

# Annual Report 2020-2021

[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)



# **We are Age Concern Auckland**

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Age Concern Auckland promotes wellbeing, rights, respect and dignity for older people.

Our vision is that older people thrive in an inclusive society for all ages.

## **Our Guiding Principles**

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<b>Dignity</b>	To respect the dignity and uniqueness of every person as an individual and as a valuable member of society.
<b>Wellbeing</b>	To ensure that older people are given the opportunity to achieve physical wellbeing, engage in activities and personal development and to feel valued and supported.
<b>Equity</b>	To ensure that older people have an equal opportunity to achieve wellbeing by directing resources to help those disadvantaged or in greatest need.
<b>Cultural Respect</b>	To respect the values and social structures of Maori and people of all cultural and ethnic backgrounds and demonstrate respect by working together to gain mutual understanding.
<b>Social inclusion</b>	To ensure that older people are socially included and are free to participate in community and civil life.
<b>Relevance</b>	To reflect the needs of older people, and those that support them, in our community.

# The Impact of our Services

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We prevent elder abuse and neglect and move older people to a position of resilience.

We maximise the independence and enhance the ability of older people to meet the challenges of their changing needs.

We promote positive ageing strategies, so older people can age in place and maintain their quality of life as they get older.

We reduce social isolation and loneliness.

We inform local bodies and organisations on issues of concern for older people, so they are represented in their communities.



# Our Impact in Numbers

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**571**

over 65's were regularly visited as part of our Accredited Visiting Service helping to overcome their loneliness & isolation.

**502**

volunteer visitors provide 40,175 hours of volunteer support each year to our Visiting Service.

**31**

older people living on the North Shore attend our monthly coffee groups, providing them with crucial social connection.

**1,186**

over 65's accessed elder abuse and neglect assistance.

**477**

vulnerable older people were supported with case management to address the abuse and neglect they were experiencing and to move from a position of vulnerability to one of resilience.

**983**

people attended our educational sessions on the risk factors for Elder Abuse and Neglect and steps to prevent and mitigate this.

**612**

counselling sessions provided on age-related issues, empowering people to overcome their issues and move forward.

**502**

over 65's supported with social work support to address social needs, health or wellbeing issues.



**3,467**

people attended the 211 positive ageing workshops and activities we delivered, giving them information and tools to age well and remain independent as long as possible.



**1,077**

older Chinese and Korean speaking people accessed support, information and services via our dedicated Asian Services.



**1,775**

people attended the special interest, conversational English and monthly group activities and events at our North Shore Positive Ageing Centre.



**40,863**

class visits to our Counties Manukau Community Strength and Balance Programme. Assisting participants to improve their physical wellbeing and reduce the risk of muscle degeneration and falls.



**25,000**

older people and their whanau provided with information, advice and resources. This supports them to make informed decisions and choices about the age-related challenges they face.



**10,000**

newsletters distributed four times a year to members and community organisations.



**3,450**

active members.



**COVID**

during the August & February Alert Level 3 lockdowns we:

- Supported an additional 150 older people with practical assistance and welfare phone calls.
- We called 1,000 current and recent clients to ensure they had the support they needed, and if not, we coordinated support for them.
- 591 older Chinese people attended our Zoom online classes.

# Chair's Report

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As the largest Age Concern entity in New Zealand, serving the greatest population, Age Concern Auckland has a very important role to play in supporting our older people, especially those that are isolated or vulnerable. Meaning, we must do it clearly and with purpose. In my Chair's Report, I'd like to reflect on progress over the past 12 months in delivering against the eight priorities identified in our Strategic Plan, which guides our work until 2025. All of which has been done against the backdrop of a global pandemic.

Priority 1 is "Age Concern Auckland has strong and effective governance". The Board of Age Concern Auckland has been strengthened by the addition of Professor Ngaire Kerse. Ngaire is a professor and Joyce Cook Chair in Ageing Well at the University of Auckland. Ngaire is a leading advocate and scholar in issues at the heart of Age Concern and her impact has been felt immediately as she facilitated a number of research internships for our organisation. In the coming 12 months we will be working to strengthen the depth of our Board further.

We have also made strong progress on priority 2: "Age Concern Auckland is a robust, resilient, adaptable and sustainable organisation that is well supported and appropriately resourced". We have worked to raise awareness of our organisation, have advocated in the media around issues impacting on older people we are working with and have produced updates for supporters, volunteers and stakeholders. From a sustainability perspective, we have introduced an annual appeal and appointed a dedicated Volunteer Coordinator to help strengthen and diversify our volunteer base. There is still a lot of work to be completed on this priority but a sound start has been made.



Significant progress has been made on priority number 3: "Age Concern Auckland is an organisation that understands its community and reflects the diversity within it." We have expanded the breadth of our Asian Services team by employing a Korean speaking Social Worker. We have also recruited and trained a team of volunteers able to provide support in other languages.

The fourth priority is "Age Concern Auckland is well connected and at the heart of supporting the needs and desires of older people across Auckland." We are actively engaging with policy makers to ensure that the voices of the older people we are working with are listened to. This includes advocating to Office for Seniors, Ministry of Social Development, local MP's, Auckland Council and the Seniors Advisory Panel. Age Concern Auckland is working collaboratively with a range of organisations and agencies to ensure that older people receive the support they need including DHB's, Work and Income, Kāinga Ora, Haumaru Housing and facilitating three positive ageing networks across Auckland.

The next three strategic priorities are tied closely to core issues we are working to address. "Age Concern Auckland proactively seeks to mitigate the detrimental impact of isolation and loneliness". In the past 12 months we have worked with volunteers to deliver social connection that suits the needs of the older person, whether this is through a regular visitor to their house or support to participate and attend local community activities and events. We have also advocated and raised awareness on the impact of loneliness and isolation.

"Age Concern Auckland actively promotes the principles of Positive Ageing". Despite the challenges presented in this area by changing alert levels we have delivered workshops and activities that facilitate positive ageing. We have also worked to connect with communities that traditionally have been difficult to engage with. We have encouraged the community to celebrate positive ageing by expanding access to the Community Strength and Balance Programme across Counties Manukau and supporting International Day of Older Persons activities.

