

## Goodbye 2020

What will your memories be of 2020? It has been an extraordinary year with plenty of ups, downs and uncertainties. Homelessness and house prices have soared at equal measure. We've seen all of the country, and parts of it, closed down for weeks on end, five-star hotels fenced off and martialled by the armed forces. We've seen an election here and a dramatically changing and sometimes violent world beyond our shores. We in Aotearoa have been fortunate to remain relatively safe and stable, but many of us still feel uncertain about venturing out into the world again.

And of course, 2020 sees us moving from our long-time home in Eruera Street to Parksyde House in Tarewa Place. Our move is scheduled for 10th December so we will be well in place when we return to work on January 19th 2021 and are looking forward to seeing you there!

## Welcome Katreece!

Welcoming a new staff member to Age Concern is a wonderful way to end the year. Katreece Lewis is our new Social Connections Coordinator. Many seniors say they are busier than they were before they retired, but for others loneliness can be painful and isolating. Katreece's role involves making it easier for our members to connect, to join our activities and outings meet old friends, make new ones and have the odd exciting adventure. Learn a little bit about Katreece on page 7.



## Reach out at Christmas

Christmas is a time for open hearts and kind spirits. If you are on your own and would like to share Christmas with others, reach out, and if you know someone spending Christmas on their own, reach out to them.

*Christmas can be a tough time—if you are recovering from being unwell or have recently suffered a loss, the team at Age Concern are thinking of you.*



**Christmas hours**—we will move into Parksyde House 10th December, close 17th Dec and re-open Tuesday January 19th at Parksyde House. Be safe, take care and we will see you again in 2021. ■



Yay! The Christmas tree's up in the CBD.



### Manager

**Rory O'Rourke**

manager@acrotorua.nz

### Accredited Visiting Services (AVS)

#### Coordinator

**Sue White**

sue@acrotorua.nz

### Shopping Service Coordinator

**Jody Langdon**

shop@acrotorua.nz

### Social Connections Coordinator

**Katreece Lewis**

connect@acrotorua.nz

### Administration

**Lyn Rasmussen**

admin@acrotorua.nz

### Office Hours

Tuesday to Thursday from 9.00am to 2.00pm

# A Word from the Manager



## A time for reflection

As we wind down or up, whichever way you look at it, Christmas it is a time to reflect on what has been a year to forget, but also a year that has taught us many lessons about being kind, caring, tolerant and looking out for each other. Society has changed following the unnatural situation we found ourselves in and we were forced to slow down and smell the roses.

## On the other end of a NASC assessment

Because of an underlying degenerative nerve condition that I was diagnosed with a few years ago I was on the other end of a Needs Assessment Service Coordination (NASC) assessment. You may have wondered why I have a walking stick which I have only recently taken up to help my balance. For me the assessment involved initially a phone call with a very friendly lady to do the initial assessment and look at the support needed and where the support can come from as well as arranging the appropriate support.

The support service is for people over 65 who have long term loss of independence or require assistance with normal daily tasks. It is also for people who have recently been discharged from hospital or have a long term chronic condition. To have a NASC Assessment you can be referred by your health professional, social worker, community organisation, friend, family or you can refer yourself. The referral can be made in a variety of ways including email, telephone, letter or in person. Initially the assessment will be done over the phone and the outcome of this will determine if a further face to face interview is desired and this is normally a measure of the support that is needed. In my case I was referred by my neurologist and only required a very pleasant and painless telephone assessment to ascertain my level of need. The next step for me was a referral to QE for some work in the water which sounded fine to me as I have always loved water activities and sports. Long story short if you or anyone you know would benefit from a NASC assessment please do not hesitate to contact them [nasc.admin@lakesdhub.govt.nz](mailto:nasc.admin@lakesdhub.govt.nz) or phone 07 3431030.

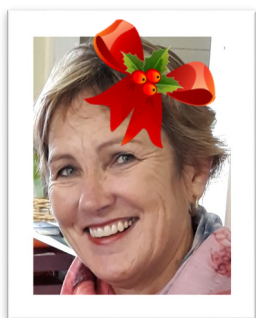
## Bank Closures and technology upskilling for seniors

It is concerning that BNZ Bank are following some of the other banks and closing 38 branches between now and next March. This along with the doing away with cheques has caused issues for the elderly population in particular. I am pleased to note that the Multicultural Council have been the recipient of \$7,000 from the Office of the Seniors to provide seminars and support in partnership with SeniorNet to upskill the elderly migrants in technology.

