

ISSUE 03, 2023



**AGE**  
**CONCERN**  
**TAURANGA**

He Manaakitanga  
Kaumātua Aotearoa

# Age Concern Tauranga

*Keeping You Connected*

# AGE CONCERN TAURANGA

He Manaakitanga  
Kaumātua Aotearoa

[ageconcerntauranga.org.nz](http://ageconcerntauranga.org.nz)

07 579 2631

[www.ageconcerntauranga.org.nz](http://www.ageconcerntauranga.org.nz)

## Contact Information

**Phone:** (07) 578 2631

**Email:** ageconcerntga@xtra.co.nz

**Address:** 177A Fraser Street, Tauranga 3112

### Office Hours:

8.30am -3.00pm Monday to Friday

## Age Concern Tauranga Board

**Chair:** Anna Bones

**Vice-Chair:** Eddie Jackson

**Treasurer:** Eddie Jackson

**Board:** Angela Scott, Marilyn Shuker, Adrienne von Tunzelmann, Eliza Benfell, Roger Goodman, Chrissy Adams (Co-opted Board Member).

## Staff

**General Manager:** Tanya Smith

**Receptionist/ Administrator:** Deb Nash

**Visiting Service Coordinator:** Ali Hill

**Staying Safe Facilitator:** Ian Lee

**Total Mobility Assessor:** Judi Steel

**Walking Group Coordinator:** Renee Hill

**Social Connection Coordinator:**

Nikki Moloney

**Social Activities Coordinators:**

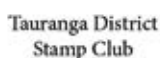
Lesley Tong (Brookfield),

Margaret Edge (Te Puke),

Pam Voermanek (Mt Maunganui)

*The views expressed in this newsletter are not necessarily those of Age Concern Tauranga Region. The inclusion or exclusion of any product does not mean that Age Concern advocates or rejects its use.*

## We are grateful to all our funders:



## Community Support:

Our team has a wide knowledge of government and community services and are able to respond to enquiries on a number of subjects.

## Age Concern Visiting Service:

Our Visitor Service provides companionship to people over 65 who are lonely/ socially isolated and would like a regular visit from a friendly volunteer. We aim to match people with volunteers who live in the same area and have similar interests.

If you're feeling lonely/socially isolated or if you know someone who would like a visitor, phone our office to speak to our Visiting Service Coordinator.

## Staying Safe Refresher Driving Courses:

Staying Safe is a free classroom-based refresher workshop for senior road users. Age Concern delivers this programme in partnership with Waka Kotahi (NZTA). The workshop aims to maintain and improve safe driving practices and increase the knowledge of other transport options available to help senior road users remain safely mobile. Please call 07 578 2631 for upcoming course dates.

## Total Mobility Scheme:

We are an assessing agency for the Bay of Plenty Regional Council to access subsidised taxi fares. An assessment fee applies.

## Steady As You Go Exercise Classes

Steady As You Go exercise classes are designed to improve strength and balance and help prevent a fall. Classes consist of a combination of sitting, standing, and walking exercises. Small fee applies. Phone 07 578 2631 for available classes in your area.

## Ageing Well

We deliver a range of programmes and activities that are fun and social. Workshops provide practical knowledge on topics such as health and wellbeing, legal matters, modern technology, and safe driving.

# Online scams to be aware of

## Cold-calling

While not technically an online scam, cold-calling is still one of the most reported. Cold callers contact you on your home phone. They may be trying to sell you a fake product or service, or pretending to be from a legitimate organisation or a government agency.

They try to get payment or personal details from you and have various tactics to do this. Scammers may claim that you have a refund or payment due to you (e.g. tax refunds from IRD), you have an invoice or bill you need to pay, or that there is a problem with your visa or employment.

To find out more about how cold-calling works, what to do if you have been contacted and the information you need to protect yourself visit <https://netsafe.org.nz/cold-call-scams/>

## Tech support scams

Netsafe receives thousands of reports from across New Zealand of people being called by scammers offering to help with a supposedly slow or infected computer. These scammers use the names of familiar brands such as Microsoft, Spark, Vodafone and Chorus so that people are more likely to let their guard down. They will often attempt to get 'remote access' to your device so they can access your computer or network from another location.

