

WINTER 2018 QUARTERLY NEWSLETTER  
www.acwellington.org.nz



# Age Concern Wellington

*Serving the needs of older people*

COMPLIMENTARY COPY



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**OFFICE HOURS**  
 9.30am - 4.30pm Monday to Friday

### Executive Officers Report

Welcome to our Winter edition. I hope the extra money in your fortnightly superannuation payment from 1 July helps to beat the cold.

A consistent theme in the articles this month is the support available from a range of organisations around Wellington. The partnerships we at Age Concern Wellington have, both formal and informal make it possible to deliver relevant services to you, even when we cannot do it all ourselves.

We have been busy in the last quarter developing and expanding some of our services. Falls prevention and balance has been a big focus. We have begun some new falls prevention and balance classes, Steady as You Go (commonly referred to as SAYGo). This programme is partly funded by money from Vote Health (the rest comes from grants from poker machine operators and donations). Our newest group, at Seatoun, completed their initial ten weeks recently and are now self-managing. Classes are starting or about to start in Karori, Johnsonville and at the Dowse Gallery in Lower Hutt.

Also, we were approached by the New Zealand Transport Agency to deliver several Safe With Age Driving courses to pilot a range of incentives to see what works best to attract participants. We have a number of courses planned up until the end of June.

Stay warm, get out and about if you can and enjoy the read.

*Marion Cowden*  
 Executive Officer

### Navigate this winter with ease!

During the winter months the cold weather and shorter daylight hours can make life challenging for everyone, but that's no excuse to hibernate!

Whilst it's a nice thought to be snuggled up inside, with the fire or heating on, sipping on hot drinks, the reality is that winter can often be a jolly nuisance. There are a few things that can be done to help make the winter months more enjoyable:

Be extra careful to prevent falls - Wet, frosty conditions can make it easy to slip and fall causing injuries such as hip and wrist fractures, head trauma and lacerations. Make sure your shoes have good traction with non-slip soles, replace worn cane tips to make walking easier and install handrails up steps.

Wrap up warm in appropriate clothing - With such a large variety of clothing available these days there's no need to be cold, either when you're inside or when you're out and about.

Prepare for electricity outages - Ensure you have supplies on hand in case of an electricity cut. This includes a radio with batteries, canned foods, bottled water and extra blankets. Driving Miss Daisy can help you prepare for this.

Eat well - In winter we need to nourish our bodies with warming, nutrient-rich foods to help boost our immune systems. Think delicious soups and broths, citrus fruits full of Vitamin C and hearty casseroles. You may consider the option of purchasing nutritious prepared meals and soups that are available these days.

Maintain contact with friends and family - Driving Miss Daisy can help drive you to social engagements or appointments. Our vehicles are all maintained to a very high standard, they are warm and clean, to drive you safely in almost any weather, and our amazing drivers will ensure you're delivered safely from door to door.

Driving Miss Daisy can help you stay comfortable and safe, so you will not just survive but thrive this winter! Remember that many of our franchise owners have fully equipped Mobility Vehicles, so if you have a walker or wheelchair this is no problem at all. No matter what your requirements please call us today to discuss - we look forward to seeing you soon.

*Editorial supplied by Driving Miss Daisy*

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COURTESY AC Wellington

## New Winter Energy Payment

The Government is introducing a new winter energy payment to help older people and people on a benefit stay warm and healthy through winter.

You don't need to apply to receive the payment. It will be paid automatically to everyone getting NZ Super, Veteran's Pension, Jobseeker Support, Sole Parent Support, Supported Living Payment or a Youth Service Payment. People can choose to opt out of getting it.

In 2018, the Winter Energy Payment will begin from 1 July to 30 September and from 2019 for five months from 1 May to 30 September.

The rate for single people (with no dependent children) will be \$20.46 a week, and couples or people with dependent children will get \$31.82.



The Winter Energy Payment won't affect other payments such as Disability Allowance, Accommodation Supplement, Temporary Additional Support or Childcare Assistance.

If people are overseas for longer than four weeks, their Winter Energy Payment will stop while they're out of the country. People who are getting Residential Care Subsidy or Residential Support Subsidy won't be eligible for the Winter Energy Payment.

