

Official publication of Age Concern Wellington

Office Phone: 04 - 499 6646 Fax: 04 - 499 6645

Suite 4, Anvil House, Level 1

138-140 Wakefield Street, Wellington

PO Box 11-108, Wellington 6142

email: [eo@acwellington.org.nz](mailto:eo@acwellington.org.nz)

web: [ageconcern.org.nz](http://ageconcern.org.nz)

OFFICE HOURS:

9.30am - 4.30pm Mon - Fri

*Summer 2014*

Age  
Concern

Wellington

He Manaakitanga

Kaumātua



***Serving the needs of older people***



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Serving the needs of older people

# Executive Officers Report

**This is our second edition of Seniority in its new format, and has more interesting articles on the activities which are happening in our region.**

We trust that the new Minister for Seniors, Maggie Barry, will be a positive influence on the lives and outcomes of all matters where seniors are concerned.

Our calls regarding children causing parents issues is an area that is still growing. Recently we had a 90+ complaining about the way his 70 year old son was treating him – so it is never too late to be bullied by your son or daughter.

The full understanding of what you can do and must do should you be an Enduring Power of Attorney, is often not clear, likewise those who have signed an Enduring Power of Attorney (EPA) still have certain rights which are also not understood. We are happy to help should you require clarification on either of these issues.

We have had a busy year with a number of successful outcomes for many of our clients. Remember that we have an excellent Accredited Visitor Service for seniors on their own, who have few outside contacts, but we need to be told about them before we can help – so please ring us if you know someone you think may like a visitor once a week. Our Elder Abuse and Neglect team are there to help solve issues you may have regarding family or others, so they are just a phone call away.

Christmas is nearly here. It is a time when families get together but sometimes there is either no family, they are not living nearby, or there are other issues which are often highlighted at this time of year. So should you have a neighbour who is on their own, a friendly visit, cup of tea, or even a Christmas meal would be a great thing to do.

Age Concern Wellington wishes you all a very happy and peaceful Christmas, and that you go into 2015 with good health and an optimistic outlook for the coming year.

*John Gibbons*  
Executive Officer.



## WELL ELDER

Counselling centre for older people

WellElder is a community trust providing specialist counselling for older people in the Capital & Coast District Health Board area (Wellington, Porirua and Kapiti).

WellElder believes that older people are used to getting on with life themselves, but a skilled professional is surprisingly easy to talk to and can help us to:

- move through depression
- reduce anxiety and/or stress
- make our own decisions about issues we are finding challenging
- improve our relationships
- develop our sense of well being
- come to terms with events and decisions in our lives.

No issue is too big or too small – our relationships, the loss of friends and family, where we live, memories that we live with, coping with the daily demands of life, anxiety, grief or depression – whatever it is that we face can be brought to counselling.

Anyone 60 and over (55 and over if Maori or Pasifika) can ring to make an appointment or be referred by their GP or other agency.

WellElder aims to make counselling accessible.

- Counselling sessions are held at community facilities in Newtown, Johnsonville, Porirua and Paraparaumu and in clients' homes and res homes when mobility is an issue. Over 50% of sessions are in clients' residences.
- Clients are asked to make a contribution towards the cost of counselling and are asked to elect an amount that is manageable for them.

WellElder also runs groups. The most regular discussion group is Saying YES to Today and the next groups will be in February 2015.

To make an appointment or to be notified of the next group in your area, contact WellElder:

**380 2440 or**  
**administrator@wellelder.co.nz**



## Staying Safe

### Calling all senior drivers

**Fine tune your safe driving knowledge and keep up with road rule changes**

**Staying Safe are a classroom-based refresher workshops for senior road users and have been presented by Age Concern Wellington since 2012. These workshops give older drivers an opportunity to not only share their concerns, but also to update on the recent changes to road rules. They also learn some strategies for driving safely, taking into account the effects of ageing. NZ Transport Agency provides a very good booklet for reference and also a DVD which covers recent road rule changes including roundabouts! Feedback from workshop participants is very positive.**

**Workshops are approximately two hours with a break for morning tea. They will get underway in February/March 2015 at a range of venues, including Anvil House, Central Wellington.**

**Limited numbers, so booking are essential.**

**If you would like to enrol on one of these courses, please contact Ann Dalziel on 04 499 6646. E: [communitysup@acwellington.org.nz](mailto:communitysup@acwellington.org.nz)**

