

# Annual Report

## 2019-2020

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



## We are Age Concern Auckland

***Age Concern Auckland promotes well-being, rights, respect and dignity for older people.***

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

### Our Guiding Principles

<b>Dignity</b>	To respect the dignity and uniqueness of every person as an individual and as a valuable member of society.
<b>Well-being</b>	To ensure that older people are given the opportunity to achieve physical comfort, engage in satisfying 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 Māori 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 in society and are free to participate as citizens 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



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.



## What we Achieved - our impact in numbers

**554**

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

**554**

volunteer visitors provide over **45,000** hours of volunteer support each year to our Visiting Service

**40**

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

**1,180**

over 65's accessed elder abuse and neglect assistance

**617**

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

educational sessions provided to

**766**

attendees on the risk factors for Elder Abuse and Neglect and steps to prevent/mitigate these

**191**

older people being impacted by social needs, health or wellbeing issues received social work support

**491**

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

## What we Achieved - our impact in numbers

**1,444**

people attended the 53 positive ageing workshops and activities we delivered, giving them information and tools to age well and remain independent as long as possible

**1695**

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

**865**

older Chinese speaking people accessed support, information and services via our dedicated Asian (Chinese) Services

Our Counties Manukau Community Strength & Balance Programme supported participants to improve their physical well-being and reduce the risk of muscle degeneration and falls

**34,631**  
Class Visits

**46,000**

older people & the whanau who support them, received information, advice and resources to make informed decisions and choices about the age-related challenges they were facing

**4,187**

active members.

**4,500**

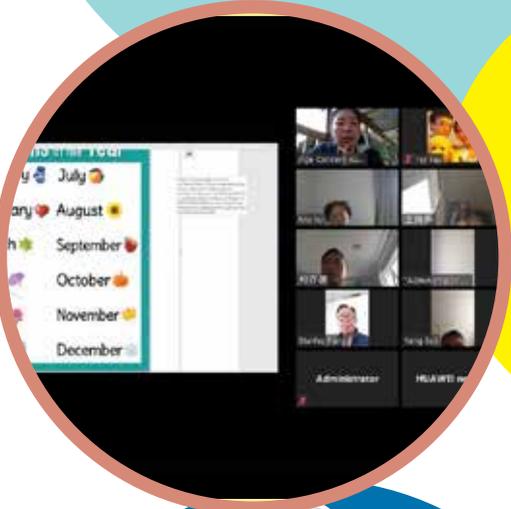
newsletters distributed four times a year to members and community organisations

# What we Achieved - COVID-19 Response

Supported an additional **400** older people across Auckland with practical assistance, (shopping, emergency food, prescriptions) and weekly welfare calls to help alleviate the anxiety they were experiencing



**349** older Chinese people attended our online Zoom Classes during lockdown



Mobilised **250** volunteers to provide the assistance and support required

Called **8,000** members and clients to check on their welfare and ensure they had the assistance and support they needed



## Chair's Report

Welcome everyone to the first ever Annual Report of the merged Age Concern Auckland. This first year has also been my first year as Chair. It has been, as they say, a roller coaster ride but we did it and we did it well.

We have learned a great deal this year. We have learned from those who came from the previous three Age Concerns and we have also learned a lot as a new organisation, with new members of our whānau. Already we have put in place some important building blocks for our future. We have a new Strategic Plan, worked on by both the Board and staff. We have a new set of policies and guidelines; these outline how we do things at Age Concern and the standards we hold ourselves to. These are all the foundations from which we will build on in the coming years.



Our new strategic plan asks a lot of our Board Members, staff and volunteers. As the single largest Age Concern entity in New Zealand, serving the largest population, we have a very important role to play in supporting our older people. Therefore, we must do it clearly and with purpose. In order to promote the wellbeing, rights, respect and dignity for older people - we must be inclusive and seek the help of others.

This year, particularly since March, has given us all the message to look out for each other. 'Stay kind' was an often-repeated phrase from our Prime Minister, as we faced great uncertainty with COVID-19. This uncertainty hit us all and, for us at Age Concern, it made us think on our feet about how we can adapt our services and keep us all safe.

I'm delighted to say that within days of the Level 4 lockdown we were set up and ready to go with an amazing array of our services offered both remotely, and in some instances directly, to those who needed us. Yes, we had to close our offices for lockdown but that did not stop us reaching our older people. In fact, we reached more people than usual, as new people came to us with needs, we were able to help with. I am very proud of the work of our staff, led by Kevin Lamb our CEO. We showed we are adaptable and nimble in times of adversity, a marvelous trait for our newly formed organisation.

