

SPRING 2022 QUARTERLY NEWSLETTER

www.ageconcernauckland.org.nz

Age Concern Auckland Central & West edition



**AGE
CONCERN
AUCKLAND**

He Manaakitanga
Kaumātua Aotearoa



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Our 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 and to access the wider support and services they need.

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 Chinese, Japanese and Korean groups and run 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.

Total Mobility Scheme – assesses and provides Total Mobility Cards to eligible people so they can receive subsidised taxis when they are no longer able to use public transport.

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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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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

Kiwi Tech

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

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 in his introduction. 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.



She showed you nothing but love. Let us help you show a little back.

There are special people in your life who were always there to offer advice, support, comfort and love. When it's time to say goodbye, talk to us and we'll help you farewell them with the love, dignity and respect they deserve.

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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 09 242 2314 with any questions or for confidential advice.



Your membership is essential to providing our services

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, please call us on 09 820 0184 Monday – Friday 9 am to 4 pm.

Do something today that might just save your life!

Free bowel screening now available across New Zealand.

Bowel screening is now being offered to men and women aged 60 to 74 years right across Aotearoa. Screening as part of the National Bowel Screening Programme is free for those who are eligible, as are any follow-up tests or treatment.

Approximately 500-700 cancers are picked up each year through the programme, and thousands of polyps which might have become cancer are removed.

The bowel screening test is quick and simple, and done at home. People are sent an invitation letter, a consent form, and a free bowel screening test kit.

The National Bowel Screening Programme uses a faecal immunochemical test (FIT). It can detect tiny traces of blood present in a small sample of person's bowel motion (poo). This may be an early warning sign that something is wrong with their bowel.

A positive test result does not necessarily mean a person has bowel cancer. Small amounts of blood in a bowel motion are most commonly caused by polyps, or other minor conditions such as haemorrhoids (piles), which can easily be treated.

A positive test means further investigation is required. This will usually be a colonoscopy (an internal examination of the large bowel with a small camera on a flexible tube).

Screening is for people who do not have symptoms of bowel cancer. Anyone with symptoms should see their doctor. Common symptoms of bowel cancer may include:

- A change to normal bowel habit that continues for several weeks.
- Blood in the bowel motion.

Although these symptoms are usually caused by other conditions, it's important to get them checked by a doctor.

More about the National Bowel Screening Programme can be found by ringing **0800 924 432**.

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/>

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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 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 it's available
- Review your privacy and security settings on social media. If you use social networking sites, such as 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)

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 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.

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.

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



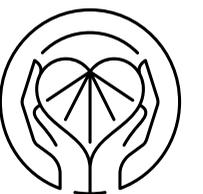
At Davis we provide tailored guidance and support to those dealing with loss. Whether it's pre-planning your own farewell, or navigating the loss of a loved one, we help you to curate a meaningful goodbye, and to build lasting memories from grief, while we deal professionally with all the practicalities of death.

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Film Review – An Affair To Remember

Reviewed by Fernando F. Croce



A remake by Leo McCarey of his own 1939 classic *Love Affair*, the film progresses as a graceful switch from romantic comedy to weepie melodrama, reflecting the director's deep-rooted belief in the intricate bond between laughter and tears. As world-famous playboy Nickie Ferrante (Cary Grant) and professional singer Terry McKay (Deborah Kerr) meet, banter, and flirt aboard a transatlantic cruise, the story revives the comic vitality of McCarey's '30s pictures, gliding along to the stars' impeccable, often improvised repartee. The frivolity begins to deepen once the ship docks at Madeira and the couple visits Nickie's grandmother (Cathleen Nesbitt); the two have fallen deeply in love by the time they reach New York City, setting the stage for the tragedy that will separate them in the film's heartbreaking second half.

McCarey once described the difference between the original and the remake as the difference between Charles Boyer and Cary Grant. While Boyer previously played off Irene Dunne with a more direct, earnest ardor, Grant's cooler, more detached persona here hides the character's vulnerability behind a man-of-the-world tuxedo not unlike the suave masks of his cat-burglar in *To Catch a Thief*. Against this polished-to-a-gleam sophistication, complemented by Kerr's smile of sly irony, McCarey plays scenes of emotional nakedness, and the result is one of resurrection—mannequins awakened to the vibrancy of unguarded feelings. The romance shakes the characters out of

their complacency, with Nickie taking up the painting skills he abandoned while Terry becomes a music teacher for children. Terry's line about the Empire State Building, the couple's fateful meeting spot, being "the closest thing to heaven in this city" is not lost on McCarey: A deeply religious man, he could at his best conflate spiritual with emotional rapture, and the couple's belief in love ultimately becomes their own transcendent declaration of faith.

