

ISSUE 02, 2023



**AGE**  
**CONCERN**  
**AUCKLAND**  
He Manaakitanga  
Kaumātua Aotearoa

# **Age Concern**

## **Auckland Central & West 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.

**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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# CEO Update

**KEVIN LAMB**  
*Age Concern Auckland*



I should start by offering an apology for the slightly later than usual publication of our quarterly Newsletter. Our fantastic Fundraising & Communications Manager, Alexis, moved on earlier this year and it has not been easy to replace her. As it was Alexis who used to put the Newsletter together, it has created a few little challenges. The good news is that we have a 'new' Alexis starting next month so, hopefully all will be back to normal very soon.

I am currently writing my piece for the Newsletter in a hotel room in Bangkok, Thailand, as I am here to attend the International Federation of Ageing Conference. It is part of our philosophy at Age Concern Auckland, and indeed enshrined in our Strategic Plan, that we want to be a 'knowledge-based' organisation, both learning from others and being able to pass on what we do learn. It is certainly the case that over the past few years that we have increased our knowledge massively and have always strived to find ways in which we can improve the extent, breadth and depth of the support we offer to all those who need it. Indeed, just in the last six months we have launched three new projects, aimed at furthering our understanding of the challenges faced by many older people and how we can help those experiencing to overcome them.

The first new project is Homeshare, which we are very excited about. You can read more of the details inside but, in essence, it is focused on matching those who have space in their home (who may be lonely or need just a little help around this house) with those who need a place to live and have time and companionship to give. Although this has been a relatively common programme in some parts of the world, particularly in Germany, France, and Scandinavia, it has never been tried in earnest here in New Zealand before. We are trailblazers and our homesharers will be leading the way to

hopefully design and develop a scheme that can one day be a common, and everyday part of people's lives across New Zealand. For now, though, it is a 12-month pilot project across Auckland. Overseas, such an approach has been shown to have a hugely beneficial impact on loneliness and isolation, and with over 20% of all older Aucklanders experiencing severe loneliness and isolation, we need to do all we can to eliminate this scourge on society.

Our homeshare pilot falls under the remit of our broader social connections work, aimed at eliminating loneliness. It is long way from the traditional model of offering a "Visiting Service", where a volunteer would be matched with a client and would visit them in their home once a week or so. Although our visiting service still works really well for some, for others, it doesn't offer the support they want or need. For a little while now we have been working on a broader model of social connection, where we assist older people to participate in community activity and this year we have expanded this even further. With generous funding from CHT Trust, we have been able to expand our research work in this area, not just in Auckland, but in Tauranga as well. This is the first time we have had an Age Concern Auckland staff member being based and working in another region. This is a really exciting initiative as it will help us identify differences between different communities and, ultimately, enable us to engage government in better supporting social connections across the country as a whole.

It isn't just face to face connections that we are exploring either. The third of our major new

projects started this year is our Digital Literacy programme for older Asian peoples. We know that many older Asian people rely on digital communication channels for not only staying in touch, but for accessing support as well. Just from our own work across our different media channels targeting older Asian peoples, we have seen an increase over the past few years in points of contact from a handful to over 85,000 every year. However, we also recognise that with a reliance on digital communication, older people can easily be left behind if they don't have access to the internet or aren't proficient at using digital technology. As a result, we have launched our Digital Literacy programme to help teach older Asian people to be able to use digital means of communication.

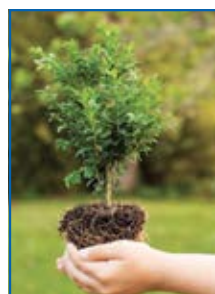
Increasingly we are also sharing our knowledge and expertise with our friends and colleagues across the country. I personally spend a lot of time helping, supporting, and advising Age Concerns in other parts of New Zealand as best I can. While I don't confess to have all the answers, I'm always happy to share whatever I can. However, it isn't just me, one of the other exciting developments has seen some of our Asian Service Team delivering health promotion activities to groups of older Chinese in Christchurch, Wellington, Hamilton and Palmerston North.