"Age Concern Auckland actively support and empowers the most vulnerable older people within the community". The most significant progress in this area has been the expansion of our community social work. We were successful in securing contract funding for three Community Social Workers to meet this growing area of our work. The Community Social Workers connect older people into the support and services they need. This includes organising Needs Assessments, helping to organise home help and personal care services, getting access to social housing and supporting the transition to rest homes. These issues are of growing importance as Auckland becomes increasingly unaffordable and services more difficult for some older people living independently to access.

Our final priority is "Age Concern Auckland is a knowledge-based organisation". We have engaged with Master's students to undertake research related to our work and issues of concern. We are also part of the National Science Challenge AWESSom Project research and are working with Dr Gary Cheung from Auckland University on his Loneliness Group Research. Which is a study aiming to address loneliness and isolation amongst older adults through group activities.

While I am proud of the work that Age Concern Auckland has done over the past 12 months, I am also conscious of how much work we have ahead. Working to ensure that we continue to be a relevant and dynamic organisation, delivering the required support to vulnerable and isolated older people, in the way they need. However, with the passion, dedication and professionalism of our staff and volunteers I know this is possible.

My personal thanks to all the funders, supporters, members and volunteers of Age Concern Auckland, without whom our work wouldn't be possible.



Victoria Walker  
Chair

# CEO Update

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The 2020/2021 financial year was unlike any other, book-ended as it was by two periods of extended lockdown as New Zealand tried to eliminate COVID-19. As the world battled to contain the global pandemic, Age Concern Auckland was not immune to challenges and difficulties this brought about. Moreover, it firmly shone a light on the myriad and complex challenges faced by our most vulnerable older people.

For many of us, lockdown was an unprecedented experience. To have our liberty curtailed and to experience all the practical, emotional and mental challenges that came with it was something altogether new to us. To live with constant uncertainty, with fear and anxiety was something wholly alien.

Sadly, for many older Aucklanders that we work with, these feelings were anything but unusual and represented little more than a continuation of their day-to-day lives. For the 20% of older Aucklanders living with constant and severe loneliness and isolation and all the detrimental impacts that come along with it, or for the almost 10% of over-65s who experience abuse and neglect, lockdown was just "more of the same".

If nothing else, the challenges of the pandemic have emphasised that we are collectively failing so many of our older people. We saw a sudden upturn in media concern for the difficulties faced by older people. We saw the government make significant and generous commitments to supporting them. We saw the public come out to support the older people in their lives and in their communities.

All of this was welcome, but to simply react at times of global and national emergency is not enough. If, when the pandemic is over, we simply return to our normal



ways and go back to ignoring the struggles of so many older people, we will have learnt nothing.

At Age Concern Auckland we had to react and adapt. I am immensely proud of everything we have done to respond to needs, and how efficiently and effectively our team rose to the challenge. Our incredible staff and volunteers refused to allow any external factors, not even a global pandemic, stand in their way. They simply stepped up and ensured that the older people we support, their families and all those that support them, got the help that they need.

I'd like to thank the individuals, organisations, trusts and agencies who financially supported us over the year. Without their continued generosity, we simply couldn't provide any of the essential support services we need to.

I also recognise that for many organisations, particularly those whose ability to financially help is reliant on the income they derive from activities that couldn't happen during lockdown periods or whose income is based on the performance of international markets, they were simply not in a position to help this year or indeed subsequently. This has placed enormous stress on our ability to maintain the high standards of support that we do.

However, we have not stood still but have sought to broaden our income base to alleviate some of this pressure. At the end of the financial year we launched our first ongoing public awareness and fundraising campaign, Oldie and a Goodie. Here we asked everyone in our community to help, however they

can, to raise the necessary funds we need. It is early days yet, but we hope that this will go some way to broadening (and in time increasing) our income base.

We also didn't stand still in terms of our service delivery either. We have continued to expand our services to ensure that we can support all those older people who need our help. During the year we strengthened our community-based support through increasing the number of Community Social Workers, expanding our Asian Services to provide support to older Koreans, and increasing our focus on volunteer development and recruitment.

We have also strengthened our research base, actively engaging in partnerships with our local universities to explore the most effective ways in which to support isolated and lonely older people in our community. The challenges of COVID-19 have focused our attention on the mental health aspects of loneliness, isolation and vulnerability.

We are working closely with Auckland University Masters students to look at a range of issues. From the impediments to legal protection, the impacts of hoarding, the challenges of mental health among older Asian people, through to the causal links between mental health and loneliness.

This most challenging of years has reinforced the need to support older people in our communities and the need for all organisations, Age Concern Auckland included, to be adaptable, innovative and determined. This report demonstrates that we are a resilient, strong and flexible organisation and one well placed to support older people both today and into the future.

However, we cannot do it alone and we need your help to ensure that we continue to be at the forefront of supporting Auckland's older population. As we have seen over this period, our efforts are needed more than ever.



Kevin Lamb  
CEO

# Age Concern Auckland's work is divided into four key areas:

1.

## **Intervention Services**

that support older people suffering from abuse, neglect and in need of social support

2.

## **Ageing Well Services**

that assist older people to stay independent, healthy and active

3.

## **Social Connection Services**

that mitigate loneliness, promote community involvement and enable mobility

4.

A dedicated **Asian Service** to meet the needs of the growing older Asian community

# Intervention Services

*Supporting older people to move from a position of vulnerability to one of resilience*

## The Situation:

- 10% of all people over the age of 65 will experience some form of abuse or neglect
- In over 75% of abuse cases, the abuser is a family member
- It is estimated that 3 out of 4 cases of elder abuse go unreported
- Most cases of elder abuse involve more than one form of abuse, with the most common types of abuse being psychological abuse & financial abuse

## Our Response

### Elder Abuse Response Service

Our Elder Abuse Response Service provides direct social work support to older people who are exposed to abuse and neglect. Elder abuse can take many forms including physical, emotional, psychological, sexual and financial. Elder abuse can happen to anyone, regardless of gender, socioeconomic groups, culture or ethnicity. Our Elder Abuse Response Service team respond to notifications of elder abuse & neglect. This involves making contact with the older person and their whanau to discuss their situation; working together on a plan of action to address the abuse; and implementing the plan. The goal is to move the older person from a position of vulnerability to one of resilience.



