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AGE
CONCERN
AUCKLAND
He Manaakitanga
Kaumātua Aotearoa

Age Concern Auckland North Shore



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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.

Annual Flu Vaccination - stay healthy this winter

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

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

Following basic hygiene practices will also help you stay healthy:

- Wash your hands regularly for at least 20 seconds & dry them for 20 seconds – or use an alcohol-based hand rub
- Cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a lined bin
- Cough or sneeze into your elbow if a tissue is not readily available
- Avoid touching your eyes, nose & mouth
- Don't share drinks
- Avoid crowded places
- Stay home if you are sick
- Use a facemask when you are out & about



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



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CEO Update

KEVIN LAMB
Age Concern Auckland

In writing my piece for our Autumn newsletter I have to wonder just where summer went? I spent a few weeks visiting family and friends in the northern hemisphere over Christmas and was fully expecting to come back to enjoy the long uninterrupted days of summer. Instead, those same family and friends that I had only recently seen and were green with envy as I headed back to the southern summer, were contacting me to check everything was okay as the weather battered New Zealand. I was lucky, my house stayed in one piece and my possessions remained dry. But I was one of the lucky ones. Many were less fortunate, and many homes were damaged and inundated as lifetimes worth of memories were washed away.

My heart goes out to everyone who was impacted by the floods and cyclone that has had such a devastating impact on many across Auckland and on many from across the North Island. If there is any one left who doubts the severity of climate change, hopefully recent events will go some way to opening their eyes and I encourage everyone to do their bit to minimise the impact we humans have on our planet. After all, it remains the only one we have, we must look after it.

Closer to home, for many older people, the floods and cyclone had a devastating and immediate impact. While many people were impacted, most people could protect themselves, and their homes, and weather the storm. For some older people, the task was daunting and for some impossible. My daughter and her partner were flooded out of their flat and shared with me graphic video footage of the flood waters surging through their bedroom. However, as I reminded her, she was able to move all her possessions to safety and, although she will need to claim against her insurance for the few items of



furniture that couldn't be moved, they only lost stuff that can be easily replaced. For those who were unable to move quickly to protect their home, and couldn't quickly move things up to safe heights, they lost lifetimes worth of memories. Things that no insurance claim can ever replace.

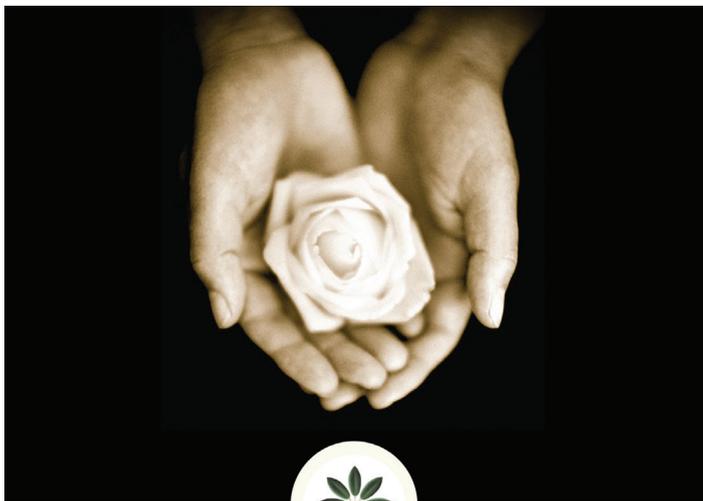
Such events put into sharp focus the importance of maintaining support for older people in our communities, and particularly for those less fortunate. Those who are isolated and lonely, without family and with few, if any, community contacts. These are the people who Age Concern Auckland seeks to help. I have always said, and will always do so, that our older people are a resilient lot and can cope with pretty much anything that life throws at them. Occasionally though, most of us will need a little extra help. Age Concern Auckland provides this help and support by way of our Community Connectors. Our superb team of people who offer practical help, from sorting out accommodation issues, getting hold of those essential things in life that sometimes we can't afford, through to helping navigate the complex systems to ensure we can access the wider help and support that we have earned through a lifetime of hard work.

