



AGE CONCERN NORTH SHORE

NORTH SHORE INFORMATION DIRECTORY FOR OLDER PEOPLE





INFORMATION FOR OLDER PEOPLE

Age Concern North Shore, in consultation with community organisations, local groups and government agencies, has recently updated our informative and useful Information Directory for older people living on the North Shore.

It is designed to provide information and knowledge of resources for older people and those working with them. In this way, older people are empowered to make decisions for themselves and the community is strengthened.

We acknowledge and thank staff and other contributors who have spent many hours in compiling this information to benefit older people in our community.

Rosemary Gray
Chairperson
Age Concern North Shore
July 2016

All information contained herein was believed to be correct at the time of printing; however, change is a continuous process and we would appreciate any reader informing us of alterations or amendments needed for future editions.

Phone: 489 4975; email: ageconns@acns.co.nz



AGE CONCERN NORTH SHORE is member of a New Zealand network of Age Concern Regional Councils. We act as an information and resource agency linking older people with groups and organisations offering practical help, advice and support to those over sixty years of age. We are a charitable, not-for-profit organisation working to promote quality of life and wellbeing for older people on the North Shore.

Services include:

- Accredited Visiting Service
- Advocacy Service for Older People
- Asian Social Services
- Calendar of Activities
- Club Gordon - Social Club for Isolated Older People
- Elder Abuse and Neglect Prevention Service
- Field Officer Service
- Health Promotion / Education, Community Development Service
- Information and Resource Centre
- Life Tubes (emergency information)
- Newsletter – Age Matters
- Skills Bank of Screened Services/ Tradespeople (for members only)
- Total Mobility Assessment Service
- Transport Service (9 seater van)
- Volunteer Drivers (for members only)
- Website on Health for Older People – www.agewell.org.nz

177B Shakespeare Road, Milford, Auckland 0620

Phone: 489 4975

Email: ageconns@acns.co.nz

Website: www.ageconcern.org.nz

Office Hours: Monday - Friday, 9.00am-4.00pm

**50 years of service to older people in
the North Shore Community**

CONTENTS

GENERAL INFORMATION 6

HEALTH 11

HOUSING 29

FINANCE AND LEGAL 37

HOME AND DISABILITY SUPPORT 51

TRANSPORT 61

EDUCATION AND SOCIAL 66

CARDS I KEEP IN MY HANDBAG/WALLET 75
(To be removed and kept in a safe secure place)

IMPORTANT PAPERS 76
(To be removed and kept in a safe secure place)

GENERAL INFORMATION

	PAGE
NORTH SHORE POLICING	7
NORTH SHORE AMBULANCE SERVICE	7
NORTH SHORE FIRE SERVICE	7
NORTH SHORE CIVIL DEFENCE	8
HOSPITALS IN THE AUCKLAND REGION	8
Auckland Hospital	8
Greenlane Clinical Centre	8
Middlemore Hospital	8
North Shore Hospital	8
Southern Cross Hospital	8
Waitakere Hospital	8
AFTER HOURS MEDICAL SERVICES	8
North Shore Hospital Emergency Department	8
ShoreCare	8
White Cross	9
Mental Health Emergency Community Assessment and Treatment Team	9
CITIZENS ADVICE BUREAU	9
LANGUAGE/INTERPRETER SERVICES	10
Citizens Advice Bureau Language Link	10
Language Line	10

GENERAL INFORMATION**NORTH SHORE POLICING**www.police.govt.nz

In an emergency	Phone	111
Beach Haven Community Constable 342 Rangatira Road, Beach Haven	Phone	482 0294
Browns Bay Policing Centre 10 Bayview Road, Browns Bay 0630 Opening hours: Monday-Friday, 8.30am-4.00pm	Phone	353 0410
Glenfield Policing Centre 365 Glenfield Road, Glenfield 0629 Opening hours: Monday-Friday, 8.30am-4.00pm	Phone or	443 8039 443 8041
North Shore Policing Centre 2 Parkway Drive, Mairangi Bay 0632 Opening hours: 24 Hours-7 Days Non-Emergency Police	Phone	477 5000
Takapuna Policing Centre 19 Anzac Street, Takapuna 0622 Opening hours: Monday-Friday, 8.30am-4.00pm	Phone	488 6200

NORTH SHORE AMBULANCE SERVICEwww.stjohn.org.nz

In an emergency	Phone	111
North Shore Branch 2 Shea Terrace, Takapuna 0622	Phone	486 4616

NORTH SHORE FIRE SERVICEwww.fire.org.nz

In an emergency	Phone	111
Albany Station William Pickering Drive, Albany 0630	Phone	415 5850
Birkenhead Station 154 Mokoia Road, Birkenhead 0626	Phone	419 4011
Devonport Station 23 Lake Road, Devonport 0624	Phone	445 2297
East Coast Bays Station 19 Knights Road, East Coast Bays 0630	Phone	478 8110
Greenhithe Station 5 Greenhithe Road, Greenhithe 0632	Phone	413 9847

Takapuna Station Phone 440 9594
83 Wairau Road, Takapuna 0627

NORTH SHORE CIVIL DEFENCE Phone 0800 22 22 00
440 East Coast Road, Windsor Park 0630
Website: www.aucklandcivildefence.org.nz

HOSPITALS IN THE AUCKLAND REGION

Auckland Hospital Phone 367 0000
2 Park Road, Grafton 1023
Website: www.adhb.govt.nz

Greenlane Clinical Centre Phone 638 9909
214 Green Lane West, Epsom 1051
Website: www.adhb.govt.nz

Middlemore Hospital Phone 276 0000
100 Hospital Road, Mangere East 2025
Website: www.countiesmanukau.health.nz

North Shore Hospital Phone 486 8900
Shakespeare Road, Milford 0620
Website: www.waitematadhb.govt.nz

Southern Cross Hospital (Private) Phone 925 4400
232 Wairau Road, Glenfield 0629
Website: www.southerncross.co.nz

Waitakere Hospital Phone 839 0000
55-77 Lincoln Road, Henderson 0610
Website: www.waitematadhb.govt.nz

AFTER HOURS MEDICAL SERVICES

North Shore Hospital Emergency Department Phone 486 8900
Shakespeare Road, Milford 0620

ShoreCare Accident and Medical Clinic www.shorecare.co.nz
Shorecare operates walk in no appointment necessary clinics.

ShoreCare Smales Farm Phone 0800 746 732
Ground Floor, Sovereign House,
Smales Farm Takapuna 0622
Opening hours: 24 hours - 7 days

ShoreCare Northcross Phone 0800 746 732
948 East Coast Road
Northcross, Browns Bay 0632
Opening hours: 8.00am -10.00pm - 7 days

White Cross Glenfield Urgent Care and GP

436 - 440 Glenfield Road, Glenfield 0629

Website: www.whitecross.co.nz**Email:** glenfield@whitecross.co.nz**Opening hours:** 8.00am - 10.00pm - 7 days

Phone	444 4244
Ext	1

No appointments are necessary for accident and urgent medical care and attendance is open to all. Other services available include x-rays, and a dental unit.

Mental Health Emergency Community Assessment and Treatment Team

Also known as “Crisis Team” and operating from:

The Mental Health Unit

North Shore Hospital

Shakespeare Road, Milford 0620

After Hours Service

Phone	486 1491
or	486 8900
Phone	486 8900

CITIZENS ADVICE BUREAUwww.cab.org.nz

Citizens Advice Bureau (CAB) offer free, friendly and confidential help and information on any subject. Most provide free legal and budget advice, or can refer you to other agencies if this is not available.

Appointments are essential for legal advice.**Albany CAB**

Upper Harbour Local Board Office, 3 Kell Drive, Albany 0632

Opening Hours: Monday, 12noon-2.00pm

N/A

Birkenhead CAB

Birkenhead Library, Corner Rawene Road

& Hinemoa Street, Birkenhead 0626

Email: birkenhead@cab.org.nz**Opening hours:** Monday-Friday, 9.00am-4.30pm**Legal appointments:** Wednesday, 7.00pm-8.00pm

Phone	418 0032
Fax	418 1232

Browns Bay CAB

2 Glen Road, Browns Bay 0630

Email: brownsbay@cab.org.nz**Opening hours:** 9.00am-4.30pm

Phone	479 2222
Fax	476 5390

Glenfield CAB

90 Bentley Avenue, Glenfield 0629

Email: glenfield@cab.org.nz**Opening hours:** Monday-Friday, 9.00am-4.30pm

Phone	444 9451
Fax	443 0723

Northcote CAB

Northcote Library Building

5 Ernie Mays Street, Northcote 0627

Email: northcote@cab.org.nz**Opening hours:** Monday - Friday, 9.15am-3.30pm**Legal appointments:** Legal walk in clinic, Monday, 10.00am-1.00pm

Phone	480 2971
Fax	480 2971

Takapuna CAB

7 The Strand, Takapuna 0622

Email: takapuna@cab.org.nz

Opening hours: Monday-Friday, 9.00am-4.30pm

Legal appointments: Thursday, 7.00pm-8.30pm

Phone**486 3139****Fax****486 3140****LANGUAGE/INTERPRETER SERVICES****Citizens Advice Bureau Language Link**Website: www.cab.org.nzEmail: language@cab.org.nz

Opening hours: Monday-Friday, 9.00am-4.00pm

Phone**624 2500****Fax****624 2551**

Free, confidential information, support, advice and advocacy for all people in more than 20 languages, by phone, face to face or email.

Language LineWebsite: www.languageline.govt.nzEmail: Language.Line@dia.govt.nz

Hours: Monday-Friday, 9.00am-6.00pm

Saturday, 9.00am-2.00pm

Phone**0800 656 656**

Language Line is a free telephone interpreting service in 44 languages that operates on behalf of a number of Government and other Agencies, City and District Councils, Doctors and Medical Centres, Hospitals and other Health Providers. A list of participating agencies is available on the website.

	PAGE
HEALTH	
HOSPITAL SERVICES	13
North Shore Hospital	13
After Hours Medical Services	13
Asian Health Services	13
Community Alcohol and Drug Services (CADS)	13
Compliments, Comments, Complaints	14
Continence Service	14
Dietitians	14
District Nurses	14
Gerontology Nurse Specialists	14
Mental Health Services for Older People	14
Needs Assessment and Service Co-ordination (NASC)	15
Occupational Therapists	15
Ostomy Service	16
Physiotherapists	16
Respite Care Services	16
Social Workers	16
Speech Language Therapists	16
Whitiki Maurea Maori Mental Health Service	16
AFTER HOURS MEDICAL SERVICES	8
USEFUL HEALTH SERVICES	17
Health Line	17
Akoranga Integrated Health Clinics (AUT)	17
Dental Health	18
Doctors (GPs)	18
Geriatricians	18
Health Passport	18
Hearing	19
North Shore Hospice	19
Physiotherapists	20
Podiatrists	20
Vision	20
HEALTH SUPPORT SERVICES	21
Alzheimers Auckland	21
Anxiety New Zealand Trust	21
Arthritis New Zealand	21
Asthma Auckland	21
Blind Foundation	22
Cancer Society Auckland	22
CCS Disability Action	22
Deaf Aotearoa	22
Enliven Homelink	22

Epilepsy North Shore and Rodney	22
Equip	23
Hearing Association New Zealand	23
Multiple Sclerosis	23
National Dementia Cooperative	23
NZ Breast Cancer Foundation	23
NZ Continence Association	23
North Shore Diabetes Support Group	24
Osteoporosis New Zealand	24
Parkinson's Auckland	24
Polio NZ Inc	24
Prostate Cancer Foundation of NZ	24
Stroke Foundation	24
Yes Disability Resource Centre	24
SUPPORTIVE/COUNSELLING SERVICES	25
Alcoholics Anonymous	25
Accredited Visiting Service	25
Elder Abuse and Neglect Prevention Service	25
Gambling Helpline	25
Grandparents Raising Grandchildren	25
Grief Centre	25
Home and Family Counselling	26
Korean Positive Ageing Charitable Trust	26
North Shore Women's Centre	26
Problem Gambling Foundation of NZ	26
Quitline	26
Raeburn House	26
Salvation Army	27
Shanti Niwas Charitable Trust	27
St John Caring Caller	27
Victim Support North Shore	27
HEALTH RELATED RESOURCES	27
Advance Care Planning	27
Agewell	28
Let's P.L.A.N For Better Health Care	28

HOSPITAL SERVICES

North Shore Hospital Phone 486 8900
 Shakespeare Road, Milford 0620
Website: www.waitematadhb.govt.nz

The Hospital provides acute medical and surgical services and a number of **general services, which might be of particular interest to you as an older person. These include physiotherapy and occupational therapy departments, social workers, dietitians and an assessment and rehabilitation service.**

Further details on these services are provided in this section of the directory. Access to hospital services is usually through your GP.

After Hours Medical Services Refer Page 8

Asian Health Services Phone 486 8314
Website: www.asianhealthservices.co.nz

This service aims to ensure that health services are accessible to the Asian population of the North Shore. The service includes:

Asian Mental Health Service Phone Chinese 487 1321
 Phone Korean 487 1354

Provision of cultural and family support, psycho-education, social-cultural assessment, co-ordination and psychological service for Asian people under the care of WDHB mental health services.

Icare Information Line Phone 442 3232

Provides information and advice about health services/system and assists with GP appointment bookings.

WATIS Phone 442 3211
Booking website: www.watis.org.nz
Email: watis@waitematadhb.govt.nz

Interpreting services are available for WDHB secondary and primary care providers.