*(Taken directly from the MSD SuperSeniors e-newsletter December 2017. More information can be found at [www.workandincome.govt.nz](http://www.workandincome.govt.nz))*

### Hunt the WINZ Numbers...

And while on the topic of MSD and WINZ, a recent caller to Age Concern's Wellington office pointed out to me that the WINZ number is no longer in the phone book and that this is making it difficult for people without a computer to find a number to phone when they need to ask about their NZ Superannuation.

I looked on the website and here are some numbers that you might need:

**Seniors General Enquiries:** 0800 552 002

**Super Gold Card:** 0800 254 565

**Veteran's Pension:** 0800 650 656

Have your Client Number ready when you phone - this is printed on the back of your Gold Card.

Good luck!

*Sheila Reed*

## Rates Rebate Scheme

### Applications for 2017/2018

The Rates Rebate Scheme provides a rebate of up to \$620 for low income earners who were paying rates for the home in which they were living on 1 July 2017.

### How do I apply?

Application forms are available from your local council or can be downloaded from the internet on [www.dia.govt.nz/ratesrebates](http://www.dia.govt.nz/ratesrebates)

You need to apply to your local council.

### What do I need to provide?

- Accurate information about your income (and that of any spouse/partner and/or joint home owner who lives with you) for the tax year ended 31 March 2017.

- Your regional council rates bill if received separately.

### Where do I go for help?

You should contact your local council. Their details will be on your rates bill or you can go to [www.localcouncils.govt.nz](http://www.localcouncils.govt.nz)

Applications close on 30 June 2018.

### How is my rebate worked out?

Your rebate will be calculated based on your income, rates and the number of dependents living with you.

The income eligibility for a rebate is \$24,790.

However, if your income exceeds this amount you could still be entitled to a rebate depending on the total cost of your rates and the number of dependents.

Please refer to the application form or your local council for more information.

### You cannot apply for a rebate if:

- the property is used principally for farming, commercial, industrial or business purposes; or
- the property is a rental property; or
- you have already applied for a rebate in the current rating year; or
- you do not qualify as a legal ratepayer.

For more information see

[www.dia.govt.nz/ratesrebates](http://www.dia.govt.nz/ratesrebates)



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## Valuing our Volunteers

### Shirley McConnachie – Age Concern Volunteer Visitor and Dignity Champion

Shirley is a lifeline and so are Minnie and June. These women all provide something to each other - a social connection. Through the Age Concern New Zealand Accredited Visiting Service these women have found new friendships, a sense of purpose and have shared many experiences, laughs and new memories.

From the moment you meet Shirley McConnachie you know she is a people person. She is the one with a lovely wide smile, a bear hug and constant conversation.

Shirley had a rewarding career in Insurance for over 20 years but when faced with redundancy she

decided to retire and spend precious time with her husband Harry. She is really grateful she had that time with him before he got ill and passed away.

So when Shirley found she was spending too much time on her own she decided to look at volunteer opportunities to get her off the couch and fill her days. Her first foray into volunteering however was not a success. She was mismatched and came away from the experience with her confidence knocked and tail between her legs.

But that changed as an Age Concern Volunteer Visitor advert she had on her fridge kept catching her eye and after a few weeks of sitting on it she plucked up the courage to give volunteering with Age Concern a go and made the call! Shirley is so thrilled she did.

After calling Monica at Age Concern Wellington, Shirley knew she had made the right decision.

*“Monica listened to me and understood that I was nervous because of my past experience. She asked about me and my reason and motivation to volunteer and was able to ease my fears and match me with two great people”.*

*“I love that it is ‘one-to-one’ because I love a good chat and meeting a variety of people, so being an Age Concern Volunteer visitor was a perfect fit for me”.*

Shirley regularly visits two women, Minnie and June. Minnie is housebound so Shirley pops in regularly for a catch up and have a cup of tea but is likely to also pop over with fresh flowers from her garden and have a natter on the fly or chat on the phone during the week. Shirley and Minnie both love the flexibility that comes with the volunteer visitor service and work their visits around appointments and other commitments as needed. It works well for both of them and they now have a lasting bond and friendship.

