



Elder Abuse

Spot the Signs

75% of alleged abusers
are family members

If you or someone you know needs support contact
Age Concern or the Elder Abuse help line.

**Elder Abuse Help Line
Phone**

**0800 EA NOT OK
09 820 0184**



**AGE
CONCERN
AUCKLAND**

He Manaakitanga
Kaumātua Aotearoa

Contact Information

Phone: 09 820 0184

Email: ageconcern@ageconak.org.nz

Website: www.ageconcernauckland.org.nz

Address: 57 Rosebank Road, Avondale, Auckland 1026

Postal Address: PO Box 19542, Avondale, Auckland 1746

Office Hours:

9.00am - 4.00pm Monday to Friday

Staff Contacts

Chief Executive Officer: Kevin Lamb
820 0184, kevinl@ageconak.org.nz

Communications: Louise Sinden-Carroll
communications@ageconak.org.nz

Administration Manager: Margorie Gaston,
margorieg@ageconak.org.nz

Coordinator - Admin: Ruth Voitrekovsky
ageconcern@ageconak.org.nz

Social Connections Coordinator:
Rod Willis, rodw@ageconak.org.nz

Intervention Services Manager: Kai Quan
820 2716, kaiq@ageconak.org.nz

Elder Abuse Response Service:
Des Mulvaney 820 2715,
desm@ageconak.org.nz
Carol Maharaj 820 0184 extn 710
carolm@ageconak.org.nz
Jyoti Parashar, 929 2308,
jjyotip@accm.org.nz

Community Development Coordinator:
Emily Pedersen, emilyp@ageconak.org.nz

Community Connectors: 820 2710,
Julie Mansson, juliem@ageconak.org.nz
Liz Ennor, lize@ageconak.org.nz

Health Promotion: Divya Seth
820 2711, divyas@ageconak.org.nz

Storm Recovery Navigators:
Jennie Bradford: jennieb@ageconak.org.nz
Jessica Connors: jessicac@ageconak.org.nz

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Asian Services Manager (Acting):
Lily Lin, 021 243 7757, lilyl@acns.co.nz

Asian Coordinator:
Jenny Zhen, jennyz@ageconak.org.nz

Chinese Social Connector: Oscar Yu,
21 593 031, chishiuny@ageconak.org.nz

Chinese Volunteer Coordinator: Mandy Loong,
022 406 6812, mandyl@ageconak.org.nz

Asian Community Connector:
Lily Lin, lilyl@acns.co.nz

Japanese Services Coordinator:
Fumio Togashi, fumiot@ageconak.org.nz

**Japanese Digital Literacy
Program Coordinator:**
Ikue Wakashima, ikuew@ageconak.org.nz

Development & Innovation:
fundraising@ageconak.org.nz

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Our Services

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 and Korean and we provide cultural and linguistic support too. We give talks to groups and run Chinese and Japanese activities promoting 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.

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

Social Connections Service – facilitates and empowers lonely older people to engage with activities and events in their local community in a way that suits them.

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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nothing but love.
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show it back.

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CEO Update

KEVIN LAMB
Age Concern Auckland



This is a very special year for Age Concern Auckland, because we've reached seventy-five years of age. While we celebrate our diamond jubilee and reflect on all that has changed over those years, we also have one eye firmly focused on the future.

Shortly after I took over the managing of Age Concern Auckland, I came across a minute book that captured the discussions of the Age Concern Board during the 50s and 60s. The language may have changed – we would seem to have lost some of the ‘formality’ of previous decades, but sadly, the core content of the discussions has changed little. The reason for this is quite simple. The challenges faced by older people in 1954, or in 1964, still exist now in 2024.

There were conversations around the paucity of appropriate housing, and the poor quality of much of the housing that was available. Transport was a barrier to accessing basic services. Loneliness and isolation were commonplace and recognized to be detrimental to the health and well-being of older people. And sadly, abuse was not unusual.

In 1950, 10.3% of the population of New Zealand was aged sixty-five or over. Today that figure is 21.4%. By 2050 the percentage will have risen to 33.8%. Since Age Concern Auckland was first established as the Auckland Older Person's Welfare League, the proportion of over-sixty-fives in the overall population has more than doubled. In another 25 years, when we will hopefully be celebrating our centenary, the proportion will be three times as much, with over a third of all New Zealanders being ‘older’.

