Date: Thursday 7 June 2018  
Time: 6.30PM  
Meeting Room: Upper Harbour Local Board Office  
Venue: 30 Kell Drive, Albany

Upper Harbour Local Board Community Forum  
OPEN MINUTE ITEM ATTACHMENTS

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Note: The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
Presentation to the Upper Harbour Local Board
Mariella Trynes - Relationship Manager
Settlement Unit
7 June 2018
Overview

- The New Zealand Migrant and Integration Strategy
- The Welcoming Communities pilot programme
- Resources we have co-developed with our partners
- An update on the Auckland Regional Partnership Agreement
New Zealand Migrant Settlement and Integration Strategy

The framework for action: an outcomes approach through which progress can be measured.
Measuring the Strategy’s success

2017 Settlement Strategy Dashboard report

2017 Settlement Strategy Supplementary Report

www.immigration.govt.nz
What is Welcoming Communities?

It’s a two-year (July 2017 - June 2019) Immigration NZ-led pilot programme that:

- supports communities to become even more welcoming to newcomers — recent migrants, former refugees and international students
- recognises that welcoming efforts lead to shared understanding and prosperity — and with that comes social, economic and cultural benefits
- recognises that communities are healthier, happier and more productive when newcomers are welcomed
NZ Migrant Settlement and Integration Strategy

Migrants participate in and have a sense of belonging to their community and to New Zealand.

Outcome 1: Employment
Working age migrants have work that matches their skills and New Zealand-ready qualifications.

Outcome 2: Education and Training
Migrants achieve educational and vocational qualifications.

Outcome 3: English Language
Migrants confidently use English in their daily lives.

Outcome 4: Inclusion
Migrants participate in and have a sense of belonging to their community and to New Zealand.

Outcome 5: Health and Wellbeing
Migrants enjoy healthy lives and feel confident and safe.
**Programme outcomes**

**Short-term outcomes**

There is increased community capability to welcome newcomers. Newcomers feel included and those who are eligible choose to stay and make the community their home. Communities recognise the benefits of diversity, and negative perceptions towards newcomers are reduced. Welcoming and inclusion activity is well planned and managed.

**Medium-term outcomes**

Communities have higher levels of social inclusion. Communities thrive and are culturally vibrant and invigorated. Additional newcomers are attracted to accredited communities, and these communities continue to focus on welcoming and including newcomers. Other councils learn from the pilot councils, and improve their practices. Councils continue to progress and embed welcoming practices over time.

**Long-term outcome**

Communities and New Zealand benefit socially, economically and culturally.

- Social engagement increases
- Social connections build
- Social inclusion grows
Who is involved?

Pilot sites were selected for:

- their geographic spread

- reflective of urban/rural spread

- some receive refugees; some don’t

- some experienced in settlement and some new to settlement

- some involving just one council and some more than one
Welcoming Communities: a cross-agency, government-led initiative

Enabling New Zealand businesses and communities to succeed through immigration

Promoting the advantages of ethnic diversity for New Zealand
A global welcoming movement, driven by local effort...
A standard to ‘benchmark’ welcoming

1. Inclusive Leadership
2. Welcoming Communications
3. Equitable Access
4. Connected and Inclusive Communities
5. Economic Development, Business and Employment
6. Civic Engagement and Participation
7. Welcoming Public Spaces
8. Culture and Identity
Progress to date

• Welcoming Communities Standard developed and launched
• Evaluation Plan and Intervention Logic developed
• Resources for councils prepared, video and web-pages
• Advisory groups and dedicated staff in place
• Stocktake and benchmarking against the Standard completed
• Networking across the sites underway
• Welcoming Plans developed
Case study - Connected and Inclusive Communities

Taking part in sport and active recreation is a great way for people to form friendships outside their immediate social circles and to establish healthy lifestyles. It helps people feel connected and included in community life.

Rugby must embrace change if it is to appeal to all New Zealanders, says Community Rugby Manager Greg Aitken of North Harbour Rugby.

One of the innovations, the New Zealand Rugby Union has embraced is Quick Rip rugby, a safe, non-contact, easy-to-play sport anyone of any ability can play.

Quick Rip Rugby is an ideal way to introduce *newcomers* from cultural backgrounds that do not have a rugby tradition to the game. It is ideal for players with disabilities or those who cannot afford the cost of equipment.

"It is a fantastic way to see a range of cultures come together and enjoy their national sport," says Greg.

On a sunny Saturday, children and parents from the New Zealand School of Korea gathered on the sports fields at Sunnyside Normal School on Auckland’s North Shore to have a go at the game.

Under the supervision of representatives from North Harbour Rugby, Harbour Sport, and the local Northcote Park Presidents rugby team, the new players were introduced to the skills of passing, catching and running with the ball and to the rules of the game.

Quick Rip rugby mixes elements of sevens rugby and an already-established game for primary-school-age players called Ripps Rugby.

The most obvious difference is the absence of tackling. Instead, in place of being tackled, each player wears a Ripps Rugby belt equipped with two belts tags. The equivalent of a tackle is ripping off the tag from the belt of an opposing player.

Quick Rip rugby games are short, fun, fast and safe.

