



**AGE
CONCERN
AUCKLAND**
He Manaakitanga
Kaumātua Aotearoa

Age Concern Auckland Update

Welcome to Spring

It continues to be a busy time at Age Concern Auckland as our services provide vital support to older people experiencing difficulties or needing information, advice and advocacy to access the wider support and services they need. Over the past two years more older people have needed support. As they struggle with increased isolation and heightened anxiety, we have stepped up to the plate and assisted these older people who have no one else to turn to. The challenge we continue to face is the invisibility of the older people we assist and support, they frequently are housebound, forgotten to the wider community, fortunately not to us.

Our New Logo

Age Concern Auckland has a new logo, which is being used by Age Concerns across New Zealand. Our new logo incorporates three differently coloured huia feathers. The individual huia feathers represent the mana of our elders and the leadership role local Age Concerns take in caring for our elders. The different colour feathers represent the diversity of the people of Aotearoa. The circle of three portrays the concept of community, friendship and respect. All values that underpin the work of Age Concern Auckland.

While our services and work hasn't changed, the updating of our logo showcases that Age Concern Auckland evolves and is as relevant and important to the community, as it was when we were founded in 1949.



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Social Connections Service Fostering Special Friendships



Our Social Connections Service provides vital social connection for some of the 1 in 5 older people experiencing severe isolation and loneliness. We currently have 300 older people matched with a volunteer for weekly visits. We'd like to share with you one of the special friendships that has developed through our service.

Earlier this year, Age Concern Auckland matched 101-year-old Rhoi with volunteer Joy, for weekly visits. Rhoi had stopped driving last year, so he was only leaving his house to visit his local supermarket for groceries. Rhoi and Joy now have a great friendship and Joy sent us these photos of an outing she took Rhoi on to Auckland Museum.

Joy told us:

"Rhoi absolutely loved the outing and was able to share some of his experiences in the war. We enjoyed tea and cake at the museum, and then drove via Auckland city enroute home. Rhoi had not seen Auckland city for over ten years and he was amazed at all the new development and changes. He showed us the building his wife worked at in Queen Street, and also the Railway House in which he worked. Rhoi pointed out a number of places which were part of his earlier life in Auckland and it was a real trip down memory lane.

Five hours later, Rhoi was safely back home and he was beaming from ear to ear with the wonderful day out. We are looking forward to taking Rhoi to some other places of interest. I am so grateful to Diane and Age Concern Auckland for introducing Rhoi to me. He is such a special person and we are delighted to be able to visit him and to be part of his life."



Photos of Rhoi and Joy enjoying their museum outing

Coffee and Friendship Groups – providing social connection in the community

Loneliness and isolation can mean different things to different people. For some, having someone visit them in their own home once a week is just what they need, for others, being able to participate in broader community life is what they want. Sadly, for many older Aucklanders, changing life circumstances, transport or health issues, or lack of confidence means that community engagement and participation is just too hard.

Our Social Connections team work to change this by either organising Coffee and Friendship Groups facilitated by a volunteer, or supporting our clients to participate in an existing Friendship Group in their local area.



Asian Services

Activities are in full swing at our Positive Ageing Centre in Takapuna. We have weekly Online English Classes through Zoom, Qigong fitness, Tech for Seniors and Baking Together classes. These classes not only teach seniors new knowledge but also help them to get to know each other and become friends. In our last financial year 3,348 people attended our group activities and events at our Positive Ageing Centre.

Our Asian Services team have delivered more than 30 workshops and activity classes in the last two months. The most popular is the Tech for Seniors class. In Tech for Seniors, attendees are paired with a volunteer to learn more about their device, different apps, or platforms available to them and how to use these, also our volunteers can answer any questions they have.



We have encouraged some of the seniors attending these sessions, who have learnt the skills quickly to become volunteers so they can help others.

We have also posted an online tutorial from Tech for Seniors in Mandarin and Korean on our Asian Service YouTube channel, so our clients can review at any time if they need a refresher. <https://www.youtube.com/channel/UCq4k2EIZx7oVP0Zx-pfFhuA>

Our thanks to ANZ Staff Foundation for helping to fund our digital learning and online video tutorials.