As a preventative measure we put a lot of effort into raising awareness of elder abuse. We work with District Health Boards to reach out to communities to educate them on the risk factors associated with elder abuse. We also provide educational sessions for people working in relevant fields such as in rest homes. We work collaboratively with NZ Police to raise public awareness during World Elder Abuse Awareness Day.

### By the numbers

**1,186**

over 65's accessed elder abuse and neglect assistance across Auckland.

**477**

vulnerable older people were supported with case management from our social workers to address the abuse and neglect they were experiencing.

**983**

attendees educated on the risk factors of elder abuse and neglect and how to prevent these.

## Iris's Story



Iris\* is 80 and lives in a rest home. She contacted Age Concern because she had some concerns about her finances. Iris told us her husband had died ten years ago and she had been living alone following this. After a bout of illness her son suggested she consider selling and moving into a rest home. Iris agreed and gave him Power of Attorney to sell her property and organise the finances. The money from the sale of the house was deposited into Iris's bank account.

Iris moved into a rest home not far from her son's house. Iris became very dependent on her son for social outings and general care. He would visit Iris on a regular basis, taking her to appointments and breakfast on Saturdays with the grandchildren.

Iris informed us her son had told her not to worry about her money because he would take care of it. "But what if something happens to him? I won't know what's going on with my finances". Iris started to get niggles of concern when he would not tell her how much the house had sold for. Would not tell her how much was in her bank account. Would not give her any money to buy coffee on rest home outings.

The niggles became a major concern when one Saturday morning, Iris saw her unemployed grandson had a brand-new car.

Iris wanted our investigations into her finances to be done without her son knowing in case her concerns were unfounded. However, the news was not good. Over a period of 4 months since the house sale, Iris's son had withdrawn more than \$250,000 from her account. Iris was shocked and felt betrayed by her son.

After losing her money, Iris needed the Government Residential Support Subsidy (RSS) to assist with rest home fees. If she had not lodged a complaint with Police, RSS would have rejected her application and classified the money that went to the son as a gift. Charges were laid against her son for 'Theft in a Special Relationship'. The son has had no further contact with his mother, and she misses him. The loss of social connection with him has taken a toll on Iris's health.

\*name changed to protect privacy

# Intervention Services

*Supporting older people to move from a position of vulnerability to one of resilience*

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## The Situation:

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- 12% of people aged 65 and over suffer from some level of financial hardship
- 8% of people aged 65 and over live below the poverty line
- 60 percent of older people living alone have little or no other income than superannuation
- 40 percent of older couples have little or no other income than superannuation

## Our Response

### Community Social Work Support

Elder abuse and neglect aren't the only issues where our social work team get involved, we also support older people being impacted by social issues, poverty and poor health. Our Community Social Workers can assist with dealing with Work and Income, Kāinga Ora, District Health Boards, utility companies, legal matters, landlords and other agencies. We also act as advocates to ensure that the rights of our clients are listened to and heard when decisions are being made about them. In our last financial year, we provided support and advice to 502 older people, who were having difficulty with housing, finance, navigating the health system, planning for their future or simply making themselves understood when English wasn't their first language. In most cases, the older person had no family or friends able to support them. It is our philosophy that, no matter the issue or challenge, that any older person or someone concerned about an older person, should be able to contact Age Concern Auckland. Where we can offer direct support we will, where we need to involve other services and agencies, we will facilitate this happening.

## Bobby's Story

Bobby\* was referred to Age Concern Auckland by Kāinga Ora following an inspection of his unit. During their visit Kāinga Ora noticed that the condition of the property was in decline and Bobby's health had deteriorated. Our Community Social Worker visited Bobby at home and instantly saw that Bobby wasn't coping, his property was cluttered and presented a falls risk. Bobby told them that NASC wouldn't come and complete an assessment for home help until his unit was less cluttered. In addition, we noticed that Bobby had no way to cook or heat food and was eating takeout or cold food each day, this was having an impact on his health and wellbeing.

Following the visit our Community Social Worker arranged funding to pay for decluttering and cleaning Bobby's unit. She organised a small microwave and some frozen meals for Bobby and showed him how to use the microwave to heat the meals. She then liaised with Bobby's GP to organise the NASC assessment, which resulted in weekly home help for Bobby. Our Social Worker then worked collaboratively with other community organisations to put in place the ongoing support Bobby needed to live independently and healthily.

\* name changed to protect privacy

# Intervention Services

*Supporting older people to move from a position of vulnerability to one of resilience*

## Our Response

### Counselling Service

Our South Auckland Counsellor provides counselling to older adults around age-related issues such as transitioning to residential care, changes in family relationships, carer stress, grief, loss and anxiety.

The issues that need to be dealt with often occur because of changes in living situations, finances, mobility, physical or mental health challenges and the changing relationships within whanau. All these issues are related to the ageing process and can occur in a relatively short period of time and can have a significant impact on an older person's self-confidence and independence.

Our Counselling Service is a safe place for older people to confidentially share personal issues, without feeling judged or being told what to do. Our counsellor supports the older person to process issues, see different perspectives and to make their own decisions.

### By the numbers

**612**

counselling sessions provided, empowering these older people to overcome their issues and more forward.

## Letter of Thanks

"Initially my struggle was with burnout from being a carer for my wife for ten years. My wife died in December 2020 and I asked to continue with Nicole to help me with the initial months of grieving and finding myself alone in the world. Nicole helped me a great deal throughout this time. Most helpful was her advice which clearly came from a well based knowledge of both burnout in elderly caregivers and grieving in the elderly. The very straightforward and simple things she told me both calmed me and assisted me with decisions that had appeared very difficult.