"At the beginning of the day, everyone was a bit apprehensive, but you could see people’s confidence levels rising as things went along. The organisers made it really fun and engaging," says Jenny Govan, Activ8me programme leader at Harbour Sport.
Attachment A

Item 8.1
Auckland Regional Partnership Agreement 2018-2021

Partnership Principle

“The agencies involved in this agreement will actively search for opportunities to leverage each other’s networks, strengths and/or skills to achieve positive outcomes, and will promote the sharing of relevant information between agencies. This cooperation will work across the broad spectrum of attracting and retaining migrant skills and talent in the Auckland region.”
Item 8.1

Welcoming Communities Initiative - Auckland

1. Work with Council to establish how the Welcoming Communities programme will be introduced to Auckland

2. Partner with Council to undertake a programme of socialising Welcoming Communities with local boards
www.immigration.govt.nz/welcoming

communities

https://youtu.be/5L5Ay9cRfDl

Mariella.trynes@mbie.govt.nz
Relationship Manager
Migrant Skills Retention
North Auckland/Northland
Mbl: 021 357-794
Ph: (09) 928 2584
Support by INZ includes

Knowledge sharing
Supporting local councils and communities to learn from each other and access resources.

Standard + Welcoming Plans + Accreditation
Developing and accrediting the Welcoming Communities Standard for New Zealand to benchmark practices and services in welcoming newcomers. Supporting councils and communities to develop and implement their own individual Welcoming Plan. A Welcoming Plan sets out what each community will do to make their region even more welcoming.

Celebrating success
Showcasing success in Welcoming Plan activities and shining a light on the programme outcomes.
AGE CONCERN NORTH SHORE

is a charitable organisation dedicated solely to older people living on the North Shore. We promote dignity, wellbeing, equity, as well as cultural respect and provide expert information and support services in response to older people’s needs.

OUR VISION

is for older people to live a valued life in an inclusive society

OURMISSION

to promote the wellbeing of older people through connection, information and specialist services

HOW DO WE DO?

Over 95% of members think we provide excellent or good service

Age Concern North Shore
177B Shakespeare Road, Milford, Auckland 0620
(09) 489 4675
ageconns@acns.co.nz
ageconcern.org.nz
facebook.com/ageconns
www.agewell.org.nz - Health Promotion website for older adults

Serving the needs of older people
### WHAT WE DO

#### Elder Abuse Response Service
Discreet and confidential service provided by professional staff aims to keep older people free from Abuse and Neglect.

- **207** Elder Abuse enquiries resulting in **61** referrals and **81** home visits.

#### Health Promotion and Education
Age Concern North Shore ran **32** individual events reaching approximately **930** people. **Health Promotion activities include:**
- Falls Prevention
- Nutrition
- Technology for Seniors
- Senior Driver Refresher Workshops

#### Accredited Visiting Service
The Accredited Visiting Service (AVS) provides regular visits for isolated and lonely older people.

- **190** volunteers visit **163** clients resulting in **7045** one to one visits to clients
- **3** coffee groups with **56** members meet weekly or fortnightly.
- A Chinese to Chinese visiting service has **25** clients.

#### Total Mobility and Field Officer Service
Assessments for Total Mobility applications as well as providing help in navigating and linking to appropriate services.

- **366** enquiries resulting in **284** home visits.

#### Information Services
Core service responding to front line requests for information from individuals and organisations.

- **16,000** ‘Age Matters’ newsletters;
- **2000** Calendar of Activities and **1500** Skills Bank Lists distributed across the North Shore.
- **14,675** phone enquiries.
- Members only volunteer driving service for medical appointments.

#### Asian Services
The Asian Services Co-ordinator supports older Chinese people with access to other services including our Visiting Service, Elder Abuse Response Service and Chinese Monthly Group and Interest Classes.

- An average of **12** interest classes meet each month with **400** attendees supported by **24** volunteers.

#### Club Gordon
A small social group meeting **34** times a year to ensure isolated older people have an outing. **35** members resulting in **767** attendances, supported by **8** volunteers.

Statistics related to the 2016/2017 year
Age Concern North Shore

Serving the needs of older people

AGE MATTERS

Let people know you care -
join us and wear purple on World Elder Abuse Awareness Day June 15

For advertising phone Monique (07) 577 9092 or email monique@puketoprint.co.nz
A Puketō Print & Design Ltd publication | www.puketoprint.co.nz | Please refer to website for disclaimer
Navigating 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 snugged up inside, with the fire or basking in, sipping on hot drinks, the reality is that winter can often be a chilly 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 ones and try 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 pre-packaged meals and soups that are available these days.

Maintain contact with friends and family - Driving Miss Daisy can help 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 just have to 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 caring for you soon.

---

Age Concern North Shore Staff Directory

Main Reception 489 4975
email: ageconcern@acsns.co.nz

Executive Officer
Janifer Bryce-Chapman 020 2319
email: janiferb@acsns.co.nz

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email: maureenA@acsns.co.nz

AYS Co-ordinator
Kathryn McMahon 929 2307
email: visitingnurse@acsns.co.nz

EARS Co-ordinators
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email: albcrn@acsns.co.nz
Jim Hearn 929 2308
email: jinh@acsns.co.nz

Chinese Co-ordinator
Ivy Zhao 929 2311
email: asianservices@acsns.co.nz

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email: educator@acsns.co.nz

Cubs Garden Co-ordinator
Lesley Alexander 489 4975 and leave a message.