*“She has been a godsend for me, says Minnie, I love having her visit, she is so friendly and we have a great time together”.*

June and Shirley are more likely to head out to the shops, grab a coffee at the local mall or go to a craft group and experience new places and people together. Sadly for Shirley, June is moving closer to family in April however they plan to keep in touch.



*Pictured - Shirley receiving the December 2017 Dignity Champion Prize Pack from Tomorrow's Meals, Minnie and Age Concern Chief Executive Stephanie Clare.*

Shirley is keen to keep up her volunteer visitor role and meet someone else to visit and share her time with.

Shirley says both her matches are perfect. I really look forward to seeing Minnie and June. They have both become part of my family and I love them to bits.

Shirley thinks more people should get out and volunteer with their local Age Concern.

*“Age Concern give you all the support and confidence and the people you meet are amazing. It is a two way thing and so rewarding - we all give and we all get something from getting together. It's Brilliant!”*

**If you are interested in being a volunteer visitor go to our website to find the contact details of your nearest Age Concern [www.ageconcern.org.nz](http://www.ageconcern.org.nz) or phone Age Concern Wellington (04) 499 6646**



## Golf, anyone?

Recently, one of Dementia Wellington's clients summed up her situation, saying: “You can live a good life and still have Alzheimers”. This sentiment describes Dementia Wellington's Living Well programme, where we help people with dementia to remain active and engaged in their community, and still doing the things they enjoy.

We have many options and activities available for people with dementia or mild cognitive impairment, like our Assisted Golf Programme with Royal Wellington Golf Club; our Cog Cafes around the region; music, art or Cognitive Stimulation Therapy; or one of our education courses.

If you're interested in learning more, please get in touch with Dementia Wellington (04) 972 2595 and we can help you to keep living well with dementia.

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Manager Andy Ellis, a fully qualified FDANZ-associated funeral director says “These days there are inevitably costs to consider. There's no question funerals have become more expensive with rising costs in cemetery and cremation fees, so we have four pricing plans available to suit people's individual needs”.

E Morris Jnr Simplicity Funerals also offer options for prearranging and prepaying towards funerals in a safe, secure manner, through the FDANZ Funeral Trust. They are always willing to offer obligation-free assistance so for more information or to talk to Andy, simply free call 0800 222 155 - calls answered 24 hours, 7 days or visit our website:

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Started in 1989 by Simon Manning, the business is still locally owned and overseen by Simon's keen eye for innovation, passion and excellence in funeral service. Whilst many funeral companies are under the ownership of multi-national funeral chains Harbour City has proudly remained locally owned.

Harbour City Funeral home looks after all aspects of funeral care including at-need, pre-planning and pre-payment, monumental work (headstones and plaques), online memorials at [www.tributes.co.nz](http://www.tributes.co.nz), bereavement support services as well as being certified to carry out natural burials.

Please contact us for a copy of our free, no-obligation funeral information booklet. Our location phone numbers are listed in the advertisement below.

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

## The Shingles vaccine was FREE for us



Sheila Reed (on left) and Ann Dalziel on right.

And if you're aged 65 - 80, it's FREE for you too!

Ask your doctor or nurse about Zostavax, the Shingles vaccine - you can have it at the same time as your flu' injection.

If you've ever had Chickenpox, you're carrying the virus that causes Shingles. Most people I've spoken to who've had Shingles say that it is the pain that can last for months (even years) after the rash has gone that is the worst thing about it.

The statistics quoted in the Zostavax leaflet say that

- 1 in 3 people will get Shingles
- Two thirds of Shingles cases occur in people over 50 and that by the age 85, 50% of people will have experienced Shingles.

I was delighted to learn that chickenpox is now included in the vaccinations that children can have. Given that chickenpox outbreaks occur regularly in schools, this is an excellent preventative for the next generation's senior years.

*Sheila Reed*

## New coordinator

Hello - I am Imelda, the new Community Support and Outreach Coordinator. I believe in social equity and that everyone deserves a good positive life.



