

It's all about Respect, Manaakitanga

Information for older people and their families using this Age Concern Service

There is a network of over 25 Services nationwide which includes:

- Professional Coordinators trained to work with older people and their families
- An Advisory Group of expert professionals who assist the Age Concern Coordinator
- Experienced Educators who deliver training for aged care workers and public awareness to interested organisations and groups

What does the Coordinator do?

- Provides free, confidential advice
- Responds to situations where an older person's safety or wellbeing is at risk
- Provides assessment and intervention services if this is agreed to
- Supports older people to make their own decisions about matters that concern them
- Works co-operatively with family and service providers
- Refers to other service providers as necessary (e.g. health, solicitor, etc)
- Supports clients to live safely

What happens when I contact the Service?

- You will be asked for your contact details and what you would like help with
- You may choose to remain anonymous
- If appropriate, the Age Concern Coordinator will offer to assess the situation
- The safety and wellbeing of the older person will be the main consideration
- The wishes of the older person will be respected



Who will know about the information I share with the Coordinator?

- The information you share will be treated confidentially
- The Age Concern Coordinator may ask for your permission to speak with your family or friends or other services involved with your care (e.g. home support provider, doctor, bank)
- If you do not wish the Age Concern Coordinator to contact someone, your wishes will be respected
- The Service is regularly audited by government officials. They may wish to look at your file to make sure that you are receiving a good service. If they do this, they will treat everything they see as confidential and will not disclose any personal information about you to anyone else

We welcome your feedback

Please contact us if you wish to comment about the service that you have received

