

SPRING 2023



**AGE  
CONCERN  
WELLINGTON  
REGION**

He Manaakitanga  
Kaumātua Aotearoa

# SENIORITY

Annual Appeal 2023 | Protecting Yourself Online  
Helping Seniors with Technology



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



04 499 6646



## From the CEO

*We receive thousands of calls a year. Loneliness is the number one reason why people call us.*

Whether it's a referral from a concerned health professional or a worried neighbour, our team encounters lonely seniors every day.

Loneliness has a serious impact on mental and physical health. Research shows loneliness increases the risk of developing serious health conditions like dementia and can also shorten lifespan.

Our services connect seniors with friendly volunteers and with other seniors to create lasting social connections. We know our services really work – and we provide them for free!

We've just launched our 2023 annual appeal. Only about half our funding comes from local and central Government - we need to find the rest to make sure our programmes can continue. You can play a role in helping us reach more isolated and lonely seniors by



making a donation and joining our team of supporters.

**Stephen Opie**

*Age Concern Wellington Region CEO*

**You can help us reach more lonely and isolated seniors.**

Scan the code to visit our secure donation website.

Or navigate to [acwellington.org.nz](http://acwellington.org.nz) to make a donation.



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## Contact Information

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## Disclaimer

The views expressed in this newsletter are not necessarily those of Age Concern Wellington Region. The inclusion or exclusion of any product does not mean that Age Concern advocates or rejects its use.



## Can You Help?

You can help us reach more lonely and isolated seniors. Do you have a couple of hours a week you can spare? Or are you able to make a donation? Call 04 499 6646 or scan the QR code on page 2 for more information.

Thank you to the lovely people who donated beautiful plants and a coffee urn! We are still in need of a few specific items. Maybe you can you help? We're looking for:

- a desk chair
- a reliable car
- inexpensive parking spaces in the CBD



# Champion Donor from Across the Seas

***A wise 15-year-old once wrote in her diary...  
'no one has ever become poor by giving.'\****

After 30 plus years of child sponsorship, mainly in developing countries, my last sponsored child had turned 18. I decided to set my sights closer to home, and focus on the unseen, the unheralded, the ones whose photos were unlikely to adorn my desk at work. I also wanted to give back to the country of my birth and early childhood. I was born in Wellington and spent the first five years of my life in Trentham. We lived on Totara Street in Dolphin Square Flats.

My search led me to Age Concern.

After so many years of charitable involvement with some large well-known charities as well as some grass roots charities, I felt I knew the 'feel' of a good charity even before I checked the numbers.

For instance, there are the intangibles. Some of which are...

- What do the recipients have to say about the charity?
- Do the executives and others involved seem focused and enthusiastic?
- Are my hard-earned dollars being used in a way that I personally would use them?

Age Concern checked every box and when I discovered a branch right in Wellington where I was born, well let's just say my involvement seemed to be a foregone conclusion.

The programmes are all wonderful. They are benefitting Seniors, getting them outside for walks with their volunteers, getting them together to socialise at tea parties, and computer classes to name just a few. From

Facebook, I can see them all having fun, looking fine...

I'm a senior myself and feel that with Age Concern, I have come full circle.

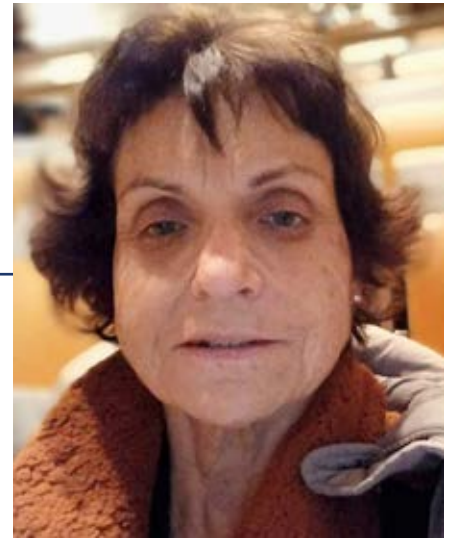
'Each of you should give what you have decided in your hearts to give. For God loves a cheerful giver.'

I contribute a small amount monthly. A wise investment into the country of my birth and childhood can never go wrong.