# STAYING SAFE

a refresher workshop for senior road users

## Support Age Concern Wellington

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

(Please tick the relevant boxes)

- Become an individual supporter by an annual donation \$ \_\_\_\_\_
- Making a donation of \$ \_\_\_\_\_
- Becoming a Corporate supporter \$ \_\_\_\_\_
- Becoming a volunteer visitor

Note: Donations of \$5 or more are tax deductible

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## 'Meet Me'

Age Concern 'meet me' Accredited Visiting Service Hutt Valley Co-ordinator at "Positive Ageing week" held in the Upper Hutt City Council Community Library recently

The theme for this event "Engage as you Age" was an opportunity for Age Concern to participate along with 15 other stall holders from various supportive groups.

Officially opened by Mayor Guppy for the 10th year and was targeted at 60's +

Age Concern sponsored two workshops during the week and provided relevant point of sale brochures to support the event.

Approximately 60 people attended with entertainment by the Upper Hutt Brass Band, Antiques Road Show dealer, Miss Daisy driving, a young college Tenor, Pacific Island dancers, Thai Chi demonstration and the local Marae performance.

It was a pleasure having one of our visitors Geraldine McDowall from Upper Hutt attend and we promoted our services for the elderly and to network with other associated agencies.

AC theme was Lavender, point of sale with a tea bag, cheeseboard, what colour jelly bean fun.

Melva Howard, AVS Coordinator (Hutt Valley)  
E: avshutt@acwellington.org.nz  
Ph: 528 3366

## Accredited Visiting Service (Hutt Valley) Quarterly VISITOR Meetings

A great response from our Upper Hutt team and also in Lower Hutt. These were my inaugural meetings and it was brilliant meeting Visitors both established and potential along with some of our valued Clients.

Melva Howard



Upper Hutt meeting held at the Hapai Club with 14 in attendance



Lower Hutt meeting held at home with 13 in attendance

**Audrey Hepburn wrote a poem when asked to share her 'beauty tips'. It was read at her funeral years later.**

For attractive lips, speak words of kindness.  
For lovely eyes, seek out the good in people.  
For a slim figure, share your food with the hungry.  
For beautiful hair, let a child run his/her fingers through it once a day.  
For poise, walk with the knowledge that your never walk alone.

People, even more than things, have to be restored, renewed, revived, reclaimed and redeemed: never throw out anyone.

Remember, if you ever need a helping hand, you will find one at the end of each of your arms.

As you grow older, you will discover that you have two hands; One for helping yourself and the other for helping others.



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All of Ryman's friendly villages include stunning independent living, beautiful serviced apartments and the very best of resthome care. Many of our villages also provide hospital and dementia care - often there is no need to move from the village if extra care is required.

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For your free copy of our "Welcome to a Ryman Village" booklet and DVD, call 0800 588 222.

## VOLUNTEERS

The Accredited Visiting Service for Age Concern Wellington has nearly 100 volunteers, visiting elderly people in their own homes.

These volunteers range in age from early twenties, to their 80`s. We have lawyers, nurses, the newly retired – in fact the whole spectrum of society.

Their motivation for being part of the visiting service is nearly always about helping elderly people, contributing to the community, and in a number of cases because their own grandparents are no longer alive or live overseas, they would like to make contact with an older person.

The volunteers, just as the clients, come from a number of ethnicities which is always helpful in matching clients and visitors where English is a second language.

Out of this connection between visitor and client, many friendships grow. They become lifelong friends and get to know each other in a special way.

One such volunteer is Bev, who writes about what motivates her to be a volunteer. Bev visits a client who has dementia but they enjoy each others company.



She writes:  
Volunteering a `gene`?

Volunteering is definitely defined by a `gene`. Mine has been active since I was 16, when I volunteered with orphaned children, perming their hair and taking them to movies etc. I have just turned 80 and the flame is still strongly burning!

There is a two way reward that does go with volunteering. The joy on the face of the person you are visiting when you arrive, and knowing even a quiet time with them may well be the only person they see all day, sometimes all week.

I have worked with most Societies over the years, and if everyone did just a little, the whole volunteering system would and will continue to succeed and grow.

Thanks for the great work Age Concern Wellington.