These things are all part of our efforts to not just respond to opportunities but to push the agenda, to create knowledge and understanding and to share this with both others in our sector, and those who make decisions that impact on older people. The reason we do this is simple; no matter our best efforts, we know we are still only just scratching the surface when it comes to providing support to all those who need it. Fortunately there are some very clever and inspiring people around the world who have

developed ideas, programmes and activities that can make a big difference. Part of our job is to search these out, see how they may work here in Auckland and across New Zealand, and to introduce those we think could help. In the spirit of reciprocity however, we recognise that we too, in our own small way, are increasingly recognised as the experts in our field and we are only too happy to share our knowledge, skills and expertise.

I would also like to share with you some good news. After years of fighting and negotiating with government over the pay disparity between government employed staff, and staff employed by the likes of Age Concern to deliver services funded by government, we have finally reached a pay equity agreement. Although the full details are yet to come through, this should mean that many of our incredibly professional, dedicated and passionate staff will have their work recognised, and they will see their rate of pay increase to match that of their equivalents in the public sector. This is long overdue, and it is in recognition of the service that they perform, and the benefit to society they contribute to.

Finally, as ever, my thanks to all of you who help us in any way that you can. Your continued support is appreciated and without it, we wouldn't be able to maintain even our current levels of service, let alone strive to be more.



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# Chair Update

**VICTORIA WALKER**

*Outgoing Chair  
Age Concern Auckland*



Sadly, these will be my last thoughts as Chair of Age Concern Auckland. As much as my heart remains in Auckland, my career is taking me across the ditch to new challenges in New South Wales. This then feels like the appropriate time to look back on what has been an extraordinary few years filled with challenges, opportunities, set-backs, but mostly success. After seven years as a Board member of Age Concern Auckland, including five years as Chair, I look back with an immense sense of pride on what we have achieved. It goes without saying, that the pride is far from mine alone, but is born of the extraordinary commitment, determination, professionalism and, when called for, stoicism, of all the staff, volunteers, and supporters of Age Concern, past and present. I know it sometimes seems like a hackneyed saying, but it really has been a team effort.

My connection goes back, like so many of you, to being a volunteer visitor and seeing first hand just how much of a difference the work of Age Concern made to older people. I then answered the call some years ago to join the Board of what was then an organisation focused solely on supporting older people across Central and West Auckland. Shortly afterwards I found myself on a transition Board as, the then separate Age Concerns of Auckland, North Shore and Counties Manukau decided to join together as a new, bigger, broader and stronger Age Concern Auckland. By luck or by design, I was then asked to Chair the new Age Concern. I was honoured to do so, and it has been a privilege to steer the organisation during the past four years.

When I first stepped up to be Chair, Age Concern Auckland was an organisation with around 25 staff, all doing incredible work despite their paucity of numbers. At the time we turned over just under \$2 million a year. Today we have somewhere north of 50 staff and a

turnover of over \$4 million. It doesn't take a mathematical genius to spot that we have doubled in size over the past four years. And although it is very easy to measure dollars or staff numbers, what this growth really means is that we now help and support many, many more older people than ever before. We have strengthened and expanded our core services, we have introduced new services and activities, and we reach out to many more people in many more ways. As by way of example, shortly before we came together four years ago, we engaged with a handful of older non-English Chinese people, with maybe a dozen points of contact over the year. Last month, I received an update from our Asian Services Team, highlighting that last year, we had just over 85,000 contact points with older Chinese people.

This extraordinary pattern of growth hasn't happened by chance. When we devised our Strategic Plan for Age Concern Auckland, we set out our goals, and as many and varied as they are, we can distil them down to a handful of core objectives; to support as many older people as we can, when that help is needed, in the manner it is desired and to continuously learn and strive to improve. This simple principle underpins all that we do and helps focus the Age Concern Team. And it has certainly worked so far.

We've consolidated our relationships with government, we enhanced our reputation locally, nationally, and even internationally, we have become media darlings, seen as a safe friend to give opinion and comment on key issues, we have won new contracts, spurred the adoption of Age Friendly Auckland, and increasingly being

looked upon to help others working in our sector, in Auckland and across New Zealand. We have even expanded our direct operations beyond the borders of Tāmaki Makaurau and you might bump into Age Concern Auckland staff in the Waikato, Bay of Plenty, Wellington and Christchurch, helping provide support and sharing our skills, expertise and knowledge.

