

SUMMER 2022 QUARTERLY NEWSLETTER

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Age Concern

Auckland

Counties Manukau edition



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Our Services

Ageing Well – delivers a range of free workshops, seminars and programmes that are fun, sociable, interactive and promote healthy living. The Health Promotion education sessions are designed to provide access to health-related information and services to give older people more control over their health and wellbeing.

Asian Services – ensures that all our services and activities are delivered in Mandarin, Cantonese, Japanese and Korean and that we provide culturally and linguistically appropriate support. We give talks to 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.

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.

Visiting Service – provides companionship and support for older people living independently in the community by matching them with a regular, volunteer visitor.

Social Connections Service - facilitates and empowers lonely older people to engage with activities and events in their local community in a way that suits them.

Total Mobility Scheme – assesses and provides Total Mobility Cards to eligible people so they can receive subsidised taxis when they are no longer able to use public transport.

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Publication of an advertisement in this newsletter does not imply endorsement by Age Concern Auckland.

Christmas Hours

Our offices will be closed from Friday 23rd December until Wednesday 4th January 2023, when they reopen at 9 am.

For Elder Abuse emergencies during this period, please phone the Elder Abuse Response Service Helpline 0800 32 668 65
For help on holidays and weekends: Need to Talk free phone or txt 1737

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and FOR A NON-EMERGENCY PHONE 105**



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CEO Update

I remember writing my piece for the newsletter this time last year, while Auckland was under lockdown, and commenting that I hoped 2022 would be a more settled year and that life would have returned to some semblance of normality. As I sit here now, we are slowly starting to get back to normal here in New Zealand and I look forward to a new year with renewed optimism. After three years of uncertainty, many of us crave a little more certainty, a little more calm, and a return to more normal times.

However, for many of the older people we work with, the challenges of the past few years are nothing out of the ordinary. For many, feelings of isolation and loneliness, feeling excluded and marginalised are nothing new. The difficulties and challenges that many older people faced day-in-day-out before COVID-19, were there throughout COVID-19, and sadly will still be there once COVID-19 is a memory.

The Government provided support throughout COVID-19 to enable community connection for vulnerable communities and with this funding Age Concern Auckland has been able to grow our community social support team and our counselling team. This funding will end on 30 June 2023, and we are now actively engaging with the Government to ensure that they recognise that the support they gave to Age Concern Auckland enabled us to better support older people, marginalised from society. But that this was not only COVID-19 related, for many the situation existed before and will continue to exist after. Our goal is to ensure that having successfully built up our resource to support those most vulnerable, that we don't see that resource now vanish. My sincere hope is that the government recognise that the funding they provided is absolutely essential and that to take it away would be a hugely retrograde step.

In early December we will formally launch our new Asian Services branding, and will bring together our friends, partners, supporters and stakeholders to celebrate the success of our Asian Services programme. I am always amazed and delighted by the incredible work our Asian Services team do in supporting older Chinese, Korean and Japanese Aucklanders, and reflect on how far we have come in this area of our work, over a short time.

When I first commissioned research into how older Chinese people were being supported, Age Concern



Auckland connected with the older Chinese community 10-20 times a year, helping a mere handful of people. Having identified the need, we set about developing and continuously strengthening our capability to support older Asian peoples. I asked my Asian Services Manager to give me an update on how many times we connected with older Asian people now, and over the last six months that number is almost 20,000. Moreover, our work has been so successful that we are now helping older Asian people across New Zealand and have been funded to deliver educational workshops in Hamilton, Wellington and Christchurch.

As ever, we rely on the commitment, support and generosity of so many, that it is almost impossible to thank everyone. We have amazing staff, incredible volunteers, wonderful supporters and together we are making a difference in the lives of so many older people. My thanks goes out to everyone who has helped us achieve this.

Finally, this newsletter will reach you sometime in early December, and I'd like to wish everyone a happy holiday season. In December, I am heading over to Wales for the first time in five-years to spend some time with my father. I'm looking forward to the bracing cold air and a chance to take Dad down to the Harbour Inn in the small fishing port of Solva where he lives. When we're there, we'll raise a glass and thank all of those back in New Zealand who have done so much to make Age Concern Auckland what it is.

Kevin Lamb CEO Age Concern Auckland

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Chair's Report

Welcome to the last edition of the newsletter for 2022. It has again been a year that has tested our resilience, as individuals and as a community. However, when I reflect on the work Age Concern Auckland has achieved over the past 12 months, it is with a sense of pride and with the knowledge that we have delivered powerful support and services to all those needing our help.

Additional contract funding has allowed us to expand three key areas of our work. Our Community Social Work team has grown to meet increasing need and during our last financial year assisted 1,087 over 65's. Going above and beyond to help those people struggling with social, housing and health issues. The team has ensured clients' basic human needs are being met. You would imagine this is a given in New Zealand, but the sad reality is that it is not.