Field Officer
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email: field@acsns.co.nz

Financial Administrator
Rhonda Olivier 489 4975 and leave a message.
email: rhonda@acsns.co.nz

Support and Development Co-ordinator
Dane Matheson 929 2308
email: danem@acsns.co.nz

Administration Assistant (AYS)
Delia Middleton 929 2310
email: daliam@acsns.co.nz

Chinese Interest Classes Coordinator
Renata Kang 489 4975 and leave a message.
A word from the Executive Officers Desk...

Winter is definitely making its presence known. I hope that not too many of you were without electricity after our storms last month. We had to close our office door for the day, as we had no electricity (or phones, not something we have had to do before) and we had a staff member who was without power for 8 days. I am aware that some people were coping with a very difficult situation.

It was timely reminder of the need to have an emergency kit readily available, so look on page 13 for a list of recommended items for including in your kit. Now is also a good time to check your smoke alarms, heater and electric blankets.

I recently attended the Age Concern New Zealand National Conference and AGM - Age Concern Everyone with our Chairperson, Mary Gray. It was good to share information with other Age Concerns around the country and explore initiatives for the benefit of older people. There were a wide variety of excellent presentations from Hon Tracey Martin, Minister for Seniors, to academics sharing current research Ministry of Health and ACC updating on Healthy Ageing activities, providers of services and other organisations sharing programmes with particular groups of older people. Diversity of the older population along with an emphasis on overcoming loneliness and encouraging active involvement and care planning were key themes. The AGM elected the same AGCZ Board which gives us continuity and the remit to change the name of the organisation (a fairly regular occurrence) was again defeated.

We have been very busy in the office with three new projects on the go on top of our usual workload. Residents in the Kāpiti and Devonport-Takapuna Local Board Areas are being given the opportunity to take part in a quick survey to help the Local Boards get a snapshot of how ‘age friendly’ their communities are. Surveys have been available at key community venues such as libraries, so hopefully if you live in these areas you have had the chance to complete one.

We are also undertaking a project on behalf of NZIA to run ‘Stay Safe’ driving courses for older adults. We have had a huge response to our advertising and will be running more than 10 workshops before the end of June and are at full capacity.

Recently we posted out our updated Calendar of Activities and Skills Bank list. I hope that you find them useful. We frequently get requests for a plumber, but have not had one on our Skills Bank for some time. If you know of a plumber that may like to be added to the list, please ask them to ring the office to get an application form.

June 15 is NZH Elder Abuse Awareness Day. We encourage you and your group to help highlight this often hidden issue. Take the time to learn how you can prevent abuse or neglect and wear purple to share your support. Let us know if your group has something planned.

This year we will be holding our AGM on Wednesday 18 July at 10.00am – 12 noon. We would welcome any of our members to join us on this day to receive reports of the work that we do within the North Shore Community. If you would be interested in being on our Board, representing yourself or a group/organisation, please contact the office to request a nomination form. We are very pleased to have Dr Dale Bramley, CEO, Waitakere District Health Board as our guest speaker. He will speak on current and future plans for services for older people at W.D.H.B.

We regretfully farewelled our Treasurer last month and are looking for a new person to fill this role. If you have an interest in finance or know someone who does and could give their time to us, please contact me.

I would like to acknowledge Pub Charity for funding received for an upgrade of our computers. Along with other grants and donations from Lottery Board and Insurance North towards wages and operating expenses and Auckland Grassroots Fund for our Chinese Services, we are just managing to sustain free services to older people.

Thank you to all our members who give us individual donations to assist with our services. One hour of a home visit or consultation averages about $120.00 by the time the wages, mileage, administration and costs of office overheads (insurance, power, computer and telephone charges, etc) are taken into consideration. Some of our Elder Abuse or Neglect cases can take over 10 hours of work. All donations are raised along with donations of time given by our wonderful volunteers.

Hopefully by the time you read this many of you will have had your annual flu injection and many may also have had the new shingles vaccine. Keep warm and make the effort to do some exercise and connect with others, even if just a phone call to chat. It’s important not to get isolated.

Jannifer Bryce-Chapman
Executive Officer
Age Concern News...

Staff Changes
It is with sadness that we farewell Field Officer, Anna Krueger. Anna left to resume her nursing career. We are all pleased working alongside her and wish her the very best.

We are pleased to welcome a new Field Officer, Cathy Unkovich.

Cathy Unkovich
I have enjoyed a long career in the health sector helping people better their lives. I began as a social worker in the UK working originally with overseas children and then with young adults with intellectual disabilities. After I had my own family I decided to change course and I trained as an Occupational Therapist here in New Zealand. This enabled me to work with older adults for many years in community and residential care settings. I am now really looking forward to working with the great team at Age Concern North Shore.

We also welcome a new social worker, Jim Heays, who will be working alongside Alison Bravenboer in the Elder Abuse Response Service.

Can you help?
Do you have a lightweight, sturdy, wheeled, airline carry-on bag in good condition that you could donate to us for using to carry the resources we take to workshops and talks? Unfortunately the wheels have broken on the one we have been using, making it difficult to use.

Newsletter Delivery
We are currently looking for volunteers to help us deliver our quarterly newsletters to Doctors Surgeries, Retiree Groups, Community Centres etc. If you are able to help, please give Diane a ring on 929 2396. It would be very helpful to have some helpers in the Albany, Bays area.

Good in the Hood
Thank you to Z Milford and all those who supported us during May as part of Zenergy ‘Good in the Hood’ Campaign. All funds raised will be used to ensure we can continue to build services to older people on the North Shore.