***Susan Llewellyn is one of our champion donors. As she lives in Canada, she has given Age Concern an international touch that we treasure. Her invaluable support, not to mention her regular encouragement, enables us to reach more seniors every day, and helps us to get a step closer to ending loneliness. From the bottom of our hearts, thank you Susan!***

***If you would like to learn more about how you can become a champion donor like Susan, please visit our website ([www.acwellington.org.nz](http://www.acwellington.org.nz)) or call us on 04 499 6648. Together, we are making a difference!***

*\*quote by Anne Frank*



# Phone Friends Who Care About Each Other

*Good karma results from good deeds done for others. "Phone Friend" volunteer Kitty Young discovered this with her clients recently when circumstances disrupted her usual calling arrangements. That is when the good karma kicked in.*

Kitty volunteered for the "Phone Friend" service with Age Concern about twelve months ago and began with three clients. One client went into hospital and then a retirement home, so she was down to two whom she talked to on a regular basis. She has even met each of them for coffee recently.

Kitty is a senior herself. She had been living in the flat under her landlord's house for years when suddenly he sold the house; so she had to move out. She moved out of Wellington to Lower Hutt, where she'd never lived before and had few friends or contacts.

On top of that, she had to go to hospital in late 2022 because of an accident, and eventually completely lost sight in her right eye. The bad news continued as she then had to contend with the death of her mother due to Covid with all the readjustment that follows from such events.

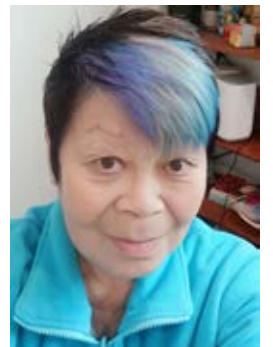
Kitty rang her two phone friends less frequently through the disruption and the transitional arrangements while regaining her stability. She explained, "There's a time and a date that I will call them because I think that's when they are by their landline. Both don't have a mobile so I can't really let them know unless I ring them to say that I'm not available." They noticed that she was not calling at the regular times.



It's a testament to her dedication that they felt so connected with her that they were missing the calls and worried when calls were missed.

"It was really lovely when they started calling me. That was over a one-month period, but now I'm back to normal with them. People just love to hear a familiar voice every week on the same day, and we've got to know each other very well."

Kitty has moved back to Wellington and is more settled. She describes herself as a listener. "Mostly I'm a better listener – and it's really good to know they trust me with their personal details and issues. Sometimes I will suggest things that they can do through Age Concern to get help with any particular thing like Advanced Care Planning. So I can always steer them in the right direction."



But Kitty does not just sit around talking on the phone. She does volunteer work for a couple of other agencies to fill in her time. "I enjoy the volunteering because it gets me out and about." Good karma comes from that sort of attitude.

# Companion Walking Service – Joe and Monika

*Getting the right match is an important part of the Companion Walking Service, so that both the volunteer and the client enjoy their weekly appointments. Joe and Monika are both immigrants with very different backgrounds and cultures, but they get on well together, so the match works. They met up when Joe sought a walking companion because of his Parkinson's disease, and Monika was looking to help someone here as she was not available to help her mother in Germany. They have been meeting weekly for over a year and have developed a warm friendship.*

On first meeting Joe there is an air of inscrutability, but scratch beneath the surface and you find a friendly soul with a fine sense of humour, firmly grounded in his cultural heritage and religious convictions. He is also generous as he insists on paying for the coffee, "every time," says Monika.

Joe and Monika walk to the Johnsonville Library every week (weather permitting).

Joe, whose boyhood nickname was "Ken", trained and worked as a Mechanical Engineer in Hong Kong before being recruited by his former boss in 1986 to move with his family to New Zealand. He was employed at the Wellington Hospital on air conditioning, ventilation and refrigeration projects and maintenance until he retired in 2006.

He admits it was a bit of a culture shock moving from the densely populated city to the more open spaces of Wellington, but they adjusted. The Chinese Cultural Centre and his church provided good bases and assistance in adapting to the new environment.