I am also pleased to confirm that Age Concern Rotorua have been granted \$4,000 from National Office to host 10 seminars on Tuned into Tech which will see students from local high schools work alongside our elderly to upskill them on such things as internet banking, effective use of smart phones, zoom connectivity, emailing, social media (Facebook), effectively using the internet, on-line shopping and using television casting. I can see Parksyde, and our new home, being a hive of activity over the next few months as the series of worthwhile seminars is presented.

*"I can see Parksyde, and our new home, being a hive of activity over the next few months as the series of worthwhile seminars is presented."*

## Sue White—AVS Co-Ordinator



### What a rollercoaster year!

Well goodness gracious me, we are almost at the end of 2020 and what a rollercoaster year it has been. I still find myself longingly reflecting on “Lockdown” and try to reincarnate the wonderful feeling of peace and quiet and TIME!

### Nearest and Dearest

I guess that the flipside of that is I have had a strong sense on so many levels of just how fortunate we have been in New Zealand. However, now that the impact of Covid continues, many of us are longing to see our nearest and dearest who are living overseas. My wish for 2021 is that we will all soon be able to travel safely and have our darlings to visit from across the seas. On Saturday I am flying to Nelson to walk the Heaphy Track next week, and I am euphoric at the thought of getting on an aeroplane and flying somewhere, anywhere it doesn't matter where.

### Connecting with Katreece

We are so excited to have Katreece on board! We really hope that our Members and Volunteers will be filled with expectation as we head into 2021 with regards to all the fabulous opportunities Katreece will be providing for people to “CONNECT” and get out and about.

I am loving all the growth in the garden with the warmer weather and the glorious rain we have enjoyed and am looking forward to a few weeks off over Christmas to get into my garden. Summer for me also means Lake and Beach time and the few glorious days we have already enjoyed have meant I have had a good few lake swims already. The end of the year always brings with it moments of reflection and I realise that we at Age Concern have had an opportunity to make a difference in our community because of the amazing Volunteers who continue to go above and beyond what they do for the people they help. We have the most wonderful group of Volunteers and Members and so enjoy it when you pop in to say hello!

### Sharing our new space with you

2021 will herald a new phase for us at Age Concern Rotorua as we take up residence at Parksyde House. Please pop past and visit us so we can share our new space with you. Wishing you a wonderful Christmas time and if you are maybe going to be on your own, make sure that you link in to some of the Community Events.

### Library to You—a book delivery service from the Rotorua Library

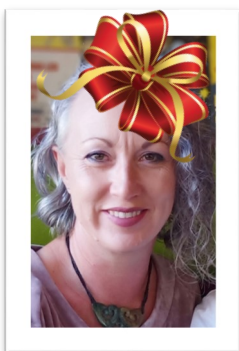
A free service for customers who are unable to visit the library to collect their own books. This includes but is not limited to:

\* Adults over 70 \* People with a health condition \* Adults responsible for caring for an adult within the home.

Call (07) 348 4177 or email [outreach@rotorualc.nz](mailto:outreach@rotorualc.nz)



# Catching up with Jody Langdon



## Have you heard the news?

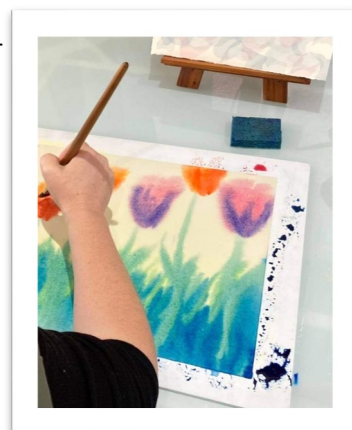
Have you heard the news? Rotorua Civic Arts Trust has given us a sum of money to trial an art therapies course here in Rotorua. I am both thankful and excited. This will be held right in the centre of our artistic community, The Arts Village. Starting Tuesday February 2<sup>nd</sup> 10.30. This will run for 6 weeks studio time, 1.5 hrs per week and the 7<sup>th</sup> week more of a coffee and catchup to share learnings we have had.