It is fair to say that COVID-19 disrupted some of our normal fundraising ability. We were fortunate to apply for and receive the COVID-19 wage subsidy. But we continue to need the financial support of others to deliver our services to the community. So, I'm taking a moment to thank all those community partners, Trusts, Foundations, members, donors, volunteers and Government funders who have supported us in the past year. We are so very grateful. And even in these tight financial times, I hope you can continue to find ways to support us, and in turn those who need us.

Age Concern Auckland is in good shape, we have had a very good first year. Although times are uncertain for us all, we have a solid foundation and will continue to grow our organisation and the services we offer. Take care of yourselves and thank you for your support.

Victoria Walker, Chair

## CEO Report

The 2019-2020 financial year has been a landmark year in the history of Age Concern across Auckland. Originally established back in 1949 as a single organisation supporting the needs of older people across the city, the subsequent years saw Age Concern split into smaller units that worked in localised areas. First Age Concern North Shore formed and some years later Age Concern Rodney. More recently, Age Concern Counties Manukau formed. Meaning, following its initial foundation, Age Concern had fractured into four discrete entities. However, from July 1st 2019, the three Age Concerns of Auckland, Counties Manukau and North Shore came full circle and reformed into a single Age Concern for all older Aucklanders. Our friends and colleagues in Age Concern Rodney decided to remain independent, but we have issued an open-ended invitation to them to join with us at any time in the future.



The clear objective was to create an Age Concern Auckland, well-placed to meet the needs of older people in the city both today and in the future. We have achieved a lot in our first year. We have maintained the provision of key services and support functions across all areas. Our Intervention Services, Social Connections work and Ageing Well programmes and activities have all been maintained and, in many cases expanded. We have continued to operate across Auckland, providing support in local communities from our offices in Avondale, Milford and Papatoetoe, as well as out of the Positive Ageing Centre in Takapuna.

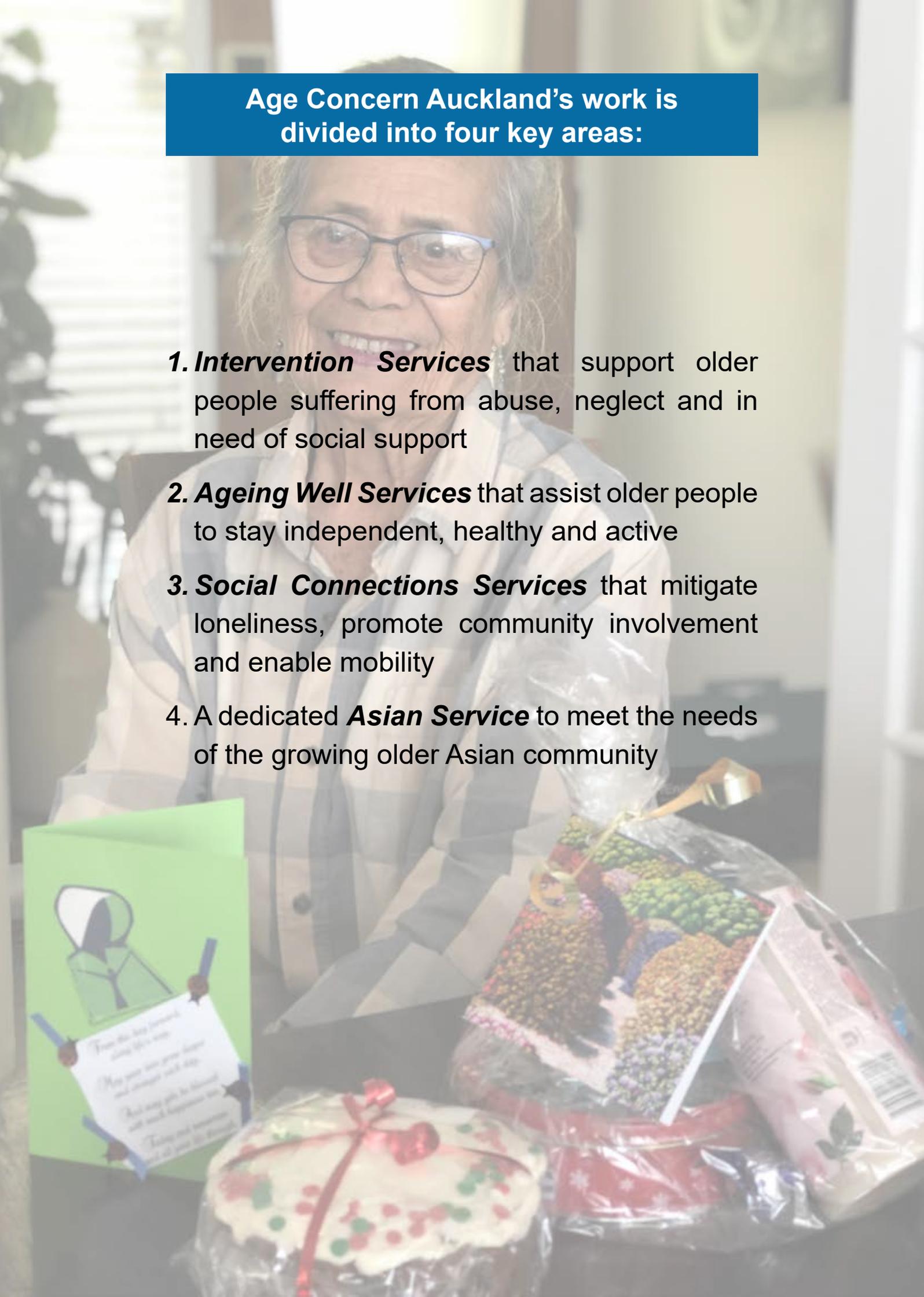
We have maintained our income levels. This has ensured that we can continue to deliver our crucial services and support and look to develop our activities further, reaching more older people, in more areas and across more communities than ever before.