Age Concern Auckland has a contract, through the Ministry of Social Development for five Community Connectors. That is five people to support the entirety of the older population who need help across New Zealand's largest city. Home to almost a third of its population. This funding contract ends at the end of June this year and we are pleading with the government to renew and to keep this vital service going.

The funding contract was originally set up at the start of the COVID-19 pandemic and was designed to assist those in lockdown. I have spent the last three years arguing the case that for many older people, for those most in need, the isolation and loneliness they experienced during lockdown existed before we'd ever heard the word COVID-19 and will sadly carry on long after it has become a distant memory.

I know that New Zealand faces a huge bill to clean up and repair after the recent weather events, but I sincerely hope that they don't fund this at the expense of supporting some of the most vulnerable people in our communities. It would, after all, be the most short-sighted of false economies. Every dollar spent supporting older people today will, after all, save the government many hundreds of dollars in unnecessary downstream health and social support costs. One can only hope that government, and those who make the decisions, have the intelligence, foresight, and moral fortitude to do the right thing.

In the meantime, to all those who do support Age Concern Auckland, in which every way you can, my thanks. You have my eternal gratitude.



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Chair Update

VICTORIA WALKER
Chair – Age Concern Auckland

It is hard to believe the last few months in Auckland and New Zealand. The devastating floods in late January and then the cyclone in early-February. So many people have been impacted, so many lives changed. I hope that you were all ok through these events, and you have the support you need if you were directly impacted. Please remember, you can always reach out to Age Concern Auckland and we will help however we can. Our Milford office flooded and was closed while the damage was repaired, however, in these circumstances our team revert to working from home.

The start of 2023 has seen a new Minister for Seniors appointed, following the cabinet reshuffle after the resignation of Jacinda Arden. The Hon Ginny Anderson is the new Minister for Seniors. Hon Anderson is the MP for Hutt South and has been in parliament since 2017. As well as being the Minister for Seniors, Hon Anderson is also the Minister for Digital Economy and Communications, Small Business and Associate Minister for Treaty of Waitangi Negotiations and Immigration.

It continues to be a busy time at Age Concern Auckland, with the scope of our work expanding to meet new needs, or take up funding opportunities, and demand for our services and assistance continues to be high. The Board and Management Team are about to have a strategic planning day, to look at our strategic objectives and refine them, if necessary, for the coming years. Our Strategic Plan was developed in 2020 and runs until 2025, so it is timely to revisit it and make sure it fits our current needs and those of the communities we serve.

Age Concern Auckland has now also fully transitioned from an Incorporated Society to a Charitable Trust. We have always been a Charitable Trust but because we were founded in 1949, we operated primarily as an Incorporated Society, under a very traditional

membership style. This was suited at the time of our inception, when everything was delivered by volunteers, but as our organisation has grown and changed, it is now more appropriate for us to operate as a Charitable Trust. We still have members, like yourselves, who are crucial in supporting our work, but they are not responsible for the running of our organisation. It won't mean any changes to the delivery of our services or your interactions with us, but I wanted to communicate the change to you.

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

Enjoy the next few months, I hope the weather settles and we have a more peaceful time, stay safe and well.



A message from Prime Minister Chris Hipkins



When I took on the job of Prime Minister, I made a commitment to focus on the bread and butter issues that matter most to New Zealanders. That's why, in my first few weeks in the role, we put in place extra cost of living support and raised wages.

The steps we've taken to help smaller budgets stretch further, like extending the fuel tax cut, are already making a difference for many. However, at a time when global factors like inflation are pushing up prices here at home, we need to do more to support New Zealanders.

As part of this work, I recently announced that recipients of Superannuation will receive an inflation increase of 7.22% from 1 April. This will see a couple who are both aged over 65 receive \$102.84 more in total a fortnight and a single person living alone receive an extra \$66.86 each payment. This builds on the increases that we've made to Superannuation since taking office in 2017.

While this boost to Superannuation alone won't solve everything, it will ease some pressure - and right now, I know every bit helps.

