

They must not make decisions that benefit themselves or anyone other than you, except in some limited circumstances.

Setting up your EPA

Complete the forms

There are standard forms you must fill out to set up an EPA. These are available on the Office for Seniors website: <https://officeforseniors.govt.nz> or from your Lawyer or a trustee corporation like Public Trust or Perpetual Guardian.

Arrange a witness

Once you’ve completed your forms, you will need to arrange a lawyer, a qualified legal executive or a representative of a trustee corporation to be your witness.

They will make sure:

- you understand all your options
- you understand what the EPA document means
- your documents meet all the legal requirements.

You will have to pay your witness for their time. You can save money by:

- being organised
- knowing what you want
- completing the forms in advance of your appointment.

Some lawyers and other legal professionals offer a SuperGold discount. They may also let you pay the cost off over time. Making an EPA when you make your Will or need to see your lawyer about another matter can also help you save on costs.

EPA set-up checklist

Before you talk to your legal adviser:

- decide who you want your attorneys to be and what you do and don’t want them to do on your behalf
- think about how your attorneys might be supported – for example, by naming whānau, friends, or an accountant or solicitor who must be consulted or provide your attorney with advice
- make a list of the main things you own, any money owed to you, and any debts
- think about who you want to give a copy of the EPA to – for example your doctor, your bank, or family members
- decide when you want your property EPA to come into effect – this can be a date, after a period in time, or when you are determined mentally incapable
- think about how your attorneys might be monitored, for example by appointing a second person to oversee your financial records, get copies of bank statements, or be informed of certain decisions
- decide whether you want to appoint other people to step in as attorneys if something happens to your first choice

<https://officeforseniors.govt.nz>



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EVBIKES.CO.NZ

The Retirement Villages Association (RVA) has recently completed a national programme of meetings with retirement village residents to share its *Blueprint for the Future*.

The blueprint, which was launched last year, includes providing residents with a stronger voice, strengthening the complaints process and working with the Te Ara Ahunga Ora – Retirement Commission (formerly the Commission for Financial Capability) to monitor re-licensing times so best practice standards can be developed.



The forums in Tauranga, Wellington, Christchurch and Auckland were chaired by former Seniors Minister and MP the Hon Tracey Martin, who has recently stepped down as an independent member of the RVA's Executive Committee.

RVA Executive Director John Collyns said the meetings were extremely positive and excellent progress was being made with the industry collaborative approach aimed at addressing residents' concerns and issues. "We understand that a review of any legislation as proposed by the Retirement Commission is appropriate at some time but we have always felt that more pressing issues currently exist for government," said Mr Collyns.

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

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

The Blueprint for Change addresses weekly fees (fixed or a predictable increase, ceasing when a unit is vacated), commits to making sure operators re-licence vacant units as quickly as possible, pledges to ensure the terms around transfers to care are transparent, and addresses and perceived or real "unfair" clauses in Occupation Right Agreements (ORAs).

Mr Collyns and RVA president Graham Wilkinson attended all forums to give presentations and answer questions.

A frequent question was around the role of Statutory Supervisors – who monitor the financial position of a

village and the security of residents' interests. "There appears to be a lack of clear understanding over the legislative role of the Supervisor and the RVA will explore how we can improve awareness and understanding of this," said Mr Collyns.

Other points included the use of 're-licensing gains', transparency around the business income and outgoings and greater ability to negotiate terms of ORAs. Mr Collyns and Mr Wilkinson addressed all points, providing details wherever possible on where residents could access the information they required. "We agree there is a role for continuously educating operators and residents about the re-licensing process and to encourage best practice including dealing with potential drawn-out re-licensing times," said Mr Collyns.

Ms Martin said the RVA has committed to exploring what more could be done to support a more streamlined transfer to care both inside the sector and where they could with the Ministry of Health and Ministry of Social Development. "The retirement villages sector agrees that the move to care should be transparent. The RVA is identifying where improvements can be made, and will work with operators and regulators to ensure the process around the move is as transparent as possible. "It was also acknowledged by both the RVA and residents at the meeting that there could be some more clarity on wording in the ORAs around "intentions" to provide care facilities."

Ms Martin said that following each forum she enjoyed informal discussions with residents. "There were very few who were not happy with their village and none who wished to leave their village. "At the Auckland forum, a member of the residents spontaneously asked all those residents who felt that their village had kept them safe during Covid to raise their hands. Almost the entire room raised their hands. Residents attending again and again verbalised how happy they were in their villages."

The RVA recently commissioned research into retirement village residents' degree of vulnerability. "The research covered almost 1,700 residents across 105 member villages. It showed that there was a very small minority of residents who might be considered vulnerable," said Ms Martin. "Nevertheless, the RVA is launching a trial with Fairway Resolution across 11 Auckland villages with a confidential service to allow residents to discuss any problems no matter how small, with a skilled person."

Due to other commitments, Ms Martin is stepping down from her RVA role with former MP and former Senior Citizens Minister Hon Jo Goodhew taking on the position.

editorial supplied by The Retirement Villages Assn.