Bev Allen



## Care Coordination launches its new website

The managers of the Capital and Coast Care Coordination Centre and the Hutt Valley Service Coordination Centre, Lynn Jones and Susan Bowden, are excited to advise that their new look website has now gone live.

The website is designed to provide information for clients, whanau and health professionals about what is available through Care Coordination. There is an opportunity to access their referral forms, and also to provide feedback.

There are many useful links on the website, news items, pictures, explanations re processes etc. Lynn and Susan welcome any feedback regarding the site.

**Visit** [www.careco.org.nz](http://www.careco.org.nz)  
**Email** [Lynn.Jones@careco.org.nz](mailto:Lynn.Jones@careco.org.nz) or [Susan.Bowden@careco.org.nz](mailto:Susan.Bowden@careco.org.nz)

**Do you know someone with a hearing problem who would love to be able to go to the movies?**

**Check out which movies have captions and where they may be screening:**

[www.captionmovies.co.nz](http://www.captionmovies.co.nz)

## Using the advocacy service to make a complaint

If you are unhappy with a health or disability service you have received, or are receiving. An advocate employed with the Nationwide Health & Disability Advocacy Service can provide you with support to resolve your concerns.

This service is provided free of charge. The complaints process is an important way to ensure that the service provider receives feedback about your experience, and so that your concerns can be addressed.

### What does an advocate do for you?

An advocate will listen to your concerns, and discuss options and support available. The advocate will pay attention to your story and support you to identify the key issues of your complaint. They will also help you to clarify what you would like the outcome to be from making a complaint, e.g. an apology, improvement to services or an explanation of what went wrong. You can deal with the advocate over the phone or depending on your location and situation, meet in person. The advocate can support you through the whole process. They will discuss with you options for getting a response to your concerns, such as whether you wish to receive a written response or prefer to meet with the provider, or discuss the matter with the provider by phone (a provider is not required to meet, but most are willing to do so).

If you choose to write to the provider, an advocate can assist you with putting your concerns in a letter and will monitor response times of the provider to ensure the timeframes outlined in the Code of Rights are observed.

If you choose to meet with the provider, the advocate may support you at the meeting.

If you are satisfied with the outcome of your complaint, it will be closed with Advocacy. If you have outstanding concerns, further options can be discussed including a referral to the Health and Disability Commissioner.

For further information, or to read case studies of people who have used the advocacy service, see [www.advocacy.hdc.org.nz/](http://www.advocacy.hdc.org.nz/) or phone 0800 555 050 to speak with an advocate in your local area.



## CARE AT HOME A PREFERRED CHOICE

**Sometimes we need a little more support than family or friends can offer.** Deciding what support is needed and where to find it can be challenging, and staff at New Zealand's longest running private homecare provider know how difficult these decisions can be.

Owner, Miranda Smith says "Sometimes people are in crisis when they contact us, other times our services are used to help someone plan their recovery from illness or injury. Whatever the reason, we believe choosing the right support is critical.

Peace of mind comes with knowing the right care is in place, in the familiar surroundings of home with family and friends nearby, dramatically impacting recovery and helping to maintain independence"

The daughter of one of the agency's clients talks about her experience when her mother was suddenly diagnosed with vascular dementia. "At a time when I was myself in a shock and unsure of what assistance was available, Miranda Smith was reassuring and supportive. We were given the opportunity to meet potential carers and choose the best carer for our family. My own life maintained a vestige of normality and despite needing 24 hour care my mother's quality of life, dignity and remaining independence continued."

Miranda Smith Homecare is family owned and operated and offers a highly professional, caring and above all else, trustworthy service. Whether it's post-operative convalescence care, palliative or general care at home, Miranda Smith Homecare has the personnel and experience to ensure stress doesn't become a burden for those needing support at home.

**WELLINGTON, HUTT VALLEY AND KAPITI**  
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**[www.mshomecare.co.nz](http://www.mshomecare.co.nz)**

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## Finding the needs of older people

**A group of academics has been consulting older people at different ages and stages of their lives, to find out what constitutes a meaningful life.**

### A meaningful life

It's easy to say old people want a meaningful life, but what does that actually mean? With the number of people aged 65 or older climbing steadily – expected to reach a million by 2031 – the government needs to know how to best meet the needs of this growing group.