Her listening skills were also important in helping through this time. I was impressed by the way she related to me. She was able to relate to me fully as the person I am, my human self, and as a senior practitioner in her own field coming to her for care. This was not an easy task and she performed it well and with grace. I was very unsure before I started seeing Nicole how much she would help me, somewhat of a leap of faith on my part. The results were well beyond my expectations, I am most grateful to Nicole and to Age Concern Auckland."



# Ageing Well Services

*That assist older people to stay independent, healthy and active*

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## The Situation:

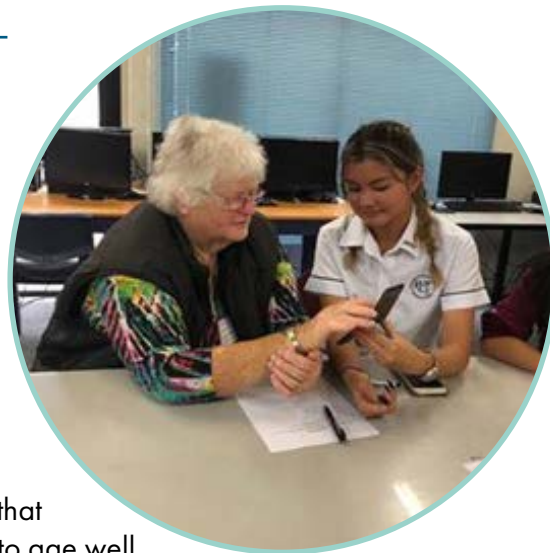
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- Ageing often requires the need to make significant lifestyle changes, such as taking new medications, following a different diet or changing an exercise regimen. We are living longer, but the age to which we are likely to live in good health and without disability is not increasing at the same rate as life expectancy
- Each year about one-third of all New Zealanders over age 65 will fall. Many of these falls result in broken bones
- Remaining in good health, ageing well and being able and supported to live well with long-term conditions, however complex, is critical to enable older people to continue participating and feeling valued
- Ageing well is not just about preventing ill health and disability. It is also about maximising physical and mental health and wellbeing, independence and social connectedness as people age



# Our Response - Health Promotion

Our Health Promotion Programme is delivered via small interactive workshops and activities on a range of topics including nutrition, safe driving refresher courses, falls prevention, staying safe from scams, wills, Enduring Power of Attorney and adjusting to the changes associated with ageing. Through the delivery of this programme we promote a positive ageing approach that enables older people to continue to be active, healthy, engaged and independent for as long as possible. The programme is focused on maximising physical and mental health and wellbeing by ensuring that older people are equipped with knowledge, confidence and tools to age well.



Our workshops are delivered across Auckland in various locations, this includes at Age Concern offices, local Community Centres, community organisations, rest homes and retirement villages. Workshops are delivered in English, Mandarin, Cantonese or Korean as appropriate, to ensure that we are reaching all older people within the Auckland community.

## By the numbers

**3,467**

people attended the 211 positive ageing workshops and activities we delivered giving them information and tools to age well and remain independent as long as possible.

**834**

people attended positive ageing workshops and activities we provided in Mandarin, Cantonese and Korean.

## Workshop Feedback

"By attending the workshop I was able to make the informed decision to stay in my own home. I realised I was more than happy with my ability to make my own decisions without interference and was happy to take responsibility for those decisions. I had previously sought help from local Librarians from resources they had but had not seen anything as comprehensive as the Age Concern Auckland material that was supplied to me and helped me make my decision."

"I found the workshop very useful and informative. I never really understood the difference between feeling down and being depressed - but the information given out and also the pamphlets which were available greatly helped. Also having other people discuss their own situations was beneficial and helpful. I have read through the pamphlets several times, in particular, the one on anxiety and how to handle it."

# Ageing Well Services

*that assist older people to stay independent, healthy and active*

## Our Response

### Community Strength and Balance

Age Concern is the lead agency for Community Strength and Balance for older people in the Counties Manukau DHB region. Our role is to coordinate and grow access to Community Group Strength and Balance programmes for older people. People are primarily referred to exercise providers via their GPs.



Our Community Strength & Balance Programme is also part of a nationwide movement to reduce falls and fractures and support older people to “Live Stronger for Longer”. Older people pride themselves on being self-sufficient and maintaining their independence and the classes we coordinate support older people to live the lives they want to live, for as long as they can.

We coordinate three levels of exercise classes and the referring health professional select the appropriate level required to assist with placement into classes, ensuring that clients attend classes that are suited to their ability and mobility.

### By the numbers

**40,863**

class visits helped participants to improve their physical well-being and reduce the risk of muscle degeneration and falls.

# Social Connections Services

*That mitigate loneliness, promote community involvement and enable mobility*

## The Situation:

- Research shows that 1 in 5 of all older people experience prolonged periods of severe loneliness and isolation, at a level that can be detrimental to physical, mental and emotional wellbeing
- 20% of older Aucklanders don't belong to any social network. This is for a variety of reasons including: low self-confidence, limited mobility, transport barriers, etc. The impact of this is that these older people are isolated from their local community
- Loneliness in older people can be as damaging as heavy smoking, alcoholism, and obesity

## Our Response

*Accredited Visiting Service*

Our Accredited Visiting Service pairs a lonely & isolated older person with a volunteer visitor, who visits them frequently (usually weekly). The visits provide a vital social connection for the older person to the outside world, with these visits often being the only social interaction the older person has over the week. Equally the visits also provide an enriching experience for the volunteer, with real friendships frequently developing.

The service is also an opportunity for Age Concern Auckland to be aware of changing circumstances for the clients being visited, meaning we can provide appropriate support as soon as possible if required. As part of this service, we also celebrate milestone birthdays and Christmas, by organising cakes and presents.

### By the numbers

**571**

over 65's were regularly visited as part of our Accredited Visiting Service helping to overcome their loneliness & isolation.

**502**

volunteer visitors provide 40,175 hours of volunteer support each year to our Visiting Service.