This isn't, however, a time for mere plaudits and self-congratulatory praise. Our journey has only just begun. As good as it has been, we have so much more to do. The sad reality is that almost 10 per cent of all older people still experience abuse, 20 per cent still live with severe loneliness and isolation, and many struggle to live independently. There isn't enough appropriate housing. There remains inequity in relation to health. Transport remains an obstacle for many. And financial insecurity and poverty are on the rise. This is all against a backdrop of a rapidly ageing demographic and an increasingly diverse population. Now is a time for Age Concern to once again step up, take the bull by the horns and ensure that all older people, no matter who they are, where they are from or what their needs are, have access to the help and support they need.

As I say my goodbyes, I leave confident that I depart with the organisation in safe hands. My fellow Board members remain committed to our future, and I have no doubt will continue to steer the Age Concern ship forward. Our CEO, management team and all our staff, will, I have no doubt, continue to show the drive, creativity, and perseverance to keep developing for tomorrow while ensuring we can deliver today. And our volunteers, bouncing back from the trials and tribulations of COVID-19, are once again supporting us in our efforts to support those in need. To all I leave behind, I say thank you, for all you have done and for all I have no doubt you will do in the future. Collectively



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they have made my job as Chair both easy and enjoyable. And to you all, our devoted Members, thank you. Without your continued support we would be so much less than we are.

I shall continue to look on with pride and with interest from across the Tasman and have no doubt that Age Concern Auckland will continue to go for strength to strength.



# Social Connections

*Our Social Connections Team and Volunteer Coordinator have been busy working with our Kaumatua Auckland wide to ensure that their social lives are enhanced and that they are connected into their local communities in a way that is fun, enriching, meaningful and in line with each client's wishes and social connection goals.*

Our new Social Connections Coordinators set up and run their own activities and a great time was had by all. Rod linked his clients in with a visit to the Clay Works Museum, and Anna took some of her clients to the Winter Gardens. Jane our Counties Manukau Coordinator set up a "Moment In Time" activity where each participant was asked to bring along a memento talk about. These events provided existing and new clients with social connections opportunities.

*"I absolutely loved this event and had the opportunity to express myself and my younger days with a group of wonderful people. This was one of the best afternoons*

*I have had in a very long time. Thank you so much for thinking of me and including me in this event."*



Photo Bernice & Wayne  
– Moment In Time Social  
Connections Event

Our clients who visited the Clay Works Museum and New Lynn Library were treated to a wonderful event. At Te Toi Uke the presentation and discussion were facilitated by Director, Louise Stevenson. Her talk highlighted the significance of the surrounding 38 brick and pipe works in the

construction of early Auckland. Afterwards everyone relaxed in the café and enjoyed chatting about the visit, swapping stories and anecdotes. One of our group, Pat, was energetic in telling of her earlier experiences, *"I used to work at Crown Lynn in the packing department."* Her explanations and description of her life in New Lynn added depth to the visit. The value of story sharing for another of our group, Murray, was clear. *"What a great resource and place to start sharing and learning from. Children need to learn more than just maths and writing at school. I am really excited about these ideas."*



Clients at the Clay Works Museum



Clients at the Winter Gardens

## Easter Afternoon Tea & Quiz

In April our Social Connections Manager and Volunteer Coordinator put on an Easter Afternoon Tea in conjunction with our first corporate volunteers from the ANZ Bank. This was an extremely successful event with





*A lovely Easter afternoon tea being enjoyed by all.*

a total of 28 clients from Central West & Counties being linked into social connections, some for the first time. A total of 6 new corporate volunteers from ANZ Bank attended and assisted with the event. One ANZ volunteer realised the impact and importance of the work and is now being onboarded as a Visiting Service volunteer.

### Wharenui Harikoa

Our Team were invited to experience the happiness and aroha of the Wharenui Harikoa– the House of Joy which was created by artists Lissy and Rudi (contacts of Volunteer Coordinator, Emah Butler – big shout out and thanks to Emah ). Clients from across Tamaki Makaurau were able to experience this exhibition first hand, followed by afternoon tea at a local café. The Wharenui Harikoa is a life-size replica that has been constructed using wool and crochet, and took 2 ½ years to build. This was an exceptional VIP visit for our clients as the exhibition has not yet been opened to the

general public. This event was an amazing combination of culture, art, heritage, and joy. The Wharenui Harikoa is dedicated to light, love and connectedness and healing of generational trauma one crochet loop at a time. It brings Matrika to life with light and sound for a truly immersive and awe inspiring experience. This visit was a prelude to our Matariki event that is taking place at Cambria House on 30th June.