Older Chinese promoting awareness of Elder Abuse - wear purple on June 15 to show you care

Notice of Meeting
All Age Concern North Shore members are invited to the
53rd Annual General Meeting
Date: Wednesday 18 July
Time: 10.00am
Venue: Positive Ageing Centre
7 The Strand, Takapuna
RSVP: Wednesday 11 July
Age Concern North Shore
Phone: (09) 489 4973
Email: ageconcern@ncs.co.nz
Dr Dave Bramley, CEO
Waiwera District Health Board will speak on current and future plans for services for older people
All Welcome

Moving Made Easy
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www.movingmadeeasy.co.nz

Moving Made Easy is proud to be a local North Shore family business that operates at the highest ethical level. Brynce, Tom and the Team will help you to declutter, reorganise and/or relocate.

• Decluttering your home?
• Need help planning where to go?
• Preparing your house for sale?
• Packing, moving and unpacking?
• Positioning of your belongings?
Whatever you need doing we can make it happen.
We have over 40 years of experience within this field, so give us a call today to arrange your free consultation.
Accredited Visiting Service Update

The Visiting Service has had a busy year to date with another new initiative - the 'Human Talking Books' reader service gaining popularity and bringing in some new volunteers who prefer this type of volunteering to a regular home visit. The volunteer visits their chosen client, who is in residential care, to read to them for an hour a week. This service is aimed at those people who have sight loss and are unable to join in organised activities in the rest home and as such are feeling socially isolated. This service is not aiming to replace the Blind Foundation's wonderful talking book service, but rather to enhance that, by adding the human component. So far the service has met with positive feedback from clients and volunteers as well as the Residential Care facilities involved.

Pictured is a selfie from Graeme Charlton and his client John Wilson. Graeme has been visiting John for 18 months and the two men enjoy conversing on a wide range of topics. John said he enjoys Graeme's wide range of knowledge and experience. Graeme said John's favourite magazine is New Scientist so the men enjoy discussing the latest edition during their weekly visits.

The Volunteer support meetings held in April were successful with a good turnout from volunteers and an informative presentation by Jane Tewhara - Community Stroke Advisor for Stroke North Shore. Thank you to all those who attended - it is lovely to be able to connect with you in person. I understand that it is not possible for all our volunteers to attend these meetings so if you have anything you would like to discuss in regards to your visits please feel free to email me or Delta anytime - we love to know how you are getting on and appreciate each and every one of you.

Keep up the great work!

Kathryn McMahan
AG Coordinator

The services we offer:
- Personal Care in your own home
- Home Help
- Sleepovers
- General Home Help • Laundry • Meals
- Shopping • House Cleaning • Driving
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www.chrissycareercare.co.nz

Needs A Hand?

Just a reminder that if you're a Facebook user please join our group: 'AVS Visitors North Shore', a closed group where you can join into chat about your visiting experiences, ask questions of the group, post events and photos. Please let us know if you need any technical assistance with joining.

We have just completed the 2018 Age Concern AVS Volunteer Survey. Thank you to those volunteers who participated and advised their clients that they would also be asked to take part. This survey has to be carried out on a national level, as part of our government contract, to see how the service can be improved. A total of 50 surveys were sent out to a random sample of North Shore volunteers and their clients. Age Concern New Zealand will collate the response, which we hope to share with you soon.

Over 90% of our volunteers returned their Record of Visits and Phone Calls form for 3/1/18 - 31/3/18. Thank you - this is a wonderful effort! Please let us know if you have not received your form for April - June 2018. We love to receive feedback on how your friendships are going. Here is a selection of comments received demonstrating that many of you are going above and beyond expectations of the service:

'A asked if I could take her to the hairdresser which I was happy to do. Afterwards she said I look about 30 years old now!' A is 85 years old. She and I went to get manicures and pedicures recently. We sat in the massage chairs and thoroughly enjoyed the pamper session.' Visitor C.

'I feel blessed that I can share her worries and upsets with her. I love that we share a quirky sense of humour so there is a lot of laughter when I visit. Our time together simply flies away and we are always stunned how quickly the time has passed. We never run out of things to talk about.' Visitor Y.
Preventing Pressure Injuries

What is a pressure injury?
A pressure injury is an area of damaged skin and flesh caused by staying in one position for too long (e.g. prolonged sitting or lying).

Or if you are sitting up in bed, sliding down can injure your bottom or heels.

Pressure injuries are sometimes known as bed sores, pressure sores, pressure areas, or pressure ulcers.

They can develop in a matter of hours and usually begin with the skin changing colour.

Pain or discomfort may occur.

The first sign of a pressure injury can be a discoloured area that does not turn white when pressed.

If the pressure is not relieved regularly, skin can be damaged ranging from a blister to a deep open wound.

Are you at risk of getting a pressure injury?
You are at risk if:
- You spend long periods of time in bed
- You are in a wheelchair or you sit for long periods of time in a chair
- You have difficulty moving about
- You have a serious illness or had major surgery
- You are elderly or frail
- You have damp skin from sweating or incontinence (e.g. difficulty getting to the toilet in time, loss of bladder or bowel control)
- You have loss of feeling (e.g. due to epidermal, diabetes or following a stroke) or poor blood flow
- You do not eat a balanced diet or have enough fluids to drink

Despite the risk, pressure injuries can be avoided.

Which parts of your body are most vulnerable?
Pressure injuries develop on parts of the body that take your weight and where the bones are close to the surface e.g. elbow, buttok, hip, knee, toes, heel.