Two things are important to note. Firstly, ‘old’ is a rather meaningless descriptor, and secondly, 65 is an increasingly arbitrary number to define as the boundary between middle-age and

old-age. Life is far more complex. For many, we are living longer lives than ever before and the concept of 65 being seen as significant is increasingly moot. 24% of over-sixty-fives in New Zealand are still in paid employment. Many more are working in a voluntary capacity or providing vital childcare. Sadly, for many, old age comes much earlier. Among Māori and Pasifika, and people with disabilities, ‘old age’ can start at fifty-five, reflecting the health and economic disparity in our society.

It is staggering to think that for many, this seismic demographic shift has come as a surprise. We have known that this was going to happen since Age Concern first opened its doors. It is more than reasonable to ask why we collectively have done so little to prepare. Government has been financially preparing to meet some of the economic cost but has done little to protect older people or to ensure that support is there for those most in need of it. It is simply unacceptable to place so little emphasis on those who will soon account for one third of all of us. We simply must do better. But what does ‘better’ look like?

Firstly, let's all recognize that ageism is alive and well in New Zealand and we can work together to stamp it out.

Secondly, we must put in place appropriate support for those who most need it, when they need it, and how they need it.

Thirdly, let's recognize that lumping everyone between the ages of 65 and 100 into one amorphous group makes no sense. It makes no

Ageing Well Service

more sense than grouping everyone between 0-35 together. The 'older' population is made up of tens-of-thousands of individuals, with unique needs, wants, and desires.

Fourthly, give people choice. Don't tell someone that just because they are ethnically part of this group or that group, or they live in this suburb or that suburb, that they must get their support from this direction or that direction. Let them choose for themselves and ensure that we adequately fund the sector to provide real choice.

Finally, a plea to Government. Stop wasting money. Be strategic. Form long-term partnerships. Stop listening just to those with the loudest voices or squeakiest wheels but ask those who know a thing or two about what needs to be done. Maybe ask those who are seventy-five what they think, or just maybe, look for an organization that has been successfully meeting the needs of older people for seventy-five years. You never know, they may just have the answers.

Turning seventy-five is a milestone, and we are immensely proud to have reached it. There have been so many people over those years, who have done so much, that to single out any for thanks would be a Sisyphean task. Let's just say that at seventy-five, we're only just starting, and we have so much more to do. Collectively let's make 2024 a turning point and let's all work together to make Auckland, and New Zealand, the best place in the world to be 'old'. Whatever 'old' means.

The Ageing Well Service is delighted to introduce Steady As You Go® to Central and West Auckland. This is a unique weekly falls prevention exercise programme using peer leaders with initial instruction from Age Concern Auckland and is an ACC (Accident Compensation Corporation) approved community strength and balance programme.

Classes run for an hour in total at various community venues and all are encouraged to work at their own pace. Participants begin with seated warm up exercises 'whilst seated', followed by standing balance, strengthening and walking exercises and ends with seated balance and cool down exercises. The programme is usually free to attend.

Age Concern Otago developed Steady As You Go® in 2003 using elements from the Otago Exercise Programme, additional exercises designed by physiotherapists and Tai Chi principles of mindfulness and controlled movement.

University of Otago research has found that Steady As You Go® improves balance and leg strength, flexibility, general fitness and wellbeing, spatial awareness and is a great way to meet new people!

Phone Divya on 820 2711 or email: divyas@ageconak.org.nz to discuss your interest in attending any of the following programmes:

- **Epsom Library:** Fridays at 10.30am
- **Ranui Library:** Thursdays at 10.00am
- **Green Bay Community House:** Thursdays at 10.00am

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Asian Service Team

As March transitions New Zealand into autumn, we organized a series of seminars and workshops tailored for our members of the Asian community. Particularly focused on topics of interest such as gardening and traditional Chinese medicine, these sessions provided valuable insights into suitable plant cultivation, identification of harmful flora and fauna, safe and efficient composting techniques, as well as preventative measures and health adjustments through traditional Chinese medicinal practices to address common ailments like colds.

The enthusiastic participation and positive feedback from attendees underscored their appreciation, with many expressing a desire for further sessions on related themes.