The family learned plenty about the eastern and southern suburbs of Wellington as they moved house eight times in the next twenty years; this included spells in Newtown, Island Bay, Kilbirnie and Johnsonville. Joe kept fit playing badminton at the Kilbirnie Recreation Centre or the Badminton Wellington courts on Ruahine Street; he played for pleasure and fitness rather than competitively. In addition, there were always other cultural and church activities, and regular return visits to Hong Kong to see his mother (now aged 96) and siblings.

After such a full life Joe looked for other activities when he retired and slowed down a bit. His weekly schedule now includes Qigong exercises at the Johnsonville Community Centre (JCC) on Monday, line and fan dancing for active seniors on Tuesday and Saturday mornings at the Wellington Chinese Sports and Cultural Centre in Berhampore, walking and talking with Monika on Friday followed by the Parkinson's exercise class at the JCC, and church at the Chinese Baptist Church in Newtown all day on Sunday. In between, he does the Steady As You Go exercises at home using the video.

He looks forward to his weekly walk to the Johnsonville library with Monika, for a coffee and a catch-up on the news in general, and family news in particular, as well as a bit of gossip. Any topic is allowed apart from politics. It's a short walk over flat terrain from his home, so they have plenty of energy for the chat session.

Monika fits the model that if you want something done get a busy person to do it: she does just about everything.



Joe and Monika walk to the Johnsonville Library every week (weather permitting)

**MICK CALDER**

Office Support Volunteer

here instead. If I can help somebody here, I feel good about myself. And hopefully, it will translate into maybe somebody else in Germany having the same idea. And if you write about it, maybe it will encourage others to do it as well."

She was a film dialogue sound editor in Germany and moved to New Zealand with her Kiwi partner in 1996. "I was editing sound in Germany for almost 10 years. When I came to New Zealand, I worked in a few short jobs in insurance and tourism; nothing very important. And then I had my daughter and became a mother, which I think is a good career. A rewarding career."

Her daughter went to a Montessori kindergarten, which led to Monika training as a Montessori teacher. She has given that up and now works part time at the Marsden Club in Karori as a care assistant. The Marsden Club works in association with the Chelsea Club in Lyall Bay operating out of houses.

In her spare time (does she have any?) Monika is undertaking a professional development course for a certificate in Health and Wellbeing, so she will know what she is talking about when it comes to caring for others.

She took up volunteering for Age Concern just over a year ago. She applied to become a volunteer with several different organisations, and Age Concern took her on as a volunteer walking companion.

She had the idea because her mother lives in a retirement home in Germany and her sister had problems finding someone to take her for walks. "So, I thought maybe I can help somebody else

Joe has been her only client, and as became obvious during our talk, the weekly meeting is more than a just companionable walk. They aim for the Johnsonville library for coffee but can get stopped by neighbours and friends along the way, and by regulars in the library. Social connections are a feature as well as fitness. It is a winning combination for all concerned.

It's a small world. Lynn Crossland, who manages the Companion Walking Service in Wellington, advises that Joe's son Andrew works in the same department as her husband, but she only found that out after Joe and Monika were matched up. She added: "I matched them as I felt Monika had the right personality for a good relationship with Joe. She has a quiet nature, very kind and considerate. She is a gentle person that you can feel at ease with and is very understanding. I knew she would not push Joe too much and let him walk at his own pace."

**Volunteer walkers wanted:** *We are looking for volunteers who live in Karori, Johnsonville or Tawa to help with its Companion Walking Service. This service provides one-to-one assistance for people who find walking on their own difficult. Training and support is provided. We are looking for people who are keen walkers and would like to provide companionship for older people who find it difficult to go out on their own. People interested in this role can email [cws@acwellington.org.nz](mailto:cws@acwellington.org.nz) or ring 04 499 6654*

# 2023 ANNUAL APPEAL

## Betty waits by the phone, but it never rings.

Betty is in her 90s and finds the days endless. She longs for social interaction. For much of the day, Betty sits by her phone, hoping it will ring.

You might remember Tom from our 2022 appeal. He lives by himself in Wellington. He had no friends, but Age Concern found a volunteer visitor for Tom and they have become great friends.

Age Concern is here to help people like Betty and Tom. We bring people together across generations, places and cultures. By listening to our communities, we build programmes, services and social connections that have relevance to people's individual needs.

## There are many more lonely seniors in our city.

At Age Concern, we help seniors like Tom and Betty find social connection.