We have also been able to increase our Counselling Service to meet higher demand. Expanding from one part-time Counsellor working in South Auckland to 3 part-time Counsellors working across Auckland. Every day our counsellors support older people struggling with age-related challenges, helping them process issues, see different perspectives and to make their own decisions.

Lastly, we have expanded the support our Asian Services team delivers. This small but impactful team, now deliver support and services in Mandarin, Cantonese, Korean and Japanese. They have expanded the activities they offer for social connection and deliver their educational programmes both in-person and digitally. They have also increased their reach by utilising digital platforms such as We Chat, which allows people to message them easily and request help.

Equally importantly throughout 2022, Age Concern Auckland has continued to support people experiencing elder abuse and neglect, in need of social connections and wanting information, advice and tips on ageing well. All this vital and necessary work is only possible because of the dedication of our wonderful volunteers and staff. Our volunteers donate more than 16,000 hours to assist our clients every year, this is incredible. As a volunteer myself I really mean it when I say thank you. You are amazing, professional and we'd be lost without you.



Our superb staff work so hard to lead and deliver the services and support older Aucklanders need. Thank you on behalf of our board for your ongoing commitment. To our members and donors, your support means we can continue to be here for the people who need us, thank you.

The last three years have clearly demonstrated the vital importance of our organisation and we look forward to continuing our proud legacy of service and impact into 2023. Age Concern Auckland has been working for seniors tirelessly in our community since 1949 and I'd like to finish by paying tribute to all those marvelous people who have been involved in Age Concern Auckland and our forebearers, during the past 73 years. The work of Age Concern Auckland is needed now more than ever. Thank you to everyone who has had a hand in delivering for Auckland's older people and all the very best for the upcoming holidays.

Victoria Walker Chair, Age Concern Auckland.

Anahila Kanongata'a-Suisuiki

List MP based in Papakura



For advice and advocacy contact

0800 262 4452
(0800 Anahila)

Anahila@parliament.govt.nz

By appointment:
29 Broadway,
Papakura, Auckland 2110

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Anahila Kanongata'a-Suisuiki,
Parliament Buildings, Wellington



Labour

Physical Activity

Staying active is important when you're getting older (including if you have health conditions). Regular physical activity can improve your health and wellbeing, and make it easier to perform daily tasks.

Summer is a good time to start a new activity – most of us feel more motivated in the warmer weather to get up and get moving.

Physical activity is any movement of the body that uses energy. It is important to be as physically active as possible and limit sedentary behaviour.

You should aim for a mixture of aerobic, resistance, flexibility and balance activities.

Joining an exercise group is a wonderful chance to meet new people and create new social connections.

Remember

- Speak to your doctor before starting or increasing physical activity
- Start off slowly and build up to the recommended daily physical activity levels

Recommendations for older adults

1. Spend more time being physically active and less time sitting down

Do lots of daily physical activities such as:

- walking to the shops
- vacuuming
- gardening
- washing the car

Any level of physical activity is better than doing nothing!

2. Aim for at least 30 minutes of aerobic physical activity on 5 days each week. Aerobic activity makes your breathing and heart rate increase.

Some examples of aerobic activities to increase your heart rate and breathing include:

- brisk walking
- ballroom dancing
- cycling
- kapa haka
- lane swimming
- playing with grandchildren
- kilikiti.

Do 60 minutes aerobic activity on 5 days each week for additional health benefits and to lose weight.

3. Aim for 3 sessions of flexibility and balance activities, and 2 sessions of resistance activities each week (in addition to the aerobic physical activity). Doing exercises that strengthen your leg and core muscles and improve balance will reduce your risk of falling. Evidence shows that exercise classes designed to improve strength and balance reduce the risk of falling by up to 30%.

Some examples of resistance, flexibility and balance activities include:

resistance (for muscle and bone strength):

- o carrying shopping
- o standing up and sitting down repeatedly
- o weight training

flexibility (for easy movement):

