

August 2011

The Scoop

Newsletter of Age Concern Counties Manukau Incorporated



Serving the needs of older people

Promoting the rights and well-being of older people, koroua and kuia



From the Executive Officer



Tena Koutou, tena koutou, kia ora tatou katoa.

Can you believe we are in September! It's certainly been chilly but the daffodils are dancing in the breeze and there are baby lambs bouncing around the paddocks so it must be true. I hope you have been able to keep warm with these exceptionally cold days we have had in August, and it's even been

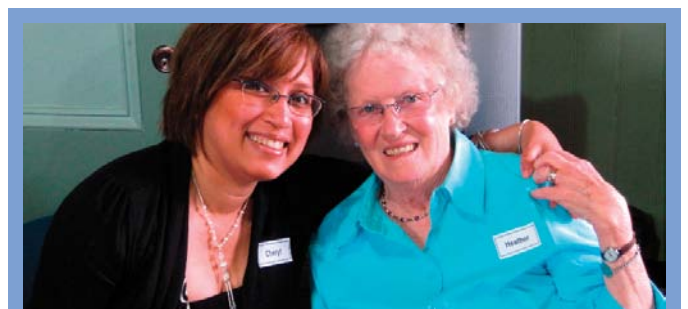
snowing in Counties Manukau, we have video to prove it. Our staff have not managed to dodge the flu and several of them have had to take sick leave since I last wrote, I hope you have fared a bit better and are healthy and happy.

It's been a busy time for birthdays with staff Junior and Brenda and board members Alistaire, Don, Ernie, Violet and Bev all celebrating their special day since our last newsletter to you. If you have had a birthday over the winter months I hope you had a great day.

We have come to the end of another financial year in June and have been preparing our financial statement ready for the auditor. We hope you will attend our AGM in October. (more information later in the Scoop) We very much look forward to seeing you at this once a year meeting when we have a chance to meet face-to-face with our members.

Margaret and Peter attended the AVS and Support Services forum in Wellington an opportunity to get together with other staff working in similar roles around the country. As did Niukini, Brenda and Karen who followed them later to their Elder Abuse and Neglect Prevention Forum. Both forums offered professional development and networking with peers. It is a very valuable way to share information about what is happening around the country in their particular services.

Make sure you check the regional roundup accompanying this Scoop for details of upcoming health promotion workshops and seminars in your local community. I also encourage you to check out what's happening by visiting the CAB in your area, there are lots of classes and groups that would welcome new members, perhaps it's time to learn a new skill, language or start a new hobby. Get out amongst it !!



Accredited Visiting Service

(Heather and Cheryl a visitor and client of our AVS service)

We were a council chosen for this year's Age Concern's National Accredited Visiting Service Satisfaction Survey. Thank you to the visitors and clients who participated in this important feedback opportunity.

The results of this survey showed that both clients and visitors were benefitting greatly from the scheme. Notably, 88.9% of clients responded that they felt happier for receiving the service, in addition 87% of clients thought of their visitor as a friend. Two specifically noted that their visitors had become like a daughter to them. 80.6% of client respondents said that they could rely on their visitor to come regularly and 88.9% said that they were satisfied with the service overall. Many people pointed out that their client was from a different background or ethnic group than themselves and that it served to enhance their relationship through learning from one another. The survey showed that the visitors are very much appreciated by their clients and their client's family.

From the visitors we also had superb results. Particularly that 100% of respondents said that they enjoyed or greatly enjoyed their visitor role (the first time anyone has got 100% for any response!).
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Many commented that they felt that they made an important difference in their clients' lives. There were also many glowing responses about the role that Margaret plays in co-ordinating the AVS such as "Margaret is fantastic. She will always listen and offer help at anytime" and "Margaret is only a phone call away."

We have wonderful trained volunteer visitors waiting to be matched to clients in Howick so if you know someone who would benefit from a friendly visit once a week let us know. **2794331 ext 815 or margareta@accm.org.nz.**

If you would like to become part of this wonderful service that makes a real difference in older people's lives please contact us now **2794331 ext 815 or margareta@accm.org.nz.** We urgently need visitors all over the Counties Manukau region and specifically a Cantonese speaking person close to Clover Park, Manukau who would be interested in training to be a visitor. We also would love to find a Croatian speaking visitor in Highland Park, Samoan in Mangere or Manukau, Punjabi in Otahuhu, and Hindi speaking in East Tamaki Heights, Mangere and Mangere East.

BEQUESTS

In Counties Manukau many older residents and their families have benefited from our services such as Elder Abuse and Neglect Prevention, Accredited Visiting, Handyman Fieldworker, Health Promotion and the comprehensive information and resources provided by Age Concern Counties Manukau.

If you would like to make sure Age Concern Counties Manukau Inc continues to help older people in the community you can make a gift in the form of a bequest in your will. Your lawyer can advise you, or please contact us for more information **2794331 ext 800 admin@accm.org.nz**

We would like to acknowledge the community organisations who regularly link with various members of our staff to promote positive ageing - some of the organisations are listed below :

Please refer to the enclosed insert for information about SimplePhone.