**\$28** covers the cost of helping two callers to our support line

**\$46** provides an hour of social connection for 5 seniors

**\$99** covers the cost of 9 seniors attending an educational event

**\$150** covers the cost of lunch for everyone at a social connection event



# You can help

I would like to give a **one-time** donation

I would like my one-time gift to be:

\$28  \$46  \$99  \$150  Other \$

Making a **regular donation** helps us ensure we can continue our high-quality social connection services. Please consider making a regular gift.

I would like to give a **regular donation**

I would like my monthly gift to be:

\$28  \$46  \$150  My choice \$

Title  First Name

Surname

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Suburb

City

Postcode  Phone

Email

Please charge my  Visa  MasterCard

Card no.

Expiry date  /

Name on card

Or donate using internet banking. Our account number is **38-9023-0218900-00**

If using internet banking, **please fill in this form and return it to us** so we have your details.

Tick this box if you do not want to receive regular email updates from Age Concern Wellington Region.

# Protecting Your Privacy in the Digital Age

*The Privacy Commissioner recently released an Insights Report on the need to protect your privacy in the digital world. As our internet usage increases, so do the chances for your personal information being on-sold, shared or accessed online without your permission. Once it is out there, it is nearly impossible to gain control and get it back.*

Cybercrime or scams generally occur as a result of breaches in the storage of personal data and identity theft. So, the advice is to be vigilant at all times.

The report also advises some simple steps that can be taken to protect yourself and your information.

These are:

- 1. Use two factor authentication to protect your accounts**, particularly with online banking. This means when you login to your account you will need to enter a unique code sent to your phone.
- 2. Keep your devices (computers, phone, tablets) updated.** These ensure that potential security flaws are fixed and made unusable to hackers.
- 3. Use various and strong passwords on each of your accounts.** Strong passwords consist of combinations of capital and lower-case letters, plus numbers and punctuation marks. A password manager



may be useful for creating different and unique passwords for each of your accounts and is a means of keeping track of them.

- 4. On social media accounts, establish security settings to allow only friends, family and people you know (rather than viewable to all the 'public').**

The report also provides comments and tips on the following:

- Online scams and frauds
- The secret costs of social media
- Online tracking
- Children's online safety
- Emerging technologies such as biometrics and Artificial Intelligence.

Visit [www.privacy.org.nz](http://www.privacy.org.nz) or call 0800 803 909 for more information.

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 04 499 6646

# The Mahi Aroha Awards 2023

## Celebrating Volunteers at the Mahi Aroha Awards

*The 2023 Volunteer Wellington Mahi Aroha Awards took place in June, during National Volunteer Week. This event recognises outstanding individuals and organisations for their exceptional contributions to the community. The awards ceremony was held at the KPMG offices in Wellington, and brought together inspiring stories, the spirit of unity, and influential figures such as Deputy Mayor Laurie Foon. The event highlighted the immense impact that individuals can have on their communities. We're thankful to Volunteer Wellington for establishing the Mahi Awards, a valuable and important tool for recognising the importance of volunteers across the Region.*

### The recipients of the Mahi Aroha Awards 2023 were:

- **Volunteer of the Year Winner** – Gail Marshall from Community Comms Collective
- **Volunteer of the Year Runner up** – Chris Hare from Hataitai Childcare Collective & Community House
- **Volunteer of the Year Highly commended** Ananyaa Dharmarajan from Swaratmika NZ
- **Team Governance winner** – Mothers Network Board
- **Excellence in Governance Special Award** Perinatal Anxiety & Depression Aotearoa Board
- **Employee Volunteering Team winner** – Busy Bee Quilt Shop, Kilbirnie for volunteering with Wellington Hospitals Foundation • Employee Volunteering Team runner up – Department of Corrections for volunteering with Wellington City Mission

Age Concern Wellington Region Mahi Aroha nominee, Mick Calder, was unfortunately not selected as a finalist, but to us, Mick is certainly a winner!



Mick Calder

Mick Calder is Age Concern's Office Support Volunteer. Mick is one of our 'super volunteers' who goes above and beyond the call of duty regularly to help us reach more isolated and lonely seniors.

