

**SPRING 2022 QUARTERLY NEWSLETTER**

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

# **Age Concern**

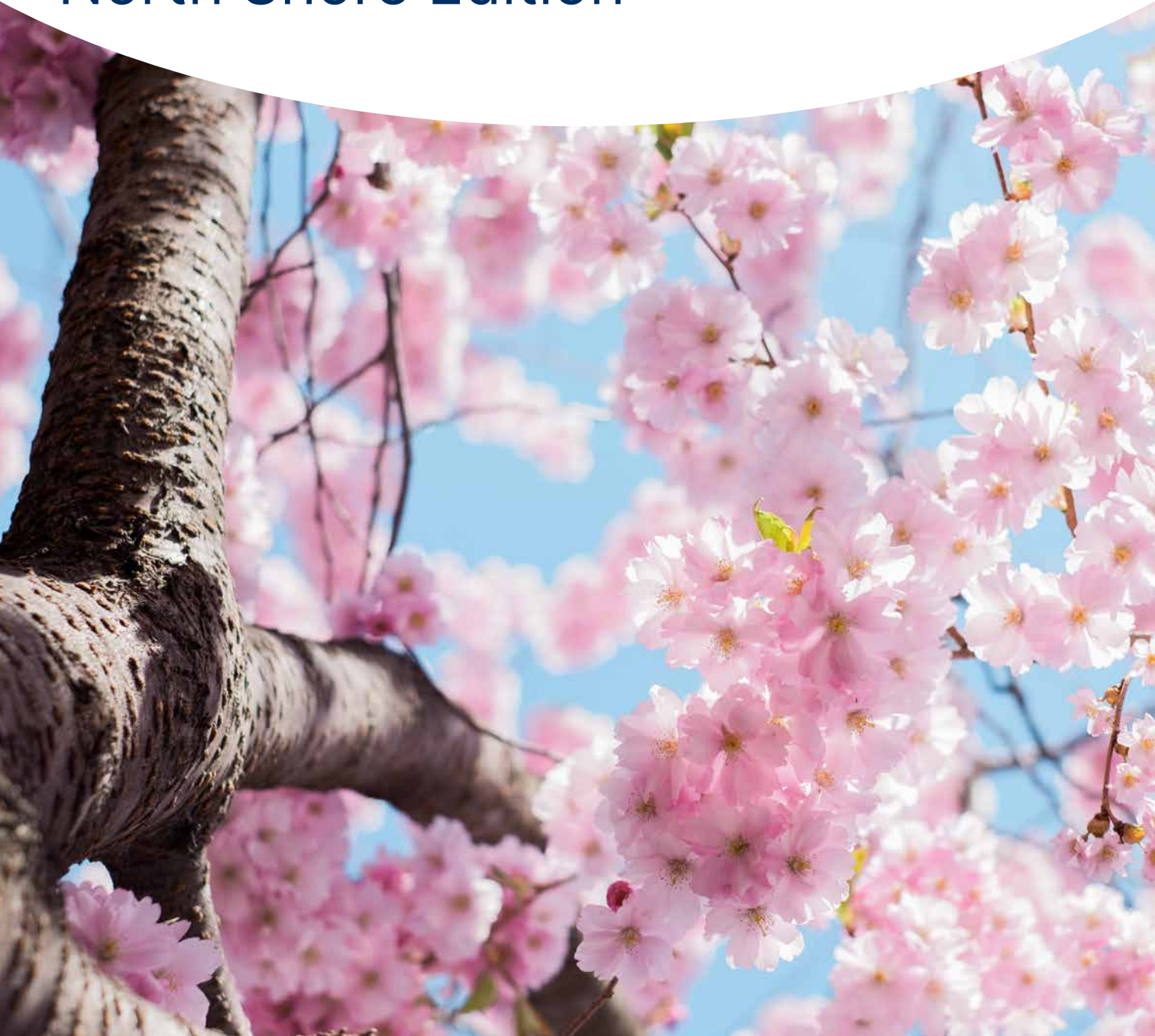
## **Auckland**

### **North Shore Edition**



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9am - 3pm Monday to Friday

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## Age Concern Auckland - North Shore Services

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

**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 or Korean and that we provide culturally and linguistically appropriate support. We give talks to Chinese, Japanese or Korean groups and run group activities to promote positive ageing.

**Community Social Work** – social workers are available to support and assist people aged 65+ with any social, health or wellbeing issues.

**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.

**Total Mobility Scheme** – assesses and provides Total Mobility Cards to eligible people so they can receive subsidised taxis to ensure they can still access services and social connections when they are no longer able to use public transport.



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## Need a hand? Services we offer:

- **General Home Help** - dusting, polishing, tidying, bed making, bathroom, stove tops, microwaves, vacuuming, all floors and wet areas mopped, Rubbish taken out.
- **Laundry** - colours sorted, washing done, hung on line, dried, folded and put away.
- **Meals** - shopping lists, meal planning, food preparation, cooking, company while eating, washing up and kitchen left tidy.
- **Shopping** - driven to local shops, accompanied while shopping, bags carried, unpacked and put away. Or if preferred we will shop for you, bring home and put away.
- **Sleep Over's** - support worker to sleep in the house for a 8, 10 or 12 hour period to ensure your safety.
- **Driving** - to appointments, Doctors, Hospital, Hairdresser, etc.
- **Morning Care** - help to get out of bed, showering, drying, dressing, grooming, ensure breakfast is eaten and hot drink given.
- **Evening Care** - ensure evening meal is eaten, undress, leave bed turned down, check house is locked up and secure.
- **Medication** - support workers are not authorised to give medication but they are able to remind you to take them.
- **Companionship** - need someone to pop in and check on you, read the newspaper to you, go for a walk, chat for a while, or even treat you to a day out occasionally.
- **Spring Clean** - this can be negotiated and arranged at any time.
- **Respite Care** - does your carer need a break, support worker to stay while carer is away.
- **Full Time Care** - 24/7 care can be provided. Special packages can be worked out individually.