## What are Art Therapies?

You need no experience or artistic pizzazz. Artistic therapies are for everyone. It is perfect for those feeling overwhelmed or pressured by this hectic world we live in. Creating art will give you the chance to slow down and in those quiet moments it allows you to explore any issues you may be having. Studies show that creating art stimulates the release of dopamine. This chemical is released when we do something pleasurable, it basically makes us feel happier.

This is not about becoming a great artist or even focusing on the final product. It is about the process and finding meaning and building connection in your life.

All you need is a willingness to experiment and a koha for materials. We have only been part funded so any help you can for materials greatly accepted. As this is the first Age Concern Art therapies in Rotorua, we are restricting the numbers to 10. Come on be apart of something new and share this adventure with me. Call the office to indicate interest.



## Come join Jody on an adventure! Do not dilly dally, phone today! 347 1539

I am never one to wish away my life but by golly I cannot wait to see the back of 2020, I am absolutely cracking to get on with 2021, who is with me? To all those who have made me smile this year, you are amazing! Big thank you to the team in the office, boy you fill my bucket. To all those who have been gracious and allowed me to help where I can, it was my pleasure.



*May the season warm your soul, bring love to your heart, and bless you with everything this life has to offer. Finally, may you never be too grown up not to search the skies on Christmas eve.*

Love Jody xx





# ARTISTIC THERAPIES

## FOR OLDER FOLK

**No experience required**

### **Age Concern Rotorua & Tabitha Ramsay**

Come join us at our wonderful Arts Village for 6 creative tutor lead sessions over 6 weeks. Starting Tuesday February 2<sup>nd</sup> 2021. limited numbers. Call Age Concern to reserve your spot. Koha for art supplies. 347 1539 or [admin@acrotorua.nz](mailto:admin@acrotorua.nz) 10.30 – 12

**•Be Relaxed •Be Mindful •Be in the Moment**



## Get your feet in the starting blocks for 2021!

### Breakfast@Social Club

Meet the gang again **25th January** at the Social Club. No need to RSVP—just turn up 9:30am for a \$10 breakfast or \$8 muffin and coffee deal. The Social Club is on the corner of Arawa and Amohia Streets, opposite the Rotorua Primary School (no breakfast in December).



### Intrepids

No excursion for the Intrepids in December, but join Maureen and the crew on **Thursday 28th January** for a jaunt out to Terrace Café at Rotorua Airport. No need to RSVP—just turn up at the bus stop in Arawa St outside the library at 9:25am, return time 11:10am.



## Mobility Centre Van Based Sales

Fraser Heron “I’ll come to you”

As many of you know, Life Unlimited has now closed but the community will still have direct access to a range of essential mobility equipment and aids.

QE Health is the Mobility Centre’s retail partner, and mobility specialist, Fraser Heron, who managed Mobility Centre (Life Unlimited) Rotorua, will come to you. Fraser will help you with products such as mobility scooters, walkers, wheelchairs and furniture including convalescence beds and lift chairs into rest homes, retirement villages and private homes.

*“We did not want to abandon the people who rely on us for good options to access and advice on equipment and aids to support their everyday living independence.”*

**Call 0800 243 866 for further information**

## Age Concern Rotorua Services

### Accredited Visiting Service (AVS)

Providing companionship and support for older people living in the community by matching them up with a regular volunteer visitor.

### Assisted Shopping Service

Designating a volunteer to take an older person grocery shopping. People must be able to use their bank card.

### Total Mobility

Total Mobility assists people with impairments to become more mobile and active in the community. The scheme provides discounted fares through approved taxi companies for eligible members who otherwise have no, or limited, access to public transport. Cost: \$25 for an assessor to visit you in your home. \$20 for a telephone assessment.

### Gold Card Skills Service

For people needing minor work around their home in return for a modest fee. Gardening, lawnmowing, basic repairs. Smaller jobs only.

### Community Connections

Helping older people connect with each other and their community—getting to know local bus routes, monthly Breakfast Club and outings in our Out-and-Abouters van.

We also have occasional catch-ups over a mug of soup, coffee etc.