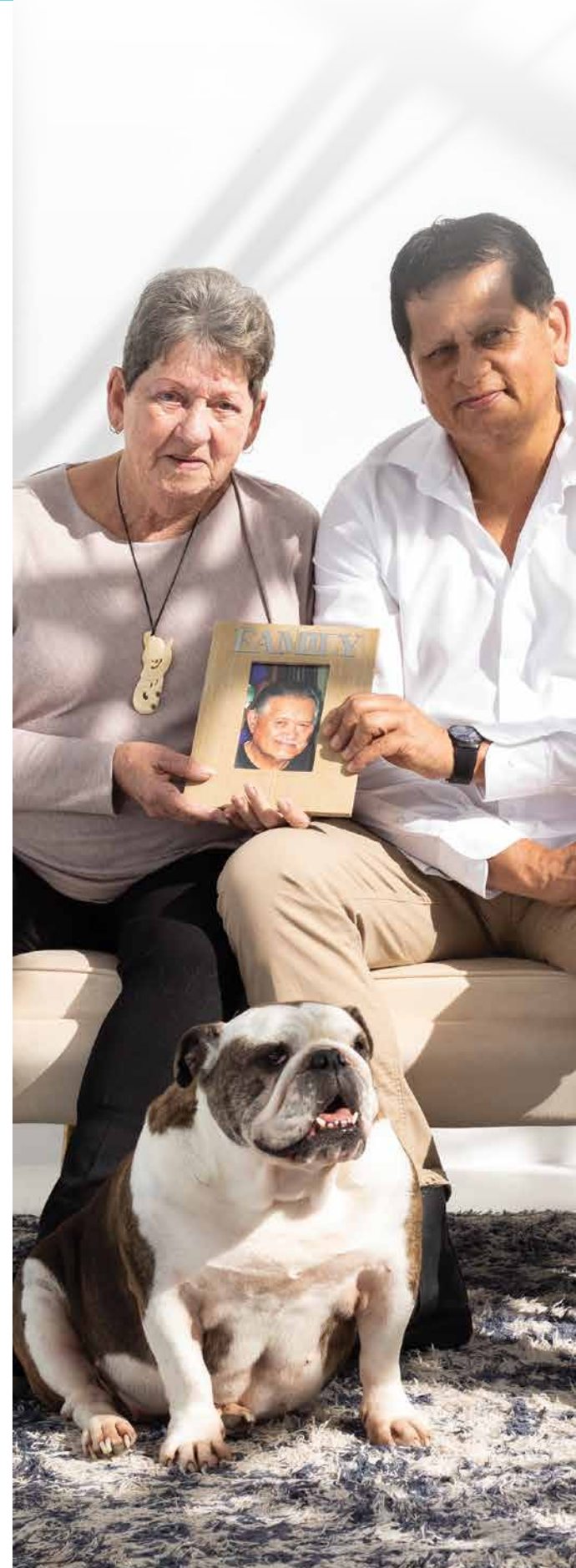
- o stretching
- o gardening
- o yoga
- o pilates
- o balance (to prevent falls):
- o bowls
- o modified tai chi
- o Otago exercise programme
- o standing on one leg
- o yoga.

Community Strength and Balance Programmes aim to identify and approve community based exercise classes that reduce the risk of falls and increase balance and strength for older adults. Classes range from gentle chair based exercise, tai chi, yoga, dance, boxing, energetic aerobic and traditional weight bearing classes.

For more information on Community Strength and Balance exercises you can visit www.livestronger.org.nz or contact Age Concern Auckland for a copy of our Calendar of Activities



Source: www.health.govt.nz; www.livestronger.org.nz



THE IMPORTANCE OF A MEANINGFUL FUNERAL

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

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

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

Pre planning is free and at Davis Funerals, we make it as simple as possible. Contact us today and one of our professional, experienced funeral directors can guide you in creating the perfect send off.

You can call us on 638 9026, head over to our website davisfunerals.co.nz or email office@davisfunerals.co.nz for more information.

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FUNERAL CARE

Asian Services Update

It has been a very busy few months for our Asian Services team. Activities and events at our Positive Ageing Centre are in full swing, our Ageing Well educational sessions are in high demand, we have been making the most of the improved weather and going on some social outings outdoors and have celebrated a couple of special birthdays.

The Moon Festival, also called the Mid-Autumn Festival, is celebrated on the 15th day of the 8th month of the lunar calendar. It's one of the most significant Chinese/Asian festivals, alongside the Chinese New Year and Dragon Boat Festival. On this holiday, people usually get together with their families and friends to have a barbecue or shared dinner, eat moon cakes and pomelos, and spend time admiring the beautiful full moon. Our Asian Services team hosted a Moon Festival event this year and invited our Chinese members to celebrate together. Jenny taught members how to make 3 different moon cakes. We had 160 participants who attended our Moon Festival events (moon cake making and lunch gatherings) and we made more than 600 moon cakes together.



The first Digital Inclusion Course for Japanese seniors was held at The Spreading Tree in Grafton. 15 people attended and learned how to use Zoom and Google Meet. Three young volunteers came to provide detailed support to the seniors. After the class, they shared lunch together and had a great time. One of the participants said, "Due to the COVID-19 pandemic, I have not been able to see friends my own age for the past two years. It was great to see so many friends and to learn new knowledge."



Workshops and activities have also been delivered in Mandarin and Cantonese, with the workshops about technology and scams proving very popular. It has been exciting to deliver the first workshops to Chinese seniors in Hamilton, with the first session done via Zoom and the second in-person. In the coming month a session is scheduled for Christchurch. It is great to be able to deliver this work in other centres, having done it so successfully in Auckland over the past few years.



The team has also celebrated some special birthdays. The first was a celebration for Ruheng.

The second was a joint party to celebrate the birthdays of PingMei and YuPing, who attend activities at our Positive Ageing Centre. Jenny, one of our Chinese Coordinators, made cake and finger food for them to share with our other members and their friends. It was a lovely social get together to acknowledge their special milestones.