*continued on pg12*



### Who knows what You Want?

You might have already thought of the music and readings you'd like to have at your funeral - but does anyone else know?

To help you with the many choices available, Gee and Hickton Funeral Directors are offering, free of charge, a kit - My Life, My Funeral. For our free information kit, or to discuss how to make the right choices for you, please phone at any time.

**528 2331**

Upper Hutt | Kingswood,  
Cnr King & Cairo Sts, Upper Hutt

**5 66 3103**

Lower Hutt | Cornwall Manor,  
Cnr Knights Rd & Cornwall St

## The Mahi Aroha Awards 2023

*continued from pg11*

Mick is a gifted interviewer, researcher, writer and editor. He supports the staff and enables the communications and admin staff to have greater reach and impact. At 82 years old, Mick is in the same age bracket as many of the seniors we support through our services, yet he remains energetic and eager to help in whatever way he can.

Although not a paid employee, Mick is as much a part of the staff team as everyone else. He brings wisdom and a lot of humour to our office, which the team really appreciates. Mick contributes hours of his time to our mahi every week, and has a great impact on our mission.

Mick recently wrote a blog post about his experience volunteering with us, which can be read here: <https://www.acwellington.org.nz/the-benefits-of-volunteering/>

The Mahi Aroha Awards showcased the power of compassion, highlighting the transformative impact that even small acts of kindness can have.

Thank you to Volunteer Wellington, volunteer photographer Joseph He, KPMG, our fabulous volunteer Mick Calder, and all the other nominees for your great contributions towards a more inclusive and caring society.



*The Volunteer Wellington Team at the Mahi Aroha Awards, photo credit: Joseph He*



Thank you to all the supporters of the Age Concern Wellington Region.



**On email?**

Subscribe to our regular email newsletter to keep up to date with news and events in the Wellington Region. Subscribe through our website [www.acwellington.org.nz](http://www.acwellington.org.nz) or email [news@acwellington.org.nz](mailto:news@acwellington.org.nz)

**Would you like to receive more copies of this magazine?**

We're happy to mail copies of this magazine to your business or home. Please call 04 4996648 or email [news@acwellington.org.nz](mailto:news@acwellington.org.nz)

Please see our website [acwellington.org.nz](http://acwellington.org.nz) for information on how you can support our work or return this slip to the address below.



**I wish to support the work of Age Concern Wellington Region by:**

(Please tick the relevant boxes)

- Making a donation of \$.....
- Making a regular donation of \$.....
- Becoming a Member (\$30 single, \$40 couple) \$.....
- Agency member (\$80) (organisation or company) \$.....
- Volunteering

Note: Donations of \$5.00 or more qualify for tax credits.

Please tick box if you require a receipt

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Information is confidential, and will not be passed on to any other persons or agency and is held in accordance with the Privacy Act 2020.

**Bank Account: 38-9023-0218900-00**

Pay online with name as reference

**Age Concern Wellington Region Inc.**

Forward this form or contact us with your address. **Age Concern Wellington, PO Box 11-108, Manners Street, Wellington 6142 or phone (04) 499 6646.**

# Coming Events

## *Vogelmorn Hub for Seniors*

26 Sept, 24 Oct & 28 Nov, 2pm

## *Livestream Curious Conversations*

2 Oct, 2pm

## *Seatoun Hub for Seniors*

5 Sept, 3 Oct & 17 Nov, noon

## *Seniors' Week Making Connections Day*

4 Oct, 10am, Johnsonville

## *Upper Hutt Hub for Seniors*

13 Sept, 11 Oct & 8 Nov, 12pm

## *Tea & Tech*

4 Oct, 11am, Johnsonville

## *Manners Street Coffee Group*

14 Sept, 12 Oct & 16 Nov, 10am

## *Linden Hub for Seniors*

12 Sept, 10 Oct & 14 Nov, 1pm

## *Advance Care Planning Presentation*

5 Oct, 10.30am, Island Bay  
Community Centre.

Registrations: [islandbaycc@wcc.govt.nz](mailto:islandbaycc@wcc.govt.nz)