If any of these parts start to hurt, tell your carers.

Pressure injuries can sometimes occur even if everything is being done to prevent them.

What can you and your family/whānau do to help prevent pressure injuries?
If you are in bed:
- Change your position every two to three hours, moving between your back and sides.
- Use pillows to stop knees and ankles from touching each other, particularly when you are lying on your side.
- Try to avoid creases in the bed linen.
- If sitting up in bed, be aware that sitting down the bed can cause a pressure injury to your bottom and heels.
- Ask for assistance if required.

If you are in a wheelchair:
- Relieve pressure by leaning forward or leaning side to side for a few minutes every half hour.

What else can you do to help?
- Eat a healthy diet and drink plenty of fluids
- Keep your skin clean and dry
- Ask your nurse to help with any incontinence

Your Nurse, Occupational Therapist, Physiotherapist, Doctor or Dietician can help you plan your care to prevent a pressure injury.

Remind your carers:

PLEAS HELP ME MOVE

Source: Pamphlet produced by NZ Wound Care Society, Ministry of Health, Health Quality and Safety Commission New Zealand and ACC and adapted from original developed by Counties Manukau Health and ADHB.

Retirement living options can free up equity as well as providing affordable and comfortable living in a fully maintained home.

Grant Haworth acquired in-depth knowledge of this working for a number of years as a Sales Consultant in the retirement sector.

His specialist experience and insight into the sometimes daunting process of downsizing and re-locating to a new style of living are proving invaluable to his Barfoot & Thompson clients.

Grant fully appreciates the magnitude of the decisions and the importance of making fully informed choices.

He knows the processes, can put you at ease and be your hands-on guide and confidant. You can trust Grant to support you in making the move into a new, active and enjoyable lifestyle as easy and stress-free as possible.

In her recent testimonial, Heather Lewellen said: “Right from the start Grant and Ann were very professional, knowledgeable, friendly and helpful at every contact, I knew if needed any information they were just a phone call away and they were always courteous and respectful. Grant gave me support in finding local tradesmen when I was preparing my house for sale while Ann showed me the best way to present my house once it went on the market. I think I had the best team possible and credit them with the very quick sale of my house at a price that far exceeded my expectations. They are a great credit to Barfoot & Thompson and I wish them every success in the future.”

Leaders who don’t listen will soon be surrounded by people who have nothing to say.
World Elder Abuse Awareness Day

Friday June 15

10 TIPS to promote respect and prevent abuse

1. Love and cherish your older relatives/whānau.
2. Speak respectfully to older people/kaumātua.
3. Include older people/kaumātua in your social activities.
4. Phone or visit your older relatives/whānau.
5. Support older people/kaumātua to spend their money how they wish.
6. Encourage and support older people/kaumātua to make their own decisions.
7. Honour older people’s/kaumātua’s wisdom.
8. Enable older people/kaumātua to set their own pace.
9. Respect older people’s/kaumātua’s stories.
10. Seek advice from an Elder Abuse Response Service when you think an older person/kaumātua is being abused or neglected.

Always respected, never abused.

Chinese Interest Activities

Chinese Seniors Group

In April we had a big turn out with 51 participants for an eye-opening session with Mr. Liu of the Ministry for Primary Industries (MPI).

Mr. Liu shared his professional knowledge over two security concerns and prohibited items under CITES regulations. He gave good advice on the Do’s & Don’ts on items brought into New Zealand from overseas.

In March the group had an interesting and constructive health & wellbeing talk on “Steady Steps” at which simple tips to help prevent slips, trips, or falls occurring were shared. They were also shown stretching exercises for strength and balance.

Coming up in the next month we will have talks and activities that include information on: Long Term Residential Care, Advance Care Planning and outdoor activities for older Chinese. Talks are free and fun for all that attend. You are welcome to join us!

Emergency Survival Items

Emergency Kit

Civil Defence suggests that everyone should have an Emergency Kit that would sustain you for 3 days or more, as well as a Go Bag in case you have to leave your home in an emergency.

Your Emergency Kit should include:
- Food and water for 3 days or more
- Non-perishable food (canned or dried food) that doesn’t need cooking, Include food for any pets and be aware of any dietary needs
- 2.5 litres of water per person/per day - at least 3 litres of which is safe for drinking
- Manual can opener, mess kit or disposable cups, plates and utensils
- You can use old fizzy drink and juice bottles for water, but milk bottles are a no go as residual bacteria can infest the water
- If you are storing tap water from a mains supply treated with chlorine, you don’t normally need to add anything to the water
- Check and replace food and water every twelve months
- Toilet paper and large plastic buckets to fashion an emergency toilet
- Dust masks and work gloves

Your Go Bag should include:
- Battery-powered radio and additional fresh batteries
- Torch and additional fresh batteries
- First aid kit
- Medications - prescription and non-prescription that are regularly used. Check with your physician or pharmacist on storage requirements
- Special items, such as contacts needs, contact lenses and supplies, extra eyeglasses, and hearing aid batteries
- Hand Sanitiser
- Cash
- Raincoat and hat
- Warm clothes
- Photo ID and other important documents

Obviously you can add additional items to your kit e.g. spare car keys, sleeping bag/towels but the most important thing is to ensure that it is maintained and in an easy to access location.


