



Age Concern Auckland

Serving the needs of older people

Age Concern Auckland Update July 2020

Things go back to normal for the Age Concern Auckland Team

From mid-June the Age Concern Auckland team have been back in the office and delivering our services and support as normal. It was an incredibly busy time for Age Concern Auckland providing additional support and services during COVID-19.

Below is some feedback we received from older people Age Concern Auckland volunteers supported, which highlights the difference our work makes:

“The lovely Trish at my local New World suggested I contact Age Concern Auckland for help when I was struggling to shop online and secure a delivery slot. I was matched with volunteer shopper Alana who was an absolute angel as she was still working full-time during lockdown. It makes me feel quite emotional thinking about how nice and helpful she was to me”.

Dallas

We also received a phone call from Gerry who received shopping assistance from volunteer Solomon. Gerry called us to say how overwhelmed he was by Solomon’s care, support and understanding. Gerry said that Solomon not only took time out of his day to do his shopping, but they spoke on the phone and shared a great conversation which meant the world to Gerry during a time when he felt very down.

A number of the older people who received services from us for the first time during COVID-19 have continued to engage with us, which is great because it means they are now getting the support they need.

You are amazing

Thank you to everyone who helps us to assist older people across Auckland.

We couldn’t do this without you.

Age Concern Auckland is here to help

Contact your local office:

Central and West - 09 820 0184
ageconcern@ageconak.org.nz

Counties Manukau 09 279 4331
admin@accm.org.nz

North Shore - 09 489 4975
ageconns@acns.co.nz

or visit
www.ageconcernauckland.org.nz

Donate now to support our work
www.ageconcernauckland.org.nz

Find us at:
ageconcernauckland.org.nz or
<https://www.facebook.com/ageconcernauck/>

Elder Abuse Response Service (EARS) – addressing this serious issue

It's been a busy few months for our Elder Abuse Response Service, as they work to support older people address the abuse and neglect they are experiencing. Until Alert Level 1, we provided this support primarily over the phone instead of face-to-face. We have now returned to face-to-face visits, which makes it easier for us to provide the intensive support that's needed to address this complex issue. For the three months May – June 2020 our EARS team received **331** enquiries and **170** new referrals.

15-22nd June was World Elder Abuse Awareness Week, which focuses attention on the need for all of us to take responsibility in preventing elder abuse. This year I spoke to Duncan Garner on The AM Show about Elder Abuse and what people needed to do if they had concerns that someone, they knew, was experiencing elder abuse. I also spoke to several local radio stations to get the message out. We shared information about elder abuse with some of the key agencies we work with including ADHB, Kianga Ora and the Police, so they could share this with their staff and networks. It's all part of our commitment to addressing this very serious issue that impacts on **1 in 10** older people.

Social Connections – alleviating loneliness & isolation

The last few months have been particularly difficult for the older people our Social Connections team work with. These older people are already lonely and isolated and COVID-19 meant the crucial face-to-face visits, outings and activities that the staff and volunteers in this group provide had to shift to phone-based. Meaning, it has been a very welcome return to providing a more personal touch once again.

We have recommenced our North Shore Coffee Groups, our volunteer training and can once again celebrate significant birthdays.

Our thanks to 655 volunteers who make this service possible.



North Shore Coffee Group



Jean & Heather meeting for the first time after lockdown



Some of our new Visiting Service volunteers after their training



Val celebrates her 85th birthday

Follow us on Facebook to keep updated on our work and news
<https://www.facebook.com/ageconcernauck/>

Asian Services – group activities recommence

Our Positive Ageing Centre in Takapuna has reopened and attendance numbers are building. It has taken a few weeks for our clients to be comfortable to attend again following the COVID-19 lockdown. Classes that have recommenced are Conversational English and the Dancing Class. In partnership with A Better Chance Charitable Trust we have also recommenced the day centre activities provided for older Chinese people. This is a photo of our team member Ivy, delivering an activity at a rest home. The attendees are wearing hats that were donated by Make Live Give and given out at the session.



Our team is continuing to deliver “Conversational English” and “Tai Chi” classes via Zoom. These were introduced during the lockdown and have been very popular with our clients, with many now preferring to interact with us this way. A grant from The Ethnic Communities Fund is supporting us to develop and deliver more online sessions and to purchase 6 Ipads that we can loan to clients so they can communicate and interact digitally.

Health Promotion – supporting people to Age Well

Our Health Promotion activities and workshops have resumed. We have started by delivering some classes that were postponed from earlier in the year and our team is looking forward to providing education around topical issues in the coming months. Please contact your local office or check out the activities and events page at ageconcernauckland.org.nz to find out information about upcoming activities and workshops.

Closure of our Handyman Service

In June we made the difficult decision not to continue with the Handyman Service we provided in Counties Manukau. This was a specialised service, which was delivered solely through support from grants and donations. After a comprehensive review of expected fundraised income in the coming 12 months, we realised we needed to find cost savings, which unfortunately led to our decision to close the Handyman Service. As part of this we farewelled team member, Brett Johnstone. We are now actively recruiting Volunteer Handy People who can assist with smaller jobs and each of our offices has a Skills-Bank list which provides information on reputable local tradespeople for larger jobs.

Thanks for your Wonderful Support

Our heartfelt thanks to the following funders who have provided us with grants in the past three months, allowing us to continue to be there for those older people in the community needing our support.

Ethnic Communities Development Fund; Howick Local Board; JM Butland Charitable Trust; Jogia Charitable Trust; Lion Foundation; Mangere-Otahuhu Local Board; Manurewa Local Board; Maurice Paykel Charitable Trust; Nolan Charitable Trust; Otara-Papatoetoe Local Board; Papakura Local Board; Tax Management New Zealand; Ted & Mollie Carr Endowment Fund; West Support Fund & Working Together More Fund.

Thank you also to our wonderful volunteers, members and donors whose support is crucial to the delivery of our services. We can't thank you enough for your contribution to our work.

Kevin Lamb
CEO – Age Concern Auckland