



# Life doesn't come with a manual

But we can provide  
the next best thing

For information and advice about  
services, products and support in  
later life, please get in touch

**[www.ageni.org](http://www.ageni.org)**

Advice line **0808 808 7575**



# Hello, We Are Age NI



Age NI knows that life doesn't come with a manual. That is why we provide the next best thing.

This leaflet provides you, your family and friends with some useful information about our services and the help we offer to thousands of older people throughout Northern Ireland.

**ACTING NOW  
TO ENSURE  
A BETTER  
LATER LIFE  
FOR US ALL  
AS WE AGE**

If you are concerned about an older person you know, are interested in getting involved, or would like further information about the charity, please get in touch.

We would love to hear from you!

A handwritten signature in black ink that reads "Linda".

**Linda Robinson**  
**Chief Executive**

# We Advise



*'I can honestly say that Check In & Chat saved my life.'*

Jim,  
Advice caller

We offer free, independent and confidential advice and advocacy on a range of issues, including:

- residential and nursing care
- care at home
- benefits
- housing and health

CONTACTS TO  
ADVICE LINE



11,000

Our call lines are open to everyone from 9.00am-5.00pm, Monday-Friday, excluding Bank Holidays.

ADVICE LINE CALLERS  
FELT LISTENED TO  
AND SUPPORTED

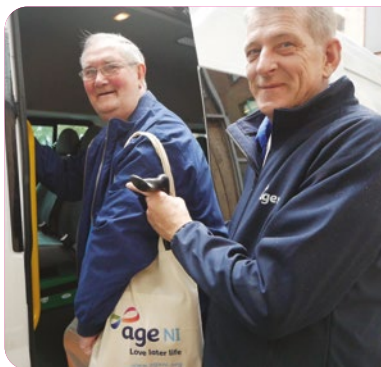


100%

Contact the Age NI  
Advice and Advocacy  
Service on:

Freephone  
**0808 808 7575**  
[advice@ageni.org](mailto:advice@ageni.org)

# We Care



*'It's such a relief and a joy to get back to the Day Centre and see all my friends again after lockdown. The Day Centre is my lifeline.'*

Robert, Day Centre User

We have had over 120,000 engagements with older people this year.

Our services include:

## Care services:

- **Day care** - supporting people to live independently and stay socially connected
- **Domiciliary care** – helping those who wish to remain in their own home, supporting family carers
- **Meadowbank residential care home** - helping people to live well with dementia

## Wellbeing support:

- **First Connect** - one-to-one practical and emotional support for older people at times of transition, eg. bereavement or ill health, reducing isolation, improving wellbeing, keeping people connected.
- **Memory Link** – providing information and support to people who require a memory assessment.

For more information about care services, contact:

Freephone **0808 808 7575**

**care@ageni.org**

100%



OF FAMILY MEMBERS  
FEEL THEIR RELATIVES  
ARE TREATED  
WITH DIGNITY

# We Empower



*'Our network is going from strength to strength thanks to Age NI'*

Mid Ulster Senior Network Member

We work in partnership to support the growth and sustainability of age sector networks across Northern Ireland.

We support networks to plan, develop and deliver a range of vital services, projects and activities which make a practical difference to thousands of older people. These include befriending, good morning calls, luncheon clubs and advice services.



We ensure older people are included, engaged and valued and that their voices shape the development of Northern Ireland as an Age Friendly region.

For more information about our networks, contact:

**028 9024 5729**  
**info@ageni.org**

# We Engage



*'With an ageing population, we need policies and structures in place which add life to years now, not just years to life.'*

Dr Paschal McKeown, Charity Director of Age NI

We inform and lobby local and Northern Ireland government to prepare and plan more effectively for the opportunities and challenges of our ageing society.

We work with Age NI's Consultative Forum whose role is to inform, advise and challenge Age NI and others on what matters to older people.

Our priorities are clear.

We want to see:

- a health and social care system which delivers best quality care in later life
- a reduction in pensioner poverty
- the rights of older people strengthened to end unfair and discriminatory treatment when accessing goods, facilities and service



For more information about our policy and engagement work, contact:

**028 9024 5729**

**[info@ageni.org](mailto:info@ageni.org)**

# We Innovate



*'Age NI demonstrated great creativity, innovation and agility - its Good Vibrations programme delivered solid outcomes in a short timeframe.'*

Sharron Russell, Director, Department for Communities

We continue to work in partnership to influence and change how services are delivered for older people. Recent partnerships include:

- **Good Vibrations:** Age NI has teamed with the Movember Foundation to create Good Vibrations, a new programme designed to provide information, tips, advice, and support to help men over 50 navigate the ups and downs of later life.
- **Check-in and Chat:** Supported by the Commissioner for Older People, this service provides weekly friendship calls to people who are lonely or isolated.
- **Bespoke Services:** we have a range of bespoke services developed in conjunction with Health & Social Care Trusts, such as Living Well Moyle, Community Navigators, and Staying Sharp, which aim to build greater resilience and help older people stay connected to their communities.