Living Independence for Everyone

Our series of mobility scooters are designed to meet a wide range of user requirements and preferences. Their safety and manipulability obtain CE approval. FREE DEMO TRIAL

MobEco

Tel: +64 08 5507 548 or Mobile: 027 952 9939
Email: david@mobeco.co.nz  Web: www.mobeco.co.nz
9B/99 Ellise Rd, Waitakere Valley, Auckland 0529
Moving into a rest home

Residential care in New Zealand is provided by private companies and not-for-profit organisations. In many cases, the cost of care to the individual is subsidised by Government funding known as the Residential Care Subsidy. Eligibility for the subsidy is decided on having been assessed by the Needs Assessment Unit at the hospital as needing long-term care in a hospital or rest home and meeting the financial means assessment. The Residential Care Subsidy only pays for a standard room.

The bar for entry to residential care is higher than many people expect. You are likely to be eligible for residential care if you have ‘high’ or ‘very high’ needs and cannot be safely cared for at home. For more information about needs assessment go to www.agewell.org.nz/health_home_support or www.seniorline.org.nz

We also have ‘Where from here’ booklets available at the office which are very informative regarding the needs assessment process, Residential Care Subsidy and moving into a rest home.

Admission Agreement

This is the contract you sign with the rest home before moving in. Take your time before signing this agreement. Treat it as you would any other legal document or contract. Have someone you trust look over it. Don’t be afraid to negotiate and don’t sign up to extra services and charges if you don’t want them.

If you do decide to receive extra services that incur charges, the rest home must specify these in the Agreement. You must be given a genuine choice over extra services and to be able to refuse them or change your mind. If you change your mind later, you must inform the manager of the rest home and have your Agreement amended.

Problems over fees can be very stressful if they come to light after you have moved in.

Additional services generally fall into two categories:
- those that are to be easily stopped e.g. own phone line, Sky TV etc.
- those that relate to superior fixed elements in the room (known usually as ‘premium rooms’) e.g. ensuite, additional space, tea/coffee making area etc.

Premium Rooms and the 10km rule

There are guidelines about how this works.
- If the standard rooms in your preferred home are over 90% full and they can only offer you a room that costs more, then you can choose to move into the better room and pay the extra charges until a standard room is available.
- If you can’t afford the extra fees for a better room at your preferred home and there is a home with a standard room within a 10km radius of your preferred home, then you may have to move into the other home until a standard room is available in your preferred home.
- If there is no standard room available in your preferred home and no other home with a standard room within a 10km radius, then you can move into a better room in your preferred home.
- In this case, you only pay for a standard room, but you have to move to a standard room as soon as one is available. You’ll usually get three days’ notice when you change rooms.
- If you are paying premium room fees you can review this every two months. If you wish to move to a standard room, you should give written notice. The Rest Home operator then has three months to move you to a standard room (giving three days’ notice) or to cease charging premium fees.

Source:
www.seniorline.org.nz
www.ageconcern.org.nz

Where from here? Essential information for older people - copies available for Age Concern North Shore office
Dementia

Four out of five New Zealanders are affected by dementia, making it one of New Zealand’s biggest and growing social and health issues. There is still stigma, discrimination, and a misunderstanding associated with dementia. By becoming a Dementia Friend, you'll learn more about dementia and the impact it has. It’s simple — just work through the quick-on-line programme and join a growing community of people helping to make New Zealand a more supportive, inclusive and understanding place for people living with dementia. For more information, visit demnfriendsnz.firebasestack.com

Early Signs of Dementia

The early signs of dementia can often be hard to detect as they are very subtle and could be attributed to a variety of other conditions. Symptoms may also vary depending on age, the type of dementia, and overall health.

So how can you tell what is normal and what may not be?  Outlined here are some of the main signs, although please see your GP or specialist for a diagnosis.

- Memory loss that affects day-to-day function - while occasional forgetfulness is nothing to worry about, a person with dementia may forget things more frequently and not remember them later.
- Difficulty performing familiar tasks - a person with dementia may continually have trouble with all the steps of once-familiar or routine tasks, such as preparing a meal or doing the laundry.
- Confusion about time and place - we all momentarily forget today’s date every once in a while. But a person with dementia may have difficulty finding their way to a familiar place, or feel confused about where they are.
- Problems with language - dementia can impair a person's ability to recall simple words. A person with dementia may use a word incorrectly, making sentences difficult to understand.
- Problems with abstract thinking - balancing a cheque-book can be difficult for anyone. But a person with dementia may have trouble knowing what the numbers mean.
- Poor or decreased judgement - a person with dementia may have difficulty judging distance or direction, particularly when driving a car.

Problems misplacing things - misplaced objects could be a sign of dementia if a person places things in nonsensical or inappropriate places.
- Changes in personality or behaviour - someone with dementia may exhibit rapid mood swings for no apparent reason. They can become confused, suspicious or withdrawn.
- A loss of initiative - it’s normal to tire of some activities. But dementia may cause a person to lose interest in previously enjoyed activities.

If you are worried that you or someone you know might have dementia, please contact Dementia Auckland on 0800 4 DEMENTIA/0800 433 636 or email: info@dementiаauckland.org.nz

Dementia Auckland’s Annual Countdown Appeal is 28 June – 1 July

Source: Dementia Auckland

www.dementiаauckland.org.nz

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**WINTER 2018**

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**Item 8.3**
Older Adults at Risk of Malnutrition

A recent Massey University study, led by Associate Professor Carol Wham from the College of Health, showed that almost 75% of older adults admitted to hospital were at risk of malnourishment, or were malmourished.