Community Alcohol & Drug Service (CADS) Phone 845 1818
 44 Taharoto Road, Takapuna
Website: www.cads.org.nz
Email: cads@waitematadhb.govt.nz

CADS 65+ is a free service to anyone aged 65 or older who is concerned about their own or someone else's use of alcohol and other drugs, including prescribed medications.

Clinic hours: Monday to Friday, 10.00am-1.00pm, no appointment necessary.

Compliments, Comments, Complaints

Waitemata District Health Board
 Attention: Quality Team, PO Box 93503, Takapuna 0740
Email: feedback@waitematadhb.govt.nz

Phone 486 8920
Ext 3153

If you want to make/give a compliment, comment or complaint to WDHB to help them improve on the services provided to patients or the community you can contact them by:

- Phoning **486 8920 ext 3153** and leaving your name and number on the answer machine. You will be contacted as soon as possible
- You can send feedback via email or click on the Feedback section of the website
- Alternatively, complete the complaints, suggestions and compliments form that can be placed in the feedback box, found in all hospital foyers

Continence Service

Phone 486 8945

Continence Nurse Specialists work with patients who have continence problems. The service provides assessment of urinary and faecal incontinence, bladder retraining programmes, bladder and bowel management, care and advice on continence products and the supply of products according to Waitemata DHB Continence Service protocols.

Dietitians

Dietitians are specially trained experts in food and nutrition. They promote good health through optimal nutrition and advise people about their nutritional requirements to help them to choose appropriate foods for their health and lifestyle.

Dietitians also advise and provide information and support to people with chronic conditions, rehabilitation, non healing wounds and other conditions that require specific nutritional needs. They also keep the public and other health professional groups informed about health, food and nutrition issues.

A Doctor can refer you to a Dietitian for an assessment and advice.

District Nurses

Phone 486 8945

District Nurses provide nursing care and treatment to patients in their homes. They liaise with your health team to ensure you receive the best possible care.

Gerontology Nurse Specialists

Phone 486 8945

The Gerontology Nurse Specialists provide gerontology nursing assessment, follow-up and care co-ordination for older adults in the community that are a high risk for multiple hospital admissions due to increased frailty, risk factors and highly complex situations.

Mental Health Services for Older People (MHSOA)

Phone 486 8900
Ext 2805

MHSOA provides community, inpatient and rehabilitation services for older adults (usually 65+) with mental health needs.

- The community mental health team is multidisciplinary and provides a range of

assessment and treatment services to people living in their own homes or in an aged care facility, as well as support to families

- **The community team hours:** Monday - Friday, 8.30am - 4.30pm
- Inpatient treatment is provided

An out-of-hours crisis service is also available after hours and at weekends.

Mental Health Crisis Team	Phone	486 8900
	Refer	Page 9

<u>Needs Assessment and Service Co-ordination (NASC)</u>	Phone	442 7171
Email: nascinfo@waitematadhb.govt.nz		

A community based service available to residents of WDHB who are assessed as needing assistance to support them and their family/whanau at home.

Aims of the Service:

- Maximise independence and self reliance
- Enable people needing assistance with activities of daily living to remain in their own home for as long as possible

Services offered include:

- Support Needs Assessment, carried out by an assessment facilitator in your own home, within the public hospital, by phone, or in a place convenient to you. This assessment will identify your support needs and goals
- Service Coordination, completed by the assessment facilitator, who will help you plan and coordinate the services you need by offering information and choices about support options available in your community. They can discuss with you which publicly funded services are available and offer a choice of service providers. They can also advise on services which are income or asset tested and have an entry criteria

Types of support services include: personal care assistance; carer relief; specialist disability services; assistance in the home; contact with voluntary agencies; residential care

How to get a needs assessment:

- You can telephone NASC at WDHB yourself, or a family/whanau member can call for you. Alternatively you can ask your family Doctor or another health and disability worker to refer you

<u>Occupational Therapists</u>	Phone	486 8945
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For Occupational Therapists, occupation is everything that you do in your daily life, including looking after yourself, enjoying life and contributing to the social and economic fabric of your community.

An Occupational Therapist can assist you to learn new ways of doing things, help you to manage pain and illness and develop confidence to enable you to perform the occupations that are important to you and foster health and well being.

Ostomy Service**Phone****486 8945**

The Ostomy Nurse Specialist assists in the assessment, care and management of patients following stoma surgery including home visits and provision of supplies.

Physiotherapists

Community Physiotherapists can do an assessment of an individual's current health condition and how they are coping at home. They can establish a personal rehabilitation programme and assess for and organise possible provision of walking aids or other equipment which enables people to remain independent.

Respite Care Services

"Respite care services" refers to the short-term or temporary care of a person receiving regular care in order to provide the usual informal carer with a break (respite) from their caring role. Respite care services may be allocated as part of a needs assessment (refer NASC **page 15**) and can take the form of:

- Residential respite in an aged care setting, or
- Authorisation of a certain number of days of Care Support Subsidy, or
- Day care, including dementia day care

The **Carer Support Subsidy** is funded by WDHB to provide subsidised funding to assist informal (unpaid full-time) carers to take a break from their caregiving role. It contributes toward the cost of alternative care for the client, for a specific number of days per year based on the assessed need. Allocations are reviewed annually. Where an allocation is made, the recipient is responsible for organising the appropriate respite care.

Social Workers**Phone****486 8945**

Social Workers are available at North Shore Hospital to help patients and their families manage the practical, personal and emotional issues that arise due to illness. A Doctor can refer you or you can self refer. No charge is made for this advice service.

Speech Language Therapists

Speech Language Therapists are able to offer assistance if you are having difficulty with communication or swallowing. The Speech Language Therapist will assess you, give advice and, if appropriate, specific therapy to improve communication and swallowing.

In some cases, where oral communication is difficult, an alternative communication aid may be recommended.

Referrals to the team are made by health professionals working with the patient while in hospital.

Whitiki Maurea Maori Mental Health Service**Phone****822 8555**

Whitiki Maurea is Waitemata DHB's MMHS. It consists of two teams:

MOKO

Maori Mental Health Team - based on the North Shore MOKO provides both cultural and clinical services to Maori service users living in the Waitemata DHB area. It also works

with Pacific Mental Health Services and District Mental Health Services (see above) to ensure that Maori Tangata Whaiora needs are met. Access to MOKO is via direct referral or via other Waitemata DHB mental health services.

Te Atea Marino

Maori Alcohol and Drug Regional Team - the Te Atea Marino team provides a range of services to Maori Tangata Whaiora and their whanau throughout the Auckland metropolitan area. Te Atea Marino also works alongside Community Alcohol and Drug Services (CADS) Auckland, to ensure that Maori Tangata Whaiora needs are met. Access to Te Atea Marino is via direct referral or via CADS teams.

**For more information on Waitemata DHB services view
www.healthpoint.co.nz**

AFTER HOURS MEDICAL SERVICES

For information on after hours medical services refer page 8

USEFUL HEALTH SERVICES

Healthline

Phone 0800 611 116

Healthline is a free telephone health information service that assesses a caller's health needs and gives information and advice to assist someone on the type of health care they need. The Healthline call centre is staffed by registered nurses. The nurses do not diagnose or treat health problems over the phone but can advise the most appropriate level of care for each caller.

Akoranga Integrated Health Clinics, AUT

Phone 921 9155

AUT University, North Shore Campus
90 Akoranga Drive, AD Building, Northcote, Auckland 0627

Website: www.aut.ac.nz

Email: akoranga.integrated.health@aut.ac.nz

The following health services are available to the public:

- Podiatry Clinic – general foot care - nail, corns and callus; condition treatment - diabetes and arthritis; injury management; specialist clinics - nail surgery, diabetes assessment and management, inflammatory conditions - rheumatoid, osteoarthritis, gout
- Oral Hygiene Clinic – full oral health assessment and x-rays; scale and polish (cleaning)
- Physiotherapy – physical and neurological rehabilitation programmes
- Hydrotherapy Pool - rehabilitation programmes for musculoskeletal/neurological conditions
- Rheumatology - on-surgical management strategies for people suffering from

rheumatologic conditions

- Occupational Therapy - assistance for those restricted by physical or neurological challenges to achieve a full and active lifestyle

Dental Health

There is no general subsidised dental care for older people in New Zealand. If you require dental care for your teeth or dentures we would recommend making phone enquiries first to check on charges. It is also worth checking as there are a number of dentists and dental technicians who offer discounts to SuperGold Card holders.

Doctors (GP's)

www.healthpoint.co.nz/doctors/north-auckland

- The first starting point for most health problems
- A regular check-up can keep you in good health
- A home visit can often be arranged if you cannot get to the surgery

A Doctor may refer you on to a specialist or other medical services. If it is a private specialist then you will have to pay a fee, or it may be covered by your medical insurance policy. Specialists that your Doctor may refer you to, could include:

- An **Audiologist** (hearing specialist)
- A **Podiatrist** (for foot care)
- An **Ophthalmologist** (an eye specialist)
- A **Radiologist** (for an x-ray)

The Practice Nurses are also a good source of health information and advice. Doctors are listed in both the North Shore and Auckland phone books.

Geriatricians

Geriatricians are specialist Doctors who are trained in the conditions that commonly affect older people, as well as how the ageing body's needs change with respect to all illnesses.

Health Passport

The Health Passport is a booklet completed for people with communication difficulties. It contains information that staff may need to know about them to provide the best care and support to meet the needs of that person. It is not a medical record and is completed by the patient, family or caregiver. It will stay with the patient at all times, be accessible to anyone who works with the patient and will return home with the patient when they leave the hospital.

Copies can be obtained from the Age Concern Office or

Health & Disability Commissioner

Phone 0800 11 22 33

Website: www.hdc.org.nz

Email: healthpassport@hdc.org.nz

Hearing

Hearing Therapist

If you think you may have hearing loss, a good place to start is with a Hearing Therapist who can test your hearing and also provide support services and advice on all aspects of hearing loss.

LIFE Unlimited Hearing Therapy Services
Website: www.life.nzl.org

Phone 278 0152
or 0800 008 011

Life Unlimited Hearing Therapy Services is a national service funded by the Ministry of Health. They provide free hearing evaluations and independent advice to New Zealand citizens and permanent residents aged over 16.

Audiologist

An **Audiologist** is a hearing specialist that is trained to diagnose, manage and/or treat hearing or balance problems, including dispensing hearing aids. You may arrange to go directly to an Audiologist or get your Doctor to refer you; however there will be a cost involved.

If you require hearing aids, do not qualify for any other funding and are a SuperGold Card holder there is a Government subsidy of \$511.11 available towards the cost of each hearing aid. The subsidy is available for first time purchase and every 6 years thereafter for replacement hearing aids (conditions apply). WINZ beneficiaries may be eligible for an interest-free loan. Written quotes will be provided to you by your Audiologist, **prior to trials**.

Patients who qualify for third-party funding, (eg ACC, WP, Accessable) should discuss this with their Audiologist.

Audiology Hearing Aid Clinic
Ground Floor, North Shore Hospital
Email: Audiology@waitematadhb.govt.nz

Phone 486 8920
Ext 2600

Audiology Hearing Aid Clinic prescribe and fit a wide range of brands and models of hearing aids including remotes and FM systems. Referrals are from a Doctor or Specialist.

The University of Auckland
Hearing & Tinnitus Clinic
261 Morrin Road, Glen Innes, Auckland
Email: clinics@auckland.ac.nz

Phone 923 9909

Some services are provided by Audiology Interns (supervised by a qualified Audiologist), so the cost of hearing services provided by the clinic can be very competitive. Ample free parking.

North Shore Hospice
7 Shea Terrace, Takapuna 0622
PO Box 331129, Takapuna 0740
Email: www.hospicenorthshore.org.nz
Email: info@hospicenorthshore.org.nz

Phone 486 1688

Hospice is a service and facility provided by qualified and caring people to ensure the best possible quality of life for those with terminal illness and their families. Skilled nurses, Doctors and counsellors work together with the patient and their family to relieve pain and other distressing symptoms should they arise and support care givers in their home.

North Shore Hospice provides a service to patients at home or in the In Patient Unit.

Physiotherapists

They help your body recover from an illness or injury using physical treatment including heat, massage and exercise. They also have information on mobility aids such as walking frames, wheelchairs, etc.

Podiatrists

Podiatrists specialise in foot care and lower limb conditions. Many people with chronic health conditions such as diabetes and rheumatoid arthritis are encouraged to seek help from a Podiatrist on a regular basis. Some Podiatrists do further study in order to perform surgery on the foot and ankle, allowing them to offer an even greater range of services.

Vision

Opticians and Optometrists

Opticians are technicians trained to design, verify and fit eyeglass lenses and frames, contact lenses and other devices to correct eyesight using prescriptions supplied by Optometrists or Ophthalmologists. Optometrists are primary health care practitioners who perform eye exams and vision tests, prescribe and dispense corrective lenses, detect certain eye abnormalities and prescribe medications for some eye diseases.

Both are listed in the yellow pages of the telephone book.

University of Auckland

Phone

923 9909

Optometry Clinic

Level 3, Corner Park Road and Boyle Crescent, Grafton, Auckland

Email: clinics@auckland.ac.nz

Supervised medical students will do full eye examinations at a cost of \$40.00 for SuperGold Card holders. The examination takes about 90 minutes. If necessary, spectacles can be purchased at reasonable prices.

Ophthalmologists

Ophthalmologists are Doctors who specialise in diagnosing and treating eye problems before deciding on the solution. They work at a Hospital or in private practice. The services of the Hospital Ophthalmologist are free but you will need a Doctor's or Optometrist referral. You do not need a Doctor's referral to go to an Ophthalmologist in private practice, but you will have to pay the full consulting fee.