We wanted to share this photo of our Intervention Services team staff at their recent training day. Their team is made up of our Elder Abuse Social Workers, Community Social Workers and Counsellors.

Bloom Living – Own your Home in Retirement.

Bloom Living's Manurewa apartments are proving incredibly popular! Don't miss the opportunity to own your very own freehold apartment and be part of a thriving over 55's community.

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20 Alfriston Road.
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ELDER ABUSE HITS CLOSE TO HOME

ELDER ABUSE AWARENESS 15 - 22 JUNE

Call 0800 EA IS NOT OK
or Age Concern 0800 65 2 105



76% More than three quarters of alleged abusers are family members

50% More than half of the alleged abusers are adult children or grandchildren

50/50 Alleged abusers are as likely to be female as male

What is Elder Abuse and Neglect?

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

What are the warning signs?

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

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

There are many different types of Elder Abuse these include:

- **Physical Abuse** - infliction of pain, injury or use of force.
- **Psychological Abuse** - behaviour causing mental anguish, stress or fear e.g. ridicule or threats, harassment or humiliation, preventing choice or decision-making, withholding affection.
- **Financial Abuse** - illegal or improper use of money, property or other assets e.g. unauthorised taking of money or possessions, misuse of power of attorney, failure to repay loans, use of home and/or utilities without contributing to costs, scams that rely on establishing a relationship with the older person.

- **Neglect** - not providing for physical, emotional or social needs e.g. inadequate food, clothing, shelter, lack of social contact, support, health needs not attended to.
- **Sexual Abuse** - non-consensual sexual acts or exploitive behaviours.
- **Institutional Abuse** - a policy or accepted practice within an organisation that disregards a person's rights or causes harm e.g. lack of respect for a person's culture or customs, inappropriate rationing of continence products, inflexible routines.

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

How Age Concern Auckland can help:

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

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

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

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

Case Study:

Financial Abuse – Walter's* Story

Walter (85) and two of his friends, who all live in an Auckland retirement village complex, contacted Age Concern Auckland worried that the money in Walter's bank account had reduced significantly over the last year. For the past 3 years the bank account had been managed by Walter's son.

Our Elder Abuse Social Worker met with Walter and his friends to gather relevant facts and documents, investigate options and put a plan of action in place. Walter told her, his son does not see him often, and when he does, is stressed and never stays long. It was revealed the son had recently married and purchased a new house. Walter advised his bank had now stopped all access by his son to his account.

Our Social Worker checked Walter's current financial situation and confirmed he was able to pay his serviced apartment fees for six more months. It was important for the Social Worker to establish what the priorities were for Walter, as this would determine the plan of response. Walter's priorities were to: (1) keep his relationship with his son (2) ensure his son's career and marriage were not put at risk (3) be able to afford to stay in his serviced apartment.

After looking in detail at his bank documents, our Social Worker discovered that over 18 months \$135,000 had gone from Walter's bank account straight into his son's bank account. The Social Worker met with Walter, outlining her findings and worked with him to develop a plan of response to address the financial abuse that had happened. Walter declined to involve the Police in the matter and it was agreed that our Social Worker would present known facts to Walter's son, arrange a meeting between Walter and his son, obtain independent legal advice prior to this meeting, and broker a repayment plan.

In the initial call from our Social Worker Walter's son admitted to taking the money and a meeting was organised. During this meeting, after an explanation and an apology, Walter's son agreed to deposit \$20,000 immediately into Walter's bank account and to begin a weekly repayment plan. This has been done.

**client name changed to protect privacy.*




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: 09 553 9936 or email alanam@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.

© ACNZ together with NZTA

We are taking registrations for our 4 week "Positive Steps" Programme.

Positive Steps is a programme for older people to help retain independence and maintain health and wellbeing. The programme provides a range of information to help reduce the risk of falling and introduces a gentle strength and balance exercise programme. The dates for Positive Steps are still being confirmed, but you must be committed to attending all 4 weeks before registering.

For more information or to register your interest call Alana on 09 553 9936 or email alanam@ageconak.org.nz.

You will be contacted once a course is available and offered priority booking.

Film Review

- "Lawrence Of Arabia" (1962)

Reviewed By Roger Darlington



If I have an all-time favourite film, then I guess it would be "Lawrence Of Arabia". In spite of my great love of the movies, it is not that often that I see a film twice and rare that I view it a third time but, over a period of almost six decades, I have seen this classic a total of 12 times, almost always on the big screen. The first time was on its general release in 1963 when I was an impressionable 14 year old; another time was in 1989 when I saw the restored version at the National Film Theatre in the presence of the director David Lean and photographer Freddie Young; another time was in 2012 when it was re-released theatrically to mark its 50th anniversary; and the latest time was in 2020 at what is now the British Film Institute.

To a contemporary viewer, the film might seem rather slow and certainly it is one of the longest you will see (the director's cut is 227 mins) but, for me, it is one of the most accomplished movies in the history of cinema. It is shown in theatres with an intermission and before each part we hear the exciting overture. Three years in the writing, shooting and editing, it went on to win no less than seven Academy Awards.