*“I am a new social connections client, and this is the first event I have been to with ACAK, and I have really enjoyed myself. It is so reassuring to be surrounded by such a caring organisation that I know is going to help support me with my independence.”*

### Whau Seniors Morning Tea

The Whau local board put on a morning tea for seniors on Friday the 5th of May. This was held at the New Lynn Community Hall with both Age Concern Social Connections Coordinators for Central/West attending. Our clients were treated to a delicious morning tea along with some light exercise and dancing which some of our clients participated in.



*Social Connections Client enjoy morning tea*



*Thrifty gets her groove on*

# Volunteers Update

The work our volunteers undertake is amazing and makes a huge difference to the lives of the clients they are matched with. Our volunteers go over and above and without them we cannot do the work that we do. So, to all our volunteers from the bottom of our hearts – THANK YOU for your time, your care, hard work and dedication.

Constanza recently has returned from living in Argentina and has resumed visiting her previous client Joy

*I always bring my toddler Salvador when I visit Joy. She always looks forward to seeing him and as soon as we pass the door, she gives us a beautiful smile. Salvador, at the same time, loves to visit Joy because she always has a different cookie to share with him. Every time I tell him, 'we are going to see Joy' he says Cookieesssss!*

Recently Margaret (Joy's daughter) got a puppy, so my three kids are always very excited to go and see Joy. We went on Saturday, and it was a wonderful time, full of



Salvador and Joy enjoying their company.

Photo of Craig and Peter on a coffee trip



laughing and running around the house being chased by the dog. Joy enjoys all the noise very much!!

Antoinette (Toni) is 83 years old and has been matched with a wonderful new volunteer, Yuline. Yuline is Toni's first volunteer visitor and she expressed how excited she was to have the Visiting Service. Yuline also advised that her first visit with Toni went very well, and she is excited to see the friendship blossom.



A new match between client Josephine, Kathy and therapy dog Pearl has proved very successful. Josephine has low vision and lives alone. She asked for volunteer who could assist her with reading correspondence, books and magazines – volunteer Kathy stepped in and her kindness and caring are having a positive impact on Josephine. Josephine and Pearl have a mutual admiration and love seeing each other. Josephine feels the relationship is making a



difference to her wellbeing and the support with correspondence makes her feel more independent from her family and neighbours.



Josephine with  
therapy dog Pearl



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# Meet the Homeshare Team!



**Diane Brereton**  
Social Connections  
Manager



**Leti Tava**  
Homeshare Lead  
Coordinator



**Emah Butler**  
Volunteer Coordinator



**Amanda Payne**  
Homeshare Coordinator



**Anna Erwood**  
Homeshare Coordinator



## HOMESHARE

### OWNERS



Are you over the age of 65?



Do you live in Auckland and have a spare room?



Want to connect more with others?



Would you like help with practical tasks around the home?

Answered YES to any of these questions?  
Then Homeshare may be right for you!

This programme is based on generational living. It is about people helping people and creating meaningful, reciprocal relationships.

For more information:

021 0200 7187  
homeshare@accm.org.nz  
www.ageconcernauckland.org.nz

This initiative is funded by:



Te Tari Kōwhiri  
Office for Seniors



## HOMESHARE

### SHARERS



Are you aged 23 or over?



Are you looking for quality and affordable accommodation in Auckland?



Would you like to connect with an older person?



Are you happy to help with practical tasks around the home?

Answered YES to any of these questions?  
Then Homeshare may be right for you!

This programme is based on generational living. It is about people helping people and creating meaningful, reciprocal relationships.

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Office for Seniors

# Homeshare – Bringing Generations Together

*A new social connections initiative launched today will enable older Aucklanders to live in their own homes and stay in their communities, says Age Concern Auckland CEO Kevin Lamb.*

“The heart of Homeshare is very simple, connecting older people with a spare room with people who need accommodation and are happy to lend them a hand. It is about people helping people,” says Kevin.

“Through Homeshare, homeowners can find people to share their home with. In most cases, this will be an older person living in their own home with a spare room. They are matched with a younger person who will provide them support in exchange for good quality, affordable accommodation.”

While relatively new to New Zealand, Kevin says Homeshare arrangements have had a great deal of international success over the last 25 years.

“The overseas experience shows that getting the right match between homeowner and homesharer can be life-changing,” Kevin says. “The key is for arrangements to be overseen and managed by a dedicated agency”.