We have merged all of our back-of house activities, including finance, marketing, fundraising and IT. Unifying our database and IT systems, now means our staff have the ability to work everywhere and anywhere with ease, be it in any of our three offices or remotely. This was vital in ensuring we maintained services during 2020 when we all had to adjust to life with COVID-19 and lockdowns nationwide and across Auckland. We have also developed a new website, which vastly improves our ability to communicate with clients, stakeholders and members of the public.

We have developed a new, five-year, Strategic Plan, that outlines our determination to deliver excellent quality services to all who need them while also reflecting on our need to remain sustainable and relevant to all. The Strategic Plan also emphasises the role of Age Concern Auckland in developing, driving and participating in research in order to further understand the needs of older people across Auckland and to ensure we can continuously improve what we do to meet the ever-changing needs.

For many people, the last twelve months has been a period of unprecedented change. At Age Concern Auckland, the work we put into amalgamating our three organisations into one has helped us adapt to these changing times. To remain active, resilient and able to continue to help and support all those who need our assistance. We are well-placed to meet the undoubted challenges of the next year and are more determined than ever to see older people in Auckland able to thrive.

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 Connections 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

### Elder Abuse - 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 most common types of abuse being psychological abuse & financial abuse.

### Our Response - Elder Abuse Response Service

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.

Our Elder Abuse Response Service also provides 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 group, 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.



#### By the numbers

**1180**

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

**617**

older people were supported with case management to address the abuse and neglect they were experiencing

**766**

attendees educated on the risk factors of Elder Abuse and Neglect and how to prevent these

## Bert's Story

*Bert\* is in his mid-eighties and after a short illness he was put in a rest home by his doctor. Prior to being ill, Bert had been living independently in his own home. While he was in hospital Bert befriended Joanna\*, which led to Bert giving her his bank card to pay his bills while he wasn't able to.*

*After a couple of months Bert noticed money was being withdrawn from his bank account regularly. Bert wasn't able to get hold of Joanna because she wasn't visiting as promised and wouldn't answer his calls. Age Concern worked collaboratively with the rest home to get the bank to change Bert's bank account and issue a new bankcard, so Joanna was no longer able to access his account.*

*Bert hadn't authorised Joanna to act on his behalf, but our investigation showed that Joanna had tried to use a lawyer to be issued with Enduring Power of Attorney for Bert, fortunately the lawyer became suspicious so refused the application. Although Bert no longer trusts Joanna, he didn't want to press charges against her.*

*Age Concern highlighted to Bert the importance of safeguarding his finances and various options were proposed to him about how to manage things in the future. Bert decided to appoint Public Trust to manage his finances. Public Trust will look at selling Bert's property and put in place safeguards with Bert to ensure that Joanna doesn't get access to Bert's money again.*



*\* Name changed to protect privacy*

## Intervention Services

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

The situation:

- > 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
- > Between 2013 -2018 there was a 50 percent increase in the number of hardship grants given out to over 65's

## Our Response - Field 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 Field Workers can assist with dealing with Work and Income, Kainga 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 191 clients, who were having difficulty dealing with accommodation, 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 to support them or their family lived overseas and were unaware of the issues that their parent or older relative was experiencing.