There is a huge need to support the wellbeing of older people in our community and I am very pleased to play a small part in this necessary social change. My first month in the role has been wonderful. I have met some amazing individuals and can't wait to better understand the community, events and activities currently in place. I would also like to encourage us all to make connections and take opportunities to socialise when they present themselves. Even if you don't feel like it, try to go out, accept invitations and get out there!

Let's keep the conversation going. Invite friends and family to become Age Concern Volunteers.

“As you get older, you will discover that you have two hands - one for helping yourself, the other for helping others”

Audrey Hepburn

## Could you be saving money on your power bill?

As the weather gets colder it's a good time to check if you're getting the best deal on your power.

This has been made easy with a quick two-minute check you can do.

A visit to [www.whatsmynumber.org.nz](http://www.whatsmynumber.org.nz) will tell you if you could save money on your power bill by switching electricity providers.

It's a free, independent website that compares the electricity choices available in your area and lets you know what your potential savings are, should you choose to switch.

If you don't have access to the internet, your local Citizens Advice Bureau can help you run the check or you could ask your family to help. And if you decide to change, the new electricity company will do all the work for you.

Even if you're happy with your current company it's worth giving them a call to see if they can offer you a better deal.

### Top tip to lower your bill

Well-installed insulation is always the top priority for a warmer, healthier home. Get your insulation checked to make sure it is up to scratch - it may have been moved or need topping up.

Visit [www.energywise.govt.nz](http://www.energywise.govt.nz) for more information.















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**Steady As You Go<sup>®</sup>**  
Developed by Age Concern Otago

*'A much loved, community based, peer-led class for falls prevention. There are 4 options in Lower Hutt. Come and join us!'*

**Monday 3pm at The Dowse Art Museum** \*starts June 11  
**Wednesday 10.30am at Wainuiomata Marae**  
**Wednesday 12pm at Eastbourne Community Hall**  
**Thursday 1pm at War Memorial Library**

<p><b>DID YOU KNOW!</b></p> <ul style="list-style-type: none"> <li>• 1 in 3 people aged 65+ fall each year</li> <li>• Falls can lead to significant loss of mobility &amp; quality of life</li> <li>• Falls are not a natural part of ageing, they are PREVENTABLE!</li> </ul>	<p><b>SAYGo improves:</b></p> <ul style="list-style-type: none"> <li>• Balance &amp; leg strength*</li> <li>• Flexibility</li> <li>• General fitness &amp; wellbeing</li> <li>• And is a great way to meet new people</li> </ul> <p><small>*SAYGo participants show improved strength &amp; balance when comparing three simple tests carried out in Week 1 &amp; Week 10.</small></p>
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**Johnsonville Community Centre**  
**Monday 11th June 2018 at 12noon**

- Falls are the most common cause of injury in older people
- Falls can lead to a significant loss of mobility and quality of life
- One third of people over the age of 65 fall each year
- Half of people over 80 fall each year
- Falls in older people are almost always associated with weakened leg muscles and poor balance
- Falls are not a natural part of ageing
- Falls ARE preventable!
- Joining a SAYGo class and improving your strength and balance can reduce falls & injuries

**SAYGo improves:**

- Balance and leg strength
- Flexibility
- General fitness and wellbeing
- And is a great way to meet new people

Three simple tests carried out in the first week and at 10 weeks check improved strength and balance.

SAYGo has been shown to provide continuous improvements in strength and balance over time in 56 much-loved community based, ongoing peer-led classes.

Classes are one hour each week, \$2 per class  
**Please Join Us!**

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*Editorial supplied by Courtenay Hearing Centre*

DEAR JOHN...

**Dear John...**

*My sister can't get out to the shops to do her grocery shopping any more and unfortunately someone from the family isn't always around to help out with this.*

*She tells me that she has a very nice caregiver who comes in three times a week to do her shower and laundry, and that she gave this worker her eftpos card to do her weekly shop.*

*This didn't seem quite right to me. What do you think?*

**Dear Graham,**

I think that this is not at all alright!

The caregivers are not permitted to use a client's eftpos card and so the worker was breaching the terms of her employment contract to start with. This could be grounds for dismissal by her agency if they hadn't been informed.