“Our role will be to manage recruitment of homeowners and matches with potential homeshare candidates.”

Age Concern Auckland is partnering with the Homeshare Australia and New Zealand Alliance (HANZA) on the initiative.

“HANZA has a great track record working with providers, particularly in Victoria, New South

Wales, Queensland, Western Australia, and the ACT. With their insights and understanding of best practice we are well-positioned to deliver an accessible, affordable, and high-quality service that enables people to remain living at home as they age.

The Office for Seniors is funding the Homeshare programme. Director Diane Turner says increasing housing options for older people is a key tenet of the Government’s Better Later Life Oranga Kaumātua 2019 to 2034 strategy.

“People aged 65+ make up nearly half of all New Zealanders who live alone, many of whom are widowed,” says Diane.

“Homesharing makes it viable for people to remain in their own homes and stay connected with their community”.

Age Concern will begin recruiting homeowners and homesharers in the coming weeks. The aim is to establish between 40 and 50 Homeshare arrangements in the Auckland region over the next 18 months.

***Auckland homeowners and sharers who want to know more about Homeshare can contact the Homeshare Team on 021 0200 7187 or email [homeshare@accm.org.nz](mailto:homeshare@accm.org.nz) or visit our website [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)***



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# World Elder Abuse Awareness Week

*June 15 - 22 marked World Elder Abuse Awareness Week, a global initiative dedicated to raising awareness about the mistreatment of older adults. This annual event helps to shine a light on this often-hidden issue in our communities and serves as a poignant reminder of the importance of safeguarding the rights and well-being of our older people. Age Concern Auckland works hard to reduce the harmful effects of elder abuse in our communities, and our staff observed World Elder Abuse Awareness Week by talking to healthcare providers, libraries, and community groups. Meeting with the public to increase awareness and education on this important matter.*

Everyone should feel safe and be free from harm and coercion from those they trust. Sadly, people of any age can find themselves experiencing abuse in one or more of its many forms. For older people, abuse is usually from those they know well, such as relatives or friends who may also provide support, advice, care, or companionship. Remember, elder abuse can take many forms, including physical, emotional, financial, institutional, and neglectful acts.

Each year, Age Concern Auckland responds to over 1000 enquiries, and assists more than 600 referrals to overcome elder abuse. If you or someone you know is experiencing elder abuse, or suspect it is happening, Age Concern Auckland offers a confidential Elder Abuse Response Service. Our dedicated team of experienced professionals can provide advice, support, and practical assistance to those affected to address the abuse. We can also help navigate legal processes, connect



you with appropriate agencies, and offer counselling and advocacy services.

## **10 Tips to promote respect and prevent abuse:**

- Loving and cherishing your older relatives / whānau.
- Phoning, zooming or facetimeing older people / kaumātua.
- Visiting older people / kaumātua in your neighbourhood.
- Involving older people / kaumātua in your social activities.
- Encouraging older people / kaumātua to make their own decisions.
- Supporting older people / kaumātua to use their money for their needs.
- Honouring older people's / kaumātua's wisdom.
- Enabling older people / kaumātua to set their own pace.
- Speaking respectfully and listening to older people's / kaumātua's stories.
- Seeking advice from any Elder Abuse Service or Age Concern if you think an older person / kaumātua is being abused or neglected.

We encourage anyone to contact Age Concern Auckland on **09 820 0184** with a question, query, concern, or hunch about an older person / kaumātua being harmed. Alternatively, if you would like information





and support outside of office hours, please call the Elder Abuse Helpline on **0800 32 686 65** to talk to a registered nurse. If you or someone you know are in imminent danger, please dial **111 for Emergency Services**.

*Let's stand united against elder abuse and ensure the dignity and well-being of our older population. Together we can create a community where older adults are cherished, respected, and protected.*

## Break the Silence!





# Ageing Well Service

*Are you looking for new activities to fill your time and/or opportunities to stay socially connected in your community? Maybe you are new to the area and are not sure what's available in your community? Maybe you have a burning desire to learn Tai Chi or how to play Bridge but don't know where to go to find it? We may be able to help...*

Age Concern Auckland's Ageing Well Service produces six 'Calendars of Activities' across Auckland (North Shore, West, Central, East, Manukau and Franklin regions). Each Calendar contains local weekly activities available in the community that might be of interest to an older person, including exercise and physical activities, social activities, special interest activities, and learning activities. The Calendar will provide all the basic details about the activity, but we do strongly suggest you call the activity organizer first to check for further information. Many of the activities are run by Seniors themselves.