## Kia ora from Katreece



### Age Concern Newbie

Kia Ora – my name is Katreece and I am the newbie in the office. I have been employed as a Social Network Co-ordinator, a role I am just starting to get my head around. My brain is fizzing with ideas about activities we can get involved in, fun things to do and places we can visit next year!

I have just completed my second week on the job and I have been overwhelmed by the warm welcome, friendly faces and fantastic positive attitudes of the people I am working with. They are just the kind of people you want caring for and advocating for older people in our community.

### Give the friendly ladies a call

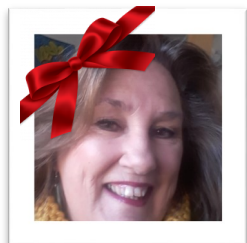
If you have been hesitant, for any reason to get in touch with the office, I would encourage you to give the friendly ladies a call. This week I am seeing them field all sorts of enquiries, offer all sorts of advice and resources; and deal with all kinds of dilemmas – with grace and genuine empathy. I am in awe of my new workmates!

### Christmas event coming up

Our Christmas event is coming up and this will be my first real chance to meet and greet and mingle with our members and volunteers. I am an intensely curious person, who loves life stories and tales of yesteryear - I really do look forward to getting to know you all and having a good yarn over a cuppa and bit of Christmas cake.



## Meri Kirihimete from the Front Desk



### Thank you

This is my third Christmas at Age Concern and my word, working here has really brought home the realities—the positives, negatives and in-betweens of ageing. When we were younger, old age was so far away we couldn't even imagine rickety hips and knees, blurry vision, muffled hearing or greying hair.

But those, in fact, are the easy realities. Illness and disability, loss of our dear ones, loneliness, moving away from the family home, these are the tough realities of growing older. I take my hat off to the truly extraordinary people I meet every day who face their difficulties with courage, good humour and determination. In my role, I have benefited from your wisdom, learnt from the choices you have made and gained perspective when ripples rock the waters of my quiet world. I feel so privileged to know you.

Wishing you love and good health in this, and all seasons.

Lyn xx



## Wave your cheque book a fond “bye-bye”

“Internet banking is as secure as human ingenuity can make it,” says Bert Harris from SeniorNet Rotorua.

Recently I read a letter to Mary Holm, who writes a regular question and answer feature in the “Saturday Business Herald”. The letter-writer was irate that her bank was to stop issuing chequebooks and they would not be processing any cheque transactions by a certain date. The lady was proposing to move her bank account forthwith to any bank that would be continuing to process cheques in the future. Mary Holm’s reply was a fearsome display of logic. In the event that one lone bank remains issuing cheques it would mean that you could only pay your debt obligations by means of a cheque to other customers of that bank and only that bank. In effect the lady would be back at square one.

*Coinage as we understand it, appeared in Rome during the Roman Empire. Banknotes were introduced in China in the year 770. Cheques made an appearance in the 9th Century. Money in all its forms has had a long history. Nothing lasts forever and it seems that cheques will become a fond memory.*

Cash in banknotes and coinage are used less and less every year as more financial payments are made digitally and they may eventually go the way of cheques as we approach a cashless society. The recording of monetary transactions or accounting as we call it today also goes back a long way from the practice of cutting notches in sticks, to marks in clay, to papyrus, to quill pens on parchment and on to paper and ink Black and Red. The arrival of the business mainframe introduced punched tape and moved on to computer readouts which are seldom seen these days. The computer monitor, and even the mobile phone touch screen, have become our main source of digital information allowing us access to our digital bank accounts 24/7.

*We can check our account balances, transfer money between accounts, and set up regular payments. No more running down to the bank to pay by cheque.*

Digital banking allows us to check our account balances, transfer money between accounts and make payments by internet banking or credit or debit card. We can set up regular payments by direct debit. Alternatively, people can pay us our wages, salaries, pensions or interest payments directly into our nominated bank accounts. No more running down to the bank to pay in cheques. Every transaction we make is recorded on servers and backed up on even more servers, allowing virtually instant reconciliation of our accounts. We have come a long way in the past couple of decades. The system is as secure as human ingenuity can make it. Very few people end up out of pocket from a banking transaction. Criminals do not generally target the banks when there are such easy pickings to be made running scams with gullible people who can be persuaded to part with their hard earned money by a glib request for money usually involving some get rich quick scheme.