It also leaves open the possibility of financial elder abuse. If, for example, the worker had helped herself to any money, or bought something for herself, there would have been no recourse from the bank because your sister had broken the terms of her contract with them by giving her PIN number to a third party.

As a family, could you talk with your sister about some solutions to the shopping problem when you're all away?

Some supermarkets allow people to have an account. So you could enquire and see if

your local supermarket does this. A formal arrangement might therefore be able to be set up with the agency and the caregiver do the shopping using the account card.

If you know in advance that you will be away, perhaps you could do a big shop the week before?

Internet shopping from the supermarket is another possibility even though there is a charge for this. The advantage of this would be that you could even do it for her while you are away!

So, have a family brainstorm and see what you can come up with to keep your sister safe and within the law.

## WELLELDER WORKS



**WellElder is a specialist counselling service for older people in Wellington, Porirua and Kapiti.**

### Home is where the heart is

There is no 'one-size fits all' when it comes to housing for older people.

Deciding where we want to live as we age is a central decision to our wellbeing, and it is wise to consider issues and options. Just as our financial situations, health and mobility vary from person to person, so do our preferences for having people and activities nearby and our needs for privacy. What is important is matching our own needs and preferences to our choice of living arrangements.

As we age, and our needs and situations change problems with access, isolation, heating, maintenance, home design/size, and section size can arise. When we think about solutions we need to consider our current and projected needs and the financial implications.

Thinking about the future is complex. Options for older people can include staying in their own home, moving to another independent home or a village, and sharing a home with family or friends.

Many people want to stay in their own home and community for as long as possible, where they are known and may have relationships with local GPs, churches and neighbours. Paying for assistance with household chores or gardening can be an option, or you may be able to pay a private agency for companionship or transport. Sometimes making changes or dividing up an existing property can be possible, as can getting in a flatmate or boarder to share costs and provide company.

The Capital and Coast District Health Board provides practical home-based assistance for people who need additional assistance at home - access is through specific criteria assessed by the Care Coordination Service (For Wellington, Porirua and Kapiti residents, phone 0800 282 200 or (04) 238 2020 ). "Packages of care" are given to those with the highest needs and these may include Rest Home or Hospital care, if this is most appropriate.

Some people free up capital by selling their home, and buying or building elsewhere, and while this may a good option for some, the income generated from the sale of an older family home, may not be great. Deciding to move to a new neighbourhood or city involves a careful weighing up of pros and cons - how important is the environment, for example, and how often are you likely to see family who live locally? Public transport options may be important to consider, as we plan ahead.

Retirement villages may suit some people well - again, checking out the facilities and thinking carefully about your own personality and needs and how you like to connect with others, is important. Most villages operate on a "licence to occupy" basis and any additional services provided by the village incur a cost. It is important to get legal advice before committing yourself to a contract.

For renters, the options are not so wide. However, renting with a group of like-minded people, may be

an option. For those on low incomes, Housing New Zealand and Wellington City Council provide secure housing for older renters.

Sometimes family offer accommodation, either in a family home, or in a "granny flat". Checking any financial agreements with a lawyer first, is wise, and being clear about expectations and costs. Sometimes these arrangements work well; at times things may turn sour or even abusive.

Seeking out information and resources to support decision making is a good place to start:

- A useful website for looking at home and house related research in New Zealand is [www.goodhomes.co.nz](http://www.goodhomes.co.nz)
- They also provide a practical decision support tool - My Home, My Choices which can also be used free of charge as an interactive webpage [www.mychoices.goodhomes.co.nz](http://www.mychoices.goodhomes.co.nz)
- The booklet "Where from here", published by Care Publications Ltd, is a useful summary of housing options and consideration and is available free from many agencies catering for older people.

Considering housing options is often stressful and preparing for a transition can be physically and emotionally demanding. If you would like support in a confidential and caring environment, WellElder counsellors are available from Tuesday to Thursday (Phone 380 2440).

**Care On Call**   
Quality Care In Your Home

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.

Please call us or visit our website for more information.