I think that I admire it so much because it is a brilliant combination of epic and character study. On the one hand, it is a heroic wartime battle against the overwhelming odds of the Turks and the punishing conditions of a blazing desert. On the other hand, it is a fascinating psychological portrayal of an intelligent, but sensitive, man tortured by both his destiny and his sexuality.

There are marvellously fresh performances by newcomers Peter O'Toole as T.E. Lawrence and Omar Sharif as Sherif Ali, memorable dialogue from Robert Bolt, and a stirring score from Maurice Jarre.

The desert scenes shot in Morocco and Jordan and other scenes filmed in Andalucia, together with attention to costume and huge ensembles of men (no woman has a speaking part), create a series of awe-inspiring vistas and sequences. The cinematography is stunning and both composition and editing are brilliant. Scene after scene is meticulously constructed - the arrival of Sherif Ali is a classic - and often breathtaking. In short, it is quite simply a masterpiece.

If I have a favourite scene, then I guess it is the one of Lawrence's triumphal return from the Nefud desert, having gone back to rescue the Arab Gasim. The crossing of the Nefud desert is considered impossible, even by the local Arabs, but Lawrence persuades them that, in this way, they can take the Turkish port at Aqaba. Having carried out the superhuman feat of traversing this furnace, it is discovered that one of the Arabs, Gasim, has fallen off his camel and is no doubt dying somewhere back in the desert. Lawrence is told that any idea of rescue is futile and, in any event, Gasim's death is "written". When Lawrence achieves the impossible and returns with Gasim still alive, Sherif Ali admits to him: *"Truly, for some men nothing is written unless they write it"*.

As an impressionable teenager when this film was first released, I was stunned by Lawrence's courage and unselfishness in going back into the hell of the Nefud to attempt to find a man he hardly knew among the vast expanse of a fiery terrain and I was so moved by the sense of purpose of a man who is determined to take nothing as "written" but to shape his own destiny. This sense of anti-determinism and this belief that anything is possible has stayed with me always and continues to inspire me in small ways and large.

<http://www.rogerdarlington.me.uk/>

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!



If you're a former Spark customer and paid for a service called 'wire maintenance' whilst on a fibre or wireless connection, you may be owed a refund.

Wire maintenance is an older Spark service designed to cover the cost if something goes wrong with your internal wiring. It was created at a time when customers were predominantly connecting via copper, which required maintenance at times. In more recent years, it was made available on fibre connections and while some fibre customers have benefited from the wire maintenance service, it was not applicable for the majority.

It was also identified that a small number of wireless broadband customers were charged for wire maintenance because of separate historical system errors.

Since then, Spark has stopped offering wire maintenance as a service on fibre and has also processed a refund for all Wire Maintenance payments customers made while on a fibre or wireless connection. They have contacted all customers who are owed a refund; however, some former customers may have changed their contact details since then.

To ensure all customers can claim what's owed to them, Spark are encouraging customers who used to be with Spark and believe they paid for a Wire Maintenance service while on a Fibre or wireless connection to check if they are owed a refund by visiting <http://www.spark.co.nz/refund-check> or by calling 123.



**Are you a former Spark customer?
Did you pay for a service called
'wire maintenance' whilst on a fibre
or wireless connection?**

YOU MAY BE OWED A REFUND

**Call 123 to check or visit
<http://www.spark.co.nz/refundcheck>**

Our Very Special Thanks to NZ Lottery Grants Board

We would like to acknowledge the incredible support that NZ Lottery Grants Board gives to Age Concern Auckland.

In March NZ Lottery Grants Board granted \$200,000 to us to help us deliver our services across Auckland. 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.



Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY

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 support of 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 65 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 35 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
- 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
- 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 480 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
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

I would like to make a donation of \$ _____

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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.



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



Your membership is essential to providing our services

Thank you for being a member of Age Concern Auckland. **None of our work is possible without the support of members like you, whose \$20 membership fee helps fund the crucial work we do.** Each year we answer 25,000 calls for help, information and advice from older people and their families. Our services also directly support 21,000 older people each year ensuring they are supported to live well. We can't do this without your help.

Only 65 percent of Age Concern Auckland's services are funded by the Government, so we rely on members like you to help fund the rest. Your membership of Age Concern Auckland is essential in helping us provide support and services to older people needing our help.

If you have a membership renewal form included with your newsletter your membership is now due. Additional donations are also gratefully received.

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

If you have any questions or believe that you have paid your membership, please call us on 09 820 0184 Monday – Friday 9 am to 4 pm.

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.

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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.



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If you're aged 60 or over, value your independence but want greater security, come and have a look at the superb properties we have to offer.

- **Best Ageing Programme at the 2017 Ageing Asia Eldercare Awards**
- **Finalist in the Facility of the Year Independent Seniors Living Category.**

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A right to occupy dwelling at Acacia Cove Village is unsecured.