The Double Ninth Festival, also known as Asian Senior's Day, is held on the 9th day of the 9th lunar month every year. Climbing a mountain is one of the traditional customs for this festival. People often go sightseeing/hiking on this day to expel bad luck and disasters and express their wish to live longer. Jenny, Lily, and Wendy from our Asian Services team walked with our seniors from the Devonport Library to the summit of Mt Victoria. It was a wonderful day, with over 25 seniors participating.



Asian Services Manager, Felix Lin, and Visiting Service Coordinator, Cassandra Lee, joined our Volunteer Coordinator, Emah Butler, at the Orakei Volunteer Expo to encourage more Chinese, Japanese and Korean volunteers to support our work with Asian seniors. A highlight of the expo was meeting a Star Wars Stormtrooper!



Staying Safe for Mature Road Users

Age Concern Auckland runs a 3-hour classroom-based refresher workshop for Senior drivers with morning tea included. Using information and resources provided by Waka Kotahi, the New Zealand Transport Agency, the workshop aims to fine tune your safe driving knowledge, increase your knowledge of road code changes and outline other transport options available to help Seniors remain mobile. The session is relaxed and informative and you will not be tested.



FREE STAYING SAFE 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 email ageconcern@ageconak.org.nz or call us on 09 820 0184. You will then be contacted when a course is available in your area.

Ageing Well Update

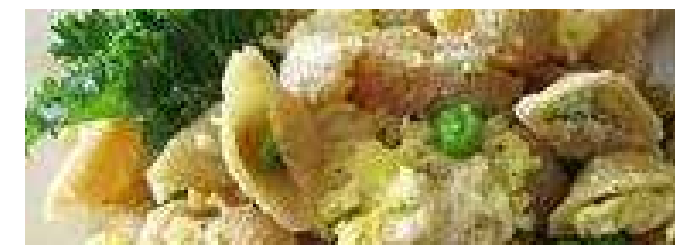
We'd like to share photos from two of our recent Ageing Well activities, "My Home, My Choices" and "Technology for Seniors". "My Home, My Choices" is for senior home owner-occupiers, and uses a research-based resource to help participants think through how and where they want to live during their retirement. Including things they might need to consider or adapt about their current home.

While "Technology for Seniors" provides the opportunity to get individual tuition on your devices. Participants learn at their own pace and are paired with a volunteer to teach them how to do the things they want on their device.

These are just two of the great workshops and activities available free through our Ageing Well Programme. If you are interested in finding out about what activities are coming up call us on 09 820 0184 or email us on ageconcern@ageconak.org.nz.



Pasta Peas and Parmesan Serves 1



Ingredients

- 1 cup uncooked wholemeal pasta shells
- 1/3 cup frozen peas
- 2 eggs, beaten
- 2 tablespoons Parmesan cheese, grated
- 1/4 teaspoon ground black pepper
- 1 teaspoon Parmesan cheese, grated

Directions

Preparation:10min › Cook:15min › Ready in:25min

1. Fill a saucepan with lightly salted water and bring to a rolling boil over high heat. Once the water is boiling, stir in the pasta then return to a boil. Cook the pasta uncovered, stirring occasionally, until the pasta has cooked through but is still firm to the bite, about 10 minutes. Stir in the frozen peas then cook for 1 more minute; drain well in a colander set in the sink. Return the pasta and peas to the saucepan.

2. Mix in the eggs, 2 tablespoons of Parmesan cheese and black pepper; cook over low heat, stirring constantly until the eggs are cooked through, 2 to 3 minutes. Serve sprinkled with 1 teaspoon of Parmesan cheese.

allrecipes.com.au

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Make Connections

Summer is here and the warm months give us more opportunities to be active, enjoy life, appreciate nature and revive tired spirits! Below is some great advice for keeping us positive.

- **Introduce daily rituals to help anchor yourself.**
A cup of coffee or tea while reading inspirational works from a favourite book, a few stretches while taking in deep breaths, a walk along a picturesque avenue – what do you enjoy?
- **Let go of judgement.**
You may feel that you somehow ‘deserve’ to be lonely because of deficits in your personality. Curb any hurtful self-talk and take care of yourself the way you would a friend.
- **Be present.**
Accept the emotions you are currently feeling. Then take note of your daily actions and connect them to a greater purpose, making sure to include those that may feel minor. E.g. the act of washing your hands regularly can potentially save lives.
- **Embrace small talk.**
A growing body of research suggests that even trivial interactions with strangers, like chatting to supermarket cashiers or stopping to ask for directions, may strengthen feelings of connectedness to other. Set small challenges, like saying hello to everyone you pass in the street on a given day or asking your neighbour if they need any help.
- **Get to know yourself.**
In order to have meaningful connections with others, you have to understand what is important to you, which in turn will help you make conscious choices about how you want to live.
- **Channel yourself into creative activities, such as cooking, gardening, or a house project.**
Creativity has elements of both planning and living in the moment. Seeing something take shape, whether it’s a loaf of bread or a puzzle, lessens feelings of helplessness and brings satisfaction and peace.
- **Actively listen.**
Good listeners provide a safe environment for those who are speaking, who in turn will tend to respond by opening up more. Listen to understand.