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## CEO Update

Here at Age Concern Auckland, we provide a wide range of activities, support, services, and advice, aimed at providing help to all those who need it. For us, the key thing is to ensure that anyone can reach out to Age Concern Auckland and get the support they need, where and when they need it. Over the past three years, since the three Age Concerns of Auckland came together, we have increased the breadth and depth of the services we provide. Meaning, we now provide more services, to a larger number of people than ever before.

One of the areas of work that Age Concern Auckland undertakes that is perhaps less obvious, is the work we do advocating for the needs of older people and lobbying those who may have the capacity to make change. For many, Auckland is a wonderful place in which to grow old. However, for some older people across Auckland, life is far from easy. It is at the core of what Age Concern Auckland is about, to keep pushing to ensure that no older person should have to live without support, where life is a daily struggle, or where impossible choices need to be made every day just to get by. A large part of my role, and our team, is to keep pushing for positive change.

As part of this, I Chair an implementation group supporting the Age Friendly Auckland initiative. Back in March, Auckland Council, successfully applied to the World Health Organisation to be designated an Age Friendly City and joined a network of other such cities around the world. It would be all too easy for the Council to see such a designation as a badge of honour. I see my role to ensure that they see it as a statement of intent. I want Age Friendly to become a lens through which all aspects of Auckland's future is viewed. It doesn't matter if it's housing, transport, community engagement and participation, celebrating cultural diversity or the provision of services, going forward, everything should reflect the needs of all older people.

In addition to being involved in broad, holistic initiatives, Age Concern Auckland also pushes for change in specific areas that directly impact older people. One of these areas, and one we have been lobbying about for some time, is transitional housing. Sadly, for some of those we work with, there is a need for transitional housing. Whether it's because someone



needs to escape a potentially abusive environment, requires somewhere to go after leaving hospital and before they can go back to independent living or because they've lost their rental accommodation and need support and time to find an alternative, transitional housing suitable for older people is a vital resource needed.

In Auckland, a city with around 180,000 older people, you could probably count the number of transitional housing units appropriate for older people, on the fingers of one hand. This is simply not good enough. It was harrowing to hear a few months ago the story of the 75-year-old woman who was living in her car in Remuera and who sadly passed away. Stories like this remind us of the importance of reaching out for help for our loved ones, for our neighbours or for the strangers in our midst. It also emphasised the importance of Auckland having safe spaces for those who need them, no matter their age.

Age Concern will continue to do all that we can to not only support those older people in need, but also to make the communities we live in better. Auckland should be a city for everyone and when someone falls through the cracks we need to be there to catch them. We'll do our bit, and we'll continue to push for everyone else to do theirs until we can truly say that Auckland is an Age Friendly City.

*Kevin Lamb* CEO Age Concern Auckland



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*Many thanks*

## Chair's Report

Kia ora everyone. I hope you have kept in good health during our wet and sometimes wild winter. Spring is upon us and with it comes more daylight, new growth and a more welcoming outdoors! It is a lovely time of year in Auckland, I love seeing the daffodils and magnolias which brighten up our streets.

It is my privilege this issue to introduce the new Age Concern logo, which is being used by Age Concerns across New Zealand, including Age Concern Auckland.



Our new logo incorporates three differently coloured huia feathers. The huia feather is a sacred treasure for Māori and symbolises leadership and mana.

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. At the same time, 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.

It is also my privilege to let you know about the newest addition to the Age Concern Auckland Board. Our Board is made up of volunteers who are passionate and committed to the work of Age Concern Auckland and the health, wellbeing and value of the older people we work with and for. Every month our Board volunteers give up their time to ensure that Age Concern Auckland is in a sound financial and operational position, that we are delivering services that have meaning and impact, and that we are advocating and being a voice for older people that need us. Many of our Board volunteers have been involved with Age Concern for many years, which brings a wealth of collective experience and knowledge to our Governance role. However, it is also important for us to bring on new Board members, to