On top of this, our Winter Energy Payment will help older New Zealanders heat their homes over winter. This annual support restarts from 1 May, helping with power bills through the colder months so people can stay warm and healthy, with less financial stress. A single person will receive more than \$80 a month and couples will receive more than \$125 per month.

Advertorial



Measures like these sit alongside a range of programmes that support older New Zealanders. For example, we've made doctors' visits cheaper for hundreds of thousands of people, and we've taken steps to improve the health system and cancer care, including through record investments in Pharmac's medicines budget.

Right now, we also need to make sure people feel safe and supported as we continue to respond to some of the most significant weather events in our history.

My back to basics approach means a greater focus on the issues that matter most to New Zealanders, here and now. As I've signalled, the cost of living and cyclone recovery will continue to be our top priorities, and you will see this reflected in our upcoming Budget.

*Authorised by Rt Hon Chris Hipkins MP,
Parliament Buildings, Wellington*

Social Connections

Our Social Connections team and volunteers have been busy making the past few months special for the Seniors who are part of this service.

Preserved Flower Arranging Workshop

Leti, one of our Social Connections Coordinators, and Diane, our Social Connections Manager, worked with one of our supporting organisations, Forever Rosa, to run a Preserved Flower Arranging Workshop. The workshop was fantastic, and the participants all got to make their own very special arrangement. They picked beautiful colour combinations to make unique arrangements, and equally importantly got to spend connecting socially and having fun. After the workshop they shared lunch together. Below is a photo of the group on the day with Suzanne and Herbert from Forever Rosa. Our special thanks to Forever Rosa for their amazing support.

Special New Friendships

Our team has also been busy in recent months matching volunteers with clients for weekly visits. This is an amazing part of the job, and we love to see the new friendships that grow because of our matching. We wanted to share these photos of some recent successful matches:

Roelo & Linda



Bao and Jane



Melanie and Eleanor



Theatre Outing to “Rangitoto”

Emah, our Volunteer Coordinator, along with some of our Volunteer Visitors and clients attended a matinee performance of “Rangitoto” at The Pumphouse Theatre in March. Rangitoto is a drama/comedy by Geoffrey Clendon that explores a slice of social history when a flourishing bach community existed on the island in the 1930s. Set during the era of the Great Depression, the play follows the characters as they prepare for the island’s traditional New Year’s Eve festivities in 1932. This comic drama is built on the tension and humour arising from interactions between two Pākehā families, a local eccentric, and a Māori boy. Although on holiday, they are unable to escape the harsh economic realities of the 1930s. The incumbent working-class bach dwellers are confronted with the arrival of wealthy newcomers intent on changing the community.

The tickets were kindly donated by The Turning Tide Charitable Trust, our thanks to them for their kindness and generosity. Everyone who attended had a fantastic time.

Pam celebrated turning 75 with some special cupcakes

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:

Steve celebrated turning 80 with this fun beach-themed cake



Audrey celebrated turning 90 with this gorgeous cake. The cake was delivered by her volunteer Connor, who also got Audrey flowers, bubbly, and balloons!



Caring at Christmas

The generosity of the community who donated food, gifts and handmade cards helped Age Concern Auckland deliver 300 food boxes, care packages and cakes at Christmas to seniors we are working with across Auckland. These care packages give a lot of joy to the people who get them.

Our special thanks to the organisations that provided support: Allied Press Magazines; Bidfood; Countdown Lynfield; Dilmah Tea NZ; Driving Miss Daisy Milford; Ecostore; Frozen Fresh; Good Bitches Baking- South, West, & Central Auckland; Greenhithe Guides; Herb & Spice Mill; Life Church; Lynfield College; Milford School; Moving Made Easy; Northcote Community Sewing Group; Pacific Hygiene;



Ryman Healthcare; St Aidan's Church Knitting Group; Torbay School; Voices of Hope; Waitakere Cake Decorators Club and West Auckland Quilters Circle.

Thank you also to all the wonderful individuals who also made donations, your kindness and generosity is so gratefully appreciated.

Below are some photos of some of the deliveries we made!



We also wanted to share photos from two of the schools who supported us.