- **Spend more time with people who are good listeners** and less with ‘vampires’ who deplete your energy by only talking about themselves. It’s nice to be thought of and cared about.
- **Connect with others online.**
There are many benefits to hanging out (even if it’s virtually) with family, friends and like-minded people. You can play games, join an exercise group, chat about common interests and give or receive advice. It’s wise to seek out platforms which have a strong moderator presence and policies which align with your own moral compass. Or keep it simple – host video chats with family members. Have a theme – you could have a movie night, or Happy Hour.
- **Have an experience.**
When you’re down, it can be tempting to splurge on cake, a new outfit, or a luxury item to get that instant feel-good hit. However, investing in an experience will give you long-lasting satisfaction and the opportunity to meet others. Enrol in a woodworking course, join a knitters group – see our Calendar of Activities for more ideas.
- **Find an online pen pal.**
If you’re learning a foreign language and want someone to practise it with or are seeking a cultural exchange, Interpals might be your thing. It’s free to join – www.interpals.net.
- **Hang out with yourself.**
Go on mini adventures to new places and get dressed up for the occasion



Source: Family Care New Zealand Issue 43



Can you help us?

Could you spare an hour a week to make a difference to a very lonely older person?

Age Concern Auckland needs volunteers to help with our Visiting Service.

One of our volunteers, Merle, shares what she gets from volunteering for Age Concern Auckland:

“When I visit, my clients are always pleased to see me, they make me feel so welcome and I’m happy to be there with them. I love putting a smile on their face, chatting about line dancing, and reminiscing about our younger years. We have a lot of laughs.”

Merle has this advice for people thinking about volunteering:

“If you have a bit of free time and were thinking about what you could do in the community to make a difference, to make someone happy– think about the lonely, elderly people out there that would really appreciate a visit and a chat. It will put a smile on their face and yours at the same time. Being a volunteer visitor for Age Concern Auckland is very rewarding and really does make a difference.”

If you enjoy engaging with older people and can spare an hour a week to visit, call Emah Butler on 021 225 7214 to discuss how you can be involved or email emahb@acns.co.nz.

Strawberry Santas

Makes: 20 Time to make: 15 minutes

Ingredients:

- 20 medium-large strawberries, hulled for a flat base
- 100g Philadelphia Light cream cheese (Note: other brands of cream cheese can be too runny for this recipe; this is the one we’ve found works best.)
- 4 - 6 tsp icing sugar, to taste
- 40 mini dark-choc bits or chocolate chips

Method:

Cut the top third off each berry and reserve. Stand berry bases on a serving platter.

Mix cream cheese and icing sugar until smooth and creamy.

Pipe or spoon 1 tsp cream onto flat berry tops.

Place reserved berry tops on top.

Use the smallest piping nozzle to pipe mixture onto the tip of each strawberry “hat” (pompom) and onto “chest” (button).

Use tweezers to place 2 chocolate pieces onto each cream “face” (eyes). Refrigerate until ready to serve.



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

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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Community Strength & Balance Update

Our Community Strength and Balance Coordinator visited the Samoan, Tongan and Fijian Indian Pacific Homecare senior groups, demonstrating exercises to do at home and giving a taster of some of our level 1 Live Stronger for Longer classes. The session with the Fia Ola Tongan group was fantastic and they all passed the tandem balance test! Our ACC Regional Partner Tux, was there to support with some translation too – malo Tux.



Our Steady As You Go groups are going from strength to strength, so much so, we are having to start extra classes and keep waiting lists! Pictured is one of our Botany Library classes. If you wish to attend a class, **please make sure you call ahead to check there is space - 0800 262 368.**



Our Community Strength & Balance Coordinator, Beth, and Social Connections Coordinator, Leti, recently attended Mangere Town Centre Seniors Expo and Pukekohe Wellbeing Expo, to spread the word about Age Concern Auckland's services and programmes. They met some wonderful seniors and in Mangere got to take part in lunchtime Zumba which is run every day at 12pm for free.



Franklin Pool and Leisure in Pukekohe Total Body class is back to good numbers. Access & Inclusion Coordinator, Cindy, is developing a level 1 class for those with lower mobility – watch this space!



If you or someone you know wants to improve their strength and balance – please call 0800 262 368 or you can email Beth on bethanc@accm.org.nz. We have classes for all abilities and a range of exercise modes so will be able to support you to find something you like, that suits your needs.

Be SunSmart This Summer

You can be SunSmart and still enjoy the great outdoors. Being SunSmart is about protecting yourself from too much ultraviolet (UV) radiation from the sun. All you need to do is Slip, Slop, Slap and Wrap.

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

Slip

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

Slop

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

Slap

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

Wrap

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

Sun Exposure: It is still important for your general health and wellbeing to continue to get some sun exposure even during the hottest months (September to April). This should be a walk (or some other form of outdoor physical activity) 5-6 days a week, planned for the early morning (before 10.00am) or late afternoon (after 4.00pm).

sunsmart.org.nz



Winter Energy Payment

The Winter Energy Payment has ended for this year. You will have received four days of Winter Energy Payment with your 11 October 2022 payment.