Professor Peggy Koopman-Boyden, CNZM, is based at the National Institute of Demographic and Economic Analysis (NIDEA) at the University of Waikato and has led a study, funded by the Ministry of Business, Innovation and Employment that took a three-pronged look at aspects of ageing: What constitutes a meaningful life; older people's use of digital media and the impact it has on their sense of inclusion or exclusion; employment and work practices among the over 65s and the impact that is having on the labour market.

"Basically what's good for older people is good for everybody," says Professor Koopman-Boyden. "People want a sense of purpose and to feel significant, they want to belong somewhere. They want to be able to take care of themselves, have social interaction with family and friends and for Māori, marae activities are very important."

The researchers found people liked to live alone because it gave them freedom, greater choice and control. They liked being alone physically but not socially – "alone but connected".

"We found men were at greater risk of social isolation and we do need to think about how to deal with that. And we found people living alone could often make bad decisions because they didn't have someone to discuss things with," Professor Koopman-Boyd says. "Even when you're socially connected, you're probably not going to discuss personal issues or financial matters with people you meet socially."

### This is what older people said they wanted:

#### Mobility

Bus stops closer to supermarkets  
Wider pavements for mobility scooters  
Chairs in shops.

#### Maintenance

Low maintenance, single person houses with new technology alarms, lighting, heating, etc

#### Finances

Advice on budgeting and managing finances  
Simpler procedures for reporting financial abuse

#### Health and Nutrition

Regular hearing, vision and oral checks at GP visits.

#### Emergency support

Life tubes, Ecolite dynamo kits (Age Concern)  
House & social alarms.

#### Social connectedness

Programmes/courses for those starting to live alone  
Regular 'senior hour' at local cafes  
Internet courses

#### Old in the digital age

For older people digital communication is proving to be a mixed bag. Dr Margaret Richardson from the Department of Communication at the University of Waikato has been researching how older people are responding to digital media.

"For the housebound, it's been an absolute boon, giving people access to goods, services and information. One person said 'it's given me my life back'."

And for keeping up with family and friends, Skype is a popular means of communication – often used by older people who have been using computers for some time says Dr Richardson.

However some people felt stigmatised because everyone assumed they would have a computer and know how to use one, and if they didn't, they felt their intelligence and competence was being questioned. They also felt penalised if the computer was the only way to buy a product or take advantage of a special offer.

While some people felt there was no need or they were "too old to be bothered" to buy a computer and learn how to use it, other people had safety and privacy issues and still liked to deal with their service providers, such as the bank, face to face.

"If people had a mentor or digital intermediary they

trusted, then they were more likely to use computers and the internet," Dr Richardson says. "It helps that libraries provide free access, and Hamilton City Libraries are trialling volunteers to support those who might need help. Westpac bank and SeniorNet have joined forces to provide a seminar series and follow-up training workshops on online banking and these actions are helping to raise awareness and build confidence.

"For policy and practice, I'd recommend the services of digital champions to promote the benefits of an inclusive digital society and support its roll out among older people," Dr Richardson says.

#### To work or not to work

New Zealanders are living longer in a healthier physical and mental state. This means they can and are working longer.

However, labour force participation doesn't necessarily improve the wellbeing of older people says Waikato University economist Dr Michael Cameron.

"We found that full-time employment is associated with lower life satisfaction than part-time employment or retirement in the over 65s and that suggests we need to find creative ways to assist them to remain in the workforce in a part-time or bridging role."

Dr Cameron says the part-time solution may be better both for the older people themselves through increases in their life satisfaction and for society overall through maintaining the size of the labour force, as well as retaining the substantial experience of older workers.

In Australia where there is compulsory superannuation and importantly where the age pension reduces in response to additional earnings, there are fewer older people working longer. In New Zealand there are nearly 3000 people over 85 or older still doing some kind of paid work. That could be because there are no means or income tests for people who continue to work and collect superannuation once they're 65.

Dr Judith Davey from the Institute for Governance and Policy Studies at Victoria University in Wellington has been focussing on older people and paid employment. "For any business there have to be good financial reasons to keep older people in paid employment," she says.

“We need to make sure that older workers are helped to fit with the job, such as by giving opportunities to keep up their skills, and the job is modified to suit the needs, values and interests of the older worker. Just as there is a transitional stage for young people coming into work, older people are moving out of the workforce more gradually, through phased retirement.”