Dr Wham says two-thirds of the 234 participants required daily help with various tasks such as cooking, cleaning, shopping and dressing. This may suggest loss of physical function among the participants and may relate to the low muscle strength observed. 85% of participants were admitted from the community, so their own homes rather than rest homes or care facilities. This suggests the high prevalence of hospital malnutrition may be a result of unrecognised community malnutrition.

If we are to address malnourishment that is occurring in the community before an older adult reaches crisis point and hospitalisation, screening in GP medical centres is needed, Dr Wham says.

“Malnourishment in community living older adults is often attributed to long-standing inadequate intake. Making screening the most vulnerable part of the routine in primary care is important to identify those at risk. Screening needs to be followed by referral to a dietitian, who are the experts in nutrition assessment and treatment, to ensure the right people are receiving the right care at the right time.”

For more information on the study you can go to www.agewell.org.nz

Office for Seniors News

Building a Strategy for an Ageing Population

The Minister for Seniors has announced that consultation will begin later this year on a strategy to plan for our ageing population.

The previous strategy was developed in 2001. It is now seventeen years old with the last action plan based on the strategy completed in 2010.

Like many developed countries, the population is ageing. This reflects lower birth and death rates. By 2066 seniors will make up nearly a quarter of the population. The ageing population has implications for the economy; employment; housing; care and social services.

A new strategy is needed to anticipate these changes.

From June consultation throughout New Zealand will begin, talking to kiosks about their needs, expectations and priorities.

This will be a national conversation – on-line and off-line, in cities, regions and towns, talking to today’s seniors, to the next generation of seniors and their family and whānau.

Consultation will run from June to September.

Let’s build an Age-friendly New Zealand

On behalf of the Government, the Office for Seniors is applying to the World Health Organisation Global Network for AG Friendly Cities and Communities affiliate programme.

The World Health Organisation developed the model in 2005 to encourage communities to identify what needs to happen and how it will happen to make the community a good place for older people to live. The application is another step in making New Zealand age-friendly.

Helping you say goodbye the way you want to

Tel: 09 489 5737 | office@hmorris.co.nz | www.hmorris.co.nz
Providing 24 Hour Service, 7 Days | 31 Ocean View Road, Northcote 0627

Part of the North Shore Community For 85 Years

KWIKAI Time - Community Meal
Enjoy good company, make new friends, lunch, tea and coffee provided.
Every Wednesday, 12.15pm - 2.00pm. St Anne’s Hall, One Beach Rd and Glenore Rd, Browns Bay
Entry by donation - bookings essential
For more information or to make a reservation phone 021 651 1240 or email rita@kwiakiesth bernie.org

Takapuna Wishing Tree
Tuesday 23 May, Mary Thomas Centre
The Takapuna Community Hub-Kotahitanga invites everyone to share and express their wishes and hopes for the community on the wishing tree.
Everyone is invited to write a wish on the cards provided and it will be put on the tree. After a week of wishing, they will be consolidated into a display and relevant information will be presented to the Local Board and any other bodies.

AP0 on the Shore – ‘Bollincamp A & Drahm’s’
Wednesday 4 July, 1.30pm - 10.30pm.
Bruce Mason Centre, Phone 523 1052

Morning Melodies
11.00am - Bruce Mason Centre
Monday 11 June - The Royal New Zealand Navy Band
Monday 9 July - National Youth Theatre Company
Monday 6 August - Morning Melodies Songbook - you call the tune!
Monday 10 September - The Royal New Zealand Navy Band

Last night of the Proms
Saturday 23 June - Sunday 24 June
Bruce Mason Centre. Ring 0800 111 999 for tickets

Northcoast B-Election: Meet the Candidates
Hosted by ANZAC in partnership with Takapuna Methodist Church - three candidates confirmed - Dan Dickson, National and Shane Halber, Labour. Others TBD nearer to the time.
12noon - 2.00pm, Wednesday, 30th of May.
St Lukes Methodist Church, 18-20 Greenslade Crescent, Northcote 0627 - RSVP info@anzac.org.nz

COMMUNITY NOTICE BOARD

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07 June 2018

Upper Harbour Local Board Community Forum

07 June 2018

07 June 2018
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.whatstmyunitory.org.nz](http://www.whatstmyunitory.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.

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**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.

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### Shingles Vaccine Zostavax Now Available

From 1 April 2018, the shingles vaccine Zostavax is available FREE for all low income residents over the age of 65.

Contact your Medical Professional for further information.

Source: Ministry of Health

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### Help to stay warm over winter

The Government has announced a new Winter Energy Payment.

“The Winter Energy Payment is an investment in Seniors and others, to help them stay healthy over the winter months.” Says Minister of Seniors Tracey Martin.

“What’s great is that you don’t need to apply for the payment. Everyone getting NZ Super or the Veteran’s Pension will receive it automatically.”

The Winter Energy payment will be paid with your NZ Super or Veteran’s Pension.

The rate for single people (with no dependants) will be $20.46 a week, and couples or people with dependants will get $31.62 a week.

Payments will be made from 1 July to 30 September in 2018, and 1 May to 1 October in 2019.

People who get a Residential Care Subsidy or a Residential Support Subsidy are not eligible for the Winter Energy Payment.

Not everyone will want to receive this payment therefore you can choose to opt out. If your circumstances change you can then choose to opt back in.