Greenlane Clinical Centre

Phone

638 9909

Eye Department

Ground Floor, Building 8, Greenlane Road, Greenlane

The Eye Department includes the **Ophthalmology Department** and the **Low Vision Clinic**

The Low Vision Clinic may be able to assist you to make the best use of your remaining vision. A Low Vision Therapist can advise you about lighting, colour contrast, adaptive aids and strategies to assist you to safely maintain your independence and a Low Vision Optometrist may prescribe a Low Vision aid to assist with reading and other near tasks or with distance vision. Services are free for NZ residents but there will be a charge for any aids purchased.

Your GP, Optometrist, Ophthalmologist, Eye Clinic Nurse, or Blind Foundation staff can refer you to the clinic.

HEALTH SUPPORT SERVICES

Agencies that provides support, advice and education for a medical condition.

Alzheimers - Auckland	Phone	622 4230
Suite 4, Level 1, 58 Surrey Crescent Grey Lynn 1021 PO Box 5132, Wellesley Street, Auckland 1141		
Email: www.alzheimers.co.nz		
Email: info@alzheimers.co.nz		

Provide support services to people with dementia, their carers, families and whanau.

Anxiety New Zealand Trust	Phone	846 9776
77 Morningside Drive, St Lukes 1025		
Website: www.anxiety.org.nz		0800 269 4389
Email: clinic@anxiety.org.nz		0800 ANXIETY

Specialist treatment, education and support specifically to anxiety disorder sufferers.

Arthritis New Zealand	Phone	0800 663 463
383 Khyber Pass Road, Auckland PO Box 74581, Greenlane 1023		
Website: www.arthritis.org.nz		
Email: info@arthritis.org.nz		

Support and education for those with arthritis.

Asthma Auckland	Phone	630 2293
581 Mt Eden Road, Auckland 1024		
PO Box 67066, Mt Eden 1349		
Website: www.asthma.org.nz		623 0774
Email: aas@asthma.org.nz		

One-on-one education, advice and support.

Blind Foundation **Phone** **355 6900**
 Awhina House, 4 Maunsell Road, Parnell 1052
 Private Bag 99941, Newmarket 1149
Website: www.blindfoundation.org.nz
Email: generalenquiries@blindfound.org.nz

Training, tools and tips to help blind and partially sighted deal with blindness.

Cancer Society Auckland **Phone** **308 0160**
 1 Boyle Crescent, Grafton, Auckland 1023 **Fax** **308 0175**
 PO Box 1724 Auckland 1140
Cancer Info Helpline **Phone** **0800 226 237**
Website: www.cancernz.org.nz
Email: info@akcansoc.org.nz

Information, counselling, volunteer driving service and accommodation.

CCS Disability Action Northern Region **Phone** **625 9378**
 14 Erson Avenue, Royal Oak
 PO Box 24327, Royal Oak 1345
Website: www.ccs.disabilityaction.org.nz
Email: auckland@ccsdisabilityaction.org.nz

Provides support for people with disabilities.

Deaf Aotearoa **Phone** **0800 332 322**
 1836-1848 Great North Road, Avondale, Auckland 1026
Website: www.deaf.org.nz
Email: auckland@deaf.org.nz

Services and information to Deaf New Zealanders.

Enliven Homelink North Shore **Phone** **489 3176**
 2 The Terrace, Takapuna
 PO Box 331510, Takapuna 0740
Website: www.enliven.org.nz
Email: enlivenwaitemata@psn.org.nz

Dee's Group is a dementia specific programme that runs in Takapuna and Mairangi Bay. A Doctor's assessment is required.

Epilepsy North Shore and Rodney **Phone** **0800 202 122**
 66 Surrey Crescent, Grey Lynn
Website: www.epilepsy.org.nz
Email: auckland.nth@epilepsy.org.nz

Support to improve the quality of life for those with epilepsy.

Equip **Phone** **477 0338**
 550 East Coast Road, Windsor Park, Mairangi Bay 0630
Website: www.equip.net.nz
Email: operations@equip.net.nz

Provide community support for older adults with a mental health diagnosis. They also run the Tōtara Club which is a community dementia day care service for older adults with mild-moderate dementia.

Hearing Association New Zealand **Phone** **524 9847**
 8 St Vincent Avenue, Remuera 1050
 PO Box 28205, Remuera 1071
Website: www.hearingauckland.co.nz
Email: info@hearingauckland.org.nz

Education, information and products.

Multiple Sclerosis Auckland Region **Phone** **845 5921**
 Takapuna Community Services Building **Fax** **845 5923**
 Level 2, 5-7 The Strand, Takapuna 0622
 PO Box 33574, Takapuna 0740
Website: www.msakl.org.nz
Email: info@msakl.org.nz

Information, education and support services.

National Dementia Cooperative **<http://ndc.hiirc.org.nz>**
 Level 1, 15 Shea Terrace, Takapuna
 Private Bag 93503, Auckland 0740
Email: info@nzdementia.org.nz

Individuals and organisations committed to improving the quality of life for people with dementia and their carers.

NZ Breast Cancer Foundation **Phone** **304 0766**
 11 York Street, Parnell
 PO Box 99650, Newmarket 1149
Website: www.nzbcf.org.nz
Email: info@nzbcf.org.nz

Awareness, information education, support and research.

New Zealand Continence Association **Phone** **0800 650 659**
 PO Box 270, Drury 2247
Website: www.continence.nz
Email: info@continence.org.nz

Provides education and information on continence topics.

North Shore Diabetes Support Group **Phone** **449 2221**
 PO Box 31522, Milford 0741 **or** **622 0551**
Website: www.diabetesauckland.org.nz
Email: service@diabetesauckland.org.nz

Support group.

Osteoporosis New Zealand **Phone** **(04) 499 4862**
 PO Box 688, Wellington 6140
Website: www.osteoporosis.org.nz
Email: info@osteoporosis.org.nz

Awareness and national 'voice' for those with osteoporosis and those at risk.

Parkinson's Auckland **Phone** **278 6918**
 7A Taylors Road, Sandringham 1025
Website: www.parkinsons.org.nz
Email: auckland@parkinsons.org.nz

North Shore East & Rodney **Phone** **422 2540**
North Shore West **Phone** **818 2793**

Information, education and support for people with Parkinson's (and related disorders) and their care-givers. Liaison with allied health professionals.

Polio NZ Inc **Phone** **0800 476 546**
Website: www.polio.org.nz
Email: info@polio.org.nz

Information and support.

Prostate Cancer Foundation of NZ **Phone** **0800 477 678**
 PO Box 301313, Albany 0752
Website: www.prostate.org.nz
Email: info@prostate.org.nz

Help, support and information.

Stroke Foundation **Phone** **475 0070**
 2A/317 Sunset Road, Sunnynook 0620
Website: www.stroke.org.nz
Email: northern@stroke.org.nz

Working towards reducing the incidence of stroke, improving treatment outcomes and supporting those affected by stroke.

Yes Disability Resource Centre **Phone** **414 5360**
 3 William Laurie Place, Albany 0632
Website: www.yesdisability.org.nz

Support, information and programmes for people with disabilities.

SUPPORTIVE/COUNSELLING SERVICES

Agencies that provide support and advice for a non-medical problem.

Alcoholics Anonymous (24 hours) **Phone** **366 6688**
 78 Pitt Street, Auckland 1010 **or** **0800 229 6757**
 PO Box 68847, Newton 1145
Website: www.aa.org.nz
Email: aaasc2011@gmail.com

Support for all ages with problem drinking.

Accredited Visiting Service **Phone** **929 2307**
 Age Concern North Shore, 177B Shakespeare Road, Milford 0620
Email: visiting-service@acns.co.nz

This service is offered by Age Concern North Shore and provides for regular visits to older people on the North Shore. If you are 65 or older and would like more company, contact the AVS Co-ordinator who will visit you to get to know about you and your interests. You will then be matched to a carefully chosen accredited volunteer who will visit you for about an hour a week.

Elder Abuse and Neglect Prevention Service **Phone** **929 2309**
 Age Concern North Shore, 177B Shakespeare Road, Milford 0620
Email: ageconns@acns.co.nz

Provides a free and confidential service for older people and their carers who have concerns about the way they are being treated; how their money is spent; how their property is being used; the quality of the care they are getting and how people are treating them. Chinese Social Worker is also available.

Gambling Helpline **Phone** **0800 654 655**
Website: www.gamblinghelpline.co.nz **Free text** **8006**
Email: info@gamblinghelpline.co.nz

Phone support, counselling and crisis support.

Grandparents Raising Grandchildren Trust NZ **Phone** **480 6530**
 PO Box 34892, Birkenhead 0742
Website: www.grg.org.nz
Email: office@grg.org.nz

Support services for Grandparents/kin raising Grandchildren/whanau children.

Grief Centre **Phone** **418 1457**
 92 Hinemoa Street, Birkenhead
Website: www.griefcentre.org.nz
Email: office@griefcentre.org.nz

Provides support, advice and counselling to help those affected by grief and loss.

Home and Family Counselling **Phone** **419 9853**
 2A Seaview Avenue, Northcote 0627
Website: www.homeandfamily.org.nz
Email: northshore@homeandfamily.org.nz

Community based counselling service for individual, couples and groups.

Korean Positive Ageing Charitable Trust **Phone** **272 7040**
Email: info@koreanpositiveageing.org.nz

Social work, health promotion, senior school, information, support advice and activities for older Korean people.

North Shore Women's Centre **Phone** **444 4618**
 5 Mayfield Road, Glenfield 0629
 PO Box 40106 Glenfield 0747
Website: www.nswomenscentre.co.nz
Email: women.ctr@xtra.co.nz

Support services for women including counselling, social work; domestic violence, legal advice, classes and groups, information and referral service.

Problem Gambling Foundation of NZ **Phone** **368 1520**
 Northern Region **or** **0800 664 262**
 128 Khyber Pass Road, Grafton 1023
Website: www.pgfnz.org.nz
Email: pgf@pgfnz.org.nz

For Urgent Help:

Email: help@pdfnz.org.nz

Qualified counsellors provide free, professional and confidential counselling services for both gamblers and others affected by gambling.

Quitline **Phone** **0800 778 778**
Website: www.quit.org.nz
Email: quit@quit.org.nz

Support for those who are working towards becoming a non-smoker.

Raeburn House **Phone** **441 8989**
 65 Pearn Crescent, Northcote 0627
 PO Box 36336, Northcote 0748
Website: www.raeburnhouse.org.nz
Email: info@raeburnhouse.org.nz

A community-based mental health promotion organisation providing support, resources and information.

Salvation Army www.salvationarmy.org.nz
Community counselling service.

Albany Bays **Phone** **478 7567**
90 Rosedale Road, Albany 0632
Email: albanybays_corps@nzf.salvationarmy.org

North Shore Community Ministries **Phone** **441 2554**
430 Glenfield Road, Glenfield 0629
Email: northshorecity_cm@nzf.salvationarmy.org

Shanti Niwas Charitable Trust **Phone** **622 1010**
Shanti Niwas Seniors Centre, 14 Spring Street, Onehunga
Email: shantiniwas@xtra.co.nz
Website: shantiniwas.org.nz

Providing culturally appropriate social support services to senior citizens of Indian and South Asian origin. Includes an Elder Abuse and Neglect Prevention Service, emergency housing and support groups.

St John Caring Caller **Phone** **0800 000 606**
Website: www.stjohn.org.nz

Volunteer phone service for those who live alone or are lonely.

Victim Support North Shore **24 Hour** **0800 842 846**
North Shore Policing Centre
52 Parkway Drive, Mairangi Bay 0630
Private Bag 102912, North Shore Mail Centre 0745

Support for families experiencing sudden death, suicide, fatality, homicide etc. Emotional support for victims of crime.

HEALTH RELATED RESOURCES

Advance Care Planning

Advance care planning is the process of thinking about, talking about and planning for future health care and end of life care. It is focused on and involves both you and the health care professionals responsible for your care. It may also involve your whanau/family and/or carers if that is your wish. Copies of the planning guide are available at the Age Concern Office.

The National Advance Care Planning Cooperative
Private Bag 92024, Auckland Mail Centre, Auckland 1142
Website: www.advancecareplanning.org.nz
Email: acpcoop@adhb.govt.nz

Agewell**www.agewell.org.nz**

www.agewell.org.nz is a health promotion website for older adults in New Zealand. It has up-to-date information on key health topics; events and activities promoting healthy ageing; an opportunity to post a notice on events/activities and links to other health and injury prevention sites within New Zealand and overseas.

It is administered on behalf of the Ministry of Health by Age Concern North Shore.

Let's P.L.A.N. for Better Health Care**Four Steps for your next health care visit**

Planning for your next health care visit and asking questions will help you understand more about your health and treatment for an illness or injury.

Your Doctor, Nurse and others included in your health care want you to ask questions to help you make decisions together

Prepare for your visit

- write down your main concerns or questions
- make a list of your medicines and supplements
- did you know you can take a support person with you and ask for a translator?

Listen and share

- say if you don't understand and if a drawing could help
- say if you're having problems with your medicines or treatment, or can't afford them
- is there anything else you can tell your Doctor or Nurse about your health?

Ask questions

- what is my health problem?
- what happens next?
- why is that important?
- are there any other options?
- what can I do to help with my health?

Note down what you need to do next**When you collect your medicine from a Pharmacy, you may want to ask these questions:**

- what is the medicine for?
- what is its name?
- how and when do I take it?
- how long do I need to take it for?
- what could happen if I stop taking it?
- what are the side effects? What should I do if I get these?

