

## Our services

- **Accredited Visiting Service** – provides companionship and support for older people living independently in the community by matching them with a regular, volunteer visitor.
- **Elder Abuse Response Service** – aims to improve the quality of life of older people in abusive situations and to prevent abuse by providing information, education programmes, advocacy and support.
- **Field Social Worker** – social workers are available to support and assist older people address social, health or wellbeing issues.
- **Total Mobility Scheme** – assesses and provides subsidised taxi cards to eligible people.
- **Health Promotion** – delivers a range of workshops and activities to promote positive ageing strategies so older people can age in place and maintain their independence.
- **Asian Services** – our services and activities delivered in Mandarin and Cantonese.



## Contact details

### Avondale Office

57 Rosebank Road, Avondale,  
Auckland 1026

Phone: 09 820 0184

### North Shore Office

177B Shakespeare Road, Milford,  
Auckland 0620

Phone: 09 489 4975

### Papatoetoe Office

Cambria Park Homestead,  
250 Puhinui Road, Papatoetoe,  
Auckland 2025

Phone: 09 279 4331

### Postal Address

PO Box 19542, Avondale,  
Auckland 1746

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



# Elder Abuse Response Service

Up to 10% of older people are victims of elder abuse or neglect. If you suspect that it is happening to either yourself or someone you know, contact us for advice.



## Age Concern's Elder Abuse Response Service aims to improve the quality of life of older people in abusive situations and to prevent abuse by providing information, education programmes, advocacy and support.

### What is elder abuse?

Elder Abuse and Neglect is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

### Elder Abuse can look like one or more of the following:

**Psychological:** Behaviour causing mental anguish, stress or fear. For example: ridicule or threats, preventing choice or decision-making, withholding affection.

**Financial:** Illegal or improper use of money, property or other assets. For example: unauthorised taking of money or possessions, misuse of power of attorney, failure to repay loans, use of home/utilities without contributing to costs, financial scams.

**Physical:** Infliction of pain, injury or use of force. For example: rough handling, over-medication, inappropriate use of restraints or confinement.

**Sexual:** Non-consensual sexual acts or exploitive behaviours. For example: inappropriate touching, sexual acts with someone unable to give consent.

**Institutional:** A policy or accepted practice within an organisation that disregards a person's rights or causes harm. For example: disrespecting culture, inappropriate rationing of continence products, inflexible routines.

**Neglect:** Not providing for physical, emotional or social needs. For example: inadequate food, lack of social contact, health needs not attended to.

**Self-neglect:** Failure to care for oneself that causes harm to one's physical, emotional or social wellbeing.

If you or someone you know is experiencing elder abuse, please contact our free confidential service.

**Central & West: 09 820 0184**  
**North Shore: 09 489 4975**  
**Counties Manukau: 09 279 4331**

We also provide education and awareness-raising sessions for organisations and community groups.

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

## About Age Concern

Getting older is something we should all celebrate, but it can be tough. With an increasing number of major life changes – retirement, health challenges and loss of loved ones – it is crucial we have the support we need within our reach.

Age Concern Auckland is a charitable organisation dedicated solely to over 65s and is one of the most significant providers of services across Auckland that connects, supports, empowers, celebrates and respects the older people in our community.

At Age Concern, we are committed to promoting wellbeing, rights, respect and dignity for older people. Each year we receive tens of thousands of requests for help ranging from those simply seeking advice and guidance, to providing dedicated support to some of the most vulnerable older members living in our community.

We work to bring older people from a position of vulnerability to one of resilience, and to ensure that older people's voices are heard and represented when decisions are made about them.

Age Concern Auckland is a charity and relies on donations to deliver our essential services and support. To support our work please donate at [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz), all donations large or small make an impact.



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