Alternatively, you can drop into our office during working hours and request a copy be printed for you.

If you need or would like some assistance in finding and joining a new community-based group or activity in your local area, please contact our Social Connections Team on 09 820 0184 or email [socialconnections@ageconak.org.nz](mailto:socialconnections@ageconak.org.nz)

*If you are aware of a group or activity that might be of interest that is not included in the Calendar covering that region of Auckland, please share the relevant details with us (providing you have permission to do so) and we will update the master copy that we hold for each Calendar (there is no charge for advertising these activities). Please email the details to: [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)*

## To find the Calendar on our website:

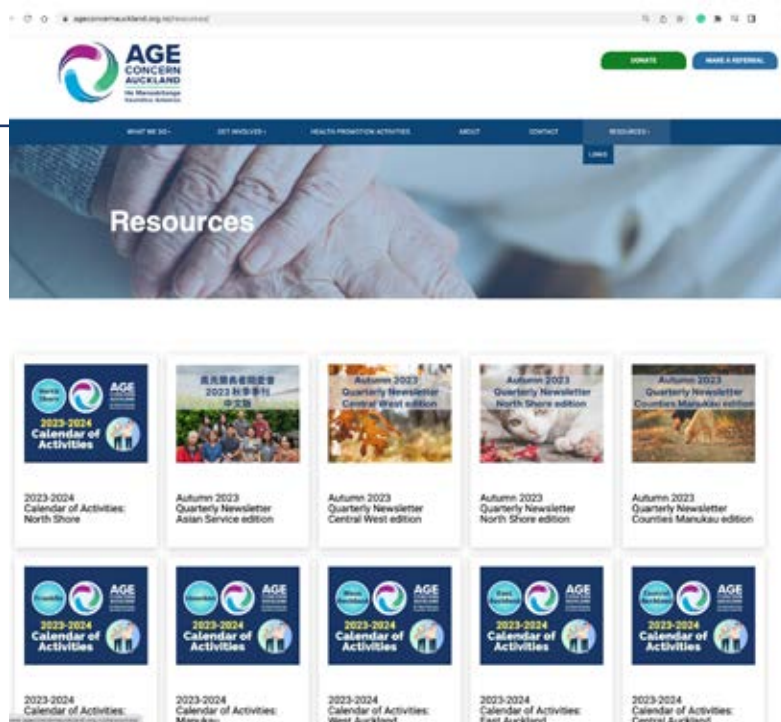
1. Go to your internet browser and type in:

[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)

2. Click on 'Resources' found on the top right of the page in the blue section.

3. Scroll down the page to find the relevant Calendar for your area of Auckland and then click on it to open the Calendar.

4. You can read it, print it or save it to your files for future reference.





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Transfer into our care,  
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Fees,  
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on day of Funeral,  
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Burial/Plot/Digging Fees are not included

**No Service Cremation  
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Chapel | Arrangement Room | Dinette | Qualified Funeral Directors

\*\* There can be extra costs depending on unique circumstances.  
Prices are Valid to 30 June 2023, unless an updated version is published.

**FREE**  
Information Pack Available



# Asian Services Update

In celebration of this year's Dragon Boat Festival, Asian Services Team organized a special "Guardian of Love, Delight in Zongzi" event for our lovely older people. The event provided an opportunity for them to come together and engage in various activities, such as making zongzi (traditional sticky rice dumplings), enjoy aromatic tea, and engage in conversations about interesting life experiences with our team and volunteers. It was warm and meaningful Dragon Boat Festival enjoyed by all!



We invited our social worker to provide insights into protecting the rights of older adults and offer support services to prevent elder abuse. This allowed the seniors to not only celebrate the festival, but also learn how to safeguard their own rights, or help their elderly peers when facing challenging situations. The event was met with immense joy and satisfaction from all participants.



To celebrate the Dragon Boat Festival, we invited our dedicated volunteers from the visiting service to join us. They shared their experiences, engaged in discussions, and expressed sincere appreciation on behalf of the elderly community members they support. As a token of gratitude, the volunteers received heartfelt thanks and were presented with zongzi made during the event.