The Winter Energy Payment doesn’t affect your eligibility for other support such as the Disability Allowance. Accommodation Supplement. Temporary Additional Support or Childcare Assistance.

If you travel overseas for four weeks or more your Winter Energy Payment will stop. Once you return to New Zealand you can restart payments by contacting Work and Income.

For more information visit the website: [www.workandincome.govt.nz](http://www.workandincome.govt.nz) and search for Families Package.

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Providing care and delivering products to your home

Miranda Smith Homeware is New Zealand’s longest running private homeware 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 your 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 Homeware can also provide a wide range of products, including continence supplies, mobility equipment and bathrooms and kitchen aids. Call us today for more information or to arrange an obligation-free home visit. We are here to help.

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**Attachment B | Item 8.3**
Age Concern North Shore Membership Survey

Recently we conducted a membership survey - thank you to all those that returned a survey form. It helps us to ensure that we continue to provide excellent services to older people on the North Shore. When asked to rate the content of this newsletter, 96% rated it excellent or good.

"I enjoy reading it and think it has very good information."

Rate the content of Age Matters

If plan A fails remember you have 25 letters left.

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Ear Health: Ears blocked by wax or debris?

Ear Health offer the safe removal of ear wax or other debris blocking the ear canal using a microscope and gentle microsuction.

Microsuction is less traumatic than syringing and has a lower risk of injury and infection.

Call 08 480 5676 today to book your appointment.

Safe and gentle wax removal by microsuction.

www.earhealth.co.nz
Grant Haworth
Residential Sales and Retirement Transitions

Sender:
Age Concern North Shore
177B Shakespeare Road
Milford,
Auckland 0620
Age Concern North Shore Membership Survey
2017-2018

Which of the following Services provided by Age Concern North Shore have you benefited from in the last year

[Bar chart showing usage of different services]

Have you had any personal contact with ACNS in 2017

[Pie chart showing contact with ACNS]

If yes, how satisfied were you with the interaction

[Pie chart showing satisfaction levels]

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Minute Attachments Page 39
Any comments about your interactions (could we make improvements)

Positive
Office & General
- Helpful info about Skills Bank services
- Always a friendly voice when you call. Good source of reliable information
- Excellent
- Always happy
- I got the information I came for - so thank you
- You are most helpful
- Very good communication when I have dealings with them
- The people I had contact with were pleasant, polite helpful and well informed
- All very helpful
- Very helpful - thank you
- Only had telephone contact - very satisfactory - thank you
- Always helpful and obliging
- Quite happy
- All positive encouraging interactions with the ladies in the office
- The staff at Shakespeare Road are very helpful and pleasant
- Keep up the good work
- Maureen is a gem!!!!
- An excellent organisation who cares
- It is really good to know that AC are always at the end of the phone (when there is nobody else for some people)
- I am satisfied with getting Age Matters.
- Just keep doing it as you are doing it
- Many thanks for past services set up in 2016
- I have been very happy with all you have done for me. Many thanks

TM
- Fantastic lady called Alana called on me and helped my application for a TM card, which I received. Thank you
- Main interaction with Field Officer. I would have saved time if she realised I had been a member for 20 years!!!
- Lady was not helpful re TM service

Health Promotion/Talks
- The workshops were well organised and helpful
- Invited Katie to speak to a group I run, which was well received

Club Gordon
- I really enjoy the friends at Club Gordon, the ladies who volunteer, music, food care and transport is appreciated

AVS
- You made a cake for my 90th birthday and wrote an article in AM - Much appreciated

Room for improvement
- Maybe stricter screening for Skills Bank. Was let down by a gardener, contacted another who was very expensive
- More personal contacts eg visits
- Could the TM rejoining TM cards be simplified in the PO. Elder Abuse should be reined in
- The person I spoke to did not know anything!! I needed a contact person for WDHB - rest home funder so I can make a complaint
- More information on volunteer drivers & Skills Bank
How would you rate the content of our newsletter "Age Matters"?

I enjoy reading it and think it has very good information.

Are there any services or activities you would like ACNS to consider developing?

Transport
- Perhaps offering transport to some functions for people with no transport to get from A-Z
- Transport please
- Have been members for a number of years. Please to inform neighbour that we could assist with chemo sessions at Auckland hospital

Skills Bank
- Expand the Skills Bank. More consumer feedback on quality
- Could do with more tradesman services. Few available when required - particularly garden and ground maintenance

Social
- Regular coffee mornings with others, Birkdale area and classes for learning
- Reading to visually impaired especially if ineligible for talking books
- Is there a friendship available for contact for friend to go to movies with?
- An alternative to Fridays Care and Craft which I miss very much and missed by 40 people
- Somewhere to have lunch where members meet

Lobby
- Lobby for dental fees to be regarded as medical fees - heavily subsidised
- Lobbying for nearer specialists hospital and better medical centre
- Arrangement to contact local pharmacies to get used/surplus medications which could be collected and delivered to Medical Aid abroad - to them be sorted/packed/distributed to Hospitals and pharmacies in overseas countries eg Pacific Islands, Papua New Guinea, North Korea
To assist us in future planning please rate the following issues in relation to how concerned you are about them:

- Transport
- Support for remaining in own home
- Social Isolation
- Housing
- Health
- Financial Concerns

Tell us about yourself:

Age distribution:
- 60-64
- 65-69
- 70-74
- 75-79
- 80-84
- 85-89
- 90+