If you have any concerns about how you'll manage without it, there may be other ways Work and Income can help. Use the online eligibility tool to check what you might be able to get or call the Work and Income Seniors team on 0800 552 002. Everyone's situation is different, so they're always happy to talk with you.

If you qualify for the Winter Energy Payment next year, you'll get it automatically from 1 May until 1 October 2023.

A Daily Inspiration:

If we ever have a golden age, it will be because golden hearts are beating in it.

[From Wings of Silver.]

Bloom Living – The lucky last!

Blooms Manurewa's stunning freehold apartments have almost sold out! But there's still time for a lucky few owners to join this fantastic safe and secure gated community.

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BloomLiving

Freehold Retirement

Retirement villages sector launches most significant reform in a decade

New Zealand's retirement village sector has unveiled major changes to the way the industry operates in the most significant voluntary reforms to the industry since legislation was passed in 2003. Among the key changes is a requirement that operators pay interest on outstanding capital sums if a former resident has not been repaid within nine months of leaving a unit. In addition, all operators are being asked to stop charging weekly fees once a unit is terminated and vacated.

Members of the Retirement Villages Association (RVA), which represents operators comprising over 95 per cent of all units including not-for-profits, independents and listed village operators, have approved the changes, which will be trialed for 12 months as part of the organisation's best practice guidelines. The reforms will be voted on at the RVA's AGM next year, and if passed, will become part of the Association's best practice requirements that members' performance will be audited against.

The RVA has also committed to asking members to amend Occupation Rights Agreements (the contract between an operator and resident) to eliminate any perceived unfair clauses. These include clearly setting out responsibilities for repairs and maintenance of operator-owned chattels.

The sector's best practice disclosure guidelines regarding residents' transfer to care will also be recommended to be incorporated into the Retirement Villages' Code of Practice. Furthermore, if a resident is moving from a village without the necessary level of care and needs funds to pay for residential care costs in another facility, village operators will take all reasonable steps to assist them to get a residential care loan from the Ministry of Social Development. If a loan is not possible, the operator will advance sufficient funds to cover the residential care costs with the advance secured against the net proceeds when they are paid out to the former resident.

"Retirement village living is one of the country's most popular housing options with more than 100 New Zealanders moving into a retirement village every week and independent research shows overwhelming satisfaction rates," says Graham Wilkinson, President of the Retirement Villages Association. "However, we have always accepted the need for improvements to the sector's consumer protections regime where they are feasible and make sense.

"Developing and enforcing industry best practice is a more effective and fairer way to resolve these issues rather than legislative upheaval for the sake of it. Our industry's Blueprint is clearly delivering positive outcomes for residents across New Zealand." The sector accepts it is only fair that village operators share some of the pain where a relicensing of a unit takes over nine months, although research shows this was less than 10 per cent of all relicensing in 2021, he says. "That's why we are trialling having members pay interest on any repayment over nine months. This has the benefit of not penalising efficient operators, which a mandatory deadline would do, while encouraging others to up their game."

Stopping weekly fees when residents leave units has

already been adopted by the six largest corporate operators and larger independents and dozens more operators will now follow, says Mr Wilkinson. "The operators that do charge fees after a resident leaves are generally smaller or regional operators that simply cannot afford to cease this practice. Operators who are not responsible for the sale of the residential unit or independent owned villages with fewer than 50 residential units will also be exempt from the changes if the business risks failing."

Other changes include clarification on the maintenance of chattels and upgrades of units to meet the Government's Healthy Homes standards. "All of these changes are a continuation of the steps we have already taken to improve our policies and practices such as appointing former MP Hon Jo Goodhew to the RVA's Executive Committee as an independent member to bring older peoples' views to the table.

"We're prepared to explore other changes, but want to see a more evidenced-based approach before making decisions. "For example, an industry ombudsman may be a good idea, but our initial trialling of a de-facto dispute resolution service suggests the need is extremely low, if at all. "Standardised contracts may be helpful, but what's more important is clarity, communication and the ability for village operators to offer differentiation and innovation, not the lowest common denominator. There's a very real risk that innovation will be stifled if contracts are essentially a template."

The RVA is concerned about the negative unintended consequences of imposing changes to the sector's commercial model, says Mr Wilkinson. "Villages are extremely long-term investments and operators need certainty before they can invest. Developing and fully licensing a village requires substantial capital and takes typically around 5-8 years, and many further years before any cashflow return is received. "If there is any possibility of allowing an adjustment of commercial terms in the future, operators will think twice about future investment."

The sector is also confident residents' needs were generally catered for when they moved into care, he says. "87 per cent of residents moved seamlessly from the village to care. Of the 13 per cent who moved to another facility in 2021, four per cent was because there wasn't the right level of care available in their home village, two per cent needed to make a temporary move because a bed wasn't immediately available, and seven per cent moved away for personal reasons. "This shows that very few residents in villages have trouble moving to care where it is in a village."