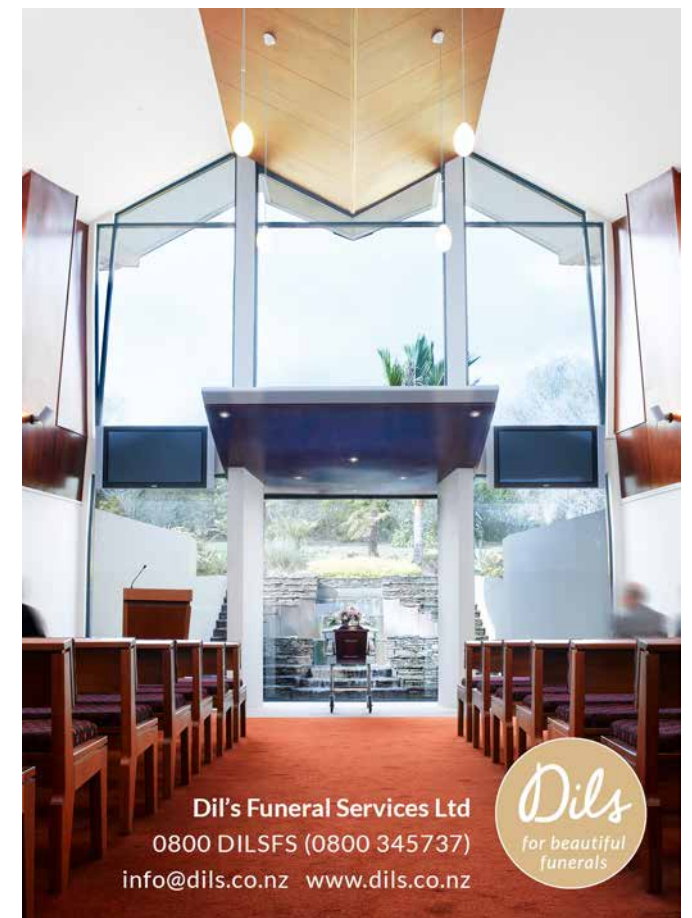


ensure we continue to be innovative and dynamic.

Trevor Lowe joined the Age Concern Auckland Board in recent months. Trevor is a Chartered Accountant and currently works with a school and iwi organisation. Trevor has a long history of service to the community, both as an employee for social service organisations and as a volunteer. Trevor is currently a member of two other boards in the disability space and is looking forward to contributing positively to Age Concern Auckland and especially working alongside our Asian Services team. You can read more about Trevor later in the newsletter. Welcome Trevor, we are delighted to have you on board.

I'd like to finish by thanking all the Age Concern Auckland staff, volunteers, members and supporters for the part you play in our work, we literally couldn't do it without you. Please know, you are appreciated and valued every day. Take care and remember to get in touch if you need our support, we are here to help, however we can.

*Victoria Walker* Chair, Age Concern Auckland.





## Advance Care Planning

Advance care planning is the process of thinking about, talking about and planning for future health care and end-of-life care. It is about identifying what matters to you.

Advance care planning is a voluntary process and is an opportunity for you to discuss what is important to you, what concerns you, to better understand your health and explore your treatment and care options.

Your advance care plan can be verbal or written. We encourage you to write down your care preferences and to share this with the important people in your life and your healthcare team so that everyone understands your wishes.

Your advance care plan can outline what matters to you and how the people who care about you can best support you in the future, particularly if you cannot speak for yourself.

An advance care plan can include how you would like to be cared for in later life, things you might like to consider are:

- What matters to you
  - o What makes you happy
  - o How you like to spend your time
  - o What hobbies and interests you have
  - o What routines you like
  - o What is meaningful to you
  - o Your cultural, religious, and spiritual rituals or beliefs
- What worries you when you think of the future
- Why you are making an advance care plan
- How illness may change how you live your life, your independence, and what you may need to plan for
- How you would like to make decisions, who will make decisions on your behalf (Enduring Power of Attorney), and how involved you want your loved ones to be.

An advance care plan can also include how you would like to be treated at the end of your life:

- What things you would like done to make you comfortable when you are dying

- o Pain relief and other medications for breathing and nausea
- o What you consider quality of life
- o Other comforts you may want
- o Where you would like to die
- Whether you want treatment to be focused on keeping you alive as long as possible, keeping you comfortable, and if you have signed a Do Not Resuscitate (DNR) form
- Your wishes for after death
  - o Whether you want to be an organ and tissue donor
  - o Whether you would like to be buried or cremated
  - o Your funeral wishes
  - o Your final resting place
  - o Where to find your will, financial records, and other important documents

You can find more information on advance care planning on the Health Quality & Safety Commission website - [www.hqsc.govt.nz/our-work/advance-care-planning/](http://www.hqsc.govt.nz/our-work/advance-care-planning/).

They also provide templates and guides for creating your own advance care plan.

The Whenua ki te whenua is a document developed to help support your conversations before completing an advance care plan, you can download it from the [www.hqsc.govt.nz](http://www.hqsc.govt.nz) website or ask your GP if they have a physical copy.

Please share your completed advance care plan with your GP, nurse or specialist, EPOA or nominated spokesperson and your whanau and loved ones.

Source: [www.ageconcern.org.nz](http://www.ageconcern.org.nz)

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Thank you for being a member of Age Concern Auckland.



**None of our work is possible without the support of members like you, whose \$20 membership fee helps fund the crucial work we do.**

Each year we answer 25,000 calls for help, information and advice from older people and their families. Our services also directly support 11,500 older people each year ensuring they are supported to live well. We can't do this without your help.

Only 65 percent of Age Concern Auckland's services are funded by the Government, so we rely on members like you to help fund the rest. Your membership of Age Concern Auckland is essential in helping us provide support and services to older people needing our help.

Thank you for your continuing support of Age Concern Auckland, we are incredibly grateful.

**If you have any questions,  
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Monday – Friday 9 am to 4 pm.**



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## Introducing our newest Board Member – Trevor Lowe

Nga mihi nui ki a koutou

I whanau mai au I te taha o te awa Tamaki

I raro I te maru o te maunga o Kie Kie

He uri ahau o Haina

Kei Tamaki Makaurau ahau a noho ana

Ko Trevor Lowe toku Ingoa

No reira, tena koutou, tena koutou, tena tatou katoa

I am honoured and delighted to begin my work with the board of Age Concern Auckland.