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. Where we can

offer direct support we will, where we need to involve other services and agencies, we will facilitate this happening.

### George's Story

*We were contacted by the GP of George\*, an older gentleman living in a rental unit. The GP was very concerned about George's living conditions because the unit was extremely cold and damp. The unit also had unsafe access and to enter his home George had to climb 30 very steep steps. The GP introduced George to our Field Social Worker, who made an application to Haumaru Housing for social housing for George. With our support George has moved into a dry, warm unit in the same area with only two steps to gain entry. It was a great outcome and George loves his new home.*

\* 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, 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 issues 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. Our Counselling Service is available in South Auckland, South Eastern suburbs and Papakura only.

- > We provided counselling on age-related issues via 491 counselling sessions, empowering these people to overcome their issues and move forward

### Letter of Thanks

*"I found myself alone, my husband had left home after 20 years. I didn't know where to turn to, I had no family or friends to help. I knew I had to do something, so I called Age Concern. Following that call, I was fortunate to have their Counsellor, Nicole, visit me. We had quite a few visits over time and from those visits I was able to get the help and assistance required to cope on my own. As well as helping me cope emotionally, Nicole was able to refer me to places like: NASC at Middlemore Hospital; Enliven – shopping and home help; Total Mobility Card – for discounted taxi's; WINZ – Change of Circumstances; Physio – at home and Walking On – a falls prevention programme .*

*These are some of the services I had to use because not long after my husband left, I had a stroke and renal failure. The initial introduction to Nicole was a life saver for me because without her support and advice I would not have known what to do or who to approach to get the help I needed. To Age Concern and Nicole thank you so much for being there and for your help and advice over that period, I feel that I am now getting back on my feet."*



# Ageing Well Services

assisting older people to stay independent, healthy and active

## The Situation:

- > 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.



# Ageing Well Response - Health Promotion

Our Health Promotion Programme is delivered via small interactive workshops and activities on a range of topics including nutrition, Staying 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 well-being 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 and Retirement Villages. Workshops are delivered in English, Mandarin or Cantonese as appropriate, to ensure that we are reaching all older people within the Auckland community.

## By the numbers

**1444**

people attended the 53 positive ageing workshops and activities we delivered. Giving them information and tools to age well and remain independent as long as possible

**771**

people attended positive ageing workshops we provided in Mandarin and Cantonese

## Workshop Feedback

“Update virus checker & malware detection, very helpful information and handouts, tighten internet security, check every email in a little more detail, be more careful and aware. A much-needed presentation, do not fall victim to temptation - remember there is nothing for free - no greed of any kind!”

“The most enjoyable thing about your ‘Technology for Seniors’ workshop was the one to one tuition with someone who knows information about phones. I loved that the generous young people are sharing their knowledge.”



## Ageing Well Response - Community Strength and Balance

Age Concern is the lead agency for Community Strength and Balance for Older People in the Counties Manukau DHB area. Our role is to coordinate and grow access to Community Group Strength and Balance programmes for older people. This is an initiative from ACC who are working collaboratively with the Ministry of Health, Health Quality and Safety Commission NZ and local DHBs. 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.



## Social Connections Services

mitigating loneliness, promoting community involvement and enabling mobility

### The Situation:

- > Research shows that 10% of all older people experience prolonged periods of severe loneliness and isolation, at a level that can be detrimental to physical, mental and emotional well-being.
- > 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 often developing.

The service is also an opportunity for Age Concern to be aware of changing circumstances for the older people 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 giving cakes and presents.