## *Staying Safe course for older drivers*

7 Sept, 10am in Stokes Valley

11 Oct, 10am in Khandallah

Call 04 499 6648 to register

## *City Gallery Tour*

21 Sept, 19 Oct & 16 Nov, 1.30pm.

Call 04499 6646 to register

## *Walter Nash Hub, Taita, Lower Hutt*

21 Sept, 19 Oct & 16 Nov, 2pm.

Call 04 499 6646 or drop-in

## **More Information:**

Phone: 04 499 6646



# Dear Ann

*Do you have a question for Ann that you'd like answered in the next magazine? Please email [news@acwellington.org.nz](mailto:news@acwellington.org.nz)*

Dear Ann,  
 For a number of years, a group of us meet for coffee on a regular basis. We are approximately around the same age, but I am noticing that some of our group are ageing faster than others. Are there any tips or guidance to ageing well?  
 Laura, Wadestown.

Hello Laura,  
 There have recently been studies produced in the UK which identified the four 'Ms' which can significantly assist in ageing well.

The first is **MOBILITY** – keeping moving, exercising, attending classes, walking, swimming etc. Even housework counts.

*Second – **MEMORY** – having a diverse range of interests, being curious, keeping connected helps brain function.*

*Third – **MONEY** – it helps!*

*Fourth, but perhaps most important: **MATES**. If you don't have friends or someone visiting you or taking an interest in you, life can be pretty bleak.*

Fortunately, Age Concern offers a whole range of services which will significantly help. Check out our website [www.acwellington.org.nz](http://www.acwellington.org.nz) or give us a call on 04 499 6646 for further details.

I hope this helps.  
 Ann

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# Home economist Heather

*The headlines advise that the rate of inflation is declining: all that means is that prices are still rising, but at a slightly lower rate than previously. It seems food prices and just about everything else are out of control, but Heather has adapted, and developed a few systems that give her some control over the management of food costs.*

Heather is a Wellingtonian born and bred, living in Porirua. She admits that she knew little about cooking and nothing about home economics when she was younger, to the extent that she had to consult her sister about recipes. She adapted very quickly and started compiling her own recipes and cooking techniques. More recently she has recognised the need to economise and take control of her food costs, not only for herself and family members but for anyone else who needs some advice.

She retired over ten years ago and now needs to economise. But failing eyesight and limited mobility means that she does not drive and finds supermarket shopping is physically challenging – she cannot easily read the labels or find the products she seeks. But that does not hold her back – she has adapted to her circumstances.

Heather turned to online shopping. Not one to do things by halves, she began comparing prices at different supermarkets, even their different outlets, as well as the specials. She is now an enthusiast who goes online to shop for the basics, but also to look for new products that can provide a low-cost tasty meal if used imaginatively.

Online shopping during the Covid pandemic was a breeze when delivery was offered as

part of the deal. But she quickly lost interest when she found that the range of goods available from the delivery service did not match those stocked on the supermarket shelves.

Heather is a great advocate for buying items that can be split into smaller portions, or cooking several meals at once, and saving the balance in the freezer. She is keen to pass on her knowledge to anyone who needs it.

“I want to get through to some of the seniors as to the cheaper options that they’ve got in the supermarket. It’s the little things that you can buy: stuff in tins and useful things in the freezer department... and all that sort of stuff,” she advises. She is a great advocate for frozen products which she considers are just as good as, or sometimes better than fresh, particularly when portion sizes are an issue.

“It is so good to find these little things that people can do to cut down on their expenses. Like, an older person is not going to buy a whole pumpkin because they have to peel and chop it. Well, you can already buy it like that, peeled and chopped. They can put them in the freezer and can take out what they want for one meal, and they’ve still got the rest which is not going to go off.”

It can be just pumpkin, broccoli, cauliflower florets, carrots and a whole lot more on their own, or you can get mixed bags. She also has some great ideas for economising on soups and desserts.



Heather embraces the idea of quick and easy meals using few ingredients, and her internet searches led to four-ingredient recipes. Jamie Oliver has promoted his five-ingredient recipes, but Heather also found the four ingredients version developed by Australian Kim McCosker.

Heather became a real fan when she discovered that there were also four-ingredient recipe books which covered specific food requirements like vegan, gluten free, coeliac and diabetes. They even use different styles of cookers including using a slow cooker, air-fryer or even a pie maker.