Housing

	PAGE
HOUSING IN THE COMMUNITY	30
Accommodation Supplement	41
Auckland Council	30
Awataha Marae	30
Bays Community Housing Trust	30
The Selwyn Foundation	30
Housing Modifications	30
Government Assisted Housing	30
Rates Rebate Scheme	31
Retirement Villages	31
Tenancy Services	33
MOVING INTO RESIDENTIAL CARE	33
Residential Care Subsidy	34
FOR MORE INFORMATION ON HOUSING OPTIONS	35
The Consumer Institute	35
Eldernet	35
SeniorLine Information Service	35

HOUSING IN THE COMMUNITY

Accommodation Supplement **Refer** **Page 41**

Auckland Council **Phone** **301 0101**
Website: www.aucklandcouncil.govt.nz

Awataha Marae **Phone** **486 5467**
 58 Akoranga Drive, Northcote 0627 **Fax** **486 5479**
 PO Box 36188, Northcote 0748

Awataha Marae has Kaumatua Flats available to older Maori residents on the North Shore. To qualify, applicants need to be 60 years or over and have modest assets. Assets do not include cars, furniture or personal items.

Bays Community Housing Trust **Phone** **020 4008 8754**
 PO Box 89185, Torbay 0742
Website: www.bcht.org.nz
Email: relationshipmanager@bcht.org.nz

Bays Community Housing Trust has two five bedroom houses for women over 65 "flatting" together.

The Selwyn Foundation **Phone** **845 0728**
Website: www.selwyncare.org.nz

Subsidised rental accommodation in the form of 11 independent living suites for single independent applicants over 70 years of age.

Housing Modifications

If you have a physical, intellectual, sensory (vision or hearing) and/or age related disability, you may be able to get some equipment and/or funding for modifications to your home to help with your safety and independence.

The equipment or modifications must be essential to help you to manage and/or access your everyday activities: including; handrails; ramps and level shower access.

For more information contact

Accessible **Phone** **620 1700**
Website: www.accessable.co.nz **or** **0508 001 002**
Email: info@accessable.co.nz

Government Assisted Housing

Social housing is provided for people most in need of housing for as long as they need it. The Ministry for Social Development is responsible for:

- Confirming a client's eligibility – you must
 - be ordinarily resident in New Zealand, and
 - be a New Zealand citizen, or a permanent resident in New Zealand. If you are not a New Zealand citizen or a permanent resident you may qualify if you are getting an emergency benefit under special circumstances (for example, applying for residency and must stay in New Zealand)
 - have low income
 - few assets
- Assessing a client's need for social housing
- Determining a client's priority ranking for social housing and
- Determining a client's housing needs (housing requirements)

As part of the assessment you may also need to show that you've been looking for a place to live, but haven't been able to find one that meets your needs. If you have a partner, their situation will be assessed as part of your application.

Senior Services

Phone 0800 552 002

Rates Rebate Scheme

www.ratesrebate.govt.nz

The Department of Internal Affairs runs a rebate scheme for people on a low income which means that you could pay lower rates. This is administered locally through the Auckland Council.

Application forms are available from Auckland Council or can be downloaded from the internet on www.ratesrebate.govt.nz. The Rates Rebate website includes examples and an online rates rebate calculator.

To apply you will need to provide accurate information about your income (and that of any spouse/partner or joint home owner who lives with you) for the tax year ending 31 March.

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

Auckland Council

Phone 301 0101

Private Bag 92300, Victoria Street, Auckland 1142

Website: www.aucklandcouncil.govt.nz

Retirement Villages

Age Concern has a list of Retirement Villages located on the North Shore.

Moving into a Retirement Village

Moving into a Retirement Village will allow you to enjoy the privacy of your own home and at the same time to be part of a wider caring community.

Reasons why you might consider a Retirement Village

- Protection, greater security
- Full maintenance of units or homes

The Commissions' key activities are providing financial education and carrying out regular reviews of retirement income policy.

The Retirement Villages Association

PO Box 25022, Panama Street,
Wellington 6146

Website: www.retirementvillages.org.nz

Email: info@retirementvillages.org.nz

Phone (04) 499 7090

Fax (04) 499 4240

The website has a village finder and information for residents.

Retirement Residents Association New Zealand

www.rvrnz.org.nz

Information for current and future residents of Retirement Villages

Sorted - your independent money guide

www.sorted.org.nz

Trade Me

www.trademe.co.nz

The Retirement Village section lists apartments/units for sale. There are also listings of flats available for rent.

Tenancy Services

Phone 0800 836 262

Level 8, 280 Queen Street, Auckland

Website: www.tenancy.govt.nz

Provides free advice and information for landlords and tenants, as well as mediation or a referral to the Tenancy Tribunal, which is managed by the Ministry of Justice.

Tenancy Tribunal

Phone 0800 268 787

Corner of Don McKinnon & Corinthian Drive, Albany

Website: www.justice.govt.nz

MOVING INTO RESIDENTIAL CARE

If you think your needs would be better met by moving into Residential Care, you will require a referral from your Doctor to the Duty Needs Assessor. The assessment will tell you which level of care you require or if indeed you need residential care; the assessment may show you can still be supported in your own home.

A needs assessment is the process of identifying your current abilities and needs to achieve or retain independence.

A needs assessment will also give you an indication of the facility most appropriate to meet your individual care needs.

An appointment with a **Needs Assessor** can be arranged through your Doctor. You or your family can also contact the **Needs Assessment and Service Co-ordination Agency 442 7171**. For more information refer **page 15**

Residential Care Subsidy**Phone 0800 999 727**

If you need financial help to pay for long term residential care in a Rest Home or Hospital, you may qualify for a Residential Care Subsidy. This subsidy is paid by the Ministry of Health.

Ministry of Social Development can assist by assessing your income and assets but you will need to have completed the needs assessment first. The reason is that without the **'Application Form for Financial Assessment for Residential Care Subsidy'** signed by a Needs Assessor and stamped by that service you cannot seek the financial assessment. For more information on the Needs Assessment process refer **page 15**.

The subsidy is available to people in long-term Rest Home and Hospital care.

You may be able to get the Residential Care Subsidy if:

- You are 65 years of age or older
- You need this care for an indefinite length of time and
- You have had a needs assessment of your individual needs that confirms you need long term residential care in a licensed Rest Home or Hospital

To be eligible for a subsidy your assets must be under these limits:

\$219,889 (as at July 1st 2016; it will increase by the Consumers Price Index (CPI) on 1st July each year) for people who do not have a partner or have a partner who is in long-term residential care

\$120,416 not including the value of their house* and car, for people who have a partner who is **not** in care

or you can choose a threshold of

\$219,889 which will include the value of their house* and car

** The house is only exempt from the financial means assessment when it is the principal residence of the partner who is not in care or a dependent child.*

'Assets' means things like:

- Cash or savings
- Investments, shares or stocks
- Loans made to other people (including family trusts)
- Your house, chattels and car if you live alone
- Your gifting of assets

Your application for a Residential Care Subsidy will need to be sent to:

Residential Care Subsidy Unit
Ministry of Social Development
Private Bag 9032, Whangarei 0148

Phone 0800 999 727
Fax 0800 999 199
Deaf Link 0800 621 621

FOR MORE INFORMATION ON HOUSING OPTIONS**The Consumer Institute****Phone 0800 266 786****Website: www.consumer.org.nz****Email: info@consumer.org.nz**

Have free checklists on what to look for when choosing either a Rest Home or Retirement Village on their website. Personal advice available to members only.

Eldernet**www.eldernet.co.nz**

Comprehensive information for older people, a database of community groups and organisations, home services, residential care facilities, retirement villages, private hospitals and dementia care. Has an up-to-date list of Residential Care facilities on the North Shore and current vacancies.

Seniorline Information Service for Over-65s**Phone 375 4395**

Building 17, Greenlane Clinical Centre

or 0800 725 463

Private Bag 92189, Auckland 1142

Fax 638 0358**Website: www.adhb.govt.nz/seniorline****Email: seniorline@adhb.govt.nz**

Seniorline offers free information to help older people make decisions about staying at home, retirement villages, home care, day care and rest homes. Staff members can give information on relief care options, meals, transport, financial and social supports. It also offers information on asset testing, rest home vacancies, admission agreements, cost of care, the services that should be provided and complaints about care.

MOVING MADE EASY



We support, coordinate and unburden you from all aspects of your:

- Downsizing and relocation
 - Whole or partial house move
 - Decluttering or reorganisation project
 - Estate closure

We pride ourselves on our high standards, ethical practice and eco-friendly approach.

We are proud to be a North Shore family business.

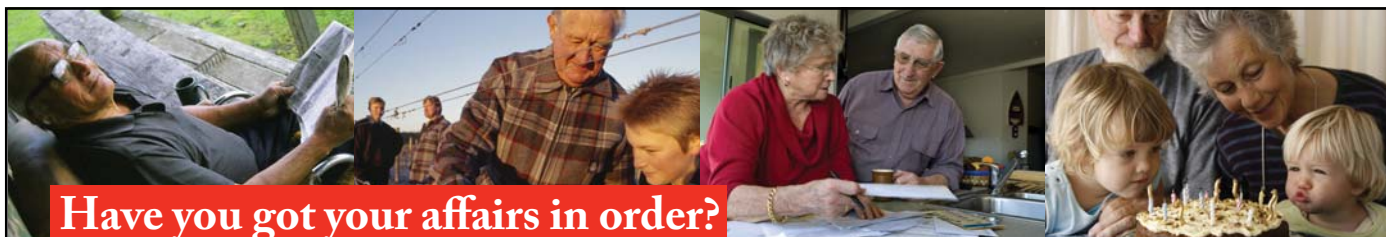
Contact Mrs. Owen to arrange your **free** initial consultation:

021 0854 5339

09 489 5024

info@movingmadeeasy.co.nz

www.movingmadeeasy.co.nz



Have you got your affairs in order?

Wherever you're at in your life, we have the experience and expertise to help.

Wills

A Will lets you set out your wishes, ensuring the people and things that matter the most to you are taken care of after you're gone.

Enduring Powers of Attorney

Enduring Powers of Attorney let you specify who'll take care of your personal and financial affairs if you can't.

Personal Assist

Personal Assist is a tailored service designed to help you with managing your finances or property. We take care of things so you don't have to, for a short period of time, for example if you are going overseas, or over the long term.

Executor Assist

Being an Executor of someone's Will is a big responsibility, it means you're in charge of managing and finalising someone's estate after they pass away. Our Executor Assist service can help ease the burden during a difficult time, our experts are available to help with as little or as much as you need.

Talk to us today

Level 2, 507 Lake Road
Takapuna

12 Tamariki Avenue,
Orewa

Call us on 0800 371 471, or visit us at www.publictrust.co.nz



FINANCE AND LEGAL

	PAGE
SENIOR SERVICES	39
NZ Superannuation	39
Living Alone	39
Non Qualifying Spouse	39
Veterans' Pension	40
Overseas Pensions	40
Receiving a Pension when Overseas	40
Disability Allowance	41
Accommodation Supplement	41
Residential Care Subsidy	41
SuperGold Card	41
Community Services Card	41
Pharmaceutical Subsidy Card	42
High Use Health Card	42
Continuation of New Zealand Super after Death	42
Funeral Grant	42
SuperSeniors	42
SUPPORT WITH FINANCES	43
Beneficiaries Advocacy & Information Service	43
Budgeting	43
Water Utility Consumer Assistance Trust	43
PLANNING AHEAD	43
Enduring Power Of Attorney	43
Funerals	44
Investments	44
Reverse Mortgage	45
Sorted – Your Independent Money Guide	45
Wills and Estate Planning	45
LEGAL SERVICES	46
Free Legal Advice	46
Justice of the Peace Services	46
EMPLOYING A TRADESPERSON	47
Getting a Quotation	47
Disputes	47
Skills Bank	47
COMPLAINTS	48
Banking Ombudsman	48
Disputes Tribunals	48
Electricity and Gas Complaints Commission	48
Financial Dispute Resolution Service	48

Health and Disability Advocates	48
Insurance and Financial Services Ombudsman	49
Masters Association	49
NZ Marketing Association	49
The Ombudsman	49
Telecommunications Dispute Resolution Service	49

SENIOR SERVICES

Those of special relevance to older people are as follows:

New Zealand Superannuation

You may be able to get New Zealand Superannuation if you:

- Are aged 65 or over
- Are a New Zealand citizen or permanent resident
- Normally live in New Zealand at the time you apply

You must also have lived in New Zealand for at least 10 years since you turned 20. Five of those years must be since you turned 50.

However, people may qualify for New Zealand Superannuation with less than 10 years residence if they have migrated to New Zealand from countries with which New Zealand has a social security agreement.

Takapuna Office

519 Lake Road, Takapuna 0622

Website: www.workandincome.govt.nz

Phone

0800 552 002

IMPORTANT

You need to apply for New Zealand Superannuation several weeks BEFORE the date you are eligible if you want to secure your New Zealand Superannuation from that date onwards. Otherwise it will be paid from the date your application is received by Senior Services.

Living Alone

If you live alone you may qualify to receive the living alone rate of New Zealand Superannuation.

You can get the living alone rate from the date you started living alone if you apply for it within 28 days of the death of your spouse.

Information on the living alone rate of New Zealand Superannuation and the current rates payable are available from Senior Services.

Non-Qualifying Spouse

A non-qualifying spouse is a person who does not qualify in his or her own right due to age or length of time in New Zealand.

If your partner doesn't already qualify for their own New Zealand Super, you can choose to 'include' him/her in your payments. If you do this you could both get paid but any other income either of you earn could affect how much you receive.