#### By the numbers

**554**

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

**554**

volunteer visitors provide over 45,000 of volunteer support each year to our Visiting Service



## Elsie's Story

*Elsie\* in her 80's is visited each week by an Age Concern Auckland volunteer. When our volunteer started visiting Elsie, she lived alone in a cottage at a North Shore village which was going through a rebuild, which effectively meant that she was living on a building site that was noisy. Added to this the neighbours around Elsie were disappearing to live elsewhere so Elsie was becoming increasingly isolated. Our volunteer got in touch with our Social Connections Coordinator, who met with Elsie to discuss applying for social housing specifically for older people. Elsie thought this was a great idea, so we assisted Elsie with the application process. In January 2020 Elsie moved into her newly refurbished unit. Elsie loves her new home, has more money to save and spend on outings because of the subsidised rent and has made a number of new friends in her village so is feeling less lonely than she was previously. One neighbour loves to cook so has been providing Elsie with homecooked meals for a small fee. It's a fantastic outcome for Elsie and throughout this our volunteer has continued her weekly visits to Elsie and their friendship is stronger than ever.*



\* Name changed to protect privacy

## Social Connection Services

mitigating loneliness, promoting community involvement and enabling mobility

### The Situation

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 is just too hard. Our Social Connections team work to change this.

### Our Response - Coffee and Friendship Groups

On the North Shore we facilitate six 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. 40 people regularly attend our fortnightly coffee and friendship groups and in the past 12 months two new coffee and friendship groups have been established.



## Social Connection Services

mitigating loneliness, promoting community involvement and enabling mobility

### The Situation

We know from national research and our own survey's, that transport is a major issue for many older people. No longer being able, or having the confidence, to drive, or struggling with public transport and the cost of travel is hugely debilitating for older people and a significantly limiting factor in accessing services needed and participating in community life.

### Our Response - Total Mobility

Age Concern Auckland is one of the agencies that works alongside Auckland Transport to provide older people, who cannot access public transport, with a Total Mobility Card. The Total Mobility Card allows them to utilise 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 2010 Total Mobility members, enabling these people to stay mobile and connected with their wider community.

#### Yvonne's Story

*Yvonne\* has a health condition that meant she was no longer able to drive or to use public transport. This was upsetting to Yvonne as she loved to go to local cafés, to socialise and meet friends. Yvonne got a referral from her Doctor for a Total Mobility Card and contacted Age Concern to provide this assessment. With the Total Mobility Card, Yvonne has regained her independence and no longer needs to rely on family and friends to take her on outings. Yvonne loves the independence her Total Mobility Card has provided her.*