To find out more about the scammers' tactics, how remote access works and what to do if you've given a scammer remote access, check out more information on <https://netsafe.org.nz/tech-support-scam/>



## Email phishing

Phishing is when a scammer contacts a large number of people to try and get personal information, such as bank account numbers and passwords, so they can use it to impersonate and defraud people

Phishing scammers will often claim to be from a legitimate organisation, or to have some kind of 'deal' to be claimed. For example, sending out an email telling people they have won a lottery, but to claim the winnings they need to provide some details. Other phishing scams use scare tactics, where the scammers pretend to be lawyers or employees of the government and threaten legal action if you don't give them information or money.

*To learn more about how phishing scams work, the different types out there and what you can do to protect yourself, see more on email phishing scams at <https://netsafe.org.nz/phishing/>*



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## Spring Fest – a week of free events celebrating our older community

*In celebration of International Day of Older Persons, a new community-led week of free events is coming to Tauranga Moana, from 1 – 7 October.*

Spring Fest will be a week to celebrate our older community – our parents, grandparents, friends and neighbours – who do so much for us and our city.

From social get-togethers and cooking lessons, to sports games, film clubs and fitness sessions, there's something for everyone to enjoy.

The events kick off on International Day of Older Persons on Sunday, 1 October. This globally recognised observance celebrates the contributions and achievements of older individuals in society.

The launch event, Step into Spring Fest, will be packed with performances, guest speakers, activities, and opportunities to find out more about what's on throughout the week.

Tan Phuangdokmai, Tauranga City Council Inclusive Cities Advisor, says Spring Fest is all about celebrating our older people who are a taonga (treasure) in our community.

"Across the world, the number of seniors is expected to more than double to over 2 billion in 2050, and in around thirty years' time it's expected that there will be more older people than children – the first time in our history. Here in Tauranga, 31,000 of our people are aged 65 and over, and this is projected to increase to 54,000 by 2048.

"We're proud to be supporting the delivery of this series of events for our older people to build connections and reduce social isolation in later life.



"Council supports the development of the city as a place where people can age positively, and where the older population are highly valued and recognised as an integral part of the community. They volunteer, share their wisdom, help their families, work and lead businesses. Spring Fest is a chance to recognise that and give back to those who give so much."

Spring Fest isn't just a one-off week of celebration – it highlights all the ways community groups across Tauranga already work to support the wellbeing of our older community.

Age Concern is one of over 20 community groups hosting events during the week. They'll be running their driver refresher course induction, coffee and conversation morning tea, and walking group.

Tanya Smith, Age Concern Tauranga General Manager, says that their regular activities help ensure older people's rights, wellbeing, and independence are preserved.

"Loneliness and isolation silently affect our older community, often unseen. The pandemic intensified these challenges, underlining the need for action. We have older people in our community who have no means of transport, ill health, no family nearby, and partners who have passed on. With retirees increasing in number, these issues demand attention.

"At Age Concern Tauranga, we're committed to countering this trend. We have a range of

diverse programmes and events that aim at combatting isolation, rebuilding confidence, and helping seniors stay engaged within their community. We're delighted we can showcase some of those during Spring Fest and encourage everyone to come along and try them out."

Sport Bay of Plenty will be holding a number of events during the week, including their strength and balance class, hauora kōrero discussing kai and activities for healthy ageing, and a special surprise activity involving some of their dancing pakeke participants.

Jenagh Jenner, Sport Bay of Plenty Community Programmes Project Leader, says the week will be a great chance for the community to try out some of their regular initiatives.

"Ageing well can be difficult for some of our older community. Managing everyday tasks

can require more effort as losing strength and balance becomes a real barrier. Statistics show that one in three people aged 65 plus are more likely to fall and this increases for those over 80. Research shows group exercise programmes that focus on strength and balance can reduce falls by 29 percent.

"We have some great strength and balance classes throughout Tauranga which provide a regular space for older adults to reduce their risk of a fall, stay active and practice new skills that provide functional benefits at home. The classes are also a great space for regular socialising and many participants come along not just for the health benefits, but also for the friendships."