These are the lovely helpers from Torbay School, who assisted us, to get their wonderful donations to the car:



These are the amazing students from Lynfield College making the beautiful individual Christmas Cakes they donated:



This is collecting the cakes from Lynfield College, with two of the students involved in the baking of the cakes, Stephanie van Niekerk – Head of Hospitality at Lynfield College who coordinates the support, and Lua from Countdown Lynfield who donate all the ingredients for the cakes.



Ageing Well Update

*The following Health Promotion activities are available **free of charge** to older persons living independently in Central & West Auckland. Multiple dates and venues will be arranged throughout the year as funding becomes available. Donations will be gratefully received to help cover the cost of refreshments.*

To register your interest for any of these activities, please phone: (09) 820 0184 or 489 4975 or email: ageconcern@ageconak.org.nz Your name will be placed on a waiting list against each activity and you will then be contacted for priority booking once dates/times known.

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

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

My Home, My Choices - This 2.5 hours workshop is for senior home owner-occupiers and will provide an opportunity for you to use a research-based booklet/card-based resource to help you think through how and where you want to live during your retirement.

It will also offer information to assist you on how to use and adapt your current home to better suit your needs if you wish to remain there.

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

Staying Safe for Mature Road Users

A 3.25 hour classroom-based refresher workshop for Senior drivers (with morning tea included). Using information and resources provided by the New Zealand Transport Agency, the workshop aims to fine tune your safe driving knowledge, increase your knowledge of road code changes and outline other transport options available to help Seniors remain mobile. The session is relaxed and informative and you will not be tested.

Technology For Seniors - Provides you the opportunity to get individual tuition on your devices (eg. mobile phones, tablets and laptops) with our wonderful volunteers. Learn at your pace and find out how to do the things you want your device for (e.g. emails, internet, etc). Please bring your device fully charged and instruction booklets if possible.

Introduction to Facebook - Would you like to be more socially connected with friends and family in NZ and overseas? This 1.5 hour workshop will introduce you to 'Facebook' – explaining how to use it and how to protect yourself when using it. Bring your own device (e.g. cell phone, laptop, tablets/iPad) and we will work together in a small group to help get your 'Facebook' account set up safely. It will include a focus on 'Facebook Messenger' which allows for direct messaging

and video calling to individuals. Please bring your device fully charged and with instruction booklets if available.

Introduction to Zoom - We have seen a huge increase in the use of 'Zoom' by people for both work and as a great way to stay socially connected. It's particularly useful for groups of people to meet together online at the same time (for family catch up's or meetings). This 2.5 hour workshop will introduce you to Zoom – explaining how to access it and use it for basic purposes. Bring your own device (e.g. cell phone, laptop, tablets/iPad) and we will work together in a small group to help get you using Zoom confidently. Please bring your device fully charged and with instruction booklets if available.

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

Enduring Power of Attorney and Wills

Who will manage your affairs if you are no longer able to? Have you caught up with the changes made to the Power of Attorney legislation which may affect you and your family? Come along to this 2 hour seminar and find out from our expert guest speaker about Enduring Powers of Attorney and learn about what you need to think about to create and/or review a Will.

Information for Funeral Planning

This 2.5 hour seminar is designed to empower and educate about the practical and legal issues that need to be considered when a bereavement occurs. Learn from our expert guest speaker all about planning for a Funeral

and all the options and choices that are available in Auckland.

Steady Steps - A one hour presentation that will introduce facts about slips, trips and falls, their likely causes and provides information on easy strategies to reduce the risk of falling – thereby helping you to maintain your independence.

Improving Nutrition for Healthy Ageing

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

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

Steady Steps, Improving Nutrition for Healthy Ageing and Scam Alert Presentations are also available to Seniors Groups who have a guest speaking slot or to residents at Retirement Villages. Timings can be tailored to suit and can be delivered to your Group or Village residents (speaker fully vaccinated). These Presentations are provided free of charge but a koha towards travelling expenses would be greatly appreciated.