In addition, the meet-up programs designed for older members within the Japanese community have been expanded. These gatherings, now a regular occurrence at the Freeman's Bay Community Center, take place monthly and feature a diverse range of themes for exploration. While each month's topic varies, attendees can consistently expect interesting and engaging content. For example, participants are provided with opportunities to engage with traditional musical instruments hands-on, fostering camaraderie and mutual understanding among community members. We extend a warm invitation to individuals from different walks of life to join these enriching activities. For further information, please contact our Japanese community connector.





Special thanks are extended to ANZ for their sponsorship, enabling the expansion of our educational efforts. Throughout May and June, we conducted ten workshops addressing prevalent scams and frauds, empowering participants with knowledge on recognizing and responding to such threats effectively. Furthermore, preparations are underway for the upcoming Elder Abuse Awareness Week, aiming to promote awareness of elder rights among linguistically diverse community members and advocate for community-wide prioritization of this important issue.



Age Concern Auckland's Volunteer Handyman Service assists members and older adults with small non-professional repairs.

We have handymen across Auckland who may be able to assist you or your loved ones. Tasks our Handyman Service are able to complete include: installing grab rails, changing light bulbs, cleaning clogged gutters, and re-hanging cupboard doors.

If you have a task you need done you can contact us at handyman@acns.co.nz or phone 09 820 0184 for further details.

Welcoming New Faces: Meet the Dynamic Team Members of Social Connections

New additions to the social connections team bring with them diverse backgrounds, unique experiences, and a shared passion for fostering meaningful relationships within the community. Let's take a closer look at the individuals who are set to make a significant impact on the lives of those they serve.



Aatir Zaidi

Aatir Zaidi, Social Connections Manager, whose expertise in the health and disability sector adds a unique dimension to the team. With a background in psychology and a focus on behavior and social interaction dynamics, Aatir brings a nuanced understanding of human behavior and relationships. His commitment to the Enabling Good Lives model and person-centered service approach reflects his dedication to empowering individuals and fostering inclusive communities.

Joyce, Social Connections Co-ordinator Central Auckland, a familiar face returning to Age Concern Auckland, embodies a deep-rooted commitment to community engagement and support. With a background in accounting and a journey that led her from

church service to caregiving, Joyce brings a wealth of experience in working with diverse populations, including older individuals and those with intellectual disabilities.



Joyce Luo



Crystal Liew

Crystal Liew, Social Connections Co-ordinator, drawing from her background as a support worker in retirement villages and

Middlemore Hospital have come to cherish the connections and experiences shared with the elderly community. This genuine interest in their stories and well-being led her to choose Age Concern as her place of work. She find immense fulfilment in supporting older individuals and gaining insights from their wealth of life experiences. Outside of work, Crystal enjoys indulging in hobbies of swimming and traveling. Both activities allow her to unwind, stay active, and explore new places, enriching her life with diverse experiences and memories.



Shalini Gulani

Shalini Gulani, Volunteer and Social Connections Administrator, hailing from Mumbai and now residing in Auckland, infuses the team with her rich cultural heritage and creative flair. With a passion for floristry and a love for outdoor adventures, Shalini's vibrant energy and compassionate nature shine through in her dedication to serving the elderly. Drawing inspiration from her close-knit family and cherished memories with

her grandparents, Shalini brings a personal touch to her work, striving to make every individual feel appreciated, loved, and cared for. Their collective experiences, diverse skill sets, and shared values of compassion and empathy create a strong foundation for building meaningful connections and support networks within the community.

As they embark on this new chapter with Age Concern Auckland, Joyce, Shalini, and Aatir are united in their mission to promote social inclusion, enhance quality of life, and celebrate the rich tapestry of experiences that each individual brings. With their unwavering dedication and boundless enthusiasm, they are set to inspire and uplift those they serve, leaving a lasting legacy of compassion and connection in their wake.

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Homeshare: Building Meaningful Connections Through Shared Living

In an era where social isolation and loneliness are prevalent, Homeshare emerges as a beacon of hope, fostering meaningful connections through shared living arrangements. At its core, Homeshare embodies the ethos of people helping people, cultivating reciprocal relationships that enrich the lives of all involved.

The premise of Homeshare is simple yet profound: by bringing together individuals from different age groups, backgrounds, and walks of life, it creates a supportive environment where companionship thrives. Whether you're a homeowner looking for companionship and assistance or a seeker of affordable accommodation yearning for meaningful connections, Homeshare offers a solution that transcends mere cohabitation.

