

Frequently Asked Questions:

Please note that this list is not exhaustive and we favour no business in particular but have had clients use certain services and they have been found to be effective and so are listed below.

Do total mobility cards expire?

The short answer is no they do not expire.

Can I use my Total Mobility Card in other areas for a few days?

Yes you can.

I have lost my Total Mobility Card. What should I do?

Basically, you can contact us to re-order one, if we assessed you for your first one or directly contact the Waikato Regional Council to get a replacement.

What age is considered elderly or an older person in New Zealand?

From the age of 65 years, we can help you and you fall under the age that Age Concern directly deals with.

I am struggling to pay my power bills. Who can help me?

Most power companies have teams or funds in place to help households going through tough times — so make contact as soon as you can.

Your power company is obligated to help you. If your electricity provider knows you are finding it hard to pay a bill, then they must offer alternative payment options.

<https://www.ea.govt.nz/your-power/>

How do I find out what retirement home is right for me?

<https://www.villageguide.co.nz/retirement-villages/waikato?>

I need help with retirement spending/saving decisions.

www.sorted.org.nz or 0800345123

What do I do if I suspect elder abuse?

Take a look at the elder abuse page on Age Concern Waikato and fill out a referral form and a staff member will contact you. [Elder Abuse Response Service](#)

I'm lonely, what resources are there out there for me

Age Concern Waikato: provides an accredited, volunteer, visiting service with regular visits to older people who may feel isolated. We endeavour to match you with someone who can visit you to stop the feelings of isolation. [Accredited Visting Service](#)

I am downsizing, to move in with family or to move into a retirement home. What services are out there that can help me?

[Move Managers | Downsizing, Deceased Estate & Moving Services](#)

www.elderlyassist.co.nz

www.mrshiftit.co.nz

www.sortmyhouse.co.nz

I need a food parcel as I am unwell or finding it hard financially. Where can I go to get one?

Ministry of Social Development can provide you with a letter to take to the providers below:

0800 568 273 or [Home Page - Here to help u](#)

This will link you to a free food support service for those 65 and over.

I need some in home care or nursing services, where can I access these services?

The below are private providers. Talk to your GP in the first instance and they can refer if needed.

Access community health can help – www.access.org.nz or 0800 284 663

Careathome.co.nz - [Home health care services Waikato and the Bay of Plenty](#)

Healthpoint.co.nz - [Healthpoint • Find up-to-date information about providers, referral expectations, services offered and common treatments](#)

Visionwest.org.nz - [Visionwest Home Healthcare | In-Home Care & Support Services](#)

I would love to just have a chat every now and then with someone. Who can help me?

St Johns Caring Caller – www.stjohn.org.nz or 0800 785 646

I need some advice about putting in a Power of Attorney or making a will. Who could help me?

Public Trust - [EPAs-Get-Started](#), [Wills & Estate Administration](#) | [Making a Will](#) | [Public Trust NZ](#)

Perpetual Guardian - [Enduring Power of Attorney](#) | [EPA](#) | [Perpetual Guardian](#), [Wills](#) | [Perpetual Guardian](#)

Or a Lawyer of your choice.

I would like to come to some groups and get involved with other people my age.

Where can I go?

You are welcome to join [Friends Of Age Concern](#). We have a range of activities, to suit all tastes, that run each month, ranging from Coffee and Conversation, to 65 Alive lunches to larger events.

Additional links for help

[Seniors / Ko ngā Kaumātua - Ministry of Social Development](#)

[Office for Seniors | Te Tari Kaumātua](#)

[Extra help for people 65 years or older - A Guide for Carers - Ministry of Social Development](#)



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