I currently work as a kai pūtea/Chartered Accountant part time in Sir Keith Park School and contracting to Ngati Kahungunu ki Tamaki Nui a Rua Trust, an iwi based in Dannevirke. This flexibility allows me to contribute to 2 other boards in the disability space and literally hand on kitchen hand at the local hospice.

I have been privileged to work in large corporates, family business, schools, social services (housing and youth services) in my accounting career.

I continue to learn in every organisation I get involved with and hope to share learnings across different organisational sectors and also in diverse and rich cultures.



### What attracted you to become involved with Age Concern Auckland?

Watching my parents over 90 experience life changing ordeals that led them to leave their 4 bedroom home at the start of Covid. They moved to a high care, one bedroom apartment at a retirement village. They moved to another one as they seemed miserable and finally moved out to live with family and now, they are thriving.

### What is the most important thing you want to help Age Concern Auckland to achieve in the next 12 -18 months?

To assist in the growth of the Asian Services, so they become more commercially focused and social enterprise like. Also, to promote how assistive technology and equipment can provide a cost-effective way to improve ageing outcomes.

### How do you think as a community we can become more Age Friendly, and how can Age Concern Auckland support/promote this?

Embrace other cultures that value older people and understand how those relations work and how this may work in other cultures.

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Please telephone or email Lois Black to arrange a no-obligation, free-of-charge 30 minute meeting for new clients.



## Social Connections Update

Our Social Connections team have been busy over the past couple of months supporting people to have great social experiences, either with a volunteer visitor or by supporting them to attend local activities and events. Below are some of the highlights.

### Rhoy and Joy

Visiting Service volunteer Joy sent us these photos of an outing she took 101 year old Rhoy on to Auckland Museum.

Joy wrote, "I wanted to share these photos with you of an outing we so enjoyed with Rhoy. My husband and myself took Rhoy to the Auckland War Memorial and Museum. Rhoy was in the Second World War and he fought in the Pacific against the Japanese.

Rhoy dressed up so smartly for the outing and he wore his navy blazer with a pin saying "Returning Service Men". He absolutely loved the outing and Rhoy was able to share some of his experiences in the war. We enjoyed tea and cake at the coffee shop at the museum, and then drove via Auckland city en route home. Rhoy 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. Rhoy 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, Rhoy was safely back home and he was beaming from ear to ear with the wonderful day out. We are looking so forward to taking Rhoy to some other places of interest.

I am so grateful to Age Concern Auckland for introducing Rhoy 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."



### Special Birthdays

We have also celebrated a couple of special birthdays in recent months. Our special thanks to GBB Auckland North for baking and donating the gorgeous birthday cakes we deliver.



left:  
Caixiang celebrated turning 70, with a beautifully decorated cake.

right:  
Verena loved the small carrot cakes she received on her 75th birthday.



### Torbay Coffee & Friendship Group

Our wonderful volunteer Margaret has started a new monthly Coffee and Friendship Group in Scout Café, Torbay. This is a photo from one of their first meetings.



Everyone enjoyed meeting and chatting and it was lovely to see people swapping phone numbers and arranging to meet up independently outside of the group.

**We have a number of Coffee & Friendship Groups running on the North Shore, if you are interested in finding out more about these please contact Amanda on [amandap@acns.co.nz](mailto:amandap@acns.co.nz) or 929 2310.**

### Our wonderful volunteer Diane Alessi



We recently nominated one of our amazing Visiting Service volunteers, Diane Alessi, to receive a special "Dignity Champion" award from Age Concern New Zealand to acknowledge her volunteering service for Age Concern Auckland. Diane has been volunteering with us for a number of years and took on 2 new clients in her area in 2021, so she was providing vital social connection to 3 people. Diane is one of those people who just give without asking for anything in return. Diane's clients absolutely adored her and her easy-going personality meant she could connect with them fantastically. Diane listens to her clients, researches their interests and upskills herself on these subjects so that she can fully connect and relate to her clients. Diane has always gone above and beyond in her volunteering duties and has been an excellent advocate for older people's rights, bringing to our attention the difficulties that one of our clients was having with her housing manager and the bullying tactics

that were being used. Diane's intervention meant that the problems on both sides were resolved by the Age Concern Auckland team to the mutual benefit of all involved, especially the client.

Sadly for us, Diane has had to step down from volunteering as she has health issues of her own at present. Diane said she would love to continue seeing her clients but did not want the conversations to end up revolving around her and her problems. Diane plans to return to volunteering with us in the future.

We can't thank Diane enough for the difference she has made to the older people she has volunteered for. We wish Diane a speedy and full recovery.

### Volunteer Celebration

We held a thank you event a couple of months ago for our volunteers to celebrate the amazing contribution that volunteers make to Age Concern Auckland and the older people we work with. Each year, our volunteers donate over 25,000 hours of their time to make a difference to older people we are working with. Thank you for your kindness, generosity and care – we are truly appreciative.





## Ageing Well Programme

The following Health Promotion activities are available free of charge to older persons living independently in Auckland. Multiple dates and venues will be arranged in the coming months.

**To register your interest for any of these activities, please phone us on (09) 820 0184 or email:**

**ageconcern@ageconak.org.nz** Your name will be placed on a waiting list against the activity and you will then be contacted for priority booking once dates/times are confirmed.

