



Elderly Assist

Specialist organisers and managers
through times of change.



Specialist
organisers
and managers
through times
of change.

PO Box 87058, Auckland 1742

0800 839 874

021 839 874

janice@elderlyassist.co.nz

elderlyassist.co.nz



Hi, I'm Janice, and I still remember the moment Elderly Assist began.

In April 2012, I was helping a friend pack up a much-loved family home, standing with my head in a cupboard full of Tupperware. I found myself wondering how elderly people manage this process without support. That moment sparked a simple dream - to help those who can't manage the physical and emotional demands of moving on their own. Soon after, Elderly Assist was born.

Today, we support clients not only with moving, but also with preparing homes for sale. First impressions matter, and in a competitive market, thoughtful decluttering and presentation can make all the difference. Fourteen years and thousands of moves later, I still love what I do. Our team has grown in size and expertise, but our care and commitment remain the same.

Over time, our services have expanded to include house and estate clearances, support for hoarding situations, and helping people "retire at home" - gently decluttering and preparing for a future move, while staying comfortably in place for now. We understand these transitions can be challenging. Our role is to make the process as smooth, respectful, and stress-free as possible. Whatever your situation, we're here to help.

Kind Regards

Janice



WHAT WE DO:

Elderly Assist provides compassionate, practical support for older New Zealanders and their families during life's transitions. With years of experience, we help with downsizing, moving, home support, and estate clearances always with care, respect, and dignity. Our goal is simple: to make complex situations feel manageable and supported.



- Declutter and downsize your belongings with ease
- Clear sheds, basements, and garages
- Prepare your home for sale
- Arrange sale or removal of unwanted items (no commission taken)
- Organise the shipping of belongings to family and friends; locally or overseas if desired
- Coordinate charity donations
- Manage your move end-to-end — pack, move, unpack
- Provide post-move cleaning
- Ensure responsible rubbish removal
- Offer secure storage solutions
- Complete house and estate clearances — sort, inventory, sell, gift, dispose, and clean

“We have used Elderly Assist 3 times over the last 10 years and they are still the best!!”

OUR SPECIALISED SERVICES

Downsizing & Decluttering

Preparing your home for sale by helping families simplify their homes with care and respect, offering expert downsizing and decluttering support to make transitions easier, reduce stress, and create a more comfortable living space.

Packing, Moving & Unpacking

A full-service support team helping with decluttering, downsizing, organising the sale or distribution of belongings, packing, moving, unpacking, preparing homes for sale, and coordinating storage or maintenance throughout life transitions.

Retire at Home

A service aimed at people who want to stay safely and comfortably in their current home longer by decluttering, reorganising living spaces, and introducing services to make the home comfortable, safe and easy to reside in.

House Clearances

We assist families to clear the home of someone moving into care and we guide decisions about what to keep, sell, donate or dispose of, with optional inventory and item shipping services. When selling items we do not take a commission.

Deceased Estate Clearances

Support for lawyers and executors to sort, pack, organise and clear a loved one's home, ensuring special belongings are kept safe, providing inventories of items sold, and working closely with families throughout the process.



WHAT OUR CUSTOMERS SAY...

99% APPROVAL FROM 132 AUTHENTICATED RATINGS

"Janice and I have worked together on multiple properties now with mutual clients who are looking to downsize or move to a retirement home. Most recently Janice looked after a client who after 30 years was looking to move into a retirement home. Janice oversaw and seamlessly assisted in her transition from a large 4 bedroom home into a smaller unit; taking care of 2 moves 1 to the unit and another to storage and the salvation army. Her ability to coordinate and organise people and services in a short timeframe is invaluable for all of her clients. Would 100% recommend Janice to any one looking to downsize, declutter and move!"

Thomas

"I am a Real Estate agent. I have recently sold a home where Janice, Carlos and her team assisted the vendor to declutter, remove, sell and down-scale furniture and belongings to enable the house to be sold. Our vendor was so thrilled that everything was taken care of, and it made the process so easy for them to down-size. This is usually a huge challenge for clients but this service that Janice provides is absolutely invaluable. Janice and her team come highly recommended as they take great care of their clients."