If you don't 'include' him/her you'll get paid at half the married rate. This means that YOUR PARTNER GETS NOTHING. The amount you get paid will not be affected by you or your partner's income.

Veterans' Pension

If you are an ex-service person and have served in the New Zealand Armed Forces in a war or other emergency, you may be able to get a **Veterans' Pension**. If you have a disability caused by a war or other emergency that you served in, you may be able to get a **Disablement Pension**.

More information is available on these from **Senior Services, the Returned Services Association or Veterans' Affairs**. The Returned Services Association also provides assistance with every stage of the application process and a free advocacy service for pensioners taking decisions to appeal.

Returned Services Association
Website: www.rsa.org.nz

Refer

Page 73

Veterans' Affairs
Website: www.veteransaffairs.mil.nz
Email: veterans@xtra.co.nz

Phone

0800 483 8372

Overseas Pensions

Generally, you will get paid the same amount as those who have lived all their lives in New Zealand. This amount may be made up of a combination of your New Zealand and overseas pension payments – it depends on your circumstances.

Receiving a Pension when Overseas

You can go overseas on a holiday or travel for 26 weeks or less and if you already receive New Zealand Superannuation or Veteran's Pension, your payments while you are overseas can continue as normal. If you intend to travel overseas for a short time, in most cases you no longer need to tell Senior Services.

It's useful to tell Senior Services about your travel plans if you or your partner:

- Will be out of New Zealand for 28 days (4 weeks) or more, or
- Don't know when you will return, or
- Intend to have more than one overseas trip within a 12 month period

In these situations Senior Services can give you advice about:

- What effect your trip may have on your payments
- Avoiding an unexpected debt
- Being left stranded overseas without any money if things happen that delay your return to New Zealand

If you are travelling overseas for longer than 26 weeks, your entitlement will depend on the number of months you have resided in New Zealand between the ages of 20 and 65 years. You should contact Senior Services at least six weeks before you leave New Zealand to apply for an overseas payment to ensure you continue to get your correct entitlement.

Disability Allowance

This allowance is payable to people with an on-going disability or illness. This is income tested and requires support by a Doctor's Certificate and verification of cost claimed.

Accommodation Supplement

This is available to help people meet the costs of rent or board or outgoing expenses on your own home. How much you will receive depends on income, assets and accommodation costs.

Residential Care Subsidy**Refer****Page 34****SuperGold Card****Phone****0800 25 45 65****Website: www.supergold.govt.nz****Email: information@supergold.govt.nz**

The SuperGold Card is a discount and concession card issued free to all eligible seniors and veterans in recognition of the contribution they have made and continue to make to New Zealand society.

It gives access to discounts from a wide range of businesses nationwide and facilitates easy access to Government entitlements and local authority services and concessions.

For information on discounts and special offers in your area visit your local Senior Services office or the SuperGold website.

If you no longer have a valid Drivers Licence or Passport you can add a photo to your SuperGold Card and use it as an official photo ID. This can be organised by visiting your closest AA Office.

AA - Automobile Association**Phone****0800 500 444****Website: www.aa.co.nz****Community Services Card****Phone****0800 999 999**

Ministry of Social Development

Deaf Link Free Fax**0800 621 621**

National Community Services Card Centre,

PO Box 5054, Wellington 6145

There is no longer a separate Community Services Card for those over 65. If you are eligible for the Community Services Card it will be incorporated onto your SuperGold Card. Eligibility for the Community Services Card can help you and your family with the cost of healthcare. In some cases it will allow you discount on prescription charges and on the cost of going to your family Doctor.

The Community Services Card does not subsidise visits to private health professionals such as specialists.

Whether or not you are eligible for a Community Services Card will depend on your income.

You and your partner will automatically get a Community Services Card if you get:

- **Emergency Benefit**
- **Residential Care Subsidy**
- **Supported Living Payment**
- **Veterans Pension**

Application forms are available from Ministry of Social Development.

Pharmaceutical Subsidy Card

You can get a Pharmaceutical Subsidy Card from your Pharmacist if you and your family pay the Government Prescription Charge on 20 subsidised prescription items in a year.

To get a Pharmaceutical Subsidy Card, you must keep a record of all prescriptions you get. Ask your Pharmacist about this.

High Use Health Card

If you don't qualify for a Community Services Card you may be able to get a High Use Health Card from **Health Benefits Ltd**. It gives you the same subsidies on Doctors' visits and prescriptions as the Community Services Card, but it is not a family card.

Please, talk to your Doctor if you think you qualify for the High Use Health Card.

Continuation of New Zealand Super after Death

When a married person dies, their pension will usually continue for a further two payments after death.

When a person is receiving New Zealand Superannuation as an 'under aged spouse' and the qualified person dies, payment for the non-qualified person ceases from the 29th day after the partner's death. The estate is still entitled to receive the two payments after death. Payments for a single person cease from the day following the date of death.

Funeral Grant

A Funeral Grant is payable to assist with funeral expenses.

How much you will get depends on:

- The funeral expenses
- The assets of the person who has died
- Your income and assets (if you are the partner of the person who has died)

Your local Ministry of Social Development Senior Services office can provide more information on funeral grants and payment rates.

More information on planning a funeral refer **page 44**.

SuperSeniors

www.superseniors.msd.govt.nz

The Ministry of Social Development's website for daily updates on news, information and links on seniors' issues.

SUPPORT WITH FINANCES

<u>BAIS - Beneficiaries Advocacy & Information Service</u>	Phone	444 9543
Glenfield Community Centre Corner Bentley Avenue and Glenfield Road		
Website: www.bais.org.nz		
Email: bais@xtra.co.nz		

BAIS work to ensure that people are well informed of their rights to benefit entitlements and are enabled to access appropriate expert advice and support resources from within their community.

Budgeting

Many agencies have qualified and supportive people who will help provide you with assistance in financial matters.

North Shore Budget Service	Phone	486 6206
Mary Thomas Centre, 3 Gibbons Road, Takapuna		
Website: www.nsbudget.co.nz		
Email: nsbudget@xtra.co.nz		

North Harbour Budgeting Services Incorporated	Phone	448 5655
Room 12, Level 2, Lion Foundation Building, 3 William Laurie Place, Albany		
Website: www.northharbourbudgetservice.familybudgeting.org.nz		
Email: nhbs@ihug.co.nz		

Citizens Advice Bureau (CAB)	Refer	Page 9
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Christians Against Poverty	Phone	0508 227 111
Website: www.capnz.org		

<u>Water Utility Consumer Assistance Trust</u>	Phone	625 8176
PO Box 79233, Royal Heights, Auckland 0656		
Website: www.waterassistance.org.nz		
Email: info@waterassistance.org.nz		

Provides financial support to customers of Watercare Services Limited who are struggling to manage their water and/or wastewater costs.

PLANNING AHEAD

Enduring Power of Attorney

As you plan for your future, consideration should be given to arranging an “Enduring Power Of Attorney”.

There two types of Enduring Power of Attorney:

1. Property
2. Personal Care and Welfare

An Enduring Power of Attorney for Personal Care and Welfare helps with decision making about your care when a Doctor assesses that you are without mental capacity to do this. An Enduring Power of Attorney for Property can assist you with your financial affairs and management of other assets such as your home. Unless you stipulate, an Enduring Power of Attorney for Property is valid once signed. Age Concern North Shore recommends you consider adding guidelines on the usage of this document to avoid future misunderstandings.

For more information contact Age Concern North Shore, your Lawyer or a selected Trust Company listed later in this section.

A Brochure *“What happens if you can no longer make decisions? Why you need an enduring power of attorney”* is available from Age Concern North Shore.

Funerals

While most people contact a Funeral Director to arrange a funeral, it is not a statutory requirement and alternative options do exist. You may also chose a non-conventional funeral company that offers green or eco funerals. When using a funeral company, it is important that any arrangements meet your individual requirements and you should obtain a written estimate of the overall cost.

Many companies are members of the **Funeral Director’s Association of New Zealand (FDANZ)** - listed in the Yellow Pages. The Association sets clear standards and codes of practice and will handle any complaints.

Free booklets covering a variety of grief and funeral related information are available from any Funeral Company or can be requested from the FDANZ website. Alternatively you could visit www.bettersendoff.co.nz which has information to help make the process stress and hassle free as well as cost effective.

You can pre-arrange your own funeral with a Funeral Company. This will be costed at the present rates.

For information on Funeral Grants refer **page 42**.

Funeral Director’s Association of New Zealand
Website: www.fdanz.org.nz
Email: info@fdanz.org.nz

Phone (04) 473 7475

bettersendoff

www.bettersendoff.co.nz

Investments

If you have surplus funds and are considering an investment make sure you:

- ‘Spread your risk’ over different companies and different types of investment
- Check the credentials of any advisors you consult and the organisation/s they work for
- Keep yourself informed, ask questions and be sure you understand any explanations

you are given

- Take your time and don't be rushed into making any decision
- Speak to several advisors before making the decision on which one you will use

For more information on choosing an advisor visit www.sorted.org.nz

Reverse Mortgage

This is a type of equity release that involves borrowing an amount against the value of your home either in a lump sum or by drawing on the loan as and when you need the money. When you die or the property is sold, the full loan plus interest has to be repaid.

Before considering a Reverse Mortgage you need to be sure you understand how it works and what it might cost (including fees and interest charges). Take a 'worse-case scenario' view when working out the cost projections – don't assume your property will increase in value. **Always get independent advice before making any decisions.**

Sorted - Your Independent Money Guide

www.sorted.org.nz

Sorted is a Government funded, but independent website dedicated to helping New Zealanders manage their personal finances throughout life.

It includes calculators and information on life events (retirement, moving to retirement village etc).

Wills and Estate Planning

A Will formally sets out what happens to the things you own after your death. Everyone needs a Will, no matter what age you are. Be sure to update your Will if your circumstances change.

Those who can help you in preparation and administration of a Will are:

- **Solicitors**
- **Trust Companies**

Solicitors

They will charge a fee for the preparation of a Will and at the time of administration of the estate; will make a further charge dependant on the nature of the asset.

Trust Companies

The Public Trust Office

Level 2, 507 Lake Road
PO Box 33046, Takapuna 0740

Website: www.publictrust.co.nz

Email: info@publictrust.co.nz

Phone **0800 371 471**

Trustee Executors

Level 7, 51 Shortland Street, Auckland

Website: www.trustees.co.nz

Email: enquiries@trustees.co.nz

Phone **0800 878 783**

LEGAL SERVICES

Free Legal Advice

Limited free legal advice is available from:

Citizens Advice Bureau

Refer

Page 9

You will need to contact them to make an appointment.

Waitematā Community Law Service

Phone

835 2130

Website: www.waitematalaw.org.nz

Email: info@waitematalaw.org.nz

Free legal advice phone line

0800 529 463

Opening Hours: Monday - Friday, 9.00am-4.00pm

Waitematā Community Law Service offers free legal advice for those most in need.

They have 'walk in' legal clinics at:

Northcote Citizens Advice Bureau

Norman King Building, Ernie Mays Street, Northcote 0627

Hours: Monday, 10.00am-1.00pm

Birkenhead Community Link

87 Birkenhead Avenue, Birkenhead 0626

Hours: Monday, 2.00pm-4.00pm

North Shore Womens Centre

Phone

444 4618

5 Mayfield Road, Glenfield 0629

Website: www.womyn-ctr.co.nz

Hours: Tuesday and Wednesday, 10.00am-12noon

North Shore Womens Centre has a free Legal Clinic for women. Appointments are essential and are for 30 minute, one-off bookings.

Justice of the Peace (JP) Services

www.jpaukland.org.nz

A JP can:

- Witness your signature on a document
- Certify copies of documents for you including cellphone texts and computer displayed results
- Complete an affidavit for you. This is a document that is sworn on oath or affirmed and is normally used in a legal proceeding
- Complete a declaration for you. This may be a statutory declaration made under the Oaths and Declarations Act 1957 or some other statute which provides for this to be done

JP's are listed in the yellow pages or you can contact your local CAB refer **page 9** to see if they have a JP available. Local JP's also offer drop in desks at:

Upper Harbour Local Board Office

Kell Drive, Albany

Hours:

Thursdays, 3.00pm-5.00pm

Harcourts Real Estate

377 Rangatira Road, Beach Haven

Hours: Tuesdays, 10.30am-12.30pm**Devonport Library**

2 Victoria Road, Devonport

Hours: Mondays, 12noon-2.00pm**Glenfield Mall**

Glenfield Road, Glenfield

Hours: Fridays, 4.00pm-8.00pm**Milford Mall (by the Warehouse)**

24 Milford Road, Milford 0620

Hours: Thursdays, 9.30am-5.00pm**EMPLOYING A TRADESPERSON****Getting a Quotation**

Age Concern North Shore would advise that you follow common practice and get at least three quotations when getting work done.

A “**Quotation**”- is a definite price for a job, including labour, materials and GST. It will have a time limit on it.

An “**Estimate**”- is a rough guideline on how much the job could cost, it is not a binding agreement.

You can also check if they are members of a Masters Association.

Disputes

If a dispute over payment of a bill arises you could contact:

Citizens Advice Bureau in your area**Refer****Page 9****Disputes Tribunal****Phone****916 5720****Refer****Page 48****Masters Association****Refer****Page 49****Skills Bank**

Age Concern has a list of trustworthy people offering various services/trades to older people. **This service is available to members only.**

All participants on the Skills Bank file supply references which Age Concern North Shore checks.