## Shirley's Story

Shirley\* was 71 and had been widowed 3 years earlier, when she was referred to our Visiting Service. Shirley was very shy and extremely isolated in her small unit. It took a lot of work to convince Shirley to accept our service, but she is now delighted she did. We matched Shirley with a vibrant volunteer, Greta\*, who lived nearby. Visits began as short walks together to the local shops, usually taking Greta's two small dogs. Now Shirley often pops around to Greta's house to take the little dogs for a walk while Greta is at work. On weekends, when Shirley and Greta get together, they head to the beach or a local park. A strong and enduring friendship has formed and Shirley is no longer isolated and has a completely different perspective on her life.

\* name changed to protect privacy



# Social Connections Services

*that mitigate loneliness, promote community involvement and enable mobility*

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## The Situation:

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Loneliness and isolation can mean different things to different people. For some, having someone visit them in their own home once a week is just what they need, for others, being able to participate in broader community life is what they want. Sadly, for many older Aucklanders, changing life circumstances, transport or health issues, or lack of confidence means that community engagement and participation is just too hard. Our Social Connections team work to change this.

## Our Response

### *Coffee & Friendship Groups*

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On the North Shore we facilitate 5 fortnightly coffee and friendship groups that meet in local cafes and provide a great opportunity to socialise and meet new friends. Each group is coordinated by a volunteer, who ensures that new members are welcomed warmly and keen to return.

31 people regularly attend our fortnightly coffee and friendship groups.



# Social Connections Services

*that mitigate loneliness, promote community involvement and enable mobility*

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## The Situation:

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Transport is a major issue for many older people. No longer being able to drive, or struggling with public transport is hugely debilitating for older people and a significantly limiting factor in accessing the services needed and participating in community life.

## Our Response

### *Total Mobility*

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Age Concern Auckland is one of the agencies that works alongside Auckland Transport to provide older people, who cannot access or use public transport, with a Total Mobility Card. This card allows older people to utilise taxi transport at 50% of the cost. With the seriousness of the issue, the Total Mobility Card scheme is a small but vital part of our commitment to mitigate the detrimental impacts of loneliness and isolation.

We support 2,088 Total Mobility members, enabling these people to stay mobile and connected with their wider community.

## John's Story

John\* has a health condition that meant he was no longer able to drive or use public transport. With no family nearby John had to take taxis to get to his medical appointments. A friend told John to apply for a Total Mobility Card, so he could reduce the cost of these trips. John did and it has helped him immensely. John also uses his Total Mobility Card to get to the shops when he needs things and on Sundays to meet his friend for lunch. John loves the independence his Total Mobility Card has provided him.

\*name changed to protect privacy



# Dedicated Asian Services

*to meet the needs of the growing older Asian community*

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## The Situation:

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- Auckland is one of the world's most diverse cities, with people from all over the world now calling it home
- 23% of Auckland's population now classifies themselves as Asian and there has been a significant increase in Chinese late-life immigrants in New Zealand



## Our Response

*Dedicated Asian Services*

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Through our Asian Services we ensure that all of Age Concern's services and activities are delivered in Mandarin, Cantonese and Korean, and that support provided is culturally and linguistically appropriate. We have dedicated Asian Services Social Workers who provide individual casework to address the abuse, neglect and social issues impacting on Chinese and Korean speaking older people.

We provide health promotion activities and workshops in Cantonese, Mandarin and Korean. To reduce social isolation and loneliness we deliver our Accredited Visiting Service to the Asian community.

On the North Shore we also run a Positive Ageing Centre which delivers Chinese special interest and social classes. Classes include weekly English Conversation Classes to enable Chinese-speaking older people to communicate with more people in their local community. Classes offered also include dancing, singing and art classes facilitated monthly by Chinese volunteer leaders. These special interest classes provide the opportunity for older Chinese people in the community to socialise with others and ensure they have regular opportunities for community engagement.

To ensure that our Asian Services are easily accessible we have developed a WeChat group, for older Asian people to ask questions or request support. We also work collaboratively with a number of other organisations to ensure access and support reaches all the older Asian people in our community needing support.

We can see the immediate benefit from our efforts, and the positive changes we have made to individual lives.

## By the numbers

**1,077**

Chinese and Korean speaking older people accessed support, information and services via our dedicated Asian Services.

**1,775**

people attended our special interest, conversational English and monthly group activities and events.

**591**

older people attended our online Zoom learning.



## Tim's Story

Tim\*, a Chinese man in his eighties, was referred to Age Concern Auckland by the Police for support because he had gotten lost several times. The Police believed Tim had dementia and were also concerned because Tim was hoarding rubbish and unwanted items at his unit, which had created a hazard and unsafe living environment.

Tim had a son in Auckland, but he was in denial about his father's issues. Because of our serious concerns around Tim's safety, our Asian Services Social Worker arranged an immediate Needs Assessment for Tim and then worked alongside a social worker from ADHB to move Tim into a rest home. Our Social Worker communicated with Tim's son and provided him with information about dementia and the NZ health system in Mandarin, so he could understand why his father needed rest home care. Tim has settled well into the rest home and his son is relieved his father is safe and getting the care and support he needs.

\*name changed to protect privacy

# Mobilising the community

and providing support during COVID-19 lockdowns

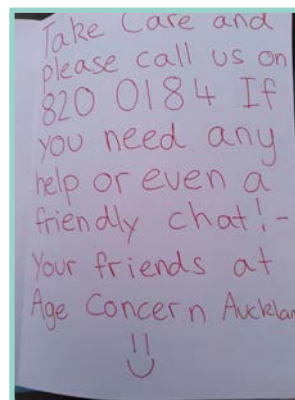
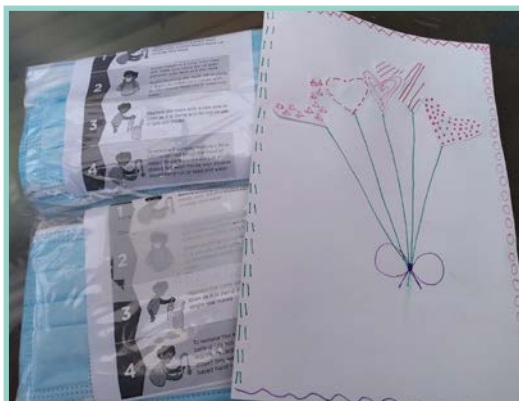
During COVID-19 Alert Level 3 & 4 lockdown Age Concern Auckland ensures that isolated older people across Auckland have the support and practical assistance they need. We make welfare calls to our clients and members, to ensure they have the practical assistance and emotional support they need. This helps us identify quickly older people in need of extra support. We also respond to calls from older people in the community in need of assistance. We mobilise our volunteer network to deliver required support.