In May we commenced our Digital Literacy Training program designed specifically for non-English-speaking seniors. We offer classes in Mandarin, Cantonese, Korean, and Japanese, with two hours of instruction per week for eight weeks. To ensure high-quality teaching, each class is limited to eight seniors. The course is divided into four levels, aiming to empower seniors to make the most of smartphones and technology, improve their daily lives, stay connected with loved ones, embrace digital trends, and uphold our commitment to lifelong learning. The courses held in May and June have ended, and the participating seniors expressed great satisfaction and gained valuable knowledge.



# FREE DIGITAL LITERACY TRAINING

NON-ENGLISH SPEAKING

FOR ASIAN COMMUNITY FOCUS AGED 65+

**8 Weeks**

Two hours per week, for a total of eight consecutive weeks.

**4 Levels**

Students will be divided into classes based on their proficiency level.

**8 people**

The class will have a maximum of eight students for small-group instruction.

For more information, please contact us

09-820-0271 | DigitalLiteracy@accm.org.nz

SUPPORTED BY

MINISTRY OF SOCIAL DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA

Te Tari Kaumātua  
Office for Seniors





# Asian Services Update

We extend our deepest gratitude to our volunteer drivers who work in collaboration with our outing service team, ensuring that seniors with limited mobility can participate in outdoor activities, engage with the community, and attend health workshops. Our goal is to provide diverse resources so that seniors facing mobility challenges can also experience hope and care.



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

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

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

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

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

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

## Legal Charity Name:

Age Concern Auckland Incorporated

Charity Registration Number: CC25023

If you would like to talk to us further about leaving a bequest to Age Concern Auckland and the difference it will make, please contact Kevin Lamb on 09 820 2718



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## 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 as a new member

☐ I am an existing member

☐ Mr ☐ Mrs ☐ Miss ☐ Ms

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Payment Information

☐ **Payment by Debit/Credit Card**

(Ring the office on 09 820 0184 to arrange)

☐ **Online Banking/Direct Payment**

- Age Concern Auckland, ASB Account 12-3011-0755744-00
- Ref 1: Renewal
- Ref 2: Your surname/membership number (if have)

☐ **Cash** - Drop into our Avondale or North Shore Offices

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

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

**Thank you for your support**

## 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:

- Age Friendly Fund
- Albert-Eden Local Board
- ANZ Staff Foundation
- Auckland Council
- B.H. & S.W. Picot Charitable Trust
- Blockhouse Bay Senior Citizen's Club
- Chinese Positive Ageing Trust
- Devonport-Takapuna Local Board
- Estate of Ernest Hyam Davis
- Ethnic Communities Development Fund
- 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
- North Shore Fund
- NZ Lottery Grants Board



- Otara-Papatoetoe Local Board
- Papakura Local Board
- Papakura Senior Citizen's Club
- Strathlachlan Fund
- 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.*



Age Concern Auckland's Volunteer Handyman Service assists members and older adults with small non-professional repairs.

We have handymen across Auckland who may be able to assist you or your loved ones. Tasks our Handyman Service are able to complete include: installing grab rails, changing light bulbs, cleaning clogged gutters, and re-hanging cupboard doors.

*If you have a task you need done you can contact us at [handyman@acns.co.nz](mailto:handyman@acns.co.nz) or phone 09 820 0184 for further details.*

## Make a donation today to support our essential work

You can make one-off or regular donations

- **Online at** [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)
- **Direct Credit or Internet Banking:**  
Account Name:  
Age Concern Auckland Incorporated  
Account Number: 12-3011-0755744-00  
Ref 1: Donation  
Ref 2: Your Surname or donor/membership ID number (if you have one)

**Please also email:**

[fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz) with the details, so we can provide you with a donation receipt.

- **Over the phone** by calling us on 09 820 0184
- **In person at our:**  
*Avondale Office:* 57 Rosebank Road, Avondale  
*Milford Office:* 177b Shakespeare Road, Milford
- **Post your donation to us at:**  
Age Concern Auckland  
PO Box 19542, Avondale, Auckland 1746

I would like to make a donation of \$ \_\_\_\_\_

Donations of \$5.00 or more are eligible for a tax rebate - Charities Commission Number: CC25023

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Thank you for your generosity in helping our vital work with Seniors**





# 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 you 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](https://davisfunerals.co.nz) or email [office@davisfunerals.co.nz](mailto:office@davisfunerals.co.nz) for more information.

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