

## This is a free, confidential service

You are welcome to ring or email this Age Concern to make an appointment to discuss your questions. We can arrange to meet with you at a location that is suitable for you.

If you need other forms of assistance, we can discuss options for further support with you.

**If you are experiencing a crisis or emergency, and your safety is at risk please call the emergency services on 111.**

[ageconcern.org.nz](https://ageconcern.org.nz)

You are welcome to contact your local Age Concern:



PO Box 10-688, Wellington 6143

**P** +64 4 801 9338  
or 0800 65 2 105

**E** [national.office@ageconcern.org.nz](mailto:national.office@ageconcern.org.nz)

[www.ageconcern.org.nz](https://www.ageconcern.org.nz)

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Do you have questions about **the safety of an older person / kaumātua?**



## What is Age Concern's role?

- Provide free, confidential advice
- Offer assessment and intervention services
- Support older people / kaumātua to make their own decisions about matters that concern them
- Advocate on behalf of the older person / kaumātua to achieve the goals they set
- Respond to situations where an older person / kaumātua's safety or wellbeing is at risk
- Respond to any possible abuse or neglect experienced by an older person / kaumātua
- Work alongside families/whanau and others involved with the older person / kaumātua
- Refer to other agencies with the agreement of the older person / kaumātua
- Seek advice from other professionals or agencies for their expertise



## What happens if I contact Age Concern?

**You will be connected with an Age Concern worker who will:**

- Listen to your concerns
- Offer to assess your situation
- Make the safety and wellbeing of the older person / kaumātua the main consideration
- Respect the wishes of the older person / kaumātua

## How can we work together?

- Discuss the issues and explore options
- Develop a plan to enhance support for the older person / kaumātua
- Aim to resolve concerns cooperatively with families and others involved
- Cooperate to find ways to support older people / kaumātua to live safely
- Agree to consult other professionals or agencies

## What happens to my information?

- The information you share with Age Concern will be treated confidentially in accordance with Privacy Act requirements
- The Age Concern worker may ask to speak with family and friends or other services involved about the topics you have agreed to be discussed
- If you do not wish Age Concern to contact someone, your wishes will be respected
- Age Concern workers have professional supervision and our services are audited to make sure that you are receiving a good service. If a supervisor or auditor looks at documents, they will not disclose your personal information to anyone else

