

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



Visiting Service for older adults

Many older people struggle with loneliness and isolation.

Our Visiting Service matches an older person with a regular volunteer visitor to enjoy conversation, shared interests and activities.



Age Concern's Accredited Visiting Service provides companionship and support for older people living independently in the community by matching them with a regular, volunteer visitor.

A client is a person who:

- is aged 65+ who would benefit from having a volunteer visitor to chat with on a regular weekly basis.
- feels lonely and would appreciate friendship and companionship.
- is willing and able to have a mutually beneficial conversation with a volunteer visitor.
- lives independently in the community.

"I would be lost without my volunteer visitor. We have become such good friends. We go on outings to second-hand shops and cafes. We generally just laugh and enjoy each other's company. She has transformed my life."
Mary, AVS Client

A volunteer is a person who:

- is warm, friendly and enjoys talking and interacting with older people.
- is willing to commit one hour of their time each week visiting an older person.
- will consent to a police check, provide two character referees and attend an orientation training session.
- can commit for at least a year.

"I love going to visit Olga... We spend most of our time sharing stories over a cup of coffee and a yummy treat at her house. She has great advice and a positive yet realistic outlook on life which I find inspiring."
Suzie, AVS Visitor

Where to from here?

Contact our friendly team if you know someone who would like company, or if you're interested in becoming a volunteer visitor. They can talk you through the process and answer any questions you have.



Central & West: 09 820 0184 North Shore: 09 929 2310 Counties Manukau: 09 279 4331

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, all donations large or small make an impact.



www.ageconcernauckland.org.nz