***Bring your family, friends, and neighbours to Spring Fest. Check out the full programme of events at [www.springfest.co.nz](http://www.springfest.co.nz), or pick up a programme at one of the Tauranga City Libraries.***



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# Changes to prescription fees

*By now you'll probably know the Government announced the \$5.00 co-payment for fully subsidised prescription items from public health providers (including public specialists) was removed from 1 July 2023. They announced this change as part of Budget 2023.*

This change means you may pay less for your medication, so people getting Disability Allowance, Temporary Additional Support or Special Benefit may see their costs change.

If you're getting Disability Allowance, Temporary Additional Support or Special Benefit, you'll likely pay less for your medication, so your entitlement may also change. So, if you have a reduction in prescription costs, you may have a reduction



in your Disability Allowance entitlement.

You can find out more online: [www.health.govt.nz/your-health/conditions-and-treatments/treatments-and-surgery/medications/prescription-charges-and-prescription-subsidy-scheme](http://www.health.govt.nz/your-health/conditions-and-treatments/treatments-and-surgery/medications/prescription-charges-and-prescription-subsidy-scheme)



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# Get ready to ShakeOut on 19 October



*ShakeOut is our national earthquake drill and takes place this year on Thursday 19 October at 9:30am. We join millions of people around the world who will take part in earthquake drills at work, school, or home.*

*For more information about ShakeOut, visit the National Emergency Management Agency's website <https://www.civildefence.govt.nz/>*

ShakeOut is a great opportunity to learn and practice the correct actions to take during an earthquake. You can also practice a tsunami hīkoi (evacuation walk) if you're in a coastal area.

Drop, Cover and Hold is the right action to take in an earthquake but if you have difficulty getting onto the ground, or cannot get back up without help, you can also:

- **Sit, Cover and Hold** – sit on a chair or bed and cover your head and neck with both hands
- **Stay, Cover and Hold** – if you are in bed, stay there, hold on, and protect your head with a pillow
- **Lock, Cover and Hold** – if you use a walker, lock your wheels, sit on the seat, and cover your head and neck with both hands.

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**Age Concern Tauranga**



# More consumers can now get access to free dispute resolution

*The Insurance & Financial Services Ombudsman Scheme (IFSO Scheme) has made changes to its Terms of Reference (TOR) and Constitution, effective from 1 September 2023.*

The IFSO Scheme can now investigate complaints about insurance claims, credit and other financial services/ products up to \$350,000+GST, or \$2,625+GST per week for regular payments. These limits were previously \$200,000+GST and \$1,500+GST.

Karen Stevens, Insurance & Financial Services Ombudsman, says the changes will mean more consumers can now have their complaints investigated by the IFSO Scheme's free service, rather than having to go through the courts.

"Previously, anyone with a claim over the limit of \$200,000 would have had to pay for legal representation to take their case to court," Stevens says. "Court proceedings are not cheap and they're certainly not free – like the IFSO Scheme process".

"The changes bring us into line with some other dispute resolution schemes in the financial sector, and will mean a number of extra cases are now eligible for us to look at."

"Weather events like we've seen this year, such as the Auckland flooding and Cyclone Gabrielle, often result in many claims, both small and very large. The change increasing our monetary limits will allow us to investigate more complaints from those affected at the higher end and will ensure more consumers get increased access to justice," says Stevens.

Other changes include clarifying the IFSO Scheme's decision-making process and increasing the amount that can be awarded for special inconvenience to \$5,000.

The IFSO Scheme's TOR and Constitution were last revised in 2015. Since then, there have been law changes which have required the TOR and Constitution to be updated, and the Scheme's independent review, carried out in 2018 by Professor John McMillan AO, also recommended a number of changes.

The IFSO Scheme consulted on proposed changes during two rounds of feedback with Participants and stakeholders, in late 2022 and early 2023.

*The full TOR and Constitution documents can be found here:*

<https://s3.ap-southeast-2.amazonaws.com/ifso-files/docs/2023-IFSO-Scheme-Terms-of-Reference-FINAL.pdf>

<https://s3.ap-southeast-2.amazonaws.com/ifso-files/docs/2023-IFSO-Scheme-Constitution-FINAL.pdf>





# Free staying safe refresher course for older drivers

- Has it been years since you have had a driving refresher course?
- Have some rules changed that you may not be aware of?
- Are you now taking new medication that may or may not affect your driving?
- Do you want to keep your driving skills for as long as possible?
- If you answered yes to any of these things, then you should come along to our FREE driving refresher course for seniors!