*However, her main interest is in economising on food bills and in passing these hints on to anyone who is interested. She is ready and willing to pass on her tips and tricks. You can send us your questions for Heather and we'll pass them on to her.*

**MICK CALDER**  
Office Support Volunteer

Do you find it difficult to leave home for an eye exam?

## HOME VISIT OPTOMETRIST



A full eye exam in your home, for those with impaired mobility or those in rest homes in the Wellington area

Yvonne Shepherd



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#### WELLINGTON

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#### WAIKANAЕ

In the mall 10/2 Mahara Place, Waikanae | (04) 293 4170

#### PARAPARAUMU

8A Ihakara Street | (04) 385 9144

#### LEVIN

SeeHear, 174 Oxford Street | (06) 368 0130

[info@courtenayhearing.co.nz](mailto:info@courtenayhearing.co.nz)  
[www.courtenayhearing.co.nz](http://www.courtenayhearing.co.nz)

# Fares are **CHANGING** from 1 September 2023

## Find your best fare

Find your best fare by using our new 'fares selection tool' at [metlink.org.nz/findmyfare](https://metlink.org.nz/findmyfare) or by contacting our Contact Centre on **0800 801 700**.

## New fares & concessions

The new fares and concessions are:

	Under 5	Under 13 Free	Child Fare	Young Adult	Adult	SuperGold
AGE	<b>0-4</b>	<b>5-12</b>	<b>13-18</b>	<b>19-24</b>	<b>25+</b>	<b>65+</b>
	<b>Free travel</b> No Snapper card required.	<b>Free travel*</b> Green Snapper card and Free Pass required.	<b>75% discounted fares*</b> Green Snapper card required.	<b>50% discounted fares*</b> Red Snapper card with Concession required.	<b>Full price fares</b> for non concession holders.	<b>Peak:</b> Adult Fares at full price.** <b>Off Peak:</b> Free Travel with SuperGold card.

**Existing concessions, including Accessible, Tertiary and Community Connect, will continue to be applicable.**

For ferry passengers, new fares will be available on all forms of payment, including cash and EFTPOS.

If your situation is unique or you need assistance, call the Metlink Contact Centre on **0800 801 700**.

## Applying for your concession

To access your Free Travel pass or concession discount, apply at [snapper.co.nz](https://snapper.co.nz) or call Metlink Contact Centre on **0800 801 700**.

For more detailed fares and passes pricing information, terms and conditions and conditions of carriage, please visit [metlink.org.nz/findmyfare](https://metlink.org.nz/findmyfare)

\*Some exclusions apply (including Metlink on demand services and Te Hunga Whaikaha Total Mobility taxis) and concession discounts are based on the full adult fare with applicable discount during off-peak hours.

\*\*If eligible SuperGold customers should consider using a community connect concession during peak travel.





# ANNUAL HIGHLIGHTS

Our financial year has drawn to a close and we are proud of what our staff and volunteer team have been able to achieve. Here are some highlights...



**163 seniors helped through our VISITING SERVICE**  
**3,372 visits and phone calls made**



**96 seniors helped through our WALKING SERVICE**  
**1,074 walks with seniors**



**44 community social connection EVENTS held**  
**782 total attendance**



**45 ADVANCE CARE PLANS completed**  
**112 seniors helped through the service**



**34 EDUCATIONAL EVENTS held**  
**555 total attendance**



**38 STEADY AS YOU GO classes across the Region**  
**733 attending each week**



**13 STAYING SAFE driving courses held**  
**205 total attendance**



**40 SPEAKING ENGAGEMENTS by our staff**  
**1,074 in attendance**

A huge thank you to our amazing volunteer team of more than 220, our brilliant staff team, our funders and our donors. This is a real team effort!

# Welcome to the Team Vanessa!

*Vanessa Lavatai is our new Events Coordinator. She joined our team in July 2023, and is replacing Kirsten Blyde. But don't worry, Kirsten is still very much part of the Age Concern team (Kirsten's now focusing all her time on coordinating the Visiting Service).*

Vanessa is a fun-loving, adventurous person. Not much frightens her (aside from mice). Born and bred in Wellington, Vanessa has Samoan, Chinese and German heritage. She spent 14 years in Australia and recently returned to New Zealand to be near her parents and auntie. She's been married over 25 years and has a 22-year-old son. She's worked with the

community for the past two decades and has a heart for working and talking with people - she just wants to help!