At the heart of Homeshare lies the belief that social connection and friendship can mitigate the adverse effects of loneliness and enhance overall wellbeing. Through the sharing of life stories, experiences, and skills, both the homeowner (referred to as the Owner) and the lodger (referred to as the Sharer) enrich each other's lives, creating a symbiotic relationship built on trust and friendship.

For Owners, Homeshare offers an opportunity to age gracefully within their chosen communities while receiving practical assistance with household tasks and enjoying the companionship of a Sharer. If you're over the age of 65 and reside in Auckland with a spare room, Homeshare provides a platform to connect with others and receive assistance with home tasks, all while fostering meaningful relationships.

On the other hand, Sharers, aged 23 or above, benefit from quality, affordable

accommodation in Auckland while having the chance to connect with an older person on a deeper level. In exchange for lodging, Sharers contribute their time and support, offering companionship, assistance with household chores, and even accompanying the Owner to appointments and social events.

Homeshare transcends traditional notions of age and demographics, welcoming participants from diverse backgrounds, ethnicities, and professions. The program's flexibility allows it to adapt to the unique needs of both Owners and Sharers, ensuring that everyone involved feels valued and supported throughout their journey.

Facilitated by Age Concern Auckland, the Homeshare Programme follows a comprehensive pathway to ensure the wellbeing of both Owners and Sharers. From initial matching to ongoing support and mediation, the program provides a robust framework for building and maintaining successful Homeshare relationships.

In essence, Homeshare is more than just a housing solution—it's a catalyst for social change, fostering empathy, understanding, and solidarity within communities. By bringing people together under one roof, Homeshare exemplifies the power of human connection in combating loneliness and enriching lives.

In a world often characterized by division and alienation, Homeshare stands as a testament to the transformative potential of shared living arrangements. Through its emphasis on mutual support, respect, and companionship, Homeshare offers a blueprint for building communities where everyone has a place and no one is left behind.



Macular Degeneration FREE SEMINAR

Macular Degeneration is the leading cause of blindness in New Zealand, affecting 1 in 7 people over the age of 50. Come along and learn more about this age-related eye disease; how to reduce your risk, the latest treatments and the supports available for those with the disease.

Light morning tea provided.

Bookings are Essential!

Tuesday 14th May

10.00am - 11.30am

Blockhouse Bay Community Centre,
524 Blockhouse Bay Road, Blockhouse Bay

To register, please call: **09-820 0184**

Or email: divyas@ageconak.org.nz

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The study involves a minimum of two visits to one of our sites to meet with our clinical team, and some follow up phone calls. Volunteers are compensated for their participation and for travel to one of our Auckland clinics.

Clinical studies have the potential to improve the lives of Kiwis and people all over the world, through the development of new or better treatments for medical conditions. In this case, researchers and volunteers are helping find a way to prevent bloodstream infections.



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Storm Recovery Navigator's join Age Concern Auckland

Working in partnership with the Council-led Tamaki Makaurau Recovery Office, Age Concern Auckland now welcomes the Storm Recovery Navigation to our services. Jessica Connors and Jennie Bradford joined the team in January this year, and connect Aucklanders affected by the weather events of 2023 to services, information, and support.

Some of the support they can offer as navigators are:

- One-on-one support and assistance.
- Access to the most up-to-date information, while connecting you to other support agencies like Work and Income, Ministry of Business, Innovation and Employment and New Zealand Claims Resolution Service.
- Help with gaining access to specialist services like insurance, legal and budget advice.
- Updates on grant applications and financial assistance available.
- Support with housing, tenancy issues, temporary accommodation, and resettlement.
- Help to access other social and health services, such as counselling and GP services.

Clients who have opted into the Storm Recovery Navigation service and who are 65+ are supported by the services of both the Recovery Office and Age Concern Auckland. If there are needs or services that Age Concern Auckland can support you with, Jen and Jess



will be your connection.

The navigation service is free, confidential and is available to those living in Auckland and have been storm affected by the extreme weather events of 2023. If your neighbours, community, whanau, or you personally have been affected and would like the support of a navigator or would like to find out more information, please contact Jessica, Jennie or Age Concern Auckland.