\* Name changed to protect privacy

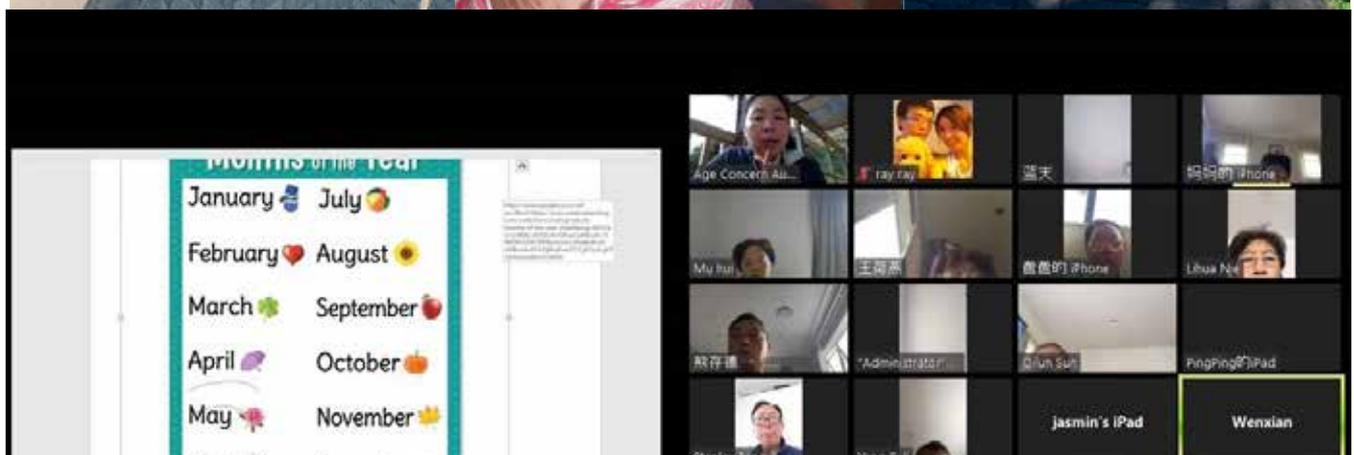


# Social Connection Services

Mobilising the community and facilitating support during COVID-19 Lockdown

During COVID-19 Alert Level 3 & 4 lockdowns, we worked to ensure that isolated older people in our communities had the support and practical assistance they needed. We reached out to our existing volunteers to see if they could provide any additional support to older people in their local communities and we recruited additional volunteers across Auckland, so we could respond to requests for support. We worked with New Zealand Police to streamline the police vetting of new volunteers, to ensure that all new volunteers were police checked within 24 hours and ready to provide assistance as soon as it was needed. We made welfare calls to all our clients and members, to check they had the practical assistance and emotional support they needed. This helped us identify quickly older people in need of extra support and then we arranged the required support.

We coordinated with other organisations, such as the Student Volunteer Army, to make sure that we were not duplicating services and that we were applying our limited resources to support those older people in the community who had additional vulnerability or an inability to pay for services online. With our experienced staff and dedicated volunteers, we were in a position to provide support and assistance quickly. Our response was extremely important during a time of great anxiety and stress, especially for those older people in our community without their own local support system.



## Our Response

### - Mobilising the community and facilitating support during COVID-19 Lockdown

- > We made 8,000 calls to our clients, members and recent members to check on their welfare and ensure they had the support they needed. If they didn't, we organised support for them.
- > We actively coordinated 130 older people to receive the groceries they needed each week.
- > We organised weekly welfare calls for 105 lonely older people in need of a friendly and caring phone call.
- > We assisted 14 older people to get their prescription medication.
- > We supported 26 older people to access the emergency food parcels and clothing they required.
- > We coordinated 100 older people to access support from an alternative community source, to ensure we weren't duplicating support other organisations were providing.
- > We mobilised 250 volunteers to provide the assistance and support required. These volunteers provided over 1,000 hours of volunteer support.
- > We spoke to 100's of older people, answering their questions, reassuring them and directing them to appropriate community support.
- > We provided our weekly conversational English lessons via Zoom, which 349 older Chinese people participated in over lockdown.

*"I am so grateful for my shopper Vickie. She was excellent, and helped others in our village also, Vickie was such a pleasant lady to talk to. We set up a good system where I could email her my shopping list, drop bags for her to put groceries into, which our Village Manager would then deliver to my apartment. Vickie would email me the receipt and I would pay her through internet banking. It was really helpful to have the technology to help me through. I don't have any family in Auckland, and I don't know how I would have managed without the support of Vickie and Age Concern Auckland".*



# Dedicated Asian Services to meet the needs of the growing older Asian community

## The Situation

- > 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 classifies themselves as Asian and there has been a significant recent increase in Chinese late-life immigrants in New Zealand
- > Chinese-speaking older people were significantly under-supported by Age Concern and other community agencies, this was often for language, cultural and transport reasons.

## Our Response - Dedicated Asian Services

Through our Asian Services we ensure that all of Age Concern's services and activities are delivered in both Mandarin and Cantonese and we provide culturally and linguistically appropriate support.

We have dedicated Asian Services Social Workers who provide individual casework and group education sessions to address the abuse, neglect and social issues impacting on Chinese-speaking older people. We provide health promotion activities and workshops in Cantonese and Mandarin. 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 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.

In West and East Auckland we work in partnership with A Better Chance Charitable Trust to provide Day Centre activities, that provide opportunities for creativity and socialising.

We can see the immediate benefit from our efforts and the positive changes we have made to individual lives. All older Chinese should feel accepted, connected and have someone to support them who can speak their language and understand their culture.



## Dedicated Asian Services

### By the numbers

**865**

older Chinese-speaking people accessed support, information and services via our dedicated Asian (Chinese) Services

**1695**

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

### Amy's Story

*Amy is a 71-year old Chinese lady, who came to live in New Zealand with her daughter in 2014. Amy was emotionally and psychologically abused by her daughter. They often had heated arguments and eventually her daughter trespassed Amy from their home.*

*After this, Amy stayed at different people's places, sometime in her friend's storeroom, in their garages or on the couch. One of her friends referred Amy to Age Concern for help. Our Asian Services team were able to provide support to Amy in Mandarin. We assisted her to access support from Work and Income and secured her a social housing unit. Now Amy has her own home, is involved in a local church and regularly attends activities we run.*