## Extra support we provide during Alert Level 3 & 4 lockdown is:

- Grocery shopping and delivery for older people unable to shop online and without family, friends or neighbours able to shop for them
- Prescription pick up and delivery of essential medication
- Delivery of facemasks to enable the older person to undertake essential tasks
- Coordination of emergency food parcels for older people
- Weekly welfare calls to alleviate anxiety and feelings of isolation

With our experienced staff and dedicated volunteers, we are in a position to provide support and assistance quickly. Our response is extremely important during a time of great anxiety and stress, especially for those older people in our community without their own local support system.



# Advocacy

Age Concern Auckland isn't just focused on providing direct support to those who need it. We also seek to make a difference at a societal level through our advocacy work and lobbying.

Over the past year we delivered hundreds of talks and presentations to a wide array of groups, organisations and agencies including local and national Government about the challenges facing older people, the role Age Concern Auckland plays in supporting older people, the role that other agencies need to play, and the opportunities afforded by an ageing demographic.

We work locally, regionally and nationally to ensure that older people are represented and that their voices are heard. We will continue to work tirelessly to ensure that older people are represented at all levels of public debate, planning and consultation.

We also ensure that we raise awareness of important issues that can often be hidden, this includes elder abuse, the detrimental impact of social isolation and loneliness and the challenge of surviving on superannuation alone. Throughout the year we worked with media, through our networks and our communication channels to have important conversations about these issues and the changes we need to see to improve these situations.

Our efforts ensure that the voices of older people are heard, considered and taken into account around matters that impact on them. We also ensure that older people whose voice isn't being listened to, can have a voice through our advocacy.



# Mobilising our Community

through "Oldie & A Goodie"

Annually Age Concern Auckland needs to fundraise over \$1 million to deliver our free services and support to older people in our community. Our fundraising traditionally has been mostly through grants from Charitable Trusts and Foundations, however, these grants have reduced because of the COVID-19 pandemic and we have needed to find new ways to fund our essential work. We also want a means to engage more of the community in our work and with the older people we help.

To assist with this, in 2021 we developed a community fundraising opportunity called "Oldie & A Goodie". Oldie and A Goodie is about valuing the older things in our community in a fun and engaging way, that encourages Aucklanders to get actively involved and to donate or fundraise to support Age Concern Auckland and our vital work with older people.

Through Oldie & A Goodie, schools, businesses, organisations and clubs can celebrate age by hosting an "Oldie & a Goodie" fundraising event. Schools can also use it as an opportunity to highlight the value that older people bring to our community and discuss the challenges some older people face and ways these can be addressed. While individuals can participate by sharing something that is sentimental and of value to them on social media and then donating to support Age Concern Auckland, and challenging their family, friends and networks to do the same.

For more information visit [www.oldieandagoodie.co.nz](http://www.oldieandagoodie.co.nz) or email [fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz). Here are four easy ways you can support Age Concern Auckland through Oldie and a Goodie:

1.

Hold an "Oldie and a Goodie" fundraising event at your club, workplace, business, school, retirement village or church. Great ideas include:

- A bake sale or morning/afternoon tea using recipes passed through families
- A fashion show with vintage clothing
- Hosting an old movie/tv show event or party
- Casual Friday – themed around Vintage Clothing or a decade
- A non-uniform day is a great option for schools.

2.

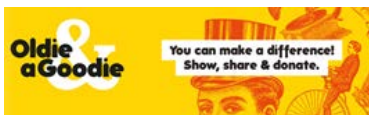
Buy an Oldie & a Goodie T-Shirt, for yourself or a friend - with all proceeds going straight to Age Concern Auckland. There's lots of great designs. Purchase online at <https://oldie-and-a-goodie.printmighty.co.nz/>

3.

Make a donation at [www.oldieandagoodie.co.nz](http://www.oldieandagoodie.co.nz)

4.

Join in on social media by sharing a photo of your "Oldie and a Goodie" item (something sentimental or nostalgic) on Facebook or Instagram and donate to support Age Concern Auckland. Share with your friends, family and colleagues and with us on facebook and Instagram @oldieandagoodie.



# Volunteers

*Giving their time and heart*

Volunteers are the lifeblood of Age Concern Auckland. Our volunteer visitors provide crucial social connection for isolated and lonely older people in our community, our volunteer tutors teach conversational English to older Chinese people, volunteer administrators help us send our membership forms, answer phone calls and keep things ticking along, and our volunteer handymen help with small jobs around older people's houses. Throughout COVID-19 lockdowns volunteers help make welfare calls, grocery shop, collect prescriptions and deliver face masks to older people in their local community.

To all our volunteers, thank you from the bottom of our hearts, we thank you for your kindness, care, friendship and generosity both to us as an organisation and to the older people you support. You truly are amazing.



We are always looking for more volunteers, if you are keen to find out more email [emahb@acns.co.nz](mailto:emahb@acns.co.nz)

**502**

Volunteer visitors provide over 40,175 hours of companionship each year to our Visiting Service clients.

**300**  
hours

We mobilised volunteers to provide the practical assistance and support older people need during COVID-19 Alert Level 3 & 4 lockdowns. These volunteers provided over 300 hours of volunteer support.

**1500**  
hours

of volunteering provided by non-visiting volunteers to help us deliver our crucial services and support.

**\$807,080**

of volunteer support is donated every year to help support older people across Auckland.

