

WINTER 2022 QUARTERLY NEWSLETTER

Phone (09) 489 4975 | www.ageconcernauckland.org.nz



Age Concern Auckland North Shore Edition

Serving the needs of older people

AGE MATTERS



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Disclaimer: 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.

Age Concern Auckland - North Shore 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 or Korean and that we provide culturally and linguistically appropriate support. We give talks to Chinese, Japanese or Korean groups and run group activities to promote positive ageing.

Community Social Work – 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.

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 to ensure they can still access services and social connections when they are no longer able to use public transport.



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Need a hand? Services we offer:

- **General Home Help** - dusting, polishing, tidying, bed making, bathroom, stove tops, microwaves, vacuuming, all floors and wet areas mopped, Rubbish taken out.
- **Laundry** - colours sorted, washing done, hung on line, dried, folded and put away.
- **Meals** - shopping lists, meal planning, food preparation, cooking, company while eating, washing up and kitchen left tidy.
- **Shopping** - driven to local shops, accompanied while shopping, bags carried, unpacked and put away. Or if preferred we will shop for you, bring home and put away.
- **Sleep Over's** - support worker to sleep in the house for a 8, 10 or 12 hour period to ensure your safety.
- **Driving** - to appointments, Doctors, Hospital, Hairdresser, etc.
- **Morning Care** - help to get out of bed, showering, drying, dressing, grooming, ensure breakfast is eaten and hot drink given.
- **Evening Care** - ensure evening meal is eaten, undress, leave bed turned down, check house is locked up and secure.
- **Medication** - support workers are not authorised to give medication but they are able to remind you to take them.
- **Companionship** - need someone to pop in and check on you, read the newspaper to you, go for a walk, chat for a while, or even treat you to a day out occasionally.
- **Spring Clean** - this can be negotiated and arranged at any time.
- **Respite Care** - does your carer need a break, support worker to stay while carer is away.
- **Full Time Care** - 24/7 care can be provided. Special packages can be worked out individually.

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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.

"Every place is within walking distance
if you have enough time"
<><> Steven Wright



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31 Ocean View Road, Northcote | 09 489 5737
office@hmorris.co.nz

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.



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Thank you to our wonderful volunteers

The 19-25th of June is National Volunteer week. Age Concern Auckland would like to 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



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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.

Winter Energy Payments

The Winter Energy Payments will start again on the 1st of May. If you get NZ Super or a Veteran's Pension, you will be entitled to the Winter Energy Payments all winter. That's from 1st of May to 1st of October. The payment is made automatically, no need to apply.

Couples will get \$31.82 a week. Single people will get \$20.46 a week. If you want to opt out of getting this payment or you want to get back in, call the Senior Services contact centre 0800 552 002.

If you are travelling overseas for more than 28 days you really need to let the MSD know, otherwise they may pay you too much and have to ask for the money back.



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Please telephone or email Lois Black to arrange a no-obligation, free-of-charge 30 minute meeting for new clients.

Did you ever wonder what goes on behind the scenes in a funeral home?

Is embalming necessary?
How much does a funeral actually cost?

Funerals are something we all have to face at some stage in our life. It is important to understand what options are out there, dispel any myths and feel at ease with any plans you put in place. There are many different ways to celebrate a life and often families are not aware of all the possibilities.

Did you know that it costs nothing to sit with us and record your wishes, or even talk through all the options. Our team will answer all your questions (even the curly ones) and you can be assured that we will take care of all the details, no matter how small. So pop in for a chat over a tea or coffee, or alternatively we can come to your home if you prefer.

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- This is an **ON-DEMAND SERVICE** for Outpatient Appointments Only!

Pre-Booking Service:

- It is recommended that you book on the shuttle when you receive your Outpatient appointment letter. It is **COMPULSARY** to pre book a seat a **MINIMUM** of 3 working days before the appointment.

Orange Level: Masks are still compulsory whilst travelling on the shuttle. Hand sanitiser is available and recommended to be used, please ask your driver.

Book your place by calling us Mon- Friday 9.30am – 4pm
Phone 09 426 0918 or 0800 809 342 (press 5)

NATIONAL TRAVEL ASSISTANCE SCHEME:

For those that are facing Oncology, with on going appointments/treatments, you **may** be eligible to register for the **National Travel Assistance Scheme**:

The National Travel Assistance Scheme provides financial assistance to people who are referred by their publicly funded specialist (not a GP) to see another specialist, and need to travel long distances, or travel frequently.

What does travel assistance mean for me?

If eligible, you will receive assistance towards your travel and possibly your accommodation costs. Your specialist will need to approve accommodation and specialised transport needs, this includes taxi, mobility taxi, or air travel. Travel by private vehicle or public transport is assessed on registration.

Adult Claim:

- Do you travel more than 350 km one way, per visit?
- Do you visit a specialist 22 or more times in two months?
- Do you visit a specialist six or more times in six months, and travel more than 50km on way, per visit?
- Are you a Community Services Card holder and travel more than 80 km one way, per visit?

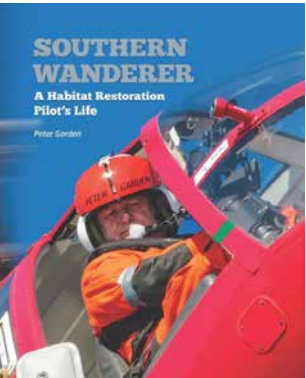
Please note that:

If you receive, or are eligible for, travel assistance from another provider such as ACC, Work and Income, Ministry of Transport or Ministry of Education, you may not be eligible for assistance under the National Travel Assistance Scheme.