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### Providing care and delivering products to your home

Miranda Smith Homecare is New Zealand's longest running private homecare agency. Our focus is on providing a personalised service ensuring clients maintain their independence and feel safe within their own homes. Care arrangements are tailored specifically to our clients' needs, lifestyles and preferences.

Whether you are looking for a carer to assist a loved one with daily living activities, respite for someone living with dementia, short-term convalescence care or end of life palliative care, we can help. Support can be for as little as two hours through to 24-hour care. Carers are trained to help with medication management and Registered Nurses are available for specialised nursing care needs.

Miranda Smith Homecare can also provide a wide range of products, including continence supplies, mobility equipment and bathroom and kitchen aids. Call us today for more information or to arrange an obligation-free home visit. We are here to help.



*Miranda Smith Homecare*  
PROVIDING A CONTINUED QUALITY OF LIFE

#### Providing quality, tailored home-based care

- Home Help and Advanced Care Services
- Mobility Products and Continence Supplies
- 24 hour Care and On Call Support

**0800 600 026**  
**WWW.MSHOMECARE.CO.NZ**

*Editorial supplied by Miranda Smith Homecare*

### New buses, new routes, no change to SuperGold Card



You may have noticed some very distinctive lime and yellow buses on our roads. This is all part of Wellington's biggest public transport transformation in 30 years.

#### What you need to know:

SuperGold Card holders will continue to enjoy free travel - you will still get to hop on Metlink buses, ferries or train and get around the region for free between 9am and 3pm and after 6.30pm weekdays, and all day weekends and public holidays.

In the Hutt Valley, from **Sunday 17 June 2018**, we've got some changes coming to public and school bus services, including routes and timetables.

Then, from **15 July 2018**, there are changes across the whole Wellington region, including:

- Wellington city will have a new network, with changes to bus routes, stops and frequency of services so more people can be carried more often.
- Fares are being made simpler and fairer - with discounts for students, people with disabilities, and adults travelling during the off-peak periods. There will be a general 3% increase to Metlink fares, the first increase since 2013.
- Metlink will also be rejigging their timetables across the region so that connecting between Metlink buses and trains works better for most people.

#### FIND OUT MORE

##### Hutt Valley -

[www.metlink.org.nz/on-our-way/hutt-valley/](http://www.metlink.org.nz/on-our-way/hutt-valley/)

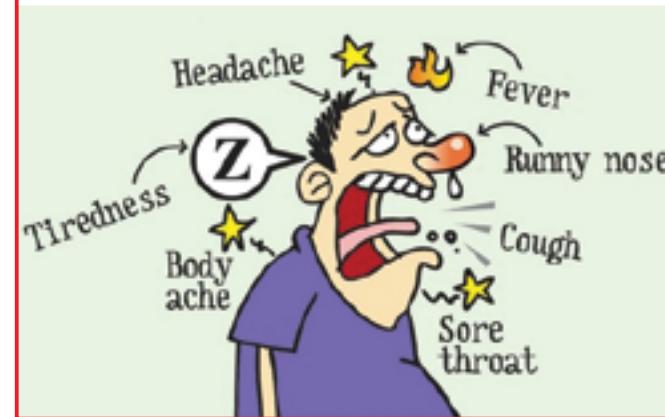
##### Wellington -

[www.metlink.org.nz/on-our-way/wellington-city/](http://www.metlink.org.nz/on-our-way/wellington-city/)

If you would like to speak to a friendly voice about these changes and what they might mean to you, please feel free to call 0800 801 700. You can also sign up to be kept informed at [www.metlink.org.nz/on-our-way/send-me-more-information/](http://www.metlink.org.nz/on-our-way/send-me-more-information/)

### Influenza season on its way - get protected

One in four New Zealanders are affected by influenza every year. It takes up to 2 weeks for the flu vaccine to provide protection. The vaccine is free for over 65's. Contact your health professional now for further information.