"Clearly, it is in the interests of all operators to relicense units as quickly as possible. No operator wants a long drawn out process," says Mr Wilkinson.

Note: the RVA's Executive Director is willing to visit branches to outline the proposals and how they impact on residents and operators. This presentation is available entirely free of charge, but we will need an audience of at least 30 people to justify the costs of travel.

Contact John on 021 952945 to find out more.

article supplied by Retirement Village Association

Sabrina (United States, 1954)

A movie review by James Berardinelli



Sabrina is a perfect example of the kind of film where the actors have greater importance than any other aspect of the production. Hampered by an unimaginative script (about which lead actor Humphrey Bogart allegedly had some unkind words), *Sabrina* nevertheless manages to be a thoroughly charming, delightfully romantic variation of the Cinderella story. Despite rumors of behind-the-scenes strife, the on-screen chemistry of the three leads works. Fresh from her Oscar-winning performance in *Roman Holiday*, Audrey Hepburn is radiant in the title role. Bogart, best known for his tough guy image, plays effectively against type as a romantic lead. And William Holden, who had recently won an Academy Award for *Stalag 17*, is the perfect playboy.

Based on Samuel Taylor's stage play, *Sabrina Fair*, *Sabrina* tells of the transformation of a shy, insecure girl into a sophisticated, stylish woman who wins the heart of Prince Charming. As directed by Billy Wilder (*Sunset Boulevard*), *Sabrina* is meant to be a modern-day fairy tale. It's about love and laughter and delivers ample quantities of both. Wilder does as much as he can with this formula, and the result is a simple-yet-charming confection.

Sabrina's Prince Charming is actually David Larrabee (Holden), a confirmed playboy who has been married three times, and seems unable to be faithful to any one woman. Sabrina (Hepburn), the Larrabee chauffeur's daughter, is hopelessly smitten by David, but he hardly acknowledges her existence. There is another Larrabee brother, Linus (Bogart), who's only love is the family business. He has no personal life to speak of, and

spends most of his waking day at the office.

In an effort to broaden his daughter's perspectives, the chauffeur, Fairchild (John Williams), sends Sabrina to Paris for two years. While there, she blossoms into a sophisticated young woman, but never lets go of her crush on David. When she returns to the Larrabee Estate on Long Island, David is stunned by her transformation, and decides to terminate his engagement to a wealthy heiress to be with Sabrina. Linus, however, who orchestrated David's impending marriage for business reasons, is determined not to see a \$20 million deal go up in smoke. So, cold-bloodedly, he works to woo Sabrina away from David. Then something unforeseen happens -- Linus falls for her.

At first glance, the pairing of Bogart and Hepburn might seem an unlikely choice. And, while these two have none of the spark evident in Bogie's work with Lauren Bacall (or Ingrid Bergman in *Casablanca*), they play well off of each other. In many ways, love, as it applies to Linus, is internalised. The main conflict here is not so much Linus confessing his feelings to Sabrina, but admitting them to *himself*. David is little more than the foil who inadvertently brings Sabrina and Linus together.

In 1995, director Sidney Pollock remade *Sabrina*, with Harrison Ford as Linus, Julia Ormand as Sabrina, and Greg Kinnear as David. Once again, the actors' personalities elevated the material. Most of the script changes were subtle: the settings were updated, the Larrabee patriarch was written out, and David's fiancée was given a semblance of personality. Other than that, however, the story followed an identical trajectory. The 1995 *Sabrina* was almost as delightful as the original, which says something about the timeless nature of the material.

Sabrina belongs to the category of lightweight, undemanding romantic comedies that nobody did better than Hollywood in its glory years. It's the kind of film that's perfectly-suited for the unique magic of a black-and-white print (even the remake, although in color, *feels* like it's in black-and-white, relying heavily on atmosphere). *Sabrina* is playfully seductive, and will leave almost all viewers, even those as cold as Linus, with a smile on their lips and a warm glow in their hearts.

www.reelviews.net

Social Connections Update

Our Visiting Service fosters some special friendships between volunteers and the person they visit. Earlier this year we matched a new volunteer Steph with Louie and their friendship has grown immensely since then. Recently Steph shared this with us, she also shared it on her social media to encourage others to volunteer!