Qigong Fitness Classes



Moon Festival Celebration

Our Asian Services Team recently held a Moon Festival celebration at our Positive Ageing Centre, to provide crucial social connection.



Baking Together at our Positive Ageing Centre

A Business case for Inhouse Legal Advice

Age Concern Auckland is currently working on a business case to provide inhouse legal services to older people in our community. Older people have areas in their lives where they need a lawyer to navigate their legal rights such as wills and probate, enduring power of attorney, retirement planning, and elder abuse. Unfortunately many of the people Age Concern Auckland works with, aren't in a position to pay for the legal advice they need. Currently, we work with pro bono lawyers to support people with professional legal advice to ensure the older client's legal rights and autonomy.

However, we are seeing growing numbers of elder abuse clients who require legal advice, so we have identified a need within our organisation to build a robust inhouse legal practice service that will work alongside social workers to provide an agile and immediate service to support clients in legal situations. This works well overseas and we would love to replicate the approach here. Many of the situations we are seeing can be devastating to the older person and so responding to these issues is critical and it is important to protect and ensure the human rights of older clients.

Special Birthdays

Through our Social Connections Service, we celebrate the significant birthdays of our clients, by delivering special birthday cakes and cards for those clients having a birthday that ends in a 0 or 5. These are some of the special cakes we have delivered in recent months. Our special thanks to Good Bitches Baking chapters across Auckland for baking and donating the gorgeous birthday cakes we deliver.



Positive Ageing in Action - Our wonderful volunteer Betty

At 92, Betty, is our oldest Volunteer Visitor and has been volunteering for the past 12 years. Betty was inspired to become a Volunteer Visitor after a speaker from Age Concern Auckland presented to her Country Women's Institute group and spoke about our Visiting Service and the need for new volunteers.



Over the years Betty has been matched to 5 clients for visits and is currently visiting 3 women each week. Because she has stopped driving Betty buses to see them each week, catching 2 or 3 buses to do this.

Betty loves volunteering and encourages others to do it, saying "I get pleasure and satisfaction out of volunteering and it's good to do something for other people, doing something useful it's a nice feeling."

As well as volunteering for Age Concern Auckland, Betty also makes calico dolls for Starship hospital, which are used to show children having operations what is happening and knits baby clothes for Starship.

We can't thank Betty enough for the wonderful volunteering she gives to us and the difference she makes to our community. Betty is an amazing woman and an inspiration to us all.

International Day of Older Persons

October 1st is International Day of Older Persons, which provides us with the opportunity to highlight the value of older people in our communities and to promote dignity and respect. It's a time for us all, including families and organisations to acknowledge and say thank you for the huge contribution older people make to our communities. Mentoring, volunteering, looking out for the neighbourhood, caring for children, sharing wisdom and experience and being in paid work and leading businesses are some of the many ways New Zealanders aged 65+ contribute. This is something that should be celebrated every day but all too often it's not, which is why a special day has been set aside to acknowledge this.

The gift of your time for an older person is a very precious thing. So this International Day of Older Persons Age Concern Auckland are encouraging every Aucklander to reach out to the older people in their lives, they could be a family member, a neighbour or at your work. Let them know that you care and what they mean to you and your family. This will highlight their importance to you and reinforce they are not alone. If we can all do this it would be a great way to mark this International Day of Older Persons.

Special Thanks

Our grateful thanks to the following funders who have supported us in the past three months, allowing us to continue to be there for those older people in the community needing our support:

BH & SW Picot Charitable Trust; Catholic Caring Foundation; Devonport-Takapuna Local Board; Four Winds Foundation; Howick Local Board; Maurice Paykel Charitable Trust; Ministry of Health; Ministry of Social Development; The Lion Foundation; The Trusts Community Foundation; Trillian Trust and Whau Local Board. Our thanks also to NZ Lottery Grants Board and Foundation North for their significant support.

Thank you also to our wonderful volunteers, members and donors whose support is crucial to the delivery of our services.

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