**ELDER ABUSE**  
**IT'S NOT OK** **SPEAK OUT**

**0800 EA NOT OK**  
**0800 32 668 65**  
FOR OUR FREE AND CONFIDENTIAL HELPLINE

### 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 \$5.00 or more are tax deductible

Please tick box if you require a receipt

**GST Registered Number:** 20-448-962

Title: Mrs / Mr / Miss / Ms \_\_\_\_\_

First Name: \_\_\_\_\_

Surname/Agency/Society/Organisation/Corporate: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suburb: \_\_\_\_\_

Postcode: \_\_\_\_\_

City: \_\_\_\_\_

Postal Address (if different from above): \_\_\_\_\_

Email: \_\_\_\_\_

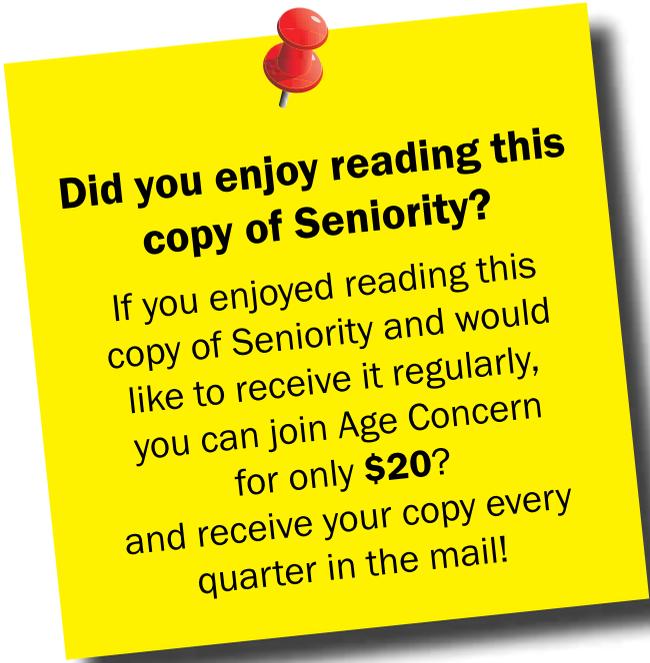
Telephone: \_\_\_\_\_

Information is confidential, and will not be passed on to any other persons or agency and is held in accordance with the Privacy Act 1993.

**Bank Account:** 0305 1007 19509 00

Pay by cheque or online with name as reference  
**Age Concern Wellington 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.**



## Did you enjoy reading this copy of Seniority?

If you enjoyed reading this copy of Seniority and would like to receive it regularly, you can join Age Concern for only **\$20?** and receive your copy every quarter in the mail!

### Did you know...

- A bear has 42 teeth
- Unless food is mixed with saliva you can't taste it
- August has the highest percentage of births
- An ostrich's eye is bigger than its brain
- 8% of people have an extra rib
- 85% of plant life is found in the ocean
- In Tokyo you can buy a toupee for your dog
- Dolphins sleep with one eye open

## Joy Baker - Harcourts

My name is synonymous with Real Estate for the past 22 years in Wellington. Born and bred in Miramar and now a grandmother with a grandson and identical twin granddaughters.

Moving home is stressful. I have helped many people make the transition from their family home into smaller homes and Retirement Villages. A couple wanted to go back to Palmerston Nth. Both in good health, unsure about the move initially but the options meant they could make decisions together and they were very happy. They were together a further 5 years and made close friends in the Retirement Village. They both said it was the best advice they had ever received.

I can answer your many questions. **CALL ME** to discuss your plans. I will provide you with a free market appraisal. I will hold your hand through the sales process keeping you fully informed.

*"When my 93 year old mother decided to take the very big step of selling her family home of 62 years it was very important we got the right Real Estate Agent. Joy was both gentle and kind, professional in her approach and her wonderful way with people." Irene Morton*

I support SYLO Heart Kids Wellington as a Grandparent@Heart and The Stroke Foundation.

**Joy Baker \$M150 in settled sales.**

**Email:** Joy.baker@harcourts.co.nz **Ph:** (04) 2126771



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### Team Wellington Ltd

Licensed Agent REAA 2008

54-56 Cambridge Terrace

Te Aro, Wellington

*"Your professionalism and ability to go the extra mile was much appreciated. Joy, you understood our needs and were both empathetic and patient with us during a very difficult time and made the process a lot less stressful"*

Gary and Sue Wells

# Harcourts