**Issues faced by employers**

- Flexible working conditions - can they be consistent with business efficiency?
- Age-diverse workforces – advantages and disadvantages?
- Education and training – whose responsibility?
- Dealing with age discrimination - covert and unrecognised?
- Managing retirement – having those difficult conversations
- Phased retirement – who benefits?

**Potential government action**

- Information for employers - implications of workforce ageing
- Education and retraining
- Incentives to employers
- Employment laws and conditions
- Action on age discrimination
- Government as an employer - a model for good practice in an ageing workforce.

Source: re:think Spring 2014, University of Waikato

**Being 90**

By Doctor Margaret Guthrie

“ Finding gratifications in solitude and learning strengths to be gained from re-thinking ones ties to the past, right back to the beginning, might help us when confronting the difficulties and disregard often encountered in old age.”

“ ...the chances for taking risks and courting danger do not always pass with youth, any more than serenity or withdrawal necessarily comes with age.”

Those quotes are from “ Out of Time: The Pleasures and Perils of Ageing” by Lynne Segal, a stimulating read that raises a host of challenging issues for the increasing numbers us elders.

How does this 90 year old view the perils and pleasures of ageing?

As a medically qualified gerontologist one is very aware that one’s continuing reasonably good health is propped up by a raft of pills, eye drops, hearing aids and so on. The aged body does not have the resilience it once had to assaults whether by disease, viruses, accidents or, all too often treatment that aims to improve situations, but which may itself cause further complications. The latter can be a real trap for ageing bodily systems. Drug side effects do tend to be accentuated in old age. It is therefore a precept of aged health care that older people should have the lowest dose effective for their situation and

the least number of medications possible.

I enjoy walking and am still able to stride out - but the pace has slowed. Often one is passed by younger walkers. So what. I am still able to walk up a relatively steep street without stopping. Whether it is a nice day, or maybe it isn’t, the air is clean, the views are stunning and its uplifting to see the spring blossoms. Its good for the soul to be out and about.

Four and a half years after a shift that involved selling a treasured family home in Plimmerton to be nearer family in Auckland I am happy to be here,- but there was

a period when it was stressful.

The house sale seemed certain, the offer was good, when an engineering report uncovered a major structural fault.A sale to another person did take place, but at a much reduced price. The shift itself went well but the rebuild of 103 Arthur Street, Onehunga, to alter an old villa to become two separate apartments necessitated a change of builder after reconstruction had begun. Living in the semi demolished house over a break in activity was not pleasant. There were personal issues too. As the stresses began to impact physical health issues also arose. It was all surmounted over time and I’m deeply grateful to Tauranga friends who proffered a bolt hole, more than once, at that stage. That support helped immensely. When I read of research that demonstrates that such transitions in old age from a beloved home can be a major stressor I know I’ve been there and am fortunate to have emerged ‘on the bright side of life’.

A plus factor as we age can be a fighting spirit. A history of activism motivated to persist in whatever cause one pursues does appear to enable one to acquire a resilience to misfortunes that threaten well being. Being an aged battler can be protective of one’s inner self. There is a fine line for the very old between physical and mental well being and frailty. It certainly has become a motivator for this 90 year old to remain active physically, mentally and emotionally.

What is the greatest pleasure? Being close to great grandchildren. Seeing them develop through babyhood to toddlers, to kindergarten, in a happy home. How precious that is. If only more of our children could have such a background, more of them could hopefully eventually face old age in reasonably good heart.

**‘Tis the season.....to be wary of people cold calling and offering to trim your hedges, cut your trees, paint your roof.....**

It’s Spring at last, but it’s also the time of year when seemingly helpful men knock on your door, or even phone, offering to trim your trees, cut your hedges or paint your roof.

Beware! They are likely to do a very bad job and will want a large sum of cash to do so. If you don’t have

enough cash in the house, they may well offer to take you to the nearest ATM machine while they stand over you as the withdrawal is made.

**Our advice is to**

- Politely decline and close the door or put the phone down
- If they persist, forget your good manners and firmly close the door or replace the receiver in mid sentence
- If they turn nasty and you are frightened, press your medical alarm if you have one or otherwise dial 111
- Alert your local Community Constable that these people are operating in your area. (The police take this kind of intimidation very seriously especially when people live alone.)
- Have a nice cup of tea to recover from the experience and to reward yourself for having resisted a scammer or fraudster
- And if you know that your trees do actually need trimming or your hedges cut, organise this yourself, asking helpful people in your life who might be a good person or company to ask.