For more information about our projects, contact:

**028 9024 5729**  
**info@ageni.org**

# We Have Shops



*'I love to grab a bargain when I'm donating to Age NI.'*

Mary,  
Age NI Store  
customer

We have a wide selection of quality, pre-loved clothing and goods including giftware, homeware, books and accessories in our shops.

There are four stores in Ards, Bangor, Ballymena and Coleraine and we have partnered with Help and Re-Use, HARU, ([www.haruc.co.uk/ageni](http://www.haruc.co.uk/ageni)) to offer an online marketplace for donated premium and branded items.

**AVERAGE BAG  
OF CLOTHING**



**RAISES £11  
FOR AGE NI**

Donations of stock, big or small, always make a difference.

Our stores are also a gateway to Age NI services, providing access to free information.

For more information about our shops, contact:

**028 9024 5729**  
**[info@ageni.org](mailto:info@ageni.org)**



## We Offer Products



*'I want to make sure that I continue to feel confident at home as I grow older.'*

Lady Mary Peters,  
Age NI Personal Alarm User

As we get older, we often need to purchase products that allow us to live how we want.

Age NI's range of Independent Living Products have been selected to fit in with your lifestyle, enabling you to stay independent and safe in later life.

**Buying these products supports Age NI's charitable work**

We offer:

- Personal Alarms
- Bathroom Adaptations
- Mobility Aids
- Keysafes

We also offer a range of products tailored to your needs.

For more information, call:

**028 9024 5729**

**[www.ageni.org/independentlivingproducts](http://www.ageni.org/independentlivingproducts)**

# We Value Volunteers



*'I fit volunteering into my own life, it's really great to know that I'm making a positive contribution to older people.'*

Ken, volunteer

Our volunteers play a vital role in helping us to support older people when they need us most. Sparring just a few hours whenever suits you, or becoming a regular volunteer, can make a huge difference.

There are lots of ways that you can support us across Northern Ireland. We can help you find an opportunity to match your time, skills and what you want to gain from volunteering.

Some of our volunteering roles include:

- Support Older People
- Day Care Centres
- Community Fundraising
- Retail Volunteers
- Policy and Engagement
- Office/Administration Support

98% OF  
VOLUNTEERS



ENJOY THEIR  
ROLE

For more information about volunteering, contact:

**028 9024 5729**

**[volunteering@ageni.org](mailto:volunteering@ageni.org)**

# We Appreciate You



*'We enjoy working with the team to provide much needed fundraising support.'*

Bronagh Luke, ViVO, Henderson Group

We appreciate how you support us and help to raise money in different ways.

- Making a donation
- Giving regularly by direct debit
- Fundraising at work/school/local community
- Volunteering
- Challenge Events
- Playing the lottery
- Leaving a gift in your will
- Corporate
- Partnerships

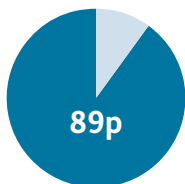
## The difference your donation makes

- **£10** would provide a free benefits check for an older person in need of support.
- **£40** would provide one-to-one emotional support to an older person for a month.
- **£150** would provide weekly friendship calls to a lonely or isolated older person for a full year.

FOR EVERY £1 YOU DONATE, 89P DIRECTLY BENEFITS OLDER PEOPLE.

\*March 23

To find out more about fundraising contact:  
**028 9024 5729**  
**fundraising@ageni.org**



# We Make a Difference

## Donate today!

Age NI relies on donations to ensure we continue to support older people in Northern Ireland. To donate, please visit **ageni.org/donate**, call **028 9024 5729**, or complete and return the form below to Age NI, Freepost RRTU-HSZY-LTHZ, 3 Lower Crescent, Belfast, BT7 1NR.

**Every donation makes a difference. Thank you.**

Title: \_\_\_\_\_ Initials: \_\_\_\_\_

Surname: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

I would like to make a gift of: **£** \_\_\_\_\_

I enclose a cheque/postal order made payable to Age NI.

I wish to donate by credit/debit card

Card No.

\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_|  
CVC (3 Digits)

Expiry \_\_\_\_\_ / \_\_\_\_\_ Issue No. (Maestro only) \_\_\_\_\_

Signature: \_\_\_\_\_

I prefer not to receive a thank you for this donation

Please send me details on giving regularly by direct debit

We would like to keep you updated on our services, products, and ways to support the vital work we do for older people. Please select your preferred method(s) of communication.

Email  Telephone  Post

By leaving a gift in your will, your kindness will help to support future generations of older people.

**Visit: [ageni.org/giftsinwills](http://ageni.org/giftsinwills)**