Butterflies have a special meaning for Vanessa (her name means butterfly) and asking her about butterflies is sure to make her smile.

*Welcome to the team Vanessa. We're glad you've joined us!*



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\*T&Cs apply, see our website for more details.

# Helping seniors with technology

*Nothing changes faster than technology! For many seniors, the rapid pace of change with technology can cause stress and worry, especially when the way we do everyday things like banking is being steered online.*

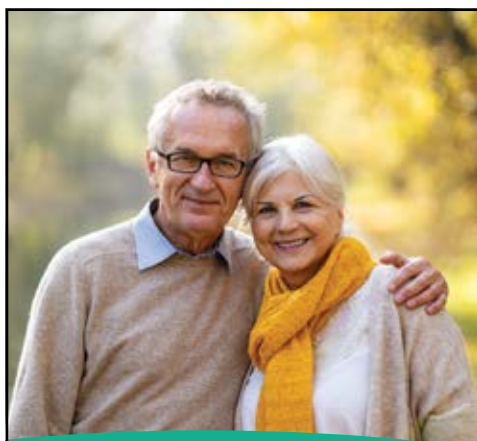
Age Concern's Tea and Tech day is all about helping seniors build confidence online and with their devices. It is a drop-in session event where seniors can bring any device along and get one-on-one help from a friendly volunteer.

Our recent event at Khandallah was attended by 19 seniors, who enjoyed some great food and met our fantastic volunteers. All of the volunteers were staff from AMP who had a day out of the office helping in the community. They did a brilliant job of helping with a wide range of tech issues including watching TV on a tablet, navigating a new laptop and installing apps on smartphones.

"Tea and Tech is a great opportunity for seniors to come and get personalised help with their tech device," Stephen Opie, Age Concern

Wellington CEO said. "It's a space where they can feel comfortable to ask any question, no matter how simple, and get some of those nagging tech issues fixed. A huge thanks to AMP staff for committing the time to come and help our seniors."

*It was a great day and we hope to plan more of these events in the future. Check out the short video of the day on our Youtube channel ([www.youtube.com/@AgeConcernWellington](http://www.youtube.com/@AgeConcernWellington))*



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## Steady As You Go Falls Prevention Exercise Classes

DAY	TIME	LOCATION
Monday	10am	Seatoun Village Hall, 22 Forres Street, Seatoun
Monday	1.30pm	Walter Nash Centre, 20/22 Taine Street, Taita
Tuesday	11am	Koraunui Stokes Valley Hub, 184 Stokes Valley Rd, Stokes Valley
Tuesday	11am	Wainuiomata Library, 1 Queen Street, Wainuiomata
Tuesday	12pm	Linden Community Centre, 10 Linden Avenue, Tawa
Tuesday	1pm	Vogelmorn Hall, Mornington Rd, Brooklyn
Tuesday	12 pm	Newtown Community Centre, Corner of Rintoul & Colombo Steet
Tuesday	1pm	Johnsonville Uniting Church, 16 Dr Taylor Terrace, Johnsonville
Wednesday	9.30am	Live Online Class, Zoom
Wednesday	11am	Knox Church, 574 High St, Boulcott, Lower Hutt
Wednesday	12pm	All Saints Church, 90 Hamilton Road, Hataitai
Wednesday	12pm	St Andrews Anglican Church, 11 Steyne Avenue, Plimmerton
Wednesday	12pm	Eastbourne Community Hall, Tuatoru St, Eastbourne, Lower Hutt
Wednesday	1pm	Whirinaki Whare Taonga Arts & Entertainment (Expressions), Centre, 836 Fergusson Drive, Upper Hutt
Wednesday	1.30pm	Walter Nash Centre, 20/22 Taine Street, Taita
Thursday	12pm	Tawa Community Centre, 5 Cambridge Street, Tawa
Thursday	1pm	Koahunui Stokes Valley, 184 Stokes Valley Rd, Stokes Valley,
Friday	10am	Johnsonville Community Centre, 3 Frankmoore Avenue
Friday	1pm	Loaves & Fishes, Wellington Cathedral of St Paul, 2 Hill St, Thorndon