

Thank you to all of our members and supporters, you are the reason for all we do.

We would particularly like to acknowledge

our Patron, Bob Francis and our Life Members:

Jenny Baker, Ruth Carter, Elsie Chapman, Rod Garden, Dorothy Moss,

Dorothy Carbin, Maureen Clutterbuck, Helen Lowe



Kaiwhakahaere/Manager:

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Office Hours: 9am-3pm Monday - Friday



**AGE
CONCERN
WAIRARAPA**

Annual Report 2022-2023



*Naku te rourou
nau te rourou
ka ora ai te iwi*

*With your basket and
my basket the people
will live*

He pāpori e whai whakaarohia ana, e whakanuitia ana,
e tautokona ana, e whai mana anahoki te hunga kaumātua.
Our purpose is for older people / kaumātua to live a valued life
in an inclusive society.

Tā Mātou Matakiteanga—Our Vision

To be recognised as a leading contributor to the wellbeing of
older persons / kaumātua in our Wairarapa communities

Tā Mātou Kawenga—Our Mission

Helping, connecting and empowering older persons in Wairarapa

Our Values

The work of Age Concern Wairarapa is based on these values,
with special reference to older people, koroua and kuia:

Being responsive,

Respecting all,

Caring,

and

Being committed to wellbeing.

Our Guiding Principles are that our services are accessible,
appropriate and affordable, inclusive, culturally appropriate and
equally available to all.

We work in partnership with funders, public services, community
organisations and individuals to achieve this.

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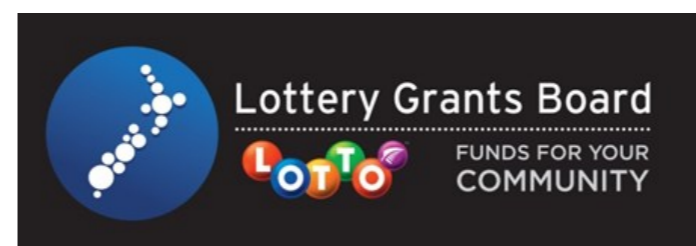
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THANK YOU TO OUR FUNDERS AND SUPPORTERS

Age Concern Wairarapa would like to acknowledge and thank our funders and supporters:



MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



SOUTH WAIRARAPA DISTRICT COUNCIL
Kia Reretahi Tātau



Finance Overview

The following pages present Age Concern Wairarapa's annual audited accounts for 2022-2023.

Age Concern's work is primarily funded through service agreements and long-term relationships with the Wairarapa District Health Board, the Ministry of Social Development (MSD), and Age Concern New Zealand. Funding from each of these donors is critical role to ensure the continuation of our three core programmes: Health Promotion, Elder Abuse Response Services and the Accredited Visiting Service. These agreements and associated service specifications are part of staff orientation, provide the structure for our daily work and contribute to ensuring the quality of our services.

Many other functions of the organisation, including operations, administration, and finance and human resource management are not fully funded through those contracts. Supplementary grants are required for both the core functions and the additional activities and events that Age Concern facilitates. These are sourced through proposals and applications, and the team ensures our accountability by submitting timely end-of-term reports. In 2022-2023, Age Concern received funds from the Lotteries Grants Board, COGS (the Community Organisation Grants Scheme), and the Masterton District Council.

Age Concern also collects membership subscriptions, as well as koha at the individual activity level that helps cover costs of individual activities. *For example, people coming to exercise classes contribute \$2 each (if they can) and that goes toward the cost of renting a venue.*

Each staff member of Age Concern carries a portion of the responsibility to spend the funds entrusted to us in an accountable manner. As much as the team is pursