

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?

If Age Concern Waikato have processed your initial application, we are happy to help you.

All other cards lost, please ring Waikato Regional Council on 0800 800 401.

What is the age range that qualifies for our services?

European 65+

Maori/Pacifica 55+

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.

[Social Connection](#)

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](#)

USEFUL CONTACTS

Accident Compensation Corporation (ACC)	Freephone 0800 101 996. Claims helpline www.acc.co.nz
Alzheimers New Zealand	Freephone 0800 004 001. www.alzheimers.org.nz
Arthritis New Zealand	Freephone 0800 663 463. www.arthritis.org.nz
Cancer Society New Zealand	Freephone 0800 226 237. www.cancer.org.nz
Carers New Zealand	Freephone 0800 777 797. www.carers.net.nz
Citizens Advice Bureau	Freephone 0800 367 222. www.cab.org.nz Provides free, confidential information and advice.
Dementia New Zealand	www.dementia.nz
Grandparents Raising Grandchildren	Freephone 0800 472 637. www.grg.org.nz
Grey Power	Freephone 0800 473 979. www.greypower.co.nz Advocacy and lobby group.
Hato Hone St John - Caring Caller	Freephone 0800 422 5537. www.stjohn.org.nz Free telephone checking service offered by St John.
Health & Disability Commissioner	Freephone 0800 11 22 33. www.hdc.org.nz
Health New Zealand Te Whatu Ora	Freephone 0800 855 066. www.healthnz.govt.nz Search 'older people'.
Healthline	Freephone 0800 611 116. Free health advice over the phone.
Ministry of Social Development (MSD)	www.msd.govt.nz For income and other support.
Nationwide Health & Disability Advocacy Service	Freephone 0800 555 050. www.advocacy.org.nz
Office for Seniors (MSD)	(04) 916 3300. www.officeforseniors.govt.nz
Seniorline	Freephone 0800 725 463. www.seniorline.org.nz
Stroke Foundation	Freephone 0800 787 653. www.stroke.org.nz
Te Ara Ahunga Ora Retirement Commission	(09) 356 0052. www.retirement.govt.nz Retirement income and retirement village information
The Eldernet Group	Freephone 0800 162 706. www.eldernet.co.nz Extensive database of services for older people.
The Federation of Disability Information Centres	Freephone 0800 693 342. www.thefederation.nz
Work and Income	Freephone 0800 552 002 (NZ Super queries) or 0800 999 727 (RCS queries). www.workandincome.govt.nz
1737	Freephone or text 1737 any time, 24 hours a day to talk to (or text with) a trained counsellor.