# Kindness in Action

## Ways to Help

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It costs Age Concern Auckland \$2.7 million each year to provide our free services and support and only 65% of this is government funded. We rely on the generosity of the Auckland community to raise the rest of the funds we need to ensure that isolated and vulnerable older people in our community have access to the information, services and support they need.

## You can support us a number of ways:

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### One-Off Donations

- **Credit Card:** Donate online at [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)
- **Direct Credit:** Donations can be paid directly into Age Concern's Bank Account either in a branch or via internet banking using the following bank details:  
Age Concern Auckland, ASB Dominion Road, Account Number: 12-3011-0755744-00  
(please use the references; DON and YOUR SURNAME and email [fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz) with the details, so we can provide you with a donation receipt).
- **Over the Phone:** by calling us on 09 820 0184
- **In Person:** at 57 Rosebank Road, Avondale or 177B Shakespeare Road, Milford (M-F 9 am – 4 pm)

### Regular Donations

Supporting Age Concern Auckland via a regular donation is of immense value to us because it allows us to more effectively budget and deliver our services. There are a number of ways you can make regular donations:

- **Direct Debit** – email [fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz) and we will send you a direct debit form
- **Automatic Payments** – set up regular payments from your bank account to ours using the following information: Age Concern Auckland, ASB Dominion Road, Account Number: 12-3011-0755744-00
- **Credit Card** – make regular credit card payments online at [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz).
- **Payroll Giving** – ask your employer if they are part of IRD's Payroll Giving scheme and make regular donations directly from your pay, applying the tax credit immediately.

### Leave a Legacy

Leaving a gift to Age Concern Auckland in your Will is a very special way to make a lasting difference to vulnerable older people in the community. Every legacy, small or large, makes a significance difference to the services we can deliver. To find out more about how to leave us a legacy please call us on 09 972 0092 or email [fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz)

## Events

You can support our work by running your own fundraising event or getting sponsored to take part in a challenge event like a marathon or Round the Bays. Individuals, schools, community groups and businesses have assisted our work previously by holding events that range from sausage sizzles, mufti days to running marathons. If you would like to talk through an event idea you have or notify us of your support contact us on 09 972 0092 or [email fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz).

## Oldie & a Goodie

Hold an "Oldie and a Goodie" fundraising event at your club, workplace, business, school, retirement village or church. Great ideas include:

- A bake sale or morning/afternoon tea using recipes passed through families
- A fashion show with vintage clothing
- Hosting an old movie/tv show event or party
- Casual Friday – themed around Vintage Clothing or a decade
- A non-uniform day is a great option for schools.

## Corporate Partnerships

There are a number of ways your business or organisation can support Age Concern Auckland. These include:

- Holding a fundraising event for Age Concern Auckland
- Joining the IRD's Payroll Giving Scheme to allow your employees to donate to us directly from their pay
- Making a corporate donation
- Donating your expertise or professional services

For more information on becoming a corporate partner call us on 09 972 0092 or email [fundraising@ageconak.org.nz](mailto:fundraising@ageconak.org.nz)



# Thank You Our Wonderful Supporters

We are incredibly grateful to the following organisations who, through generous grants and donations have enabled better outcomes for the tens of thousands of vulnerable and isolated older people we have supported across Auckland during the last year.

We are also thankful to the thousands of individual donors, members, community groups and organisations who have supported us either through financial donations, membership or in-kind donations. You are amazing and none of our work would be possible without your support.

We are especially grateful to the following organisations for their significant support:

Albert-Eden Local Board, Anstiss-Garland Charitable Trust, Auckland Council, Auckland District Health Board, B.H. & S.W. Picot Charitable Trust, Catholic Caring Foundation, COGS, Community Capability and Resilience Fund, Counties Manukau District Health Board, Devonport-Takapuna Local Board, Dragon Community Trust, Estate of Ernest Hyam Davis, Forever Rosa, Foundation North, Four Winds Foundation, Good Bitches Baking, Henderson-Massey Local Board, Howick Local Board, JM Butland Charitable Trust, J M Thompson Charitable Trust, The Lion Foundation, Louisa and Patrick Emmett Murphy Foundation, Mangere-Otahuhu Local Board, Manurewa Local Board, Masfen Foundation, Maungakiekie-Tamaki Local Board, Maurice Paykel Charitable Trust, Milestone Foundation, Ministry of Health, Ministry of Social Development, Office for Seniors, Orakei Local Board, NZ Lottery Grants Board, Waka Kotahi, Otara-Papatoetoe Local Board, Papakura Local Board, St Joan's Charitable Trust, Ted & Mollie Carr Endowment Fund, The Trusts Community Foundation, Transdev Auckland, Whau Local Board, Waitemata District Health Board, Your West Support Fund.

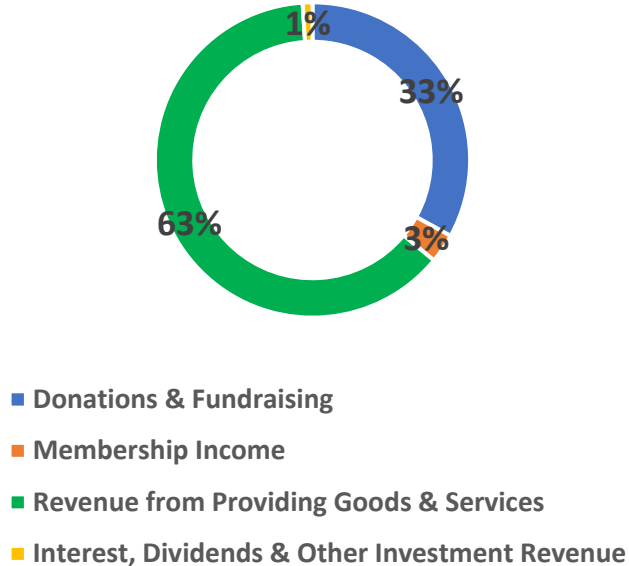
Estates: Estate of Ian Douglas Smith, Estate of Joyce Edna Thornton, Estate of Kevin John Wilson