Less rehash than incantation, *An Affair to Remember* is most affectingly viewed as a dream film. Grant himself allegedly balked at McCarey's decision to film the characters' idyllic Mediterranean interlude in the Fox backlot, yet the unreality of the scenes at the grandmother's home and private chapel, with matte backgrounds and studio lighting, adds to the wistful mood of feelings in tentative bloom. The splendid use of the widescreen, often making Nickie and Terry the warm heart of a cool composition, illustrates the fragility of the couple's idealised romance back in the "real world" while giving lie to the director's supposed indifference to visual expression. When McCarey has Kerr recite the original's most un-self-consciously romantic lines ("Winter must be cold for those with no warm memories"), he's asking whether the feelings behind them can still move us in 1957. It attests to the film's emotional force that they can still move us in 2022.

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/.

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 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





HEAR 4U
LIMITED

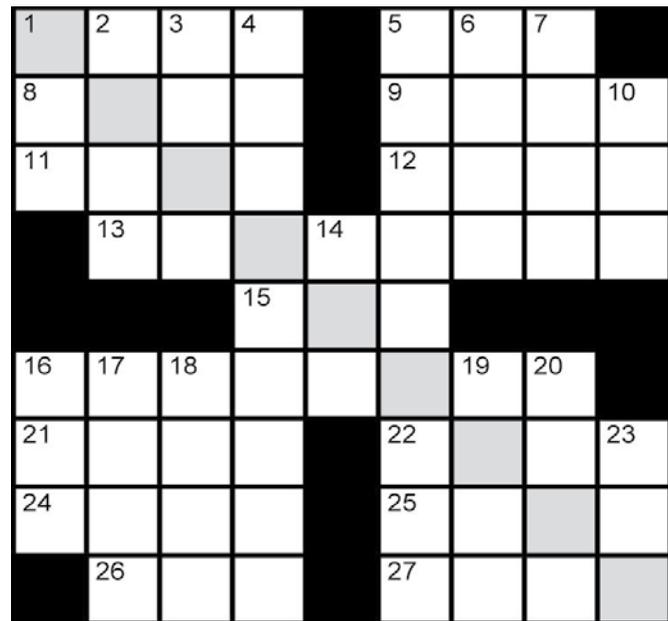
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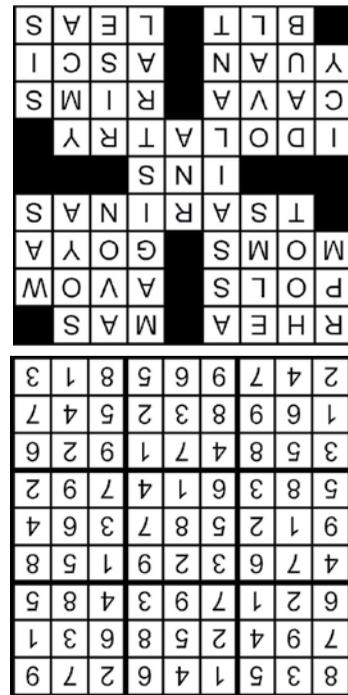
Lovers, Painters & Writers



- Across**
- 1. Actress Perlman
 - 5. More, in Madrid
 - 8. D.C. bigwigs
 - 9. Acknowledge
 - 11. Some PTA members
 - 12. "Naked Maja" painter
 - 13. Winter Palace residents
 - 15. Officeholders
 - 16. Hero worship