Jessica Connors: jessicac@ageconak.org.nz

Jennie Bradford: jennieb@ageconak.org.nz

Navigation Service:
navigators@aucklandcouncil.govt.nz

Storm Recovery Navigation Service:
(aucklandcouncil.govt.nz)

Elder Abuse Awareness

Age Concern your safety net

Elder abuse, 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. This type of violence constitutes a violation of human rights and includes physical, sexual, psychological, financial and institutional abuse and neglect.

Key facts according to WHO (2022):

- Around 1 in 6 people 60 years and older experienced some form of abuse in community settings during the past year.
- Rates of abuse of older people are high in institutions such as nursing homes and long-term care facilities, with 2 in 3 staff reporting that they have committed abuse in the past year.
- Rates of abuse of older people have increased during the COVID-19 pandemic.

- Abuse of older people can lead to serious physical injuries and long-term psychological consequences.
- Abuse of older people is predicted to increase as many countries are experiencing rapidly ageing populations.
- The global population of people aged 60 years and older will more than double, from 900 million in 2015 to about 2 billion in 2050.

Global Campaign

Since 2006 World Elder Abuse Awareness Day is acknowledged on June 15 in many countries. Publicity puts the spotlight on elder abuse, and older people's rights to live free from exploitation and abuse.

Our Campaign:

What to do when you suspect elder abuse?
Break the silence!

Age Concerns across Aotearoa New Zealand raises awareness of elder abuse during our Elder Abuse Awareness Week (15-22 June) kicking off with World Elder Abuse Awareness Day on 15 June every year.

We bring attention to the exploitation of older people by running a public awareness campaign and events to talk about how harmful elder abuse is, and how older people are hurt most often by those they know and trust.

Unfortunately, elder abuse is prevalent in New Zealand but often not reported. But we can all play our part in speaking up, so older Kiwis can be free from the fear, mental anguish, emotional pain, and distress the elder abuse causes.





The impact of elder abuse is profound for older people, but also avoidable if they get help and intervention services early.

FACT: 84% of alleged abusers are family members.

FACT: 58% of the alleged abusers are adult children or grandchildren

How can we all take actions to prevent elder abuse

Develop an enduring power of attorney (EPA)
- Many people assume that if they lose the ability to make decisions for themselves, their partner or a close relative will legally be able to make decisions for them. In fact, the law doesn't work like that.

So this year have a conversation around how an enduring power of attorney can be safely allocated to a trusted person or organisation. An enduring power of attorney is a legal document that allows you to plan for the future. It is crucial that you trust the person and are confident that they will act in your best interests.

Report it

If you want more information about EPA's or suspect an older person is not being treated well or want to report abuse to your local Age Concern, please free phone 0800 65 2 105. You can also call the Government helpline EA IS NOT OK.

Get involved

During the week of 15-22 June, local Age Concerns around New Zealand will be running events and activities. Contact Age Concern Auckland to see the services we provide in your area.

If you suspect an older person is not being treated well or want to report abuse, please call Age Concern Auckland 09 820 1184 for free and confidential support.

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Audiologist MNZAS

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MEDICAL AND HEALTH SCIENCES



IDEA Programme

Impact of Dementia *mate wareware* and solutions for Equity in Aotearoa

The IDEA project is a survey in certain areas of Auckland where we wish to find out the brain health of people aged 65 and over. Our team will be visiting areas in the next few months to ask people about their age, ethnicity, and brain health.

It will take about 5 minutes, and we will explain the IDEA programme in more detail. The project has Chinese and Indian speakers as well as English. and aims to improve services for all older New Zealanders.

Contact: Professor Ngaire Kerse,
n.kerse@auckland.ac.nz

These are the areas we will visit.

Northshore: Bayview West; Birkenhead West; Sunnynook North

West AKL: Glenavon; Glendene South; Lynfield North; Royal Oak West

Central AKL: Mount Roskill North; Mount Roskill White Swan; Symonds Street North West

East AKL: Baverstock; Bucklands Beach South; Cockle Bay; Dannemora North; East Tamaki Heights; Mission Heights North & South; Northpark North; Ormiston North & South; Pakuranga Central

South AKL: Clendon Park East; Dingwall; Mangere Bridge; Mangere Bridge Ambury; Mangere South & South East; Otahuhu North & South; Papatoetoe Central & South West; Puhinui East; Randwick Park East; Takanini South

Rural AKL: Ararimu; Bombay Hills; Drury Rural Glenbrook; Kumeu Rural East; Muriwai Valley Bethells Beach; Patumahoe; Puni; Turanga



Photo: Above Dr Gary Cheung (Consultant Old Age Psychiatrist and Associate Professor at School of Medicine) and Professor Ngaire Kerse (GP and Professor at School of Population Health) were door-knocking in Mission Heights on 13 April 2024. Below. The team of door knockers starting work in Mission Heights.