# Where our Funding Came from in 2020 - 2021

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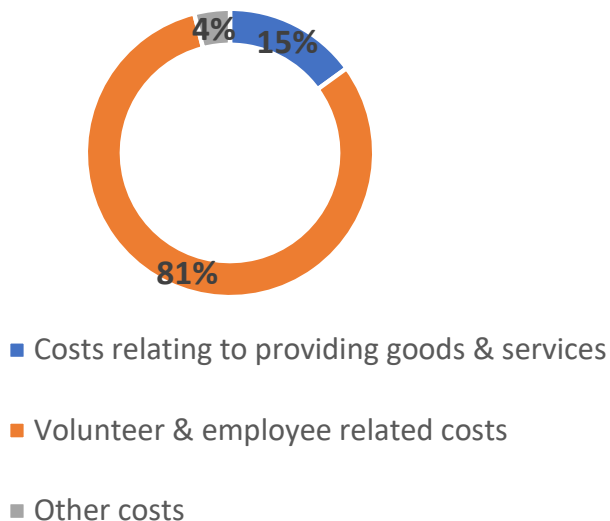
Age Concern Auckland Income FY2020 -2021



# How we applied these funds in 2020 - 2021

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Age Concern Auckland Expenditure 2020-2021



# Statement of Financial Performance

Age Concern Auckland Incorporated

For the year ended 30 June 2021

*How was it funded?, What did it cost?*

	2021	2020
<b>Revenue</b>		
<b><u>Donations, fundraising and other similar Revenue</u></b>		
Bequests	14,657	242,641
Donations received	43,652	40,897
Donations and Interest - Age Concern Trust	17,417	30,615
Grants	695,380	717,466
<b><u>Total Donations, Funding, and other similar revenue</u></b>	<b><u>771,105</u></b>	<b><u>1,031,620</u></b>
<b><u>Fees, Subscriptions and other revenue from members</u></b>	<b><u>67,550</u></b>	<b><u>104,727</u></b>
<b><u>Revenue from providing goods and services</u></b>		
Trading Revenue	<u>1,451,604</u>	<u>1,442,919</u>
<b><u>Interest, dividends and other investment revenue</u></b>		
Interest	12,363	16,509
Dividends	1,120	1,125
<b><u>Total Interest, dividends and other investment revenue</u></b>	<b><u>13,483</u></b>	<b><u>17,634</u></b>
<b><u>Other Revenue</u></b>		
Clients Net Expenses over Income	(1,028)	(6,289)
Club Gordon Meal Fees	0	2,446
Rent Income	11,700	8,149
Other Revenue	6,616	7,585
<b><u>Total Other Revenue</u></b>	<b><u>17,288</u></b>	<b><u>11,891</u></b>
<b>Total Revenue</b>	<b><u>2,321,033</u></b>	<b><u>2,608,791</u></b>
<b>Expenses</b>		
Costs related to providing goods and services	330,166	493,941
Volunteer and employee related costs	1,849,900	1,761,113
Other Expenses	94,284	143,286
<b>Total Expenses</b>	<b><u>2,274,301</u></b>	<b><u>2,398,340</u></b>
<b>Surplus/(DEFICIT) for the year</b>	<b><u>46,732</u></b>	<b><u>210,451</u></b>

# Statement of Financial Position

Age Concern Auckland Incorporated

As at 30 June 2021

*What the entity owns?, What the entity owes?*

	2021	2020
<b>Assets</b>		
<b><u>Current Assets</u></b>		
<u>Bank accounts and Cash</u>		
Bank Accounts	512,824	955,049
Term Deposits	1,342,166	341,000
Client Accounts	121,721	192,732
Petty Cash and Floats	2,145	1,094
<b><u>Total Bank accounts and Cash</u></b>	<b><u>1,978,856</u></b>	<b><u>1,489,875</u></b>
<b><u>Debtors and Prepayments</u></b>	<b><u>73,469</u></b>	<b><u>44,430</u></b>
<b><u>Non-Current Assets</u></b>		
Fixed Assets	114,351	188,729
Total Non-Current Assets	<u>114,351</u>	<u>188,729</u>
<b>Total Assets</b>	<b><u>2,166,676</u></b>	<b><u>1,723,034</u></b>
<b><u>Liabilities</u></b>		
<b><u>Current Liabilities</u></b>		
Creditors and accrued expenses	57,970	41,709
Other Current Liabilities	841,409	426,139
<b><u>Total Current Liabilities</u></b>	<b><u>899,379</u></b>	<b><u>467,848</u></b>
<b><u>Non-Current Liabilities</u></b>	<b><u>0</u></b>	<b><u>21,296</u></b>
<b>Total Liabilities</b>	<b><u>899,379</u></b>	<b><u>489,144</u></b>
<b>Total Assets less Total Liabilities (Net Assets)</b>	<b><u>1,267,297</u></b>	<b><u>1,233,890</u></b>
<b><u>Accumulated Funds</u></b>		
Opening Balance	1,165,484	528,899
Current Year Earnings	46,732	(210,451)
Funds Bought Forward	429	847,036
Accumulated Funds	54,652	68,406
<b>Total Accumulated Funds</b>	<b><u>1,267,297</u></b>	<b><u>1,233,890</u></b>

# Connect with Us

## **Central and West Auckland Office**

57 Rosebank Road, Avondale, Auckland

09 820 0184

Open: Monday – Friday 9 am – 4 pm

## **Counties Manukau Office**

Cambria Park Homestead, 250 Puhinui Road, Papatoetoe

09 820 0184

Visits by Appointment

## **North Shore**

177B Shakespeare Road, Milford, Auckland

09 489 4975

Open: Monday – Friday 9 am – 4 pm

Postal Address: PO Box 19542, Avondale, Auckland, 1746

[ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)

[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)

[facebook.com/ageconcernauck](https://facebook.com/ageconcernauck)

## Join with us

- Become a member
- Make a donation
- Volunteer with us
- Leave a bequest