Age Concern North Shore**Phone****489 4975****Email: ageconns@acns.co.nz**

COMPLAINTS

Banking Ombudsman

Phone 0800 805 950

PO Box 125327, Featherston Street
Wellington 6143, Freepost: 218002

Website: www.bankomb.org.nz

Email: help@bankomb.org.nz

The Banking Ombudsman Scheme investigates and resolves disputes between customers and their banks. They are independent of scheme participants, customers and government. Their service is free of charge and easy to use.

You can contact your Bank or the Office of the Banking Ombudsman.

Disputes Tribunals

www.justice.govt.nz/tribunals/disputes-tribunals

The Disputes Tribunal (formally Small Claims Court) provides a quick, inexpensive, informal and private way to help resolve a wide range of civil disputes. Any ruling they make is binding and will, if necessary, be enforced by the Courts.

If your claim is for \$15,000 or less (or \$20,000 if both parties agree) and is disputed then it may be able to be heard.

North Shore Disputes Tribunal

Phone 0800 268 787

Corner Don Mckinnon Drive and Corinthian Drive, Albany 0632

Electricity and Gas Complaints Commission

Phone 0800 22 33 40

PO Box 5875, Lambton Quay, Wellington 6145

Website: www.egcomplaints.org.nz

Email: info@egcomplaints.co.nz

The Electricity and Gas Complaints Commission offers a free independent dispute resolution service for complaints about member electricity and gas lines and retail companies in New Zealand.

Financial Dispute Resolution Service

Phone 0508 337 337

Website: www.fdrs.org.nz

Email: enquiries@fdrs.org.nz

Financial Dispute Resolution Service is an independent approved dispute resolution scheme for settling disputes between you and organisations that provide financial services or advice.

Health and Disability Advocates

Phone 0800 555 050

Website: www.hdc.org.nz

or 441 9001

Email: advocacy@hdc.org.nz

If a consumer is unhappy with the service they have received from a health and disability service provider, they are encouraged to first take their concern directly to the person or

organisation that provided the service.

If this is not possible, or the consumer needs support to deal with the issue they can contact a Health and Disability advocate to help them make a complaint. Health and Disability advocates are free to use.

Insurance and Financial Services Ombudsman (IFSO) **Phone** **0800 888 202**
 PO Box 10845, Wellington 6143
Website: www.iombudsman.org.nz
Email: info@ifso.nz

If you have an issue about insurance, loans or credit, superannuation, a financial adviser, investments or other financial services the IFSO Scheme may be able to help resolve it. Your financial services provider will have to be a participant of the IFSO Scheme.

Masters Association

If you have a dispute with a trades person and they are a member of a trades association, you can contact the appropriate trade association and follow their complaints procedure.

Contact details of various associations are available in the telephone book.

NZ Marketing Association **Phone** **0800 222 332**
Website: www.marketing.org.nz

NZ Marketing Association offers free services for consumers including “A guide to shopping at home” and their “**Do not Call**” and “**Do not Mail**” lists for those who do not wish to receive unsolicited offers via the mail or telephone. You can add your names to these lists via the website.

The Ombudsman **Phone** **0800 802 602**
 Auckland Office
 Level 10, 55-65 Shortland Street 1010
Website: www.ombudsman.parliament.nz
Email: info@ombudsman.parliament.nz

The Ombudsman helps the community in its dealings with government agencies. They handle complaints against government agencies and undertake investigations and inspections.

Telecommunications Dispute Resolution Service **Phone** **0508 98 98 98**
 PO Box 5573, Wellington 6145, Freepost 214075 **Fax** **(04) 918 4901**
Website: www.tdr.org.nz
Email: contact@tdr.org.nz

Free independent service to help residential and small business customers (less than 20 full-time staff) resolve disputes with their telecommunications company. Covers products or services.



We provide you and your loved ones with personalised, high quality care in your own home.

Whether you are seeking to maximise or regain your quality of life following an injury or illness, require specialist care, need regular home help or companionship, Care on Call provides a wide range of individual services to enable you to remain in your own familiar surroundings.

We are proud to be providers to private clients, ACC, District Health Boards and the Ministry of Health. Our group company Care Direct are providers of Registered Nurses and Healthcare Assistants, on-site and in the community.



0800 66 44 22 www.careoncall.co.nz

Support is always available for you, 24 hours a day, 7 days a week.

HOME AND DISABILITY SUPPORT

	PAGE
DISABILITY SUPPORT SERVICES	52
Ministry of Health Disability Support Services	52
Disabled Persons Assembly	52
Mobility Parking Permit Scheme	52
Total Mobility Scheme	52
Access4all	53
DISABILITY EQUIPMENT	53
Disability Equipment Retailers	53
Services for Hearing Impaired	54
HOME SUPPORT SERVICES	55
Home Care Agencies	55
Meals	56
Relocation Services	57
Shopping	57
HOME SECURITY AND PERSONAL PROTECTION	57
General Information	57
Life Tubes	58
Monitored Medical Alarms	58

DISABILITY SUPPORT SERVICES

Ministry of Health Disability Support Services

If you have a physical, intellectual, sensory (vision or hearing) and/or age-related disability, you may be able to get some equipment and/or funding for modification to your home or vehicle to help you with your safety and independence.

The equipment or modifications must be essential to help you to manage and/or access your everyday activities.

For more information contact:

Accessible	Phone	620 1700
Website: www.accessable.co.nz		0508 001 002
Email: info@accessable.co.nz		

Disability Support Services	Phone	0800 373 664
Ministry of Health, PO Box 5013, Wellington 6145		
Website: www.health.govt.nz		
Email: disability@moh.govt.nz		

<u>Disabled Persons Assembly</u>	Phone	(04) 801 9100
Website: www.dpa.org.nz		
Email: gen@dpa.org.nz		

Core function is to help engage the New Zealand disability community to listen to the views of disabled people and articulate these while working with decision makers.

Mobility Parking Permit Scheme (Disability Permits for Cars)

CCS Disability Action operates the Mobility Parking Permit Scheme. This enables people access to Mobility Parking Spaces. Permits cost \$50.00 for a long-term disability up to 5 years, or \$35.00 for a short-term disability up to one year. All new applications require a Doctor's certificate and forms can be obtained from CCS Disability Action or downloaded from the website.

CCS Disability Action	Phone	625 9378
14 Erson Avenue, Royal Oak, Auckland 1061	Phone	0800 227 2255
Website: www.ccsdisabilityaction.org.nz		
Email: mobilityparking@ccsdisabilityaction.org.nz		

Total Mobility Scheme

The Total Mobility Scheme is available to people who have a permanent disability that means they are no longer able to drive or are unable to use public transport.

For more information on the scheme

Refer

Page 63

Access4all**www.access4all.co.nz**

access4all is a New Zealand wide accommodation and activity guide specifically designed for anyone who has mild to major mobility difficulties. All accommodation on the website offer accessible facilities, suitable for wheelchairs, seniors and people with impaired mobility, sight or hearing.

DISABILITY EQUIPMENT**Disability Equipment Retailers****AgePlus****Phone****550 3387**

89 Clyde Road, Browns Bay 0630

Website: www.ageplus.org.nz**Email: info@ageplus.org.nz**

Disability aids and products to assist independent living.

Allied Medical**Phone****0800 316 181****Website: www.alliedmedical.co.nz****Email: helpis@alliedmedical.co.nz**

Wheelchairs; adult rehabilitation products; general disability aids.

Chiefly Chairs**Phone****419 6534****Website: www.chieflychairs.co.nz****Email: chieflychairs@xtra.co.nz**

Orthopaedic and special chairs.

Durable Medical Equipment Limited (DME)**Phone****0800 115 222****Website: www.dme.co.nz****Email: sales@dme.co.nz**

On line shop for medical products and aids for independent living.

Independent Living Service**Phone****625 0322****Website: www.ilsnz.org**

Disability information and advisory services. Equipment sales and hire.

Invacare**Phone****0800 468 222****Website: www.invacare.co.nz****Email: sales@invacare.co.nz**

Mobility or healthcare equipment for rent or purchase.

MD Mobility **Phone** **0800 377 655**
Website: www.mdmobility.co.nz
Email: mdmobility@xtra.co.nz

NZ made and imported mobility equipment.

MobEco **Phone** **550 7548**
Website: www.mobeco.co.nz
Email: david@mobeco.co.nz

Selling and hire of mobility scooters.

Mobility for Independence **Phone** **445 8401**
Website: www.mobility.co.nz
Email: info@mobility.co.nz

Specialist in vehicle modifications. Products include ramps and wheelchair lifts.

Morton and Perry Homecare Equipment **Phone** **444 7285**
Unit 4, 39 Porana Road, Wairau Valley 0627
Website: www.mortonperry.co.nz

Disability equipment sales.

Reid Technology **Phone** **489 8100**
Website: www.reidtechnology.co.nz

Audiological products; hearing aid batteries; assistive listening devices; specially designed telephones.

Some local Chemists also act as agents for wheelchair hire and servicing.

Services for Hearing Impaired

There is a range of amplified telephones and answerphones available on the market.

New Zealand Relay	Text Phone	0800 4713 713
Website: www.nzrelay.co.nz	Voice Phone	0800 4715 715
Email: helpdesk@nzrelay.co.nz	Fax	0800 4329 697

Telecommunications service for people who are deaf, hearing-impaired, deaf-blind or speech-impaired.

CapTel NZ	Phone	0800 227 835
Website: www.captel.co.nz	Fax	0800 4329 697
Email: helpdesk@captel.co.nz		

Captioned Telephone Service for people who have broadband internet access. It uses your telephone service and internet connection to provide voice and captions during a call.

ALDS **Phone** **027 498 9985**
Website: www.aldsnewzealand.co.nz
Email: aldsnz@xtra.co.nz

Assistive listening device systems - amplified hearing products and amplified speech products.

HOME SUPPORT SERVICES

Home Care Agencies

If you think you may be eligible for any publicly funded support refer **Page 15** for information on the Needs Assessment Service.

There are a number of private agencies that provide home care services for privately paying clients who need support to live at home because of:

- Age, illness or disability
- Recent discharge from Hospital
- Terminal illness and the wish to remain at home

Services provided can include companionship; light housework and laundry; meal preparation; shopping; sleepover support and personal cares. Some agencies also provide respite care; nursing care and palliative care.

Care on Call **Phone** **966 0011**
 4 Te Kea Place, Albany
 PO Box 302461, North Harbour 0751
Website: www.careoncall.co.nz
Email: auckland@careoncall.co.nz

Chrissy Clean n' Care **Phone** **(09) 424 2911**
 PO Box 651, Whangaraoa 0943
Website: www.chrissycnc.co.nz
Email: chrissycleancare@xtra.co.nz

Geneva Northlink Healthcare **Phone** **476 4966**
 1st Floor, Suite 112, Apollo Medical Centre
 119 Apollo Drive, Albany 0632
Website: www.genevanorthlink.com
Email: albany@genevanorthlink.com

Kate Mclean Homecare Ltd **Phone** **579 1212**
Website: www.katemcleanhomecare.co.nz **Fax** **579 4322**
Email: office@katemcleanhomecare.co.nz

Medcall **Phone** **0800 314 314**
Website: www.medcall.co.nz
Email: query@medcall.co.nz

Miranda Smith Homecare Website: www.mshomecare.co.nz Email: info@mshomecare.co.nz	Phone	522 8604
Personalised Home Care NZ PO Box 40832, Glenfield Mall 0747 Website: www.phc.net.nz Email: care@phc.net.nz	Phone	0800 88 99 10
The Salvation Army Home Care Website: www.salvationarmy.org.nz Email: homecare.nzf.salvationarmy.org	Phone	479 0196
Total Care Health Services 60 Mt Eden Road, Mt Eden 1024 Website: www.totalcarehealth.co.nz Email: sfisher@totalcarehealth.co.nz	Phone	630 1630
VisionWest Website: www.visionwest.org.nz Email: office@visionwest.org.nz	Phone	818 0700
Your Attendant Website: www.yourattendant.co.nz Email: diane@yourattendant.co.nz	Phone	419 2000

Provides a personal assistant service and a concierge service.

Meals

Frozen or Fresh Meals

Frozen or fresh meals are an alternative to cooking for yourself. As well as these services, good quality frozen or fresh meals are available from the supermarket.

Dinner is Served Email: dinnerisserved@outlook.co.nz	Phone	558 3649
EAT Website: www.eat.co.nz Email: orders@eat.co.nz	Phone	0800 328 333
Farmhouse Quality Foods Website: www.farmhousefood.co.nz Email: sales@farmhousefood.co.nz	Phone	0800 335 662
HomeCater Website: www.homecater.co.nz	Phone	0800 303 232
The Katering Co Email: kate@thekateringco.co.nz	Phone	948 9109

Meals on Wheels

This service provides home delivery of a hot meal if you unable to prepare your own meals. Meals are available from Monday to Friday and a small charge is made for each meal. An assessment for eligibility for this service applies, ask your Doctor for a referral. For more information on the assessment process refer **page 15**.

Relocation Services

Elderly Assist Ltd **Phone** **0800 839 874**
Website: www.elderlyassist.co.nz
Email: janice@elderlyassist.co.nz

Practical assistance to help you downsize, declutter, pack and relocate.

Moving Made Easy **Phone** **489 5024**
Website: www.movingmadeeasy.co.nz
Email: info@movingmadeeasy.co.nz

Support and coordination in decluttering or downsizing and relocation.

Next Phase with Care **Phone** **021 047 3423**
Website: www.nextphasewithcare.co.nz
Email: info@nextphasewithcare.co.nz

Practical relocation assistance.

Time Again **Phone** **027 286 7598**
Website: www.timeagain.co.nz
Email: info@timeagain.co.nz

Assists with deceased estates and relocation for older people.