MINISTRY OF HEALTH NATIONAL TRAVEL ASSISTANCE
0800 281 222

Book Review

‘Southern Wanderer’ by Peter Garden



Peter Garden started his flying career as an agricultural pilot in Southland and went on to become one of the world’s pre-eminent pest eradication helicopter pilots and champions.

Southern Wanderer is an account of the many and varied aspects of

Peter Garden’s life and the influences that lead to his becoming a world-renowned helicopter pilot and exponent of international and national predator eradication projects.

His early life in rural Southland and Otago provided an outdoor adventure playground on his doorstep. Peter’s enjoyment of roaming began at an early age and the urge to “see what’s over the next ridge” has never diminished. His extensive knowledge of his environment lead to Peter being asked to help with local search and rescue operations while still at high school and this became a lifetime interest.

Deer hunting became Peter’s passion when he was a teenager and was soon combined with four and two-wheeled vehicles. In 1975 a local businessman asked Peter to train as a helicopter pilot and this was his “golden opportunity”. He had taken his first flight at four during a Southland Aero Club post-war aviation promotion. That flight began a passion for aviation and when Peter eventually flew an aircraft himself, he knew for certain the sky was where he wanted to be, and set his heart on a career in aviation.

Peter began flying agricultural operations in New Zealand in 1977 and in Scotland and England in the 1980s. He formed his own helicopter company (Peter Garden Helicopters) in 1985 and began Endangered Species Recovery work in 1990. Peter describes some of the projects that were developed to utilise the unique capabilities of helicopters, all while taking calculated risks, flying in extreme weather conditions, to achieve successful outcomes and improve natural environments for native birds all over the world.

He documents international projects he’s taken

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part in to restore biodiversity in remote, challenging environments in Alaska, sub-Antarctic South Georgia Island, Puerto Rico and many Pacific locations and describes their associated foreign aviation jurisdictions and government regulations. Thanks to the work of Peter and his team, South Georgia is now free of rats and mice for the first time in 200 years and bird life there has a chance to flourish again.

Through all these exploits Peter weaves the stories of his family and business highs and challenges.

Peter has been Helicopter Safety Counsellor and Chair of the Helicopter Division for the Aviation Industry Association of New Zealand and Chairman of the Steering Committee of the New Zealand Helicopter Association. He has been Aviation Advisor to New Zealand Land Search and Rescue and a founding Trustee of Southern Region Air Ambulance Trust and the Forest Hill Foundation.

In May 2017 Peter was awarded the Officer of the New Zealand Order of Merit (ONZM) for services to aviation, conservation and search and rescue.
www.grownups.co.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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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

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/dDIsIrW63hUm40Tyeh66aA>

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/>



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: 09 489 4975. Your details will be placed on a waiting list and you will be contacted once a course is available and offered priority booking.

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.

Home Downsize

- Decluttering
- Clearing/reorganising garages, sheds, etc
- Thinning down possessions
- Selling on behalf
- Estate clearing
- Will buy and clear (avoid garage sales)
- Rubbish removal

And many other services, just ask away!

John Smallfield
022 325 2843
info@homedownsize.co.nz

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>

**QUALITY PREMIUM
PREPARED MEALS**

SOUPS AND DESSERTS

Meals made from scratch as you would in your own home, ready to heat in your oven or microwave.

For information or menus please call Kate on: (09) 948 9101 or Email: ktskitchenltd@gmail.com

NORTH SHORE BASED

Social Connections Update

We received this lovely article from one of our youngest volunteers Aronui, who visits Doug along with his Dad. Aronui wrote this to share 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.”



We also received this lovely photo and feedback:
“ It was a lovely day last Friday and Ruth took me to Milford beach. We had morning tea and ate it by the beach. I haven’t been to the beach in ages, so we went for a walk and the sun on the water was magical. It gave me such a boost. Ruth is so kind and easy to talk to. Thank you so much for matching us; she’s made a huge difference in my life.”

Providing friendship and social interaction since 2013

Sunil has been a volunteer visitor for Age Concern Auckland since 2013 and during that time he has helped out over 10 clients with their social connections. 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.



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:



Rhoys on his 101st birthday – we hope we look as good when we are 101!



Allan on his 80th Birthday



Tina on her 85th Birthday

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. Our thanks to amazing groups and individuals who donated them.



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.**



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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!



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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.*

Losing a spouse, having the children move away, or facing a loss of income are often reasons why older people experience loneliness and social isolation.

There's no doubt that older people are vulnerable to loneliness and social isolation – research, amongst others, show that very clearly.

Their vulnerabilities arise from the loss of a spouse, loss of mobility, loss of income, the children have moved away, or perhaps they're all by themselves in a big house and everyone else in the street's out at work.

This is important, not just because loneliness is painful, but because having inadequate social relationships has been shown to be as bad for health as smoking. British research suggests that lonely people are more vulnerable to chronic diseases, eat less well and give up on themselves, are more likely to be smokers, overweight or underweight though poor diets, drink heavily and are less likely to engage in physical activity.

Breaking the cycle of loneliness takes conscious effort. Break the cycle by making a plan – talk to your local barista or call someone rather than sending a text. Volunteering and hobbies are almost certain ways to make new friends. Pets offer a good antidote – it's important to think beyond oneself.

The vulnerabilities above often trigger a move to a village. It's a great opportunity to make new friends in a community of like-minded people. Villages often have a vast array of new activities, events and entertainment designed to pique residents' interests and encourage involvement.

From time to time we survey our residents to see how we're going in meeting their needs and expectations. The last survey asked 1,300 randomly-chosen residents about their life in the village.

66% reported a greater sense of security and confidence, one third said they enjoy better physical health, and a satisfactory 67% said their social life had improved. So we can tick all those boxes!



Editorial supplied by Retirement Villages Association

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 \$_____

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.



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.

☐ **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)
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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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Come and see us for a cup of tea and tour of our village.
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