For General inquiries please email idea@auckland.ac.nz or phone 0800 365 800



Become a Supporter

For just **\$20.00** per year you can become a supporter of Age Concern Auckland Trust and be part of an organisation working to empower older people Auckland-wide.

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- Invitations to events
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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 \$3.5 million dollars every year to deliver these crucial services to our community. We only receive about 60 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 40 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:

- Age Friendly Fund
- Albert-Eden Local Board
- ANZ Staff Foundation
- Auckland Council
- B.H. & S.W. Picot Charitable Trust
- Blockhouse Bay Senior Citizen's Club
- Chinese Positive Ageing Trust
- Devonport-Takapuna Local Board
- Estate of Ernest Hyam Davis
- Ethnic Communities Development Fund
- Forever Rosa
- Foundation North
- Four Winds Foundation
- Henderson-Massey Local Board
- Howick Local Board
- Kaipatiki Local Board
- Lion Foundation
- Margaret Olive Russell Charitable Trust
- Maurice Paykel Charitable Trust
- Ministry of Health
- Ministry of Social Development
- North Shore Fund
- NZ Lottery Grants Board



- Otara-Papatoetoe Local Board
- Papakura Local Board
- Papakura Senior Citizen’s Club
- Strathlachlan Fund
- Ted & Mollie Carr Endowment Fund
- The Trusts Community Foundation
- Transdev Auckland
- Transpower

We’d also like to thank all our individual donors for their support and all our wonderful volunteers, who collectively give more than 380 hours of volunteering every week.

**Advance Care Planning
FREE SEMINAR**

Advance Care Planning is a way to help you think about, talk about and share your thoughts and wishes about your future health care. Planning will help you and those around you understand what is important to you and what treatment and care you would like.

Gold coin donation gratefully received towards light refreshments.

Bookings are essential!

Wednesday 22nd May
10am - 12pm

Blockhouse Bay Community Centre,
524 Blockhouse Bay Road, Blockhouse Bay

To register, please call: 09 820 0184
Or email: divyas@ageconak.org.nz



Make a donation today to support our essential work

You can make one-off or regular donations

- **Online at** www.ageconcernauckland.org.nz
- **Direct Credit or Internet Banking:**
Account Name:
Age Concern Auckland Trust
Account Number: 12-3488-0040455-00
Ref 1: Donation
Ref 2: Your Surname or donor number (if you have one)

Please also email:

fundraising@ageconak.org.nz with the details, so we can provide you with a donation receipt.

- **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 1746

I would like to make a donation of \$ _____

Donations of \$5.00 or more are eligible for a tax rebate - Charities Commission Number: CC60750

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Thank you for your generosity in helping our vital work with Seniors



THE IMPORTANCE OF A MEANINGFUL FUNERAL

Funeral services have always been a part of life. Until 2020 that is. When Covid hit, suddenly funerals were not allowed and it was hard. Many people lost loved ones, some were prepared for the loss, for others it was unexpected. Either way, our primal need to grieve and engage in the ritual of a funeral was denied. The effects of this situation are now being seen across the country, and indeed across the world.

The human race have held funerals since the beginning of time and they play an extremely important role in the grief journey. They allow us to face the reality of our loss, support family and friends and to be supported by them, express our feelings and emotions and to begin the transition to a life without our loved one.

Now, more than ever, we are realising the importance of a funeral for those left behind. Pre-planning your funeral can bring comfort and peace of mind to you and to your family. It also ensures that you get the goodbye you wanted.

Pre planning is free and at Davis Funerals, we make it as simple as possible. Contact us today and one of our professional, experienced funeral directors can guide you in creating the perfect send off.

You can call us on 638 9026, head over to our website davisfunerals.co.nz or email office@davisfunerals.co.nz for more information.

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