Unfortunately there are still people among our elder population who will not use internet banking



because they feel that it is not secure or that it is too difficult. They will use a credit or debit card because they are easy and convenient to use. However, using their phone, tablet or laptop to bank electronically goes into the too hard basket and they miss out on the enormous advantages that instant payments give.

Westpac bank has produced a teaching pack which includes a dummy account their customers can use to learn the basics of operating a digital account. SeniorNet has been using this teaching aid for a few years now and we have managed to bring a lot of our members up to speed with this technology. Most of the banks use similar systems which vary slightly in their terminology or layout, but essentially all of the processes are the same. A payment is a payment, a transfer is a transfer and whichever bank you use will have roughly the same approach.

SeniorNet runs courses based on demand. We are ready and willing to assist anyone to set up and run an internet bank account when you finally retire your chequebook and make the giant leap into the digital future. All you need to do is ask and we will help you to do the rest.

*SeniorNet can help you make the leap into the digital future*

To join SeniorNet Rotorua, visit [www.rotoruaseniornet.gen.nz](http://www.rotoruaseniornet.gen.nz).

## Join our SuperGold Card Skills Team

Are you a handyman/retired builder, plumber, electrician, bricklayer, gardener or similar who is able to undertake minor home repairs, gardening, hedge-clipping, lawnmowing etc in return for a modest fee?

Volunteers and people on our SuperGold Skills teams must be police vetted.

**For more information, please give us a call on 347 1539 or email [admin@acrotorua.nz](mailto:admin@acrotorua.nz)**

## Visiting Volunteers Please!

If you have an hour or so a week to spare, please consider volunteering for Age Concern. We are always looking for people to:

- Visit an older person
- Assist an older person with their grocery shopping

If you'd like to join our Volunteer Team, please call us on 347 1539 or email [admin@acrotorua.nz](mailto:admin@acrotorua.nz)

## Fred's Car Wash

Does your vehicle need grooming?

Tuesdays 9am-1pm at Parksyde  
Car Wash **\$20**

(last day at Parksyde before break 15th Dec)

Full groom **\$70** (Fred will need your vehicle for the day)

**\$50 and \$60 options also available.**

(these prices are subject to change depending on the size of the vehicle)

Fred loves grooming cars and he will look after your vehicle as if it is his own.

**Give Fred a call  
021 152 4562**



## Create a Lasting Legacy

Have you considered leaving a bequest for Age Concern Rotorua in your will?

Your support will help us provide services now and into the future for older people in our community.

*"It annoys me when people say, 'Even if you're old, you can be young at heart!' Hiding inside this well-meaning phrase is a deep cultural assumption that old is bad and young is good. What's wrong with being old at heart, I'd like to know? Wouldn't you like to be loved by people whose hearts have practiced loving for a long time?" ~Susan Moon*



Next time you're in town pop in for great coffee and a delicious foodie treat!

Artisan Café  
1149 Tutanekai St, Rotorua  
348 0057

## Keen on Cards?



Join Denis and a small group of enthusiasts for a cuppa, companionship and some gentle competition!

**Give Denis a call: 0272403222**



## CONTACT US

**Phone: 027 5494 260**

**Email: [kiwicoffinclubct@gmail.com](mailto:kiwicoffinclubct@gmail.com)**

**Website: <https://kiwicoffinclub.co.nz>**

**Facebook: [www.facebook.com/KiwiCoffinClub/](https://www.facebook.com/KiwiCoffinClub/)**

## FIND US

**5 Ti Street  
Rotorua 3010**



LIKE US

**Wednesday 7am - 1:30pm or by arrangement**



# OUT-AND-ABOUTERS!

*The van has space for eight, so make sure you book early for your preferred outing. Come on your own or bring a mate for fun and friendly days out! Some excursions may have a nominal fee and a koha is appreciated to cover travel costs. Give Katreece a call on 347 1539 or email [admin@acrotorua.nz](mailto:admin@acrotorua.nz)*