# 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 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.

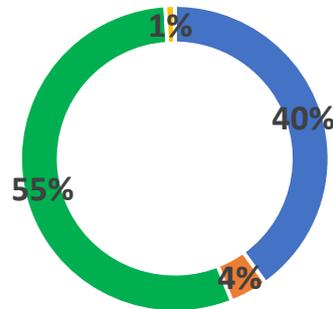
We also ensure that we raise awareness of important issues that can often be hidden, this includes elder abuse and the detrimental impact of social isolation and loneliness. Throughout the year we worked with media, through our networks and our communication channels to have important conversations about 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 voices aren't being listened to, can have a voice through our advocacy.



## Where our Funding Came from in 2019-2020

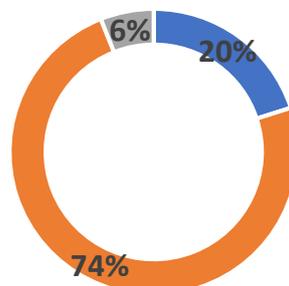
### Age Concern Auckland Income FY2019 -2020



- Donations & Fundraising
- Membership Income
- Revenue from Providing Goods & Services
- Interest, Dividends & Other Investment Revenue

## How we applied these funds in 2019-2020

### Age Concern Auckland Expenditure 2019-2020



- Costs relating to providing goods & services
- Volunteer & employee related costs
- Other costs

## Statement of Financial Performance for the Year Ended 30 June 2020

	2020	2019
<b>Revenue</b>		
<b>Donations, Fundraising and Other Similiar Revenue</b>		
Donatations received	283, 538	77,891
Donations and interest - Age Concern Trust	30,615	36,628
Grants	717,466	437,302
<b>Total Donations, Fundraising and Other Similar Revenue</b>	<b><u>1,031,620</u></b>	<b><u>551,821</u></b>
<b>Fees, Subscriptions and Other Revenue from Members</b>	<b><u>104,727</u></b>	<b><u>79,486</u></b>
<b>Revenue from Providing Goods and Services</b>		
Trading Revenue	<b><u>1,442,919</u></b>	<b><u>430,790</u></b>
<b>Interest, Dividends and Other Investment Revenue</b>		
Interest	16,509	14,821
Dividends	1,125	380
<b>Total Interest, Dividends and Other Investment Revenue</b>	<b><u>17,634</u></b>	<b><u>15,201</u></b>
<b>Other Revenue</b>		
Clients Net Expenses over Income	(6,289)	0
Club Gordon Meal Fees	2,446	0
Rent Income	8,149	1,215
Other Revenue	7,585	1,125
Non Cash Donations (Newsletter Publications)	0	2,500
<b>Total Other Revenue</b>	<b><u>11,891</u></b>	<b><u>4,865</u></b>
<b>Total Revenue</b>	<b><u>2,608,791</u></b>	<b><u>1,082,163</u></b>
<b>Expenses</b>		
Costs Related to Providing Goods and Services	487,259	206,495
Volunteer and Employee Related Costs	1,761,113	843,428
Other Expenses	149,968	67,614
<b>Total Expenses</b>	<b><u>2,398,340</u></b>	<b><u>1,117,537</u></b>
<b>Surplus/(Deficit) for the Year</b>	<b><u>210, 451</u></b>	<b><u>(35,374)</u></b>

NB: 2019 figures refer to pre amalgamation Age Concern Auckland 2020 figures refer to the amalgamated Age Concern Auckland