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**Having Trouble HEARING your telly?**

**Use captions**

Captions are just like subtitles but they are designed for people with hearing loss and can help you fill in the gaps. Just press the subtitle button on your remote or dial Teletext p801. This service is available on TV ONE, TV2, TV3 FOUR and TVNZ Heartland.

**Having Trouble SEEING your telly?**

**Use Audio Description**

Audio description is an alternative audio track that provides a commentary of the on-screen action, helping people with vision loss to enjoy television. Just select audio description in your language settings or set your audio language to Italian. This service is available on TV ONE and TV2.

These are free initiatives that the government funds. Sky is available but check out the Website [www.able.co.nz](http://www.able.co.nz) for instructions.



**Kippers**  
**Kids In Parents Pockets Eroding Retirement Savings**

In August, The Dominion Post ran an article in its Business section about adult children moving in with their parents. It was light-hearted in tone and talked about how much the children could save in a year if they did this, though it did also talk about the need for the parents to lay down house and ground rules if adult children asked to move back in. They should, for example, contribute something to the household income and clear up after themselves!

In the Elder Abuse and Neglect Prevention Service in Wellington, we see a much darker side to this growing phenomenon. It's not usually a twenty something adult asking if they can move back in for a while so that they can save for a specific purpose, like a deposit on a house. It's more likely to be a forty or fifty something son with a failed relationship or an addiction issue having nowhere else to go. Living arrangements with others have failed, mental health support services are not enough, or the addiction has them in its grip. Money is short, especially on a benefit, and living at home with mother is an ideal solution. The usual line is that they will only stay a short time until they're back on their feet.

Naturally, all parents, especially mothers, want to help their children out. However, after the months or years have passed they know that they are being taken advantage of and indeed are subsidising the child out of their superannuation. Savings are being eroded and if no rent or board is being paid, all household expenses are coming out of NZS. Financial hardship is often caused resulting in difficulty in paying basic bills and is made worse if the adult child will not apply to WINZ for a benefit.

These are difficult cases that may need a variety of approaches once the immediate safety risk has been assessed – yes, physical assaults on elderly parents do occur especially when there is a pressing need for funds for an addictive substance. The older person is supported to state what they want to happen, a sort of Tough Love approach. If possible, services to help the adult child are mobilised, like mental health or addiction services. Advice is given about applying for a benefit. Alternative housing options are looked

at. Safeguards can be put round finances and bank accounts. And as a last resort, a Trespass Notice or Protection Order can be issued with the support of the police who take family violence very seriously indeed these days.

**If you or anyone you know is in this situation, please do not hesitate to contact Sheila or Ken EAN Service on 499 6646.**

**DO NOT KNOCK CAMPAIGN**



Serious complaints against door-to-door sellers has led Consumer NZ to launch a nationwide campaign against the sales tactic.

Chief executive Sue Chetwin said Consumer received regular complaints about "hard-sell" door-to-door sellers.

"We get regular complaints about

the hard-sell and exploitative sales tactics these traders use. Many cases involve elderly or vulnerable consumers, pressured to sign up for products they don't want and can't afford," Ms Chetwin said.

"We've dealt with cases involving elderly people sold \$3000 vacuum cleaners that clean no better than vacuums you can buy for \$100. We've also dealt with complaints from consumers pressured to buy grossly overpriced beds and other household goods they couldn't afford and had to go into debt to purchase," she said.

As part of its campaign, Consumer is distributing free "Do Not Knock" stickers and calling for changes to the Fair Trading Act to make it an offence for sellers to ignore the sign.

"We're encouraging people who don't want door-to-door sellers to knock to put a sticker on their letterbox, front gate or front door," Ms Chetwin said.

Everybody had an implied licence to enter a property and knock on the door.

But people could revoke a salesperson's licence to

enter their property by displaying a "Do Not Knock" sticker. If a door-to-door seller ignored the sticker, they're likely to be trespassing, she said.

Consumer is also calling for changes to the Fair Trading Act to make it an offence for sellers to ignore a "Do Not Knock" sign.

Door-to-door sellers in Australia can be fined if they ignore a "Do Not Knock" sticker. Ms Chetwin said Consumer wants to see a similar law change here.