“Who is Louie you may wonder? Well, let me tell you about Louie! Louie is an absolutely awesome character at the ripe age of 86 years young! He is a born and bred Kiwi from Auckland. Louie joined the navy at 15 years old and worked up to Ships Captain in the Merchant Navy. He is a very well-travelled man and I enjoy listening to his past ventures and how he lights up when describing them. Louie enjoys Musicals (40s era), Opera and Ballroom Dancing. He likes British TV comedies e.g. Dad's Army, Open All Hours, Fawlty Towers and The Chase to keep his wits up! (He says they only put idiots on the show. ha ha)

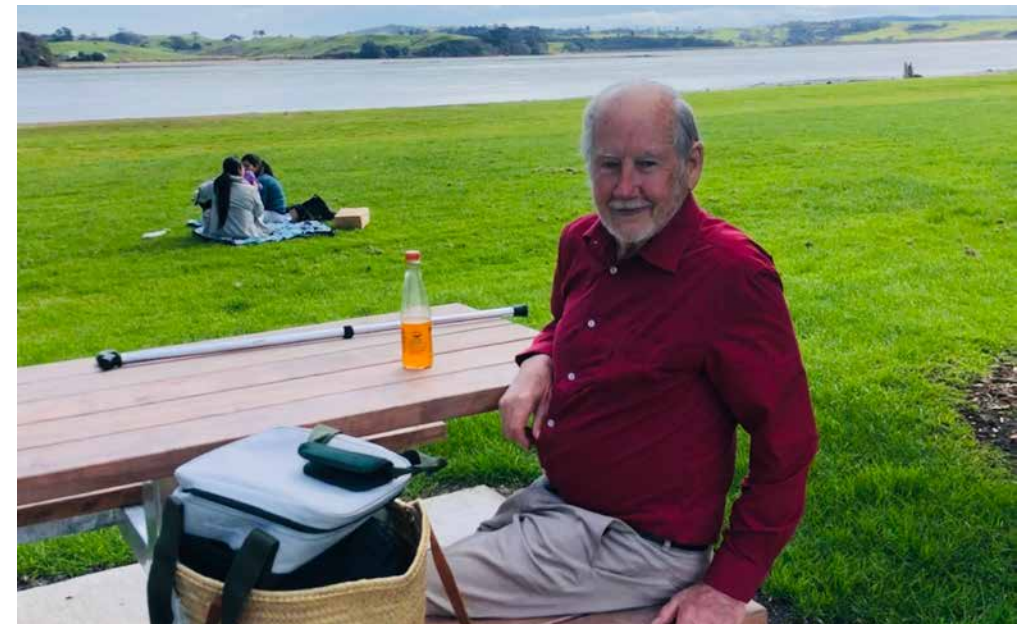
Louie loves going to the local cafe for lunch, where I often join him, after we sit with an ice cream and people watch while Jackito begs for a lick! Louie loves the classic vanilla flavour. He has one daughter Marguerite, she lives in Canada and they keep in touch regularly. She's due to visit in March 2023 and he's very excited to see her, as it's been over 5 years since their last encounter.

Louie is in good health for his age. He has good mobility and often uses his electric scooter, gifted from thoughtful Marguerite to go to the local shops and café. He wears glasses due to macular degeneration and has daily medical support for medication. I got paired up with Louie via Age Concern Auckland. A lovely organisation I've been volunteering at.

Today during my lunch break, I whisked Louie to Mission Bay which he last visited in 1991. He enjoyed watching the water fountain and we of course did what we enjoy best, people watched while listening to opera music on my wonder boom (love them). I always feel happy after my visit with Louie.”



We also have been sent this lovely photo of Bruce. His visitor Trudy took the photo at Clarks Beach. Trudy decided it would be wonderful to take Bruce out of the house so they could enjoy the lovely sun, great snacks and wonderful company. Bruce says it has been so nice to have Trudy visit him once a week, it's a positive light in his life and he truly appreciates Trudy's time.



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 few of the birthdays we have celebrated recently:



Wai Kan got these gorgeous cupcakes for her 80th birthday.



Joan celebrated her 100th birthday with a very special cake. Congratulations Joan on this amazing milestone!



Lorraine turned 80 and celebrated with this gorgeous carrot cake, which she shared with her volunteer Trudie.

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 our most vulnerable elderly who are living in our communities.

It costs us \$3.1 million dollars every year to deliver these crucial services to our community. We only receive about 70 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 30 per cent. On behalf of the Board and Staff of Age Concern Auckland, we would like to thank all those who have supported us over the last year:

- Albert-Eden Local Board
- Auckland Council
- B.H. & S.W. Picot Charitable Trust
- Blockhouse Bay Senior Citizen's Club
- Chinese Positive Ageing 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
- Kaipatiki Local Board
- Lion 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
- Papakura Senior Citizens Club
- Ted & Mollie Carr Endowment Fund
- The Trusts Community Foundation
- Transdev Auckland

We'd also like to thank all our individual donors for their support and all our wonderful volunteers, who collectively give more than 380 hours of volunteering every week.

Make a donation today to support our essential work

You can make one-off or regular donations

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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.

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



Age Concern Auckland is charity and relies on the generosity of our community to raise over 60% of the funding required to deliver our essential services and support. Any bequest left to us, no matter how small or large, has a lasting impact, and helps ensure that we can continue supporting all those older people needing our help.

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

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

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

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

Legal Charity Name: Age Concern Auckland Incorporated

Charity Registration Number: CC25023

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

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

Become a Member Supporter

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

As a member you will receive:

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

Sign me up to be a new member

I am an existing member

Mr Mrs Ms Dr Other _____

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*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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