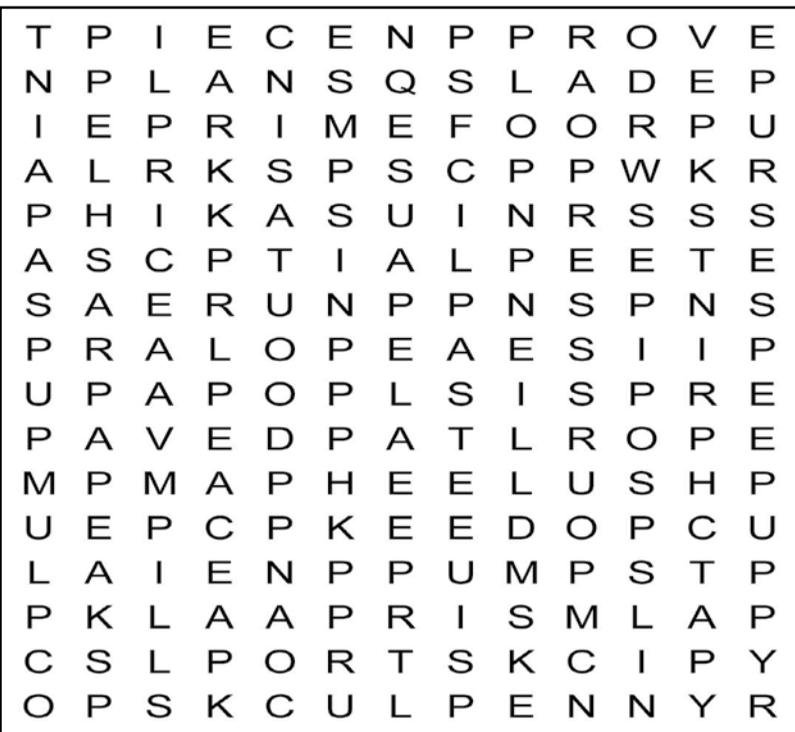
- 21. Spanish sparkling wine
- 22. Hoop edges
- 24. Chinese dollar
- 25. Fungal spore sacs
- 26. Deli sandwich
- 27. Grazing sites

- Down**
- 1. Dashboard abbr.
 - 2. Owl's call
 - 3. "Desire Under the ____"
 - 4. Attacker
 - 5. Authoritative
 - 6. Shakespeare, the Bard of ____
 - 7. Bean used to make miso
 - 10. Used to be
 - 14. Genetic material
 - 16. Slick
 - 17. Slap on
 - 18. Track shape
 - 19. Get up
 - 20. Village People hit
 - 23. Bro's sibling

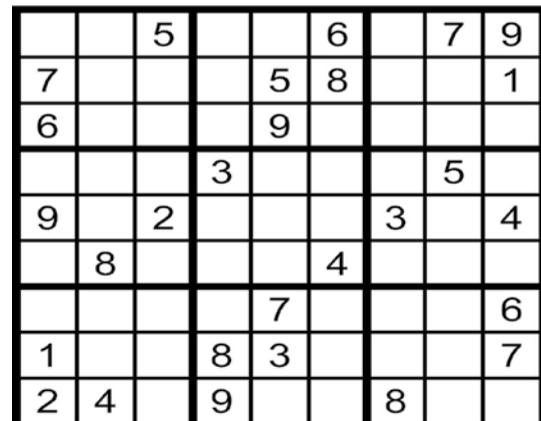


The crossword headline is a clue to the answer in the shaded diagonal

PLENTY OF Ps



How to solve sudoku puzzles. No math is required to solve a sudoku. You only need logic and patience. Simply make sure that each 3x3 square region has only one instance of the numbers 1-9. Similarly, each number can only appear once in a column or row in the larger grid. The difficulty on this puzzle is easy.



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/



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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 some special birthdays in recent months. Our special thanks to GBB Central Auckland & GBB West Auckland for baking and donating the gorgeous birthday cakes we deliver.



Bob celebrated turning 80, with a beautifully decorated cake.



June was delighted with the cake she received for her 85th birthday.



Lilian loved turning 70 and the gorgeous flowers on the top of her cake.

A Special New Friendship

Social Connections Coordinator, Ellis, recently matched new volunteer Stephanie to visit with Louie. Stephanie was so excited to be matched with Louie that she phoned him straight away and arranged to visit later that day. Their first meeting went really well and both Stephanie and Louie are looking forward to growing their friendship over the coming months.

Our wonderful volunteer – Betty

At 92, Betty, is our oldest Volunteer Visitor and has been volunteering for our Visiting Service 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.

If you, or anyone you know, is interested in becoming a Volunteer Visitor please contact Emah Butler on emahb@acns.co.nz or 0212257214.

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.



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/UCq4k2EIZx7oVPOZx-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.

Are retirement villages affordable? Busting the myth!

Written by Janet Brown, Head and Heart Ltd, for the RVA

How affordable really is retirement village living? Sometimes you might hear people saying it's only for the wealthy. But increasingly those who never expected to be able to afford a retirement village unit are moving in to villages, having sold their freehold homes and freed up more capital than they anticipated. One resident at the Masonic Villages Trust's new village in Wainuiomata says "I didn't think I could ever afford it". She also didn't want to move out of Wainuiomata. When her neighbour of seventeen years opted to move into the new village under development locally she was surprised to find that she could indeed afford to buy there, and the two neighbours are now happily relocated in their local retirement village.