Shopping

Home care agencies will offer shopping support. Countdown supermarket offers an online shopping and delivery service. There are also some driving services listed on **page 62** that include accompanied shopping as part of the services they provide.

HOME SECURITY AND PERSONAL PROTECTION**General Information**

While relatively few of you will ever be victims of crime, the fear of being assaulted, burgled or taken in by tricksters can cause a lot of worry.

There are a number of good personal and residence alarm systems on the market – check the Yellow Pages.

If you are aware how to protect yourself and your property, you can lead a more carefree and thus a more enjoyable life.

For more information:

Community Constables

Refer

Page 7

Neighbourhood Support North Shore
 Email: admin@neighbourhood.org.nz

www.neighbourhood.org.nz

Life Tubes

These are small plastic containers with a screw lid containing the details of a person's next of kin, Doctor, medical conditions and other emergency information.

It is intended that the Life Tube is kept in the refrigerator so that neighbours or emergency services can locate it easily.

Available from the Age Concern North Shore office at a cost of \$5.00 each.

Age Concern North Shore
 177B Shakespeare Road, Milford 0620
 Email: ageconns@acns.co.nz

Phone

489 4975

Monitored Medical Alarms

The rental and monitoring of a medical alarm can be included in the Disability Allowance if:

- The need for it is ongoing and an additional cost
- Your Doctor completes a medical alarm certificate confirming you need it because of your disability or personal health needs

From May 5, 2014 the Ministry of Social Development accredited the following alarm companies to supply monitored medical alarms paid through Disability Allowance (DA).

ADT Armourguard
 Website: www.adtsecurity.co.nz

Phone

0800 238 272

Chubb Medical
 Website: www.vitalcall.co.nz
 Email: chubb.chd@chubb.co.nz

Phone

0800 111 238

St John
 Website: www.stjohn.org.nz
 Email: enquiries@stjohn.org.nz

Phone

0800 502 323

There are other companies that provide alarms that are not funded through the disability allowance.

Bupa
 Website: www.bupa.co.nz
 Email: info@bupa.co.nz

Phone

0800 60 80 99

CareAlert
 Website: www.carealert.co.nz
 Email: office@carealert.co.nz

Phone

0800 67 77 87

CareAlert is a personal alert system that ensures contact with designated individuals or Triple 1 (as a final contact) in an emergency. It can be purchased for a one-off fee and has no ongoing monitoring fee.

SeNCit

Phone 0800 4 736 248

33 Fairleigh Avenue, Mount Albert, Auckland

Website: www.sencitmonitor.com

Email: contact@sencitmonitor.com

SeNCit is a small, discreet monitoring device that alerts you by text if an individual has had a fall or become incapacitated - without them having to raise the alarm.

Medical Alarms



With a **Bupa Medical Alarm**, grandad can stay independent.

Enjoy peace of mind with a Bupa medical alarm. We offer 24 hour assistance, seven days a week nationwide and we'll cover any emergency ambulance costs.

To find out more call your local Healthcare Field Officer, Vivien Parnell on **0800 60 80 99**.

 bupa.co.nz



Age+Plus

Visit us at:

AgePlus

89 Clyde Road, Browns Bay

Ph:09 550 3387
www.ageplus.org.nz

Mon-Fri: 9am - 4:30pm
Sat: 10am - 1pm

- :: Daily Living Aids
- :: Kitchen Aids
- :: Mobility Aids
- :: Scooters
- :: Walkers & Wheelchairs
- :: Lift Recliner Chairs & Beds
- :: Continence Products
- :: Hygiene Products
- :: Compression Stockings
- :: Lift Chairs & Beds
- :: Rehabilitation Equipment
- :: Information Centre
- :: Carer Resource Centre
- :: Community Education

TRANSPORT

	PAGE
PUBLIC TRANSPORTATION	62
Auckland Transport	62
North Shore Bus Companies	62
PRIVATE TRANSPORTATION	62
Driving Services	62
Taxis	63
Total Mobility Scheme	63
INFORMATION FOR OLDER DRIVERS	64
Renewing your Drivers Licence	64
Medical Fitness to Drive Assessment	65
Driving Assessment	65
Staying Safe Driver Refresher Workshop	65

PUBLIC TRANSPORTATION

Auckland Transport **Phone** **366 6400**
Website: www.at.govt.nz/bus-train-ferry/

For information on Auckland bus, trains or ferry services, as well as journey planner and timetable information.

If you receive NZ Superannuation or you have reached the qualifying age of 65, you can travel for **FREE** on Auckland's scheduled public transport services after 9.00am weekdays and all day on weekends and public holidays.

You will need to purchase an AT HOP card for \$10.00 and have your SuperGold concession loaded on to it at an AT Customer Service Centre. You will also need to load \$5.00 credit onto your card. If you are travelling before 9.00am weekdays, you must pay the full adult fare

AT Customer Service Centres:

Smales Farm Busway Station
150 Shakespeare Road Extension, Takapuna

Constellation Park and Ride
62 Parkway Drive, Mairangi Bay

Albany Park and Ride
Corner of Elliot Rose Avenue and Cornerstone Drive, Albany

Britomart Transport Centre
8-10 Queen Street, Auckland Central

North Shore Bus Companies

Birkenhead Transport **Phone** **483 9119**
2-22 Verran Road, Verrans Corner, Birkenhead 0626
Website: www.birkenheadtransport.co.nz
Email: office@birkenheadtransport.co.nz

North Star - North Shore Depot **Phone** **444 4408**
76 Diana Drive, Glenfield 0629
Website: www.northstarbus.co.nz

Ritchies Transport - North Shore Depot **Phone** **415 9138**
9 Henry Rose Place, Albany 0630
Website: www.ritchies.co.nz

PRIVATE TRANSPORTATION

Driving Services

There are a number of driving services available that will provide transportation to appointments, shopping, social engagements, scenic drives or outings. They can also support you during a difficult appointment.

Driving Miss Daisy	Phone	0800 948 432
Website: www.drivingmissdaisy.co.nz		

Offers a discount on the driving component as part of the Total Mobility Scheme.

Freedom Companion Driving Service	Phone	0800 956 956
Website: www.freedomdrivers.co.nz		
Email: info@freedomdrivers.co.nz		

For other shopping assistance	Refer	Page 57
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Taxis

Taxi companies operating on the North Shore are:

Alert Taxis Ltd	Phone	309 2000
Website: www.alerttaxi.co.nz		

Auckland Co-operative Taxi Society	Phone	300 3000
Website: www.cooptaxi.co.nz		

Budget Taxis	Phone	849 3000
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Cheap Cabs Ltd	Phone	621 0505
Website: www.cheaptaxi.co.nz		

Corporate Cabs	Phone	377 0773
Website: www.corporatecabs.co.nz		

Discount Taxis Ltd	Phone	529 1000
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North Harbour Taxis	Phone	479 1300
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North Shore Taxis	Phone	488 8000
Website: www.nstaxi.co.nz		

President Taxis	Phone	488 9900
Website: www.presidenttaxi.co.nz		

R & R Total Mobility	Phone	443 2506
Website: www.randrmobility.co.nz		

Specialised Transport Company (wheelchair transport)

Re-Li-On-Us	Phone	0800 025 999
Website: www.relionus.co.nz		
Email: enquiries@relinonus.co.nz		

Healthcare transport specialist. Wheelchair, able body and group transport.

Total Mobility Scheme

The Total Mobility Scheme is available to people who have a permanent disability that means they are no longer able to drive or are unable to use public transport. The scheme enables holders to receive a discount on taxi fares. The scheme is administered by local disability

agencies on behalf of Auckland Transport.

Disability agencies on the North Shore that are part of the scheme include:

Age Concern North Shore	Phone	489 4975
Alzheimers - Auckland	Phone	622 4230
CCS Disability Action Northern Region	Phone	625 9378
Blind Foundation	Phone	335 6900
North Shore CMA	Phone	489 8954
Stroke Foundation	Phone	475 0070

INFORMATION FOR OLDER DRIVERS

Renewing your driver licence

Drivers must renew their drivers licence at age 75, 80 and every two years after that.

When renewing your licence from age 75, your health and vision must be regularly checked. You will need to book an appointment with your Doctor to get a Medical certificate for a drivers licence. Tell your Doctor the certificate is for your driver licence. You will have to pay for the appointment yourself.

During your appointment your Doctor will discuss your present state of health with you and test your eyesight. They will then recommend whether you are:

- Medically fit to drive
- Medically fit to drive with conditions (eg correcting lenses, time-of-day restriction, distance restriction)
- Medically fit to drive subject to passing an on-road safety test
- To be referred to a specialist (eg optometrist or occupational therapist driving assessor – your Doctor will advise you of the results)
- Not medically fit to drive. Your Doctor must advise the NZ Transport Agency and your licence will expire on your birthday

If your Doctor decides you are medically fit to drive, he or she will provide you with a medical certificate for a drivers licence. You will then need to visit a driver licensing agent (a participating office of the NZ Automobile Association, Vehicle Testing New Zealand, or Vehicle Inspection New Zealand) and bring:

- Your completed application for renewal of driver licence form
- Your existing photo driver licence or other acceptable evidence of your identity
- Confirmation of your address, such as a bill or bank statement issued in the last six months
- Your medical certificate for driver licence issued within the previous 60 days
- The driver licence renewal application fee of \$18.70

If your Doctor has indicated on the medical certificate that you are required to pass an On

Road Safety Test, you will need to book the test and pay the test fee of \$41.80. For more information, the guide to the on-road safety test is available from any driver licensing agent or by calling 0800 822 422.

Your photograph and signature will need to be updated at age 75, 86 and every ten years afterwards. At any other renewal (after age 75) you may choose whether or not you would like this updated.

Once you have completed the application process, your new photo driver licence will be sent to the mailing address supplied. Please allow up to 21 days for this to reach you. The licensing agent will give you a temporary driver licence, to permit you to drive while your new photo driver licence is being produced.

If you allow your licence to expire but continue to drive, you will be liable for serious penalties (including a \$400.00 instant fine, being forbidden to drive and vehicle impoundment for subsequent offences). You also risk having any insurance claims declined. Anyone who does not renew their driver licence within five years of its expiry date will usually have to pass a theory and practical test to regain their licence.

Contact details for general enquiries, or more information:

NZ Transport Agency **Phone 0800 822 422**
Website: www.nzta.govt.nz

Medical Fitness to Drive Assessment

Off road and on road assessment. On road in your own car and in your local area.

Able-2-drive - Rodney and North Shore **Phone 421 1511**
Website: www.able-2-drive.co.nz

Anne Molloy Occupational Therapy Consultancy **Phone 021 138 0124**
Website: www.aucklanddrivingassessments.com
Email: anne.molloy@inspire.net.nz

OTRS Rehabilitation Services **Phone 0800 687 748**
Website: www.otrs.co.nz
Email: info@otrs.co.nz

Driving Assessment

Most driving schools will offer you an assessment with a qualified driving instructor who can assess your driving and help you with any improvements needed.

Staying Safe - Driver Refresher Workshop

Age Concern North Shore runs a three hour classroom based refresher workshop for Senior Drivers. To reserve a place on the next workshop please contact Age Concern North Shore. The workshop is free to attend.

Please note the Staying Safe workshop is designed to refresh your existing driving knowledge and has no impact on your eligibility to continue to drive.

Age Concern North Shore **Phone 489 4975**
Email: ageconns@acns.co.nz

EDUCATION AND SOCIAL

	PAGE
AUCKLAND LIBRARIES	67
COMMUNITY CENTRES/HOUSES	67
EDUCATIONAL OPPORTUNITIES	69
Community Education	69
SeniorNet	69
University of Auckland	69
U3A	69
SOCIAL OPPORTUNITIES	70
60's Up Movement	70
Age Concern North Shore	71
Care and Craft Centres	71
Grey Power	72
GrownUps	72
Neighbourly	72
North Shore and Northern Probus Association	72
North Shore Centres for Mutual Aid	72
North Shore Embroiderers Guild	72
North Shore Widows and Widowers Society	72
Older Women's Network	73
Returned Services Association	73
Senior Citizens Clubs	73

AUCKLAND LIBRARIES

You can use your Auckland library card at any one of the 55 libraries and 4 mobile libraries across Auckland from Wellsford to Waiheke to Waiuku. It is free to join for residents and ratepayers of the Auckland Council region. It is free to borrow from almost all collections and an item can be requested from any library across the region and delivered to your library of choice at no charge.

AUCKLAND LIBRARIES

Phone**486 8460****Website: www.aucklandlibraries.govt.nz****Albany Village**

Kell Drive, Albany 0632

Birkenhead

Nell Fisher Reserve, Hinemoa Street, Birkenhead 0626

Devonport

2 Victoria Road, Devonport 0624

East Coast Bays

Bute Road, Browns Bay 0630

Glenfield

90 Bentley Avenue, Glenfield 0629

Northcote

Norman King Square, 2 Ernie Mays Street, Northcote 0627

Takapuna

9 The Strand, Takapuna 0622

**For mobile library times contact your local library or visit
www.aucklandlibraries.govt.nz**

COMMUNITY CENTRES/HOUSES

North Shore currently has a total of 12 Community Houses, each designed to respond to the needs of its local community. They offer a variety of services, activities and classes for people of all ages, including arts and crafts, health, leisure activities and support groups.