To arrange a Presentation for your Group or Village, please phone: (09) 820 0184 or 489 4975 or email: ageconcern@ageconak.org.nz

You can also submit your expression of interest via our website: <https://www.ageconcernauckland.org.nz/health-promotion-activities/>

For Community Strength and Balance classes, please phone 09 415 4611 or visit: <https://harboursport.co.nz/healthy-lifestyle/community-strength-and-balance/>

Asian Services Update

Our Asian Services team have been busy delivering Digital Inclusion Classes and Health Promotion presentations and activities in Mandarin, Cantonese, Korean and Japanese. This small team is also very busy helping provide social work support and social connection opportunities for Chinese, Korean and Japanese Seniors.

Korean Seniors Presentation

These are some photos from our recent presentation about Age Concern Auckland to Korean Seniors. Our Korean Coordinator, Sunny, presented information about the services and support we provide, answered questions and showed attendees how to join our Kakao Talk group. 62 Seniors participated and the presentation was supported by 10 volunteers.

We are looking forward to these monthly catch ups throughout 2023.



Japanese Seniors Meetup

On February 23rd, the first Japanese Senior Meetup was held at our Avondale office. 12 people participated in this Meetup. The group played a Hyakunin-Isshu card game and had a great time chatting and enjoying tea and snacks together. Hyakunin Isshu is a collection of 100 tanka poems written over 1000 years ago by 100 different Japanese poets. It became a card game and remains a famous and popular activity in Japan.



Lunar New Year Celebration

The Asian Services team also hosted a Lunar New Year Celebration for their colleagues. We all had a lot of fun, playing games, learning about Chinese culture, and sharing food. Below are some photos from this fun celebration:



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 or phone 09 820 0184 for further details.

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John Smallfield
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Fire Alarms Save Lives

Smoke Alarms save lives and now is a great time to perform a check to make sure yours is working.

- You need a minimum of one smoke alarm in the house and that should be installed in the hallway closest to the bedroom
- However, the advice is to have smoke alarms in every bedroom, living area and the hallway of the house – put them in the middle of the ceiling in each room

There are special smoke alarms for people who have impaired hearing. These alarms have extra features such extra loud and/or lower pitch alarm sounds, flashing strobe lights, or vibrating devices. Talk to your local deaf support organisation about options, they may also be able to tell you whether you're eligible for funding from the Ministry of Health, or for a system that is installed by Kainga Ora when appropriate.

Fire and Emergency NZ recommends long-life, photoelectric type smoke alarm

- They are far more effective than ionisation alarms at detecting slow smouldering

fires, which burn for hours before bursting into flames. Provide up to 10 years' smoke detection

- They remove the frustration of fixing the 'flat battery beep'
- Because you're not paying for replacement batteries, long life alarms effectively pay for themselves over their lifetime
- You don't have to climb ladders (or get someone else to) every year to replace batteries

Your smoke alarm needs to be checked regularly, have the batteries replaced at least once a year and kept free of dust and spider webs.

Free home fire safety visit

As an older person, you may qualify for a free home fire safety check. Just call **0800 NZ FIRE (0800 693 473)** to see if you're eligible for a visit from Fire and Emergency New Zealand and a free fire safety inspection of your home. You may also qualify to have a free long-life, photoelectric alarm installed.

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Volunteer Superstar Barry!

Barry is one of our 350 volunteer visitors across Auckland, who provide weekly friendship to the older person they are matched to by visiting or going on outings. Our volunteers provide over 15,127 hours of friendship each year! This is what Barry had to share about his volunteering experience with Age Concern Auckland.

How long have you been a volunteer for Age Concern?

I have been volunteering for Age Concern on the North Shore for the last 10 years. I initially volunteered in Auckland Central for a few years when I moved over from the UK 20+ years ago, but I took a break from volunteering while my kids were babies.

What inspires you to volunteer?

The original reason I started was because I really missed my grandparents back in the UK and so taking a few hours a week to spend time with some lovely senior citizens helped me feel whole again. However, I quickly realised what the difference spending quality time with people who appreciate the company, means to all involved, and never looked back.

What does Age Concern Auckland mean to you?

The number of times the people I visit say to me “thank goodness for Age Concern” is plentiful. It enables a channel in which you can reach out when you get lonely, or just need advice about anything and everything. The team, and us volunteers, are the companionship warriors trying to bring smiles to those in need.