### 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 recognise 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 hour 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 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 2.5 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

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 2.5 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.

### Positive Steps

This four-week programme aims to support older people to help retain their independence and maintain their health and wellbeing. You will be provided with useful information and guided through some gentle exercises (not available on the North Shore).

### 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 donation is always greatly appreciated.

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

You can also register your interest in attending an activity via our website: <https://www.ageconcernauckland.org.nz/health-promotion-activities/>





# Asian Services Update

## Positive Ageing Centre

Activities are in full swing at our Positive Ageing Centre in Takapuna. We have **Online English Class** (Zoom) every Monday at 11 am, **Qigong fitness class** every Friday from 10:30-11:30, **Tech for Seniors class** every Friday from 12 to 2 pm and **Baking Together class** every Saturday from 10 to 12:30. These classes not only teach seniors new knowledge but also help them to get to know each other and become friends.



## Health Promotion

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, with more than 50 people signing up for these sessions. In Tech for Seniors, attendees are paired with a volunteer to learn more about their device, different apps and platforms available to them, and how to use these. The volunteer can also answer any questions they have. We have encouraged some of the seniors attending these sessions who have picked up the skills quickly, to become volunteers so they can help their new classmates and apply what they have learned.



We have posted an online tutorial from Tech for Seniors in Mandarin, Korean and English 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.***

In partnership with Alfred Chong from Croftfield Law our Asian Services Team have delivered a presentation on Enduring Power of Attorney, its importance and how to set one up. It was fantastic to have the support of Alfred and Croftfield Law, so they could answer specific questions that attendees had.

## Working in Partnership

Felix, Jenny, and Lily from our Asian Services team travelled to Hamilton at the start of August to visit Sara and Marcia from Age Concern Waikato to discuss how Age Concern Auckland can support them to deliver health promotion activities in Mandarin to the Waikato Chinese communities. It is fantastic to use the specialised skills of our Asian Services team to help benefit older migrants in the Waikato.



## Introducing Our New Team Members



Hi, my name is Liyuan Li (李立媛), Mandarin speaking Asian Services Social Connector. I'm from the Spring City, Kunming, Yunnan, China. I came to New Zealand in 2013. I live on the North Shore with my husband and son. We enjoy spending time together in nature.

I did my Bachelor of Health Science (Managing Care of the Older Person) degree at AUT. I worked as a support worker, and I did my work placements in dementia and Parkinson's Disease programmes. I have a passion for working with older adults. I am very grateful to have the opportunity to join Age Concern Auckland, where I can apply what I have learned to real practice.



Kia Ora & 您好, my name is Cassandra Lee. I am originally from Hong Kong and have been living in Auckland for just over 30 years. I live in Auckland East with my husband, our son, and a lovely cat.

With my previous extensive experience in the finance sector, I had the privilege to work with different ethnic communities. I enjoy building new relationships and helping people to connect, build and expand their social networks. It is my great pleasure to join Age Concern Auckland as an Asian Services Social Connector. I hope to utilise my knowledge, language, and skillset to contribute and serve the Asian Seniors community better.



# Elder Abuse Awareness

Carmel College supported Age Concern Auckland to raise awareness of Elder Abuse and its impact by baking cookies and making cards that we could give out to people we were working with.

Our thanks to the amazing students at Carmel College for this fantastic support, it shows your care and compassion for your community.



Intervention Services Manager, Kai Quan, and Elder Abuse Response Worker, Jyoti Parashar, delivered a presentation about elder abuse and our response service, to the Hindu Elders Foundation. Their presentation was very well received. If you are interested in having a talk for your group, please contact us on 09 820 0184.

You can contact our Elder Abuse Response Service on 09 820 2710 with any questions or for confidential advice.

## Osteoarthritis

Osteoarthritis is the most common form of arthritis, affecting around 10% of adults in New Zealand. People of any age can develop osteoarthritis but it usually starts after the age of 40. It can affect any joint of the body but most commonly occurs in the hands and weight-bearing joints such as feet, ankles, knees, hips, and spine.

Osteoarthritis affects the whole joint including bone, cartilage, ligaments and muscles. Although often described as simply due to 'wear and tear', it is now thought to be the result of a number of factors including inflammation, injury or ageing.

Osteoarthritis is a chronic condition that can develop over many years. If not managed well, it can cause great pain and disability, but early treatment and self-care can slow the progression of the condition and minimise pain.

**Warning signs:** See your doctor if you have the following signs for more than two weeks:

- Stiffness of the joint after getting out of bed or sitting for a long time
- Pain in or near the joints when moving or at rest
- Swelling in or near the joint
- Muscle weakness
- Painful creaking or cracking when moving joints.

**How can I manage my osteoarthritis?**

Although there is no cure, there are many ways to relieve your symptoms and limit their impact on your life:

- Medication - painkillers such as paracetamol can help reduce pain and stiffness, but they do not treat the arthritis itself.
- Exercise – Exercise such as tai chi, walking, swimming, and hydrotherapy (gentle exercise in a heated pool) will not damage your joints but will help reduce pain and increase your flexibility and overall fitness.
- Heat and cold - heat encourages blood circulation and may reduce pain and stiffness in an arthritic joint. Do not apply heat to an inflamed joint, which will already feel warm. Use a cold pack instead to reduce pain by restricting blood flow to the area.
- Joint protection - you can reduce strain on your joints by using 'gizmos and gadgets'.
- Stress-relief - stress and fatigue can make pain worse.
- Complementary therapies - research shows that some complementary products and therapies can be helpful in managing the symptoms of osteoarthritis, while others have mixed results. Check with a registered therapist, doctor or specialist before starting any complementary product or therapy.
- Surgery - an extensively damaged joint may require surgery to replace or repair it. The most common joint replacements are hips and knees. However, if osteoarthritis is managed and treated effectively in the early stages, the need for 'last resort' surgery may be avoided.