Thursday 4 <sup>th</sup> February	<b>Te Amorangi – Rotorua Settlers and Steam Museum</b> Take a leisurely stroll around the grounds, soak in the ambience of a bygone era, enjoy the displays and way back when! Stop under a shady tree for a cuppa, a scone and a sammie.
Wednesday 10 <sup>th</sup> February	<b>Palmers Garden Centre Wander</b> Time to smell the roses, appreciate the pots and greenery and arty items in the gift shop. Buy a packet of seeds to raise, or a baby house-plant to love. Bring a few bucks for coffee and muffin.
Thursday 18 <sup>th</sup> February	<b>Magical Op Shop Tour</b> A good old mothball, op shop rummage in search of treasures and necessities! Our van challenge is to find the 'tackiest item for a dollar'.
Wednesday 24 <sup>th</sup> February	<b>Fish and Chips at Matata</b> We'll take in the forest and lakes, wander out onto the sand, dip our feet into the water and finish off with a fish'n'chip picnic.
Wednesday 3 <sup>rd</sup> March	<b>Mamaku Blue – Blueberry farm</b> A tiki-tour around the suburb, try some exquisite blueberry products and finish with a cuppa and a blueberry muffin or ice-cream!
Thursday 11 <sup>th</sup> March	<b>Hamurana Nature Walk</b> Sausage sizzle on the reserve, magnificent redwoods, pristine waterways and sausies on the BBQ!
Wednesday 17 <sup>th</sup> March	<b>Rotorua Library – Coffee and Book Browse</b> Peruse the new titles, browse through books and magazines. Your chance to get a library card sorted, finishing with a cuppa in the café.
Thursday 25 <sup>th</sup> March	<b>Mini Golf Rotorua</b>

## Age Concern Rotorua Council

Meet 5.30pm every 2nd Tuesday of the month at the Age Concern office, 1333 Eruera Street. These meetings are open to the public.

### Council Members:

*Glenys Searancke*  
(Chairperson)

*Miranda Bell* (Treasurer)

*Gail Edwards* (Councillor)

*Jo-Anne La Grouw* (Councillor)

*Annette McLeod* (Councillor)

*Margaret Ridgway* (Councillor)

*John Turner* (Councillor)

## Thank you so much to our sponsors!

ACNZ

Bay Trust

Community Post

Eric Hattaway Trust

Four Winds Foundation

Geyser Community Foundation

Grassroots Trust

Tindall Foundation

Infinity Foundation

Lakes DHB

Lakeland Disability Support Trust

Lion Foundation

Lotteries Commission

Mercury Energy

NZ Community Trust

Pub Charities

Rotorua Lakes Council

Rotorua Energy Charitable Trust

Rotorua Rotary

Rotorua Rotary Sunrise

Southern Trust

St Joan's Trust

Tindall Foundation

Working Together More Fund

Ray White Real Estate

Z Fenton



## JOIN AGE CONCERN and enjoy these FREE GIFTS!

- Personal Alarm with torch—don't get caught out in the dark.
- Life Tube—Having a Life Tube on hand could save your life.

Join **NOW** for your telephone and Broadband and receive **\$50 your first month's bill and 5% of your regular payments will be donated to Age Concern** in Rotorua.



**Your Membership will help us provide valuable services to older people in our community**

Membership ☐ \$15 single ☐ \$20 Couple

If you are unable to receive a copy of the newsletter online, please consider a contribution towards cost of print and postage. I wish to contribute \$..... towards newsletter costs

I would like to donate \$..... to support Age Concern services in Rotorua.

Name ..... Ph..... Date of birth .....

Address ..... Email.....

**PLEASE NOTE: We are unable to accept cheques and do not have EFTPOS. We can accept cash payments at the office or to pay online: 38-9012-0590627-00. NB: If you pay online, we will still need your contact details. Please call us or email this form to Age Concern, PO Box 1605, email [admin@acrotorua.nz](mailto:admin@acrotorua.nz) or drop it into 1333 Eruera St, Rotorua. You can also join online at <https://www.ageconcernrotorua.org.nz/>**

Receipts are issued for every payment. Donations over \$5.00 are tax deductible. Our Charities Commission Number is CC2693. Age Concern: PO Box 1605 Rotorua 3040, 1333 Eruera Street, Rotorua, 07 347 1539.