A recent Consumer NZ survey found 70 per cent of its members disliked door-to-door sellers and wanted them to stop calling. More than 60 per cent dubbed these traders "annoying" and "intrusive".

Survey respondents also complained of pushy door-to-door sellers who wouldn't take "no" for an answer. Several members said they had to threaten to call the police to get the salesperson to leave.

How to get a "Do Not Knock" sticker:

- \* Pick up the November issue of Consumer magazine available from 10 November: a "Do Not Knock" sticker is included free with the magazine.
- \* Send a stamped, self-addressed envelope to: Do Not Knock, Consumer NZ, Private Bag 6996, Wellington 6141.

*Sourced NZ Herald*

Age Concern Wellington, along with other Age Concerns around New Zealand, have Do Not Knock stickers available.



Staying at home in your later years is now an affordable and safe option thanks to the care and support Care on Call provides.

From a couple of hours of help around the home per week to full time care Care on Call has experienced, trained and thoroughly screened carers available to cater to your unique needs.

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**04 566 4476**  
[www.careoncall.co.nz](http://www.careoncall.co.nz)

## ‘What’s all this about Enduring Powers of Attorney?’

As we get older the words people use seem to get longer and more complicated. Or is it just me? We hear talk of Enduring Powers of Attorney, E.P.O.A.s, Activation, Certification, Attorneys for Welfare and Property and a hundred other phrases that were probably invented by lawyers to confuse the older person. What does it all mean and what does it have to do with you?

At Age Concern we regularly are asked to assist people who need help to sort out problems with their own bank accounts, property or other investments. We are sometimes approached by the elderly person themselves or a member of their family or even on occasions by the staff of a resthome or hospital. Sometimes a family member may want to control a relative’s property for their own benefit or even steal it because the older person doesn’t know what’s happening.

### So what is an enduring power of attorney?

Anyone can ask someone else to act for them when they are incapable or unwilling to make decisions for themselves. As long as you are able to do so you can get that person to take charge of your financial affairs. This is called giving someone an Enduring Power of Attorney for Property. That person should work with you as far as possible and they can only use your property for **YOUR** benefit. This assistance can continue even if you are totally unable to appreciate what’s going on. There are certain rules that person (called your attorney) must follow in looking after the things you own.

If you want to you can appoint someone to help make

decisions about your care and welfare when you are unable to make those decisions for yourself. This is called giving someone an Enduring Power of Attorney for Welfare.

Giving someone an Enduring Power of Attorney for property or welfare is an important decision. There is a special form that must be filled out and signed with a legal firm or trustee company like the Public Trust Office. Your advisor can tell you more of the details but it generally does cost a few hundred dollars to get the documents prepared. If you have no money there are some kind lawyers who may be prepared to reduce their fees or, in some cases do the work for free. Sometimes you can get a will and powers of attorney prepared together.

The important things to remember about giving someone a power of attorney for either property or Welfare are:

- Get the documents prepared **before** you need them and while you are able to clearly understand what you are doing.
- Only appoint friends, family or a Trustee company that you **absolutely trust**.
- Ask the lawyer you see to explain their costs before you get them to prepare the documents.
- Ask as many questions about powers of attorney as you can. Don’t always assume that the advice you get from your friends and family is the best for you. If in doubt ring someone at Age Concern or see an independent lawyer who deals with family matters.
- If you have even the slightest worry about someone you have appointed to be either a property or welfare attorney get in touch with someone independent urgently to check out the situation for you. If you wish you can ring someone at Age Concern.
- If you can do so, it is a good idea to revise your will and powers of attorney at least every 5 years. It may be necessary to review them earlier if your family circumstances change.
- Powers of Attorney can be a great benefit in giving you peace of mind at a time in your life when, frankly, you just can’t be bothered handling your own affairs anymore!

Ken (Advocate at Age Concern Wellington)

E: ken@acwellington.org.nz

Ph: 499 6646

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Annette Gray and Russell Buchanan  
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Ph: 04 472 8269 | Fax: 04 472 8270  
russell@buchanangray.co.nz  
annette@buchanangray.co.nz



## Could Enliven be your new home?

If you, or your loved one, needs extra support, then Enliven’s homes may be the perfect option. You’ll enjoy companionship, fun and vibrant surroundings, whilst we support your daily living through our rest home, hospital and dementia care. We are also able to offer some short-term respite and convalescent care.