Nick Merritt, Operations Manager for the Masonic Villages Trust, says "Most of our residents have a property to sell, but don't have a lot of money sitting in the bank." She notes that it's important to provide a choice and options, especially in smaller towns where the property boom may have been patchier. The Trust's initial social housing for older people came into being over sixty years ago, supported by Housing Corporation loans, and underpinned by the firm conviction of the religious and welfare sector that there was a need for housing for the elderly. Those first units were one bedroom and relatively modest, but now older people expect more, which is one factor driving the development of retirement villages by charitable trusts.

About 25% of the Trust's holdings are affordable rentals, scattered across a number of villages. The Trust's recent policy of acquisition of existing villages has helped ensure that they can offer a variety of options, both geographically, and in the style and price of units. Warick Dunn, Chief Executive of The Masonic Villages Trust, notes that, for the older demographic, mobility and access is important: "People are now coming into our villages older, so design is crucial, as are aspects like double-glazing. Our facilities are now warmer and healthier than the housing our residents have come from because of improved design. These factors also increase affordability, costing residents less to heat their homes and reducing their regular outgoings.

Arvida, a large scale Retirement community operator with national coverage, is also strongly focused on providing affordable options. General Manager Sales, Tristan Saunders, says that from Arvida's perspective there are two key elements to affordability: offering a wide variety of unit types, and ensuring pricing is linked to the local residential market. Arvida offers options starting from single bedroom studios, one, two and three bedroom apartments and townhouses, all the way up to standalone two and three bedroom villas. He notes that "no one size fits all.

Affordability according to location and linked to the local residential market works because prices are set relative to the local market, and positioned to allow potential residents to realise and retain money from the sale of their original property.

This is ensured through Arvida's annual central review of prices against local markets and advice from professional valuers, and allowing scope for buyer choice. Tristan notes that, to make sure this works, "We will always lag behind the market movement, giving customers a buffer when they sell in the local market."

Generally across New Zealand, retirement village units cost around 70% of the market price of the average freehold home in their surrounding community. This indicates how when older people sell their freehold home to move to retirement village they can free up extra capital in the process, which can then be used to fund retirement living and give them choices.

Affordability, and a range of offerings, is also key to ensuring that Arvida villages reflect a cross-section of their surrounding community. Tristan explains that the Arvida design team works out what unit types will work best in a local context. He says the aim is to have as much range as possible on offer in the early stages of development, and to keep prices as affordable for entry as possible, with products and price points to appeal to a large cross section of the local community considering a retirement community.

The CEO of Howick Baptist Healthcare, Bonnie Robinson, says they focus on affordable housing options for older people because "we're here to meet the needs of vulnerable older people, and to do that you have to determine who's vulnerable and why." From Bonnie's perspective, among the most vulnerable are those who reach retirement without owning a mortgage free home. HBH has a rental village as well as its main licence-to-occupy retirement village, and is currently exploring how to provide more rental options - "we see that need just climbing, we're currently getting at least two to three enquiries about rentals a week."

These are usually from people who have been in a stable rental situation that changes, for example, they may have rented a granny flat long-term, but then the house is sold to a developer who wants them out. Bonnie notes that it's hard to assess the positive impact for residents who secure a unit in HBH's rental village: "Residents don't want to talk about money, but once they settle in you can see their health and wellbeing improving as the stress and worry disappear."

Bonnie predicts, as does Warick, that there will be an ongoing increase in the number of retirees who have no savings or resources other than national superannuation at retirement. Bonnie also expects the number who have very little margin, perhaps because of divorce, or unemployment late in life, will also increase.

The last word on affordability of retirement village living and its positive impacts goes to Ken, who moved into HBH's retirement village earlier this year after his wife died. He tells me, "I looked at all the local villages, and this felt like the best value. I saw the advert, and I had that amount of money. Compared to paying rates and maintaining a house, here it's all incorporated and cheaper. I definitely have lower outgoings here. I enjoy the company. Here, you can get a meal if you want or need one, even though you're independent. And the price I paid meant I had extra money for other activities like travel."

Editorial supplied by Retirement Villages Association

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

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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.

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
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- 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.

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