# Statement of Financial Performance for the Year Ended 30 June 2020

	2020	2019
<b>Assets</b>		
<b>Current Assets</b>		
<b>Bank Accounts and Cash</b>		
Bank Accounts	955,049	280,245
Term Deposits	341,000	426,075
Client Accounts	192,732	0
Petty Cash and Floats	1,094	0
<b>Total Bank Account and Cash</b>	<b><u>1,489,875</u></b>	<b><u>706,320</u></b>
<b>Debtors and Prepayments</b>	<b><u>44,430</u></b>	<b><u>17,950</u></b>
<b>Non-Current Assets</b>		
Fixed Assets	188,729	98,809
<b>Total Non-Current Assets</b>	<b><u>188,729</u></b>	<b><u>98,809</u></b>
<b>Total Assets</b>	<b><u>1,723,034</u></b>	<b><u>823,079</u></b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Creditors and Accrued Expenses	41,709	58,608
Other Current Liabilities	426,139	164,276
<b>Total Current Liabilities</b>	<b><u>467,848</u></b>	<b><u>222,884</u></b>
<b>Non-Current Liabilities</b>	<b><u>21,296</u></b>	<b><u>21,296</u></b>
<b>Total Liabilities</b>	<b><u>489,144</u></b>	<b><u>244,180</u></b>
<b>Total Assets Less Total Liabilities (Net Assets)</b>	<b><u>1,233,890</u></b>	<b><u>578,899</u></b>
<b>Accumulated Funds</b>		
Open Balance	528,899	564,273
Current Year Earnings	(210,451)	(35,374)
Funds Brought Forward	847,036	85,754
Accumulated Funds	68,406	(35,754)
<b>Total Accumulated Funds</b>	<b><u>1,233,890</u></b>	<b><u>578,899</u></b>

NB: 2019 figures refer to pre amalgamation Age Concern Auckland 2020 figures refer to the amalgamated Age Concern Auckland

## Ways to Help

It costs Age Concern Auckland \$2.4 million each year to provide our services and support and only 55% 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 all older people in our community have access to the information, services and support they require.

### You can support us a number of ways

#### One-Off Donations

- **Credit Card**  
Donate online at [www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)
- **Cheque**  
Post your donation to Age Concern Auckland  
PO Box 19542, Avondale, Auckland 1746
- **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).

#### 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 significant 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)

# Ways to Help

## Events

You can support our work by running your own fundraising event or get 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).

## 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.



# Volunteers

Giving their time and heart

Volunteers are the lifeblood of Age Concern Auckland. Our volunteer visitors provide crucial social contact for isolated and lonely older people in our community; our volunteer English 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 helped make welfare calls, shop, run errands 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 us at [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)

**By the numbers**

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**554**  
volunteer visitors



**45,000**  
hours of volunteer support each year to our our Visiting Service

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**250**  
volunteers



**1000 +**  
hours of volunteer support to provide practical support to older people during COVID-19 Levels 3 & 4 lockdowns



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**1500** hours of volunteer support from other volunteers each year help us deliver our crucial services and support



# Thank You Our Wonderful Supporters

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

We are also incredibly thankful to the thousands of donors, members, groups and volunteers who have supported us either through financial donations, in-kind donations or volunteer support. 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; Auckland Council; Auckland District Health Board; Combined Rotary Clubs of the North Shore; COGS; Community Awareness & Preparedness Grant Fund; Counties Manukau District Health Board; Dragon Community Trust; Ethnic Communities Development Fund; Estate of Ernest Hyam Davis; Foundation North; Four Winds Foundation; Good Bitches Baking; Henderson-Massey Local Board; Howick Local Board; JM Butland Charitable Trust; Jogia Charitable Trust; Lion Foundation; Lister Presbyterian Health Trust; Mangere-Otahuhu Local Board; Manurewa Local Board; Maungakiekie-Tamaki Local Board; Maurice Paykel Charitable Trust; Milestone Foundation; Ministry of Health; Ministry of Social Development; Nolan Trust; Orakei Local Board; NZ Lottery Grants Board; NZTA; Otara-Papatoetoe Local Board; Papakura Local Board; St Joan's Charitable Trust; Tax Management New Zealand; Ted & Mollie Carr Endowment Fund; The Trusts Community Foundation; Transdev Auckland; Waitemata Local Board; Western Quilters Guild; Whau Local Board; Working Together More Fund; Your West Support Fund; Z Good in the Hood



## Connect with us

### Central and West

Physical Address: 57 Rosebank Road, Avondale,  
Auckland 1026

Postal Address: PO Box 19542, Avondale  
AUCKLAND 1746

Phone: 09 820 0184

### Counties Manukau

Physical Address: Cambria Park Homestead  
250 Puhinui Road, Papatoetoe 2025

Postal Address: PO Box 19542, Avondale  
AUCKLAND 1746

Phone: 09 279 4331

### North Shore

Physical/Postal Address: 177B Shakespeare Road  
Milford, Auckland 0620

Phone: 09 489 4975

[ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)  
[www.ageconcernauckland.org.nz](http://www.ageconcernauckland.org.nz)  
[www.facebook.com/ageconcernauck/](https://www.facebook.com/ageconcernauck/)

## You join with us:

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