Simon

"From start to finish, Janice and the team made downsizing and moving off a property we had occupied for 42 years so much easier. We are time-poor, busy professionals who were daunted at the prospect of preparing properties for sale, reducing our belongings, packing, moving, and setting up in a new location. They managed the whole process and we are happily installed in our new apartment. "

Mal & Jenny



Read more at www.nocowboys.co.nz/businesses/elderly-assist-limited

WHAT OUR CUSTOMERS SAY...

99% APPROVAL FROM 132 AUTHENTICATED RATINGS

"Elderly Assist provided a highly professional service and I can highly recommend them to anyone looking to declutter or move house. They were punctual, friendly and worked efficiently and with a sensitivity to the complex job we asked them to undertake, which involved assisting in moving our elderly father into a retirement home, and clearing out our family home for sale. Every step of the process from the initial assessment, to the planning and physical packaging and moving of the furniture and other items was performed smoothly and with great skill. They were very clear in their communication with us, trustworthy, and instilled great confidence from the very beginning. Elderly Assist are an excellent team and I would recommend them wholeheartedly."

Adam

"I highly recommend the team at Elderly Assist for downsizing and moving. Having previously spent almost 6 months every weekend preparing my parents for a shift to an apartment the first time and then engaging Elderly Assist for the next move enabled me to compare the experience and outcome both ways. The team at Elderly Assist immediately knew the value in items that we needed to let go and on sell and realised the best value for us, exactly as I had in the past. The cost for this service is included in the overall quoted cost with no additional fee or percentage taken. Whilst being very professional the team were also very empathetic and caring ensuring the process was stress free and in fact enjoyable. The cost of the service was invaluable in terms of making the whole move easy, we also felt it was excellent value. Thanks Elderly Assist!"

Mon

"I could not have coped without Janice and her fantastic team. They were simply wonderful - I wouldn't hesitate to recommend them. It was like having a group of efficient, helpful friends. I am so thankful to have found them."

Jill



Read more at www.nocowboys.co.nz/businesses/elderly-assist-limited

WHAT OUR CUSTOMERS SAY...

99% APPROVAL FROM 132 AUTHENTICATED RATINGS

"We have used Elderly Assist 3 times over the last 10 years and they are still the best!! Janice, Carlos and the EA team are so professional, efficient and go out of their way to make decluttering, shifting and downsizing as stress free as possible. There's even a bit of humor at times which is so appreciated. As the main care provider for my parents, I was so glad to hear Janice's voice on the phone when I rang to book in again with them, last month. She is calm, reassuring and knows every aspect of her business, inside and out. I therefore can not recommend this business highly enough."

Donna

"I would award this company the Milky Way of stars for the excellent job they carried out for my husband and I recently, in decluttering, downsizing and moving us from a 5-bedroom house to a 2-bedroom villa in a retirement village. The team were kind, considerate, but very firm about what to keep and what to let go of. And to climb into a freshly made bed, with all my crystal glasses back in their original place in the china cabinet, was the icing on the cake. Thank you, Janice, Carlos, Karen, Nicky, Bryan."

Eddie

"Clearing out a lifetime of possessions and collectables from my parent's house was to me, an overwhelming task. Janice from the outset gave me her assurance that her and her team were here to help, when the time was right. At all times I felt supported in where the items were to go, what was to be sold and donated. The team were professional in delivering and packaging the goods. I am hugely grateful to Janice and her wonderful service and to Carlos and the team for making the whole process a breeze."

Jane



Read more at www.nocowboys.co.nz/businesses/elderly-assist-limited

"I can't rate Elderly Assist highly enough. They were highly efficient, professional, and supportive"



WHY CHOOSE US?

With empathy and expertise, we support you through every stage. We help you make confident decisions and turn an overwhelming process into one that feels calm, manageable, and cared for.



CONTACT US

PO Box 87058, Auckland 1742 | 0800 839 874 | 021 839 874
janice@elderlyassist.co.nz | elderlyassist.co.nz