We offer warm and welcoming homes throughout the Wellington region:



### Woburn Home and Retirement Apartments

Located in sought-after Wai-iti Crescent in Lower Hutt, hugely popular Woburn Home offers rest home, hospital, dementia, respite and convalescent care, all while maintaining a relaxed and engaging atmosphere.



### Huntleigh Home and Retirement Apartments

Huntleigh Home in central Karori provides rest home, hospital, respite and convalescent care. Huntleigh offers a vibrant, modern home and is adjacent to Huntleigh Retirement Apartments.



### Longview Home

Light, bright and friendly - Longview Home in Tawa offers panoramic views of the township and beautiful grounds for elders and their families to enjoy. Longview provides rest home, hospital, respite and convalescent care.



### Cashmere Home and Cashmere Heights Home

These long-standing community icons in Central Johnsonville offer hospital care in a fun and friendly environment. Cashmere is warm and welcoming - you’ll feel at home the moment you step through the door.



### Kilmarnock Heights Home

Located in park-like grounds in Berhampore, Kilmarnock Heights is warm and lively. You’ll enjoy the varied social calendar and company of others at a similar stage of life. Kilmarnock Heights offers rest home, respite and convalescent care.

Call 0800 36 54 83 or visit [www.enlivencentral.org.nz](http://www.enlivencentral.org.nz)



Serving the needs of older people

## Late Life Psychache

An Age Concern Wellington staff member recently attended a lecture by Australian psychogeriatrician Professor John Snowdon in October and the topic of one of his lectures was *Late Life Psychache*. He talked about how the sometimes intense psychological pain experienced by older people can become unbearable and lead to suicide. A deep melancholy or *melancholia* can descend after too many negative things have happened and this can lead on to depression and then to wanting to put an end to it all.

Without minimising this acute anguish, the good news is that depression in older people is often more easily treated than in younger people. It's not a sign of weakness to tell your doctor how perfectly dreadful you are feeling and it's not a weakness to accept some medications to lift your mood. It's looking after yourself and your wellbeing.

If your mood lifts, perspectives shift and it's easier to think through what can be done. Depression affects our ability to think well and we all want to make rational decisions.

The other key theme Prof Snowdon spoke to was the need to stay socially connected. This can get progressively more difficult if we can't get out as much as we'd like to, or even not at all without help. It seems to this writer that one of the tasks of older age is to be able to learn to accept help from others rather than being the one that offers! It is time to be the recipient not the giver so perhaps we need to start practising this ahead of time.

So what can we do to help ourselves?

- Use the phone to keep in touch with the important people in your life
- Phone Samaritans if you need to
- Contact Well Elder, a counselling service specifically for older people
- Contact St John's Caring Caller service for a regular phone call
- Use the computer to keep up with what is happening in the world – Senior Net just down the corridor from us has excellent courses
- Use taxis to get out. You can get a Total Mobility card through the Regional Council that entitles you to half price fares for social trips and shopping as well as medical appointments

- If you need a helping hand and not just a driver, try Driving Miss Daisy who offer a more personal service, and you can use your Total Mobility card with them
- Phone Age Concern if you would like a friendly visitor from our Accredited Visiting Service
- Phone Age Concern for advice or information about what is happening in your area
- If you're losing confidence as a driver, phone us about our Safe with Age driving refresher seminars

And if any of you have useful tips, or want to share your story, we would love to hear from you.

Ph: 499 6646



Serving the needs of older people

## THE AGE CONCERN WELLINGTON CHARITABLE TRUST

Exists to enhance the wellbeing and interests of older people in the regional district of Age Concern Wellington (Inc), being generally the Wellington, Lower Hutt, Upper Hutt and Porirua territorial areas. The Trust will support provision of advocacy and services to older people in need of assistance and not reasonably addressed through conventional means.

The Trust seeks to create a strong capital base from which it can further its purpose in the short and longer term. This can be achieved through gifts and bequests.

## INSTRUCTIONS TO YOUR SOLICITOR

To give a Bequest to The Age Concern Wellington Charitable Trust. Instruct your Solicitor to prepare the necessary documentation for a gift or bequest.

**'I give to Age Concern Wellington Charitable Trust, PO Box 11-108, Manners Street, Wellington for its general purposes.'**

**This Bequest instruction is not effective until written into your will which must be signed.**

Please let us know if you make a bequest, so we can thank you personally.