A great gift idea for Father's Day?
Price \$190 / P&P \$9.90



Ruby with her new phone

Academy New Zealand	Manukau Leisure
Alzheimers	Manurewa Senior Citizens
Arthritis NZ	MECOSS
Asian Network Incorporated	Mental Health Foundation of NZ
Auckland Council	Middlemore Hospital (NASC)
Auckland Sikh Society	Miranda Smith Homecare
Auckland Transport	MS Auckland Region
Budget and Family Support Services	NASC
Bupa Care Services NZ Ltd	Nationwide Health & Disability Advocacy Service
Carers NZ	Nga Manga o Mangere
CMDHB	NZ Fire Service
Community Link	NZ Police
Disability Resource Centre Auckland Inc.	Pakuranga Chinese Association
Driving Miss Daisy	Papatoetoe Support Group
East Health Trust (PHO)	PAPCOSS
Enliven PSN	Parkinsons Society
Family Works	Residential Care Line
FRANCOSS	Royal NZ Foundation of the Blind
Franklin Integration Project	SAFVPN
Franklin Senior Forum	Senior Services
Grey Power Counties Manukau	Shanti Niwas Charitable Trust
Hindu Social Services Foundation	St John
Home Instead, senior care	Stroke Foundation Southern
Hope and Help	Te oranga Kaumatua Kiua
Hospice South Auckland	The Care Company
Howick Baptist Healthcare	The Salvation Army - Sth Akld
Injury Free Counties Manukau	TOA Pacific
LIFE Unlimited Auckland	Vision Dannemora

Notice is hereby given of Age Concern Counties Manukau Inc's Annual General Meeting to be held on Thursday the 20th of October 2011 at 2pm at the Alan Brewster Centre, Tavern Lane Papatoetoe.

Our AGM is coming up in October and we invite you as a member, client, volunteer or organisational representative who we collaborate with to come along and hear our report on activities for the year ended 30th June 2011. It's a great opportunity to meet the staff and board all at the same time, hear about the services we deliver and share information with each other. There will also be an interesting guest speaker and time to have a chat and cuppa with each other at the conclusion of the meeting. Please let us know if you are attending for catering purposes, rsvp **Sandya@accm.org.nz or 2794331 ext 800.**

INTERNATIONAL DAY OF THE OLDER PERSON 2011



The International Day of the older person is the 1st of October. To celebrate this day we will be participating in the Franklin Positive Ageing Expo again this year in Pukekohe. The venue is the Indian Hall and the day is Friday the 23rd of September. This is a fabulous fun day of entertainment and information sharing specifically for older people and we highly recommend you attend. Gather up a group of people and have a great day out.

In addition this year Age Concern Counties Manukau Inc will host an Age-Friendly City Community Symposium.

We hope you will be able to attend to join with us in the discussions. There will be limited numbers so you need to rsvp asap please (see enclosed registration form).

DATE: 7th October 2011 – mark it in your calendars

Venue: The Dream Centre (old village 8 cinemas) 3 Lakewood Court, Manukau

Time: 9:30am start / ending at 3:00pm

There will be 3 key note speakers and workshops on the 8 essential features of an Age-Friendly City

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and employment
7. Communication and Information
8. Community and Health Services

We hope to get a diverse range of people to get a broad cross section of input from as many groups as possible. (A symposium is community discussion) There will be 3 fabulous guest speakers, Dr Elizabeth Spellacy on population ageing, Prof John Raeburn on super ageing for a super city and Dana Ralph-Smith from CMDHB on the diversity of our older population. Come and join in the discussions and tell us what we do well and what we could do better as an age-friendly city.

To RSVP please complete and return enclosed registration form asap. Deadline Friday 23rd September.

AGE CONCERN NEW ZEALAND PRODUCES NEW RESOURCE TO HELP OLDER PEOPLE KEEP 'SAFE AND SOUND'.

If you're wanting information on dealing with pesky telemarketers, unwanted graffiti or even a pot on fire - 'Safe and Sound' has the answers!



Age Concern is the first port of call for older people and their family / whanau in need of information, advice, referral and support. The "Safe and Sound" booklet includes 23 pages jam-packed with useful tips, tricks and insider information from agencies including the New Zealand Police and Fire Service.

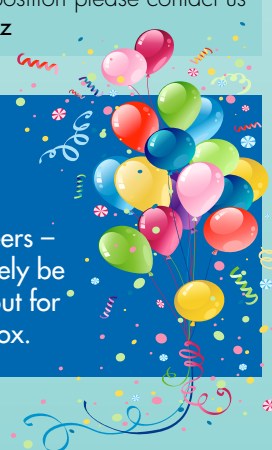
Age Concern National President Liz Baxendine describes "Safe and Sound" as a one-stop shop for advice on safety at home and in the community. "It is designed either as a stand-alone resource, or to accompany Age Concern talks and seminars and contains a wealth of easily accessible information." Contact us if your group or organisation would like a talk on safety. 2794331 ext 800 sandya@accm.org.nz

Recruiting at the moment for a part-time Elder Abuse and Neglect Prevention Education and Liaison Coordinator.