Albany House

575 Albany Highway, Albany 0630

PO Box 215, Albany Village 0755

Website: www.albanycommunity.org.nz**Email: albanyhouse@albanycommunity.org.nz****Phone****448 5363**

Bays Community Centre 2 Glen Road, Browns Bay 0630 Website: www.ecbcp.co.nz Email: ecbcp@xtra.co.nz	Phone	478 4091
Bayview Community Centre 72 Bayview Road, Glenfield 0629 Website: www.bayviewcentre.org.nz Email: bayviewcc@xtra.co.nz	Phone	443 0231
Beach Haven Community House 130 Beach Haven Road, Beach Haven 0626 Website: www.birkdalebeachhaven.org.nz Email: houses@birkdalebeachhaven.org.nz	Phone	483 9942
Birkdale Community House 134 Birkdale Road, Birkdale 0626 Website: www.birkdalebeachhaven.org.nz Email: houses@birkdalebeachhaven.org.nz	Phone	483 9149
Devonport Community House 32 Clarence Street, Devonport 0624 Website: www.devonportcomhouse.co.nz Email: devonportcomhouse@xtra.co.nz	Phone	445 3068
Glenfield Community Centre Corner Glenfield Road & Bentley Avenue, Glenfield 0629 Website: www.glenfieldcommunitycentre.co.nz Email: office@glenfieldcommunitycentre.co.nz	Phone	444 5023
Highbury Community House 110 Hinemoa Street, Birkenhead 0626 Website: www.highburyhouse.org.nz Email: hihouse@xtra.co.nz	Phone	480 5279
Meadowood Community House 55 Meadowood Drive, Unsworth 0632 Website: www.meadowood.co.nz Email: mwoodch@xtra.co.nz	Phone	443 7337
Onepoto Awhina (Northcote Community House) Pearn Crescent, Northcote 0627 Website: www.northcotecommunity.com Email: onepoto1@xtra.co.nz	Phone	419 1692
Rose Centre Community Centre & Theatre School Road, Belmont 0622 Website: www.rosecentre.co.nz Email: info@rosecentre.co.nz	Phone	445 9900

Sunnynook Community Centre	Phone	410 4902
Corner Sunnynook Road & Sycamore Drive, Sunnynook 0620		
Website: www.sunnynookcomcentre.co.nz		
Email: snook.com.cen@xtra.co.nz		

EDUCATIONAL OPPORTUNITIES

Community Education

There is currently only one school that runs a Community Education Programme.

Contact Glenfield College Community Education office.

Glenfield College Community Education	Phone	444 1353
Website: www.gcc.co.nz	or	441 9774
Email: info@gcc.co.nz		

SeniorNet

www.seniornet.org.nz

SeniorNet gives older adults a chance to explore the world of computers, to work with the internet and learn about new communication and information technology.

SeniorNet Bayswater	Phone	446 3305
135 Bayswater Avenue, Bayswater 0622		
Website: www.seniornetbayswater.nz		

SeniorNet Glenfield	Phone	444 2231
5 Mayfield Road, Glenfield 0629		
Website: www.seniornet-glenfield.org.nz		

SeniorNet North Shore (Inc) – Takapuna	Phone	486 2163
St John Ambulance Rooms, Shea Terrace, Takapuna 0622		
Website: www.seniornetns.net		

The University of Auckland

Phone 0800 864 266

Centre for Continuing Education
University of Auckland, Alfred Street
Auckland Central

Website: www.lifelonglearning.co.nz

Email: conted@auckland.ac.nz

Centre for Continuing Education offers a great range of learning opportunities. They offer courses that run during the day, evenings, weekdays or weekend. The programme includes: language studies; art; history; personal development; performing arts and writing skills.

U3A

www.u3a.net.nz

This organisation provides educational opportunities for those who are in retirement and aims generally to improve the quality of life for older people by bringing them into contact with academic programmes. It does this largely by sharing the skills of its members. It is voluntary, no qualifications are required and no exams are taken.

U3A started in France in 1972, is now very active in Britain and Australia and started up in New Zealand in 1989.

U3A Birkenhead

Secretary: **Margaret Collings** Phone **480 0642**

U3A Browns Bay

President: **Monette Ewen** Phone **478 1928**

Website: www.u3abb.net.nz

U3A Devonport

Phone **445 7522**

Website: www.devonport.u3a.org.nz

Email: devonport2011@u3a.org.nz

U3A Takapuna

President: **Graham Alcock** Phone **473 5607**

Website: www.u3atakapuna.org.nz

Email: u3atakapuna@gmail.com

SOCIAL OPPORTUNITIES

60's Up Movement

www.60supmovement.org.nz

These groups are made up of senior members of the community who are active, usually no longer in full time employment and who meet in local branches to find new friends and activities.

Birkenhead

Secretary: **Kathy Heke** Phone **419 9605**

Browns Bay

President: **Joy Hayson** Phone **444 0236**

Secretary: **Carmel Carter** Phone **479 1730**

Devonport

President: **Roy Wheeler** Phone **446 6027**

Glenfield

President: **Lyn Thornton** Phone **444 8983**

Northcote

Secretary: **Ann Williamson** Phone **443 5227**

Takapuna

Secretary: **Elaine Utting** Phone **413 6562**

Torbay

Secretary: **Josette Westcott** Phone **479 8159**

Age Concern North Shore Phone 489 4975
 177B Shakespeare Road, Milford, Auckland 0620
Website: www.ageconcern.org.nz
Email: ageconns@acns.co.nz

Accredited Visiting Service (AVS) Phone 929 2307
Email: visiting-service@acns.co.nz

This service is offered by Age Concern North Shore and provides for regular visits to older people on the North Shore. If you are 65 or older and would like more company, contact the AVS Co-ordinator who will visit you to get to know about you and your interests. You will then be matched to a carefully chosen accredited volunteer who will visit you for about an hour a week.

Calendar of Activities

This is an annual publication from Age Concern North Shore which provides a comprehensive list of activities pertinent to older people on the North Shore. It includes social, support, physical and educational opportunities. Copies are available from the office or can be downloaded from the agewell website, www.agewell.org.nz. Members receive their copy in the post.

Chinese Seniors Group Phone 929 2311
Email: janel@acns.co.nz Ext 111

Monthly social gathering with guest speakers, sharing of information and outings. Also weekly interest classes available.

Club Gordon Phone 489 4975

Club Gordon is an initiative of Age Concern North Shore offering social contact, companionship, entertainment, morning tea and a light lunch on Wednesdays during term time. The service is available to frailer older people on the North Shore to enable them at least one social outing a week. A small charge covers transport, entertainment, morning tea and lunch.

The Care and Craft Centres Inc

The purpose of the Care and Craft Centre is to provide a range of interests and companionship for adult disabled, or lonely housebound people.

Birkenhead Care and Craft Phone 418 3699
 Birkenhead Methodist Church Hall, Birkenhead 0626 or 480 5456

Milford Care and Craft Phone 478 9803
 Lady Allum Village, Milford 0620
Email: daphne.markwick@xtra.co.nz

Grey Power**www.greypower.co.nz**

Grey Power is a lobby organisation promoting the welfare and well-being of older New Zealanders.

Grey Power North Shore

President: Bill Rayner

Phone**445 3370****Email: brayner@xtra.co.nz****Grownups****www.grownups.co.nz**

Lifestyle website for the over 50's.

Neighbourly**www.neighbourly.co.nz**

Neighbourly's mission is to create an easy way for neighbours to talk and share online, creating more real world connections and ultimately growing stronger, safer and friendlier communities.

North Shore and Northern Probus Association**www.probusouthpacific.org**

Past President: Ileen McGrath

Phone**476 8283**

Probus is an association of retired people who join together in regular activities to keep their minds active, expand their interests and enjoy the fellowship of new friends. There are a number of Probus Clubs on the North Shore.

North Shore Centres for Mutual Aid (CMA)**Phone****489 8954**

Mary Thomas Centre, 3 Gibbons Rd, Takapuna 0622

Website: www.cmans.org.nz**Email: cma.ns@xtra.co.nz**

Centres for Mutual Aid provide companionship and activities one morning per week to seniors isolated in the community. They operate Monday to Thursdays during school terms in various locations on the North Shore. Morning tea and lunch included at nominal charge. Transport can be arranged.

North Shore Embroiderers Guild**Phone****480 9438**

Positive Ageing Centre, 7 The Strand, Takapuna 0622

Promotes understanding and interest in embroidery.

North Shore Widows and Widowers Society**Phone****479 6042**

Tiaotea Trust Progress Hall, Anzac Road, Browns Bay 0630

Offers a wide range of recreational and social activities for its members, including Indoor Bowls twice weekly.

Older Women's Network Inc (OWN) Phone 479 7519
Website: www.olderwomensnetwork.org.nz
Email: info@olderwomensnetwork.org.nz

OWN aims to unite older women within a supportive environment and enrich the quality of their lives through education towards healthy living.

Returned Services Association www.rsa.org.nz
 These are Clubs for returned servicemen and women and their partners. The telephone number is a Club number.

Birkenhead Phone 418 2424
 Recreation Drive, Birkenhead 0626
Website: www.birkenheadrsa.com
Email: secman@birkenheadrsa.com

Devonport Phone 445 8938
 61 Victoria Road, Devonport 0624
 PO Box 32087, Devonport 0744
Website: www.devonportrsa.org.nz
Email: secretary.devonportrsa@xtra.co.nz

East Coast Bays Phone 478 8033
 13-15 Bute Road, Browns Bay 0630
 PO Box 35014, Browns Bay 0753
Website: www.ecbrsa.co.nz
Email: ecbrsa@xtra.co.nz

Senior Citizens Clubs

All have their own premises; some are open seven days a week and provide activities such as indoor bowls, cards, entertainment, bingo, dancing, and bus trips.

Birkenhead Phone 418 1839
 251 Hinemoa Street, Birkenhead 0626

Browns Bay Phone 479 6041
 9 Inverness Road, Browns Bay 0630
 PO Box 35695, Browns Bay 0753

Glenfield Phone 444 6578
 7 Mayfield Road, Glenfield 0629
 PO Box 40094, Glenfield 0747

President Phone 443 2656

Devonport Phone 445 3286
 Harmony Hall, 4 Wynyard Street, Devonport 0624

Milford Phone 486 3586
 141A Kitchener Road, Milford 0620

Northcote Point 119 Queen Street, Northcote Point 0627	Phone	418 2349
Takapuna The Strand, Takapuna 0622		
President	Phone	489 8430
Torbay 37 Watea Road, Torbay 0630 P O Box 89112, Torbay 0742	Phone	473 5593

CARDS I KEEP IN MY HANDBAG/WALLET

(Keep this in a safe place)

Please place a tick beside any of the following cards you currently have and keep this list in a **safe secure place**. (Not your handbag or wallet)

Record the serial number

<input type="checkbox"/>	AA	0800 500 444
<input type="checkbox"/>	AT Hop Card	366 4467
<input type="checkbox"/>	Air NZ Airpoints Card	0800 274 764
<input type="checkbox"/>	Amex	0800 656 660
<input type="checkbox"/>	Community Services Card	0800 999 999
<input type="checkbox"/>	Countdown	Contact Local Supermarket
<input type="checkbox"/>	Disability Parking Permit	625 9378
<input type="checkbox"/>	Drivers Licence	0800 822 422
<input type="checkbox"/>	Farmers	0800 101 170
<input type="checkbox"/>	Flybuys	0800 359 2897
<input type="checkbox"/>	Library Card	Contact Local Library
<input type="checkbox"/>	Master Card	0800 449 140
<input type="checkbox"/>	RSA	Contact Local Club
<input type="checkbox"/>	SuperGold Card	0800 25 45 65
<input type="checkbox"/>	The Warehouse	0800 887 887
<input type="checkbox"/>	Total Mobility	366 6400
<input type="checkbox"/>	Visa Card	Contact your Bank
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>	Passport – New Zealand	0800 225 050

<u>Banks</u>	Credit/Eftpos Cards	
<input type="checkbox"/>	ANZ	0800 269 296
<input type="checkbox"/>	ASB	0800 803 804
<input type="checkbox"/>	BNZ	0800 275 269
<input type="checkbox"/>	Kiwi Bank	0800 113 355
<input type="checkbox"/>	The Cooperative Bank	0800 554 554
<input type="checkbox"/>	TSB	0508 872 226
<input type="checkbox"/>	Westpac	0800 400 600
<input type="checkbox"/>	Other	

Important Papers

My Name: _____

My Bank: _____

Address: _____

Phone: _____

Phone: _____

My Solicitor: _____

IRD Number: _____

Phone: _____

SuperGold Card Number: _____

My Accountant: _____

Next of Kin or Executor: (Name, Phone,

Phone: _____

Address, Relationship): _____

My Doctor: _____

Phone: _____

Tick Box A in each category if the original document is here or, or give details in Box B if the original is stored elsewhere, or held by someone else (Provide name and contact details). Attach additional information to back.

	A	B
My Will		
Power of Attorney (Property)		
Power of Attorney (Personal Care and Welfare)		
Deeds and Certificates (Birth, Marriage, Military, Property, Vehicle, Investment etc)		
Insurance, Superannuation, other Policies		
Cheques, Savings, Other Account Numbers		
Assets, Debts, Tax, Family Trust Details		
Other Documents (list Below) 1. 2. 3.		
Detailed Summary of preferred funeral and cremation/burial arrangements: contact details of preferred funeral director		
Detailed Summary of how specific heirlooms, artworks, personal items and other material possessions should be distributed to family and friends etc		
List of contacts who should be notified if I can no longer manage my affairs, or die (immediate family, friends, GP, neighbours, Church, clubs, service providers etc)		

Age Concern North Shore
177B Shakespeare Road, Milford
Auckland 0620
PHONE: (09) 489 4975
EMAIL: ageconns@acns.co.nz
WEBSITE/S: www.ageconcern.org.nz;
www.agewell.org.nz