Source: [www.arthritis.org.nz](http://www.arthritis.org.nz)

## Home Downsize

- Decluttering
- Clearing/reorganising garages, sheds, etc
- Thinning down possessions
- Selling on behalf
- Estate clearing
- Will buy and clear (avoid garage sales)
- Rubbish removal

And many other services, just ask away!

John Smallfield  
022 325 2843  
[info@homedownsize.co.nz](mailto:info@homedownsize.co.nz)



## Kiwi Tech

[www.tech.kiwi.nz](http://www.tech.kiwi.nz)

If you have issues with your computers or devices, or would like some tutoring, call or email Alastair at Kiwi Tech

09 815 1525 | 021 731 211  
email: [help@tech.kiwi.nz](mailto:help@tech.kiwi.nz)



# Protect yourself from Scams

Scammers are getting increasingly sophisticated in their attempts to get your money or personal details. Scams rely on deception, appear very genuine and are difficult to detect as they may seem like they are coming from a bank, Telecommunication Company, Government agency, Business or an individual.

There are a number of different ways that scammers can target you – online, over the phone, by mail or in person.

If you get scammed report it to the Police. If the scam is online also report it to Netsafe, you can do this via their website [www.netsafe.org.nz](http://www.netsafe.org.nz) or by calling them on 0508 638 723. Don't be embarrassed. Scams target people of all backgrounds, ages and income levels. There's no one group of people who are more likely to become a victim of a scam, all of us may be vulnerable to a scam at some time. Reporting it may help others from falling for it as well.

Scams succeed because they look like the real thing and catch you off guard when you're not expecting it. Scammers are getting smarter and taking advantage of new technology, new products or services and major events to create believable stories that will convince you to give them your money or personal details.

## Common types of Scams

### COLD CALLING SCAMS

Cold calling scams are run by scammers who contact you on your home phone. They may be trying to sell you a fake product or service, or pretending to be from a legitimate organisation or a government agency. These scammers are trying to get payment or personal details from you and have various tactics to do this. Scammers may claim that you have a refund or payment due to you (e.g. tax refunds from IRD), you have an invoice or bill you need to pay, or that there is a problem with your visa or employment (e.g. your visa has expired).

### TECH SUPPORT SCAMS

People are cold called by scammers offering to help with a supposedly slow or infected computer. These scammers use the names of familiar brands such as Microsoft, Spark, Vodafone and Chorus so that people are more likely to let their guard down. These scammers will often attempt to get 'remote access' to your device so they can access your computer or network from another location.

### EMAIL PHISHING SCAMS

Phishing is when a scammer contacts a large number of people to try and get personal information, such as bank account numbers and passwords, so they can use it to impersonate or defraud people.

Phishing scammers will often claim to be from a legitimate organisation, or to have some kind of 'deal' to be claimed.

### FAKE INVOICE SCAMS

The scammer will send an invoice for goods or services you haven't requested, or for a fake service such as a trade directory.

### ROMANCE SCAMS

A romance scam is when a scammer pretends to be in a relationship with someone online in order to scam them out of money. These relationships are developed over email, social media, dating websites and other websites and apps. Usually these scammers are pretending to be someone they're not, using photos and identities of people they've found online.

### RECEIVING UNSOLICITED GOODS

This scam works by acquiring personal details from a person, such as their name, email and mailing address, so they can send goods. These scammers can be intimidating, aggressive and even threaten legal action.

### INVESTMENT SCAMS

Investment scams are when scammers approach investors with promises of very high returns with little risk to initial capital. These scammers make contact via email, unexpected phone calls or even send enticing share offers sent via post from overseas. Suspect financial schemes can include initial public offers in high growth companies, options, gold or foreign exchange trading services, betting systems or new specialist investment areas such as carbon credits.

### GOVERNMENT GRANT SCAMS

Government Grant Scams are when scammers call people at random claiming to be from the New Zealand government. They'll say they're from a department such as the "New Zealand Government Grant Department" or claim to be calling on behalf of a government figure, or political party and may give a fake employee ID number. Scammers often claim that the target has been chosen to receive a grant as a reward for example for being good citizens, for having no criminal convictions or for voting for a certain political party. They'll then ask for personal

details in order to process the grant payment, or for an "administration fee".