We need someone with a health background who is an experienced educator with strong links with local Iwi and the Counties Manukau community. If you would like more information about this position please contact us 2794331 ext 800 sandya@accm.org.nz

Party Time

End of year function for our volunteers – details will follow but it will most likely be in the evening in November. Look out for information in your email or letterbox.



Mobile offices in your communities: Make an appointment to see one of our staff members for advice, information or to carry out a total mobility assessment. 2794331 ext 800

Otara (am) / Mangere (pm)	Mon 5th Sep
Pukehohe (am) / Mangere (pm)	Mon 12th Sep
Papatoetoe (am)	Fri 16th Sep
Howick (am) / Pakuranga (pm)	Mon 19th Sep
Manurewa (am) / Papakura (pm)	Mon 26th Sep
Otara (am) / Mangere (pm)	Mon 3rd Oct
Otara (am) / Mangere (pm)	Mon 10th Oct
Howick (am) / Pakuranga (pm)	Mon 17th Oct
Papatoetoe (am)	Mon 21st Oct
Manurewa (am) / Papakura (pm)	Mon 24th Oct



Support our supporters – We could not function as an organisation without the support of our funders! We acknowledge and sincerely thank the organisations that supported us in 2010/2011: Age Concern Counties Manukau Members, AMI Insurance, ASB Community Trust, Auckland Airport Community Trust, BP Vouchers for Volunteers, BUPA, Community Organisation Grants Scheme, Community Response Fund, Counties Manukau District Health Board, Department of Internal Affairs, Elsie Steel Trust, Estate of Ernest Hyam Davis, Jackson Enterprises Limited, NZ Community Post, Lion Foundation, Manukau City Council, Ministry of Social Development, Nautilus Trust, Newman's Own Foundation, NZ Lotteries Grant Board, Papakura District Council, Papatoetoe RSA, Print Matters Ltd, Pub Charity, Sky City Auckland Community Trust, South Auckland Motors, St Joans Trust, Ted & Mollie Carr Endowment Trust, The Order of St John, The Southern Trust and The Trusts Charitable Foundation.

(If you would like to make a donation or bequest or support us in some other way, please contact us on 279 4331 ext 800)

This newsletter and all our bi-monthly newsletters would not be possible without the support of the Papatoetoe RSA who cover the cost of printing. We acknowledge and thank them!!



Age Concern Counties Manukau
Cambria Park Homestead
250 Puhinui Road, Papatoetoe
P O Box 53155, Auckland Airport,
Auckland 2150

Phone: 09-279 4331 ext. 800
Fax: 09-279 4334
E-mail: admin@accm.org.nz
Website: www.ageconcern.org.nz

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Chairperson
Brian Jones
Deputy Chairperson/Secretary
Ernie Kofoed
Treasurer
Paul Billing
Committee
Joan Barton
Sue Braithwaite-Smith
Jerry Green
Alistaire Hall
Violet McOnie
Pat Ross
Don Sinclair
Associate Member
Bev Blake
Executive Officer
Wendy Bremner

Accredited Visiting Service (AVS) & Volunteer Coordinator
Margaret Ayris
AVS & Volunteer Assistant Coordinator (fixed term)
Penelope (Penny) Arrowsmith
Administration Officers
Sandy Andrews
Noeline Billing
Assistant Projects & Health Promotion (fixed term)
Lucy Bremner
Community and Project Coordinator
Accounts Officer
Kelly Wright

EANP & AVS Social Worker (fixed term)
Karen Kaye
EANP Administrator
Gary Hodgson
Elder Abuse & Neglect Prevention (EANP) Coordinators
Niukini Hendrikse
Brenda Strathern
Handyman Fieldworker (fixed term)
Peter Freestone
Health Promotion Coordinator
Melanie Jaggs
School Community Project Coordinator (fixed term)
Junior Tutagalevao

Some useful websites, check them out or if you don't have a computer ask a family member who does to check them out for you!

www.60supmovement.org.nz
www.abcbudget.co.nz
www.ageconcern.org.nz
www.agewell.org.nz
www.alzcm.org.nz
www.alzheimerscountiesmanukau.org.nz
www.arthritis.org.nz
www.bupa.co.nz/dementia-care.aspx
www.countiesmanukau.webhealth.co.nz
www.dementiacareaustralia.com/the-spark-of-life-approach
www.disabilityresource.org.nz
www.dmedirect.co.nz
www.eldernet.co.nz
www.facebook.com
www.familycareradio.net.nz
www.greypower.co.nz
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www.wecare.org.nz