The Staying Safe Course is a theory-based refresher course for seniors facilitated by local Age Concerns.

During the course participants will re-familiarise themselves with traffic rules and safe driving practices as well as increase their knowledge about other transport options available to help keep them mobile for as long as possible, whether behind the wheel or when they stop driving.

We want to keep our seniors in New Zealand safe and connected, so if you are interested in doing the driving course, please phone the office and we will book you in, 07 578 2631. Alternatively, if you have already put your name down for the course.

***We will be in contact soon!***



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# Are your details up to date for the next Election?

*The Electoral Commission has confirmed the timetable for the 2023 General Election following the Prime Minister's announcement of the election date. The 2023 General Election will be held on Saturday 13 October 2023. Make sure you are enrolled and ready to vote. You can enroll, check or update your details online at [vote.NZ](https://www.vote.nz)*

Not everyone feels safe enough to have their details publicly available on the electoral roll, but that doesn't mean you lose the right to vote. If you are concerned about your personal safety, or that of your family, you can apply to go on the confidential unpublished roll. Your enrolment details will be kept secure and won't be given to anyone.



To apply to go on the unpublished roll, choose one of the following options:

1. Download the form on the [vote.nz](https://www.vote.nz) website, complete the form and email it to us.
2. Call 0800 36 76 56 to get the form posted to you.

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**Katikati Office:** Cnr Main Rd & Sheffield St, 07 549 4788

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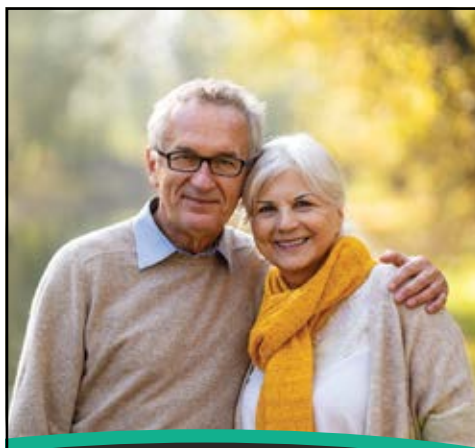
e: [manager@peria.co.nz](mailto:manager@peria.co.nz)

## GeoNet Quake smartphone application

*GeoNet Quake is a smartphone application available on Android and iOS operating systems that provides information and alerts with regard to earthquake hazard in New Zealand. The application is free of charge and notifications can be set based on location and intensity, magnitude and depth.*

- Provides a notification after a quake occurs.
- Option to set multiple notifications based on location and intensity, or magnitude and depth.
- Option to see recent earthquakes in a filterable list or map.
- Option to share quake info through social media (Facebook, Twitter, etc.)

*In addition to the application, GeoNet provides RSS feeds on felt earthquakes and volcanic alerts. GeoNet also offers information on tsunamis and monitors tsunami activity in New Zealand.*



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# Good in the Hood – Vote for Us!

*You'll be able to vote for Age Concern Tauranga at your local 15th Avenue Z station from 25 September to 23 October 2023. Every time you shop in store, you'll get an orange token. Your vote counts – vote Age Concern Tauranga*



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## What's on..

### *Wednesday Walking Group* – Key Dates meet at 10am unless advised

**4 October:** Briscoes,  
Chapel Street

**11 October:** Memorial Park,  
7th Avenue

**18 October:** McFetridge  
Road, Ohauti

**25 October:** Carmichael  
Reserve (off Millers Road)

**1 November:**  
Maungatapu Shops

**8 November:** Yatton Park,  
Greerton

**15 November:** Kmart,  
Bethlehem

**22 November:** Carlton Street  
Reserve (off Ngatai Road)

**29 November:** Waihi Beach  
RSA Christmas Trip



### *500 Card Group – Mondays* except public holidays

Come along and learn with  
a friendly fun group from  
9.30am to 11.30am  
held at our office. Gold coin  
donation. Light refreshments  
provided. All welcome.