## How to protect yourself from scams

- Be alert to the fact that scams exist. When dealing with uninvited contacts from people or business, whether it's online, over the phone, by mail or in person, always consider the possibility that it may be a scam. Remember, if it looks too good to be true, it probably is
- Know who you are dealing with. If you've only ever met someone online or are unsure of the legitimacy of a business, take some time to do a bit more research. Check them out to see if the business is regulated by the Financial Markets Authority NZ (FMA) or the appropriate overseas agency. If a message or email comes from a friend and it seems unusual or out of character for them, contact your friend directly to check
- Phishing or Smishing - do not open suspicious texts, or click on links or attachments in emails – delete them. If unsure, verify the identity of the contact through an independent source such as a phone book or online search. Don't use the contact details provided in the message sent to you.
- If you receive a missed call from a number you don't recognise, ignore it and don't call back. This may be a scam designed to lure you into calling back, and being charged premium calling rates as a result
- Don't respond to phone calls about your computer

- asking for remote access – hang up – even if they mention a well-known company such as Spark or Vodafone or your bank. Scammers will often ask you to turn on your computer to fix a problem or install a free upgrade, which is actually a virus which will give them your passwords and personal details
- Keep your personal details secure. Put a lock on your mailbox and shred your bills and other important documents before throwing them out. Keep your passwords and pin numbers in a safe place. Be very careful about how much personal information you share on social media sites. Scammers can use your information and pictures to create a fake identity or to target you with a scam
- Keep your mobile devices and computers secure. Always use password protection, don't share access with others (including remotely), update security software and back up content. Protect your WiFi network with a password and avoid using public computers or WiFi hotspots to access online banking or provide personal information
- Choose your passwords carefully. Choose passwords that would be difficult for others to guess and update them regularly. A strong password could be a phrase instead of a word (eg song lyrics you will remember). Don't use the same password for every account/profile, and don't share your passwords with anyone. Use 2 Factor Authentication (2FA) for online accounts where its available
- Review your privacy and security settings on social media. If you use social networking sites, such as

*continued on page 20*



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continued from page 19 **SCAMS**

- Facebook, be careful who you connect with and learn how to use your privacy and security settings to ensure you stay safe
- Beware of any requests for your details or money. Never send money or give credit card details, online account details or copies of personal documents to anyone you don't know or trust.
  - Be wary of unusual payment requests. Scammers will often ask you to use an unusual payment method, including preloaded debit cards, gift cards, iTunes cards or virtual currency such as Bitcoin
  - When buying online, use a secure and reputable payment service – look for a URL starting with “https” and a closed padlock symbol
  - Door to door salespeople use high-pressure tactics to convince you to buy a product, sign up to a service you don't want or need or to donate to an organisation you might not want to support. Don't feel pressured, take the time you need to make a decision. Ask for photo ID, get the name of the person and the company or charity they represent. Use a Do Not Knock sticker ([www.consumer.org.nz/articles/do-not-knock](http://www.consumer.org.nz/articles/do-not-knock))

**Age Concern Auckland have copies of:**

- The Little Black Book of scams, published by the Commission for Financial Capability (CFFC)
- Protect yourself from phone scams, published by Spark and Netsafe

We also run a Scam Alert! Presentation, call us on 09 820 0184 or email [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz) to register your interest in attending. We are also happy to come and present this in Retirement Villages, so please get in touch if you are interested.

Source: [www.netsafe.org.nz](http://www.netsafe.org.nz)

**NZ Fraud Squad Scam**

Age Concern Auckland were recently made aware of a new scam that is circulating. The scam involves a call from a person saying they are from the New Zealand Fraud Squad. The scammer will give seemingly legitimate details, (address, phone number) and will work to convince victims that the Police and their bank are corrupt and attempting to take their money. They advise the victim to withdraw their money from the bank and put it into their term deposits, which will then keep it safe. The scammer will even offer to come to the victim's house to collect money if they don't have online banking.

**Beware of calls similar to this – they are a scam. If you are ever concerned that you have been scammed, call the Police and your bank immediately. They have staff that can help.**

**ARE YOU OVER 65 AND LIVING WITH DEMENTIA IN THE COMMUNITY?**

WE WOULD LIKE TO INVITE YOU AND YOURSUPPORTER/S TO TAKE PART IN A RESEARCH STUDY

- Using the toilet is one of the most important activities of daily living that adults want to do independently. Sometimes dementia and the progressive decline in memory can interfere with getting to and using the toilet, or can contribute to incontinence.
- If you have dementia or memory problems, and this is something that you are experiencing, we would like you to help us understand how you and your supporter/s deal with these challenges.

Please contact the researcher Yasmin Orton by email or phone:  
Email: [yasmin.orton@auckland.ac.nz](mailto:yasmin.orton@auckland.ac.nz) Phone: 09 923 7738

THE UNIVERSITY OF AUCKLAND  
MEDICAL AND HEALTH SCIENCES

APPROVED BY THE HDEC ETHICS COMMITTEE ON 28/4/22 FOR THREE YEARS, REFERENCE NUMBER 11658

In life we do things. Some we wish we had never done. Some we wish we could replay a million times in our heads. But they all make us who we are, and in the end they shape every detail about us. If we were to reverse any of them we wouldn't be the person we are. So just live, make mistakes, have wonderful memories, but never ever second guess who you are, where you have been, and most importantly where it is you're going.

**Easy Sausage Pot Pies**

4 Serves  
Preparation time – 5 mins  
Cooking time – 20 mins



**Ingredients**

- 6 pack beef sausages - 1
- Can devilled sausage simmer sauce - 550 g
- Potatoes, peeled & cut into even pieces - 700 g
- Butter - 1 Tbsp
- Milk - 3 Tbsp
- Frozen mixed vegetables - 1 1/2 cups
- Olive oil - 1 1/2 Tbsp

**Method**

1. In a large pot of salted water, boil the potatoes until tender. Drain water. Add butter and milk, and mash. Season well and set aside.
2. While the potatoes are boiling, heat 1 Tbsp oil in a large frying pan over medium-high heat. Cook sausages, turning, for 8-10 minutes or until browned. Transfer to a chopping board and thinly slice sausages diagonally.
3. Add sauce and vegetables to pan. Reduce heat to medium, then simmer for 5 minutes or until sauce slightly thickens. Add sausage to sauce, stirring to combine.
4. Preheat oven grill on medium-high. Spoon sausage mixture among 4 x 1½-cup capacity ramekins, then top with a spoonful of mash. Drizzle with remaining oil and season. Grill for 5 minutes or until golden. Serve.