How do you see Ageing in our community?

I see ageing as something to be embraced and looked at positively but it often surprises some people, as they may suddenly start to see other family members and friends pass on, and things you take for granted become harder to do. Change becomes harder for us all as we age, and we generally end up with more time to ourselves, so the happier Seniors I visit tend to stay active and have a few age-appropriate hobbies to keep them occupied.

What’s the most amazing thing about your volunteering?

Seeing the pleasure on the faces of the friends I visit while I keep them company, and sharing tales of our past memories.

What’s the funniest story from your volunteering?

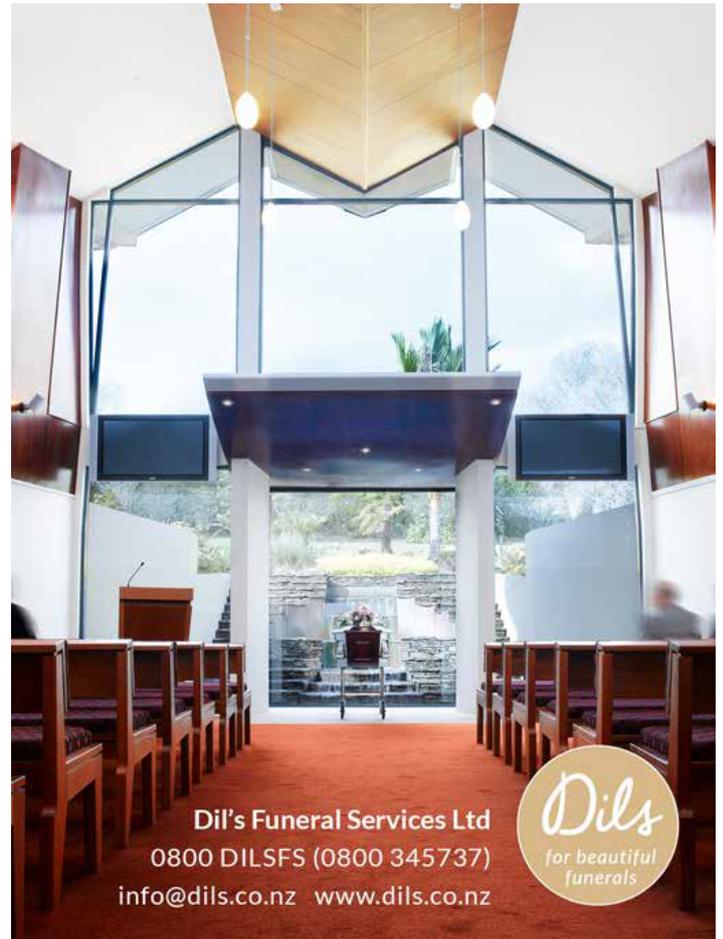
One of the Seniors I would visit had some hearing difficulties and after correcting her about my children’s names a few times, I

resigned myself to the fact that my children now had new names. We all went out for lunch one day and my kids had to pretend they had these new names, and they would happily receive Christmas cards under their new identities. We still remember this lovely lady fondly and the happiness she brought to us all. Deep down, I think she really knew their names but had an amazing sense of humour.

Anything else you want to share?

Time is our most precious asset and loneliness is something that affects us all sometimes in our lives particularly as we age. Sharing a minimum of 1 hour a week and a few phone calls is all it takes to be a volunteer and bring joy to others' lives. You also get to laugh and smile and reflect on the history and adventures that are shared when visiting. It's a very fulfilling experience for all.

Thank you, Barry, for the amazing volunteer support you provide. For more information about volunteering contact Emah Butler on emahb@acns.co.nz or 021 225 7214.



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Memory and Ageing

As you get older, your brain changes and ages with you. It is normal for you to become more forgetful or to experience minor memory or thinking issues as you get older.