### *Monthly Meeting -* *October – November 2023*

**Venue:** Tauranga Citizens  
Club, 13th Ave,  
upstairs. \$4pp refreshments  
provided.

**Start** 10.00am to 11.00am. All  
welcome.

## Welcome New Members

Welcome to all our new members that have  
joined over the last couple of months.

We hope you have enjoyed reading our magazine. We love hearing  
from our members so if you have any feedback regarding our  
services, please do not hesitate to contact our office on **578 2631**.

### *Thursday 26 October 2023*

**Speaker:** Baywide

Community Law,  
Denise Forrester

**Topic:** Overview of Baywide  
Community Law and criteria  
to access the service.

### *Thursday 30 November 2023*

**Speaker:** Greg Brownless

**Topic:** Confessions of a tour  
guide.

### *Coffee and* *Conversation* *10.30am to* *12.00pm*

Do you  
having someone to chat with  
over a relaxing cuppa? Then  
come and join our Coffee and  
Conversation group to meet  
others who are friendly and  
like-minded.



### *Brookfield – 1st Wednesday* *of each month*

Wednesday 4 October and  
1 November. St Stephen's  
Methodist Church Hall, 9  
Brookfield Terrace, Brookfield  
\$3pp

### *Greerton – 2nd Thursday of* *each month*

Thursday 12 October and 9  
November. Greerton Senior  
Citizens Hall, 33 Maitland  
Street, Greerton \$3pp

### *Mt Maunganui – 3rd* *Wednesday of each month*

Wednesday 18 October and  
15 November. Mt Maunganui  
RSA, 544 Maunganui Road,  
Mt Maunganui. \$3pp

### *Te Puke – 2nd Tuesday of* *each month*

Tuesday 10 October and 14  
November. Citizens RSA Te  
Puke, 179 Jellicoe Street, Te  
Puke \$5pp

### *Minibus Adventures*

Friday 15 December 2023  
Oaktree Restaurant,  
Tauranga RSA - Age Concern  
Tauranga's Christmas Lunch  
Free transport plus lunch \$25  
per person


### **Please note:**

- Keep hydrated – take  
a bottle of water and  
medications.
- Make it easier for the driver;  
please wait outside by your  
letterbox.

All pickup times are  
approximate.

Minibus trips are subject to  
the availability of a volunteer  
driver and assistant.




1368AM

**SUPPORT YOUR LOCAL COMMUNITY RADIO  
STATION - TAURANGA VILLAGE RADIO**

Tauranga Village Radio Museum, Tauranga's only Community Radio Station operates from studios within the Historic Village. We broadcast on the AM frequency on 1368 KHZ.

Programmes and nostalgic music, from the 1930's to the 1980's, are broadcast each day, from 8am until 5pm.

Community notices for non-profit organisations and individuals are broadcast at 11am each weekday. Listeners can ring the station on 571 3710 for requests to be played.

For further information visit our comprehensive website  
**[WWW.VILLAGERADIO.CO.NZ](http://WWW.VILLAGERADIO.CO.NZ)**





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**FORM OF BEQUEST**

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"I give and bequeath the sum of

\$\_\_\_\_\_ (or)

\_\_\_\_\_ % of my estate,  
(or) residue of my estate, (or) property  
or assets as follows:

free of all charges, to Age Concern Tauranga. The official receipt of the General Manager or other authorised officer of the Board shall be a sufficient discharge to my executors".

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Did you know we are building an enduring  
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This endowment fund will allow us to have an even greater impact in our community, now and in the future.

Through your generosity, you can contribute to the growth of our fund by leaving a gift in your will, or donating during your lifetime.

Donate online now: [acornfoundation.org.nz/funding/community-group-funds](http://acornfoundation.org.nz/funding/community-group-funds).

**Contact us on 07 578 2631  
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on 07 579 9839 for  
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## Age Concern Tauranga Membership Form

**Please forward your subscription with this form to:** Age Concern Tauranga, 177a Fraser St, Tauranga 3112.

Age Concern Tauranga is a registered charitable entity (CC25758) and appreciates the generosity of the community by way of subscriptions, donations and legacies. Donations are tax deductible over \$5.00.

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