[www.countdown.co.nz/recipes/](http://www.countdown.co.nz/recipes/)

**Go Nails**

Bayswater resident Fiona Rubie, a registered diversional therapist, has created her own business Go Nails offering mobile manicures and pedicures.

Fiona has persevered with her new business over the past year with a few stops and starts during the covid lockdowns.

Fiona was announced First Place Winner of the Judy Cooper Excellence Award at the annual diversional therapy national conference demonstrating diversity with her new business. The theme Diversity, is the inclusion of people from a range of different backgrounds. One such client, Devonport resident Sophia Mahoney, a polio survivor, became the subject of Fiona's submission for the Excellence Award. Sophia said "Because of my mobility issue, I phoned Fiona and she came to my home. She gave me a massage and did my toenails, and another time my fingernails, and I found her to be out of this world. I totally recommend Fiona".

**Go Nails**  
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"I am offering a regular, reliable service at a genuinely affordable price using quality products following infection-control protocols and salon standards of sterilisation. Benefits include improved circulation and vitality with a relaxing pamper," Fiona said.

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[fiona@gonails.co.nz](mailto:fiona@gonails.co.nz)

**Simon Watts**  
MP for North Shore

**Your local MP, supporting you and our community.**

1 Earnoch Avenue, Takapuna  
[northshore@parliament.govt.nz](mailto:northshore@parliament.govt.nz)  
09 486 0005  
f @simonwattsm

Authorised by Simon Watts, Parliament Bldgs, Wgtn.



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 \$3.4 million dollars every year to deliver these crucial services to our community. We only receive about 65 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 35 per cent. On behalf of the Board and Staff of Age Concern Auckland, we would like to thank all those who have supported us over the last year:

- Albert-Eden Local Board
- Auckland Council
- B.H. & S.W. Picot Charitable Trust
- Constellation Brands NZ
- Community Capability and Resilience Fund
- Devonport-Takapuna Local Board
- Estate of Ernest Hyam Davis
- Forever Rosa
- Foundation North
- Four Winds Foundation
- Henderson-Massey Local Board
- Howick Local Board
- JM Butland Charitable Trust
- Kaipatiki Local Board
- Lion Foundation
- Louisa and Patrick Emmett Murphy Foundation
- Margaret Olive Russell Charitable Trust
- Maurice Paykel Charitable Trust
- Ministry of Health
- Ministry of Social Development
- Mt Wellington Charitable Trust
- North Shore Fund
- NZ Lottery Grants Board
- Otara-Papatoetoe Local Board
- Papakura Local Board
- Ted & Mollie Carr Endowment Fund
- Transdev Auckland
- Your West Support Fund

We’d also like to thank all our individual donors for their support and all our wonderful volunteers, who collectively give more than 480 hours every single week.

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)
- **Bank Deposit:**  
Account Number 12-3011-0755744-00  
Ref 1 – Donation  
Ref 2 – Surname and Initials
- 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

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

*Donations of \$5.00 or more receive a 33% tax credit from the Government.*

*Charities Commission Number CC25023)*

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

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

Postcode: \_\_\_\_\_ Phone: \_\_\_\_\_

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Thank you for your generosity to ensure that we can continue supporting older people living in our community.



Go to [www.facebook.com/ageconcernauck/](http://www.facebook.com/ageconcernauck/) to follow us on Facebook.

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



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

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

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

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

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

**Legal Charity Name:** Age Concern Auckland Incorporated

**Charity Registration Number:** CC25023

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

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

Become a Member Supporter

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

As a member you will receive:

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

☐ Sign me up to be a new member

☐ I am an existing member

Mr ☐ Mrs ☐ Ms ☐ Dr ☐ Other \_\_\_\_\_

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

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

Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

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

Method of payment:

*Please phone the office on 09 820 0184 if you would like to discuss payment methods, or you’re making a payment by Debit/Credit Card or Online Banking/Direct Payment.*

☐ **Payment by Debit/Credit Card**

☐ **Online Banking/Direct Payment:**  
Account: 12-3011-0755744-00  
Ref 1: Renewal Ref 2: Your surname

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

*(Donations of \$5.00 or more are tax deductible)*  
Charities Commission Number CC25023

**If you would like information on making a donation or bequest to Age Concern Auckland or if you are unsure if your membership is current phone 820 0184.**



# *Your Home. Your Haven.*



## INDEPENDENT LIVING IN A BOUTIQUE VILLAGE WITH RESIDENTIAL HOSPITAL ON-SITE

Highgrove Village offers independent living in a boutique village set amongst beautiful grounds and gardens. Family owned and operated, Highgrove offers continued care in Patrick Ferry House, our on-site hospital.

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**Appointments Monday - Friday 10am - 4pm**  
**Call Carol on 0274 970 784**



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& PATRICK FERRY HOUSE

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[www.highgrove.co.nz](http://www.highgrove.co.nz)