Some of the normal experiences related to ageing include:

- Slower recall and thinking
- Forgetting the finer details of a conversation
- Having difficulty in learning new information
- Being slower at solving complex or unfamiliar problems
- Having difficulty multitasking

There are different types of forgetfulness that can occur for different reasons. These types of forgetfulness are normal and are not a sign of dementia:

- Transience – forgetting facts or events over time
- Absentmindedness – forgetting because you were not paying close attention
- Blocking – having the answer on the tip of your tongue
- Misattribution – remembering some details accurately but getting muddled with other details
- Suggestibility – learning new information after an event that becomes incorporated into your memory of it
- Bias – your personal perceptions that influence the information you actually recall, including experiences, beliefs, mood, and prior knowledge

Causes

Changes in memory can be caused by older age, but can also be caused by other reasons. Some common causes of memory problems include:

- Some medications or combinations of medications
- Head injury
- Not paying attention
- Mental health, including stress, anxiety, and depression
- Vitamin B-12 deficiency

If you are experiencing changes in your memory, you may want to investigate the cause with your doctor.

Management strategies

If you notice problems with your memory, there are some tips you can use to help you continue daily life as normal.

Daily management

- Make to-do lists to keep track of what you need to do every day
- Use a planner or calendar to structure your days or weeks
- Break your tasks into manageable chunks
- Take regular breaks
- Only do one thing at a time

Reminders

- Make use of calendars, clocks, and daily newspapers to keep track of the time and date
- Keep a diary or calendar to track appointments, commitments, or important things to remember
- Put important things like keys, glasses, money, and phones in the same place in your home so you know where to find them
- Set up automatic payments or direct debit for regular bills (your bank can help you with this if needed)

- Make a list of important phone numbers to leave by your telephone
- Use your watch or phone alarm to remind you of when you need to do things

Mental practices

- Try to focus your attention on what is important rather than remembering every detail
- Repeat information such as names or telephone numbers over and over to cement them in your memory
- Mentally retrace what you have done or where you have been and try to remember every little detail
- Categorise information to make it easier to recall later
- Do something else if you get stuck or cannot remember something and try again later

Is it dementia?

Dementia is a term that covers a range of diseases that change the structure of the brain. In some cases, memory loss can be the first sign of dementia. If your memory loss is affecting your ability to function independently, you should see your doctor.

Normal age-related memory loss does not affect your ability to go about your day normally. You may have early signs of dementia if you are:

- Repeatedly asking the same questions
- Forgetting common words and mixing up words
- Misplacing items in inappropriate places
- Getting lost in familiar areas
- Having trouble managing money, using the telephone, using transportation, or remembering to take medication

You can find more information on dementia at www.harrislist.co.nz or by calling Dementia Auckland on **0800 433 636**. If you are concerned, talk to your doctor.

Mild cognitive impairment (MCI)

If your memory and thinking problems are worse than normal age-related memory loss but are not serious enough to indicate dementia, you may be diagnosed with mild cognitive impairment (MCI). This can affect memory, language, thinking, and judgement. MCI increases your risk of developing dementia, but it is not inevitable, and 1 in 5 people with MCI will return to a normal level of cognitive function for their age within a few years.

People with MCI may be able to manage their memory loss well with memory loss strategies and tools. If you have MCI, you should keep as healthy as possible to minimise the risk of dementia developing.

Prevention

The risk of age-related memory loss can be lessened with some lifestyle changes. These include:

- Staying mentally active – challenge your brain with mentally engaging activities and try learning new things
- Exercise – try to get at least 30 minutes of exercise every day
- Nutrition – eat healthy, antioxidant-rich food and stay hydrated
- Sleep – aim to get 7-9 hours of sleep each night
- Connect – stay socially active to stimulate your brain and lift your mood
- Breathe – become aware of your breath and move into the present moment to reduce stress, anxiety, and depression

If you are worried about your memory or cognitive abilities, talk to your doctor.

If you are interested in more tips and tricks, or information on age-related brain changes visit www.greymatters.co.nz.

Source: www.ageconcern.org.nz



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

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

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.

Make a donation today to support our essential work

You can make one-off or regular donations

- **Online at** www.ageconcernauckland.org.nz
- **Direct Credit or Internet Banking:**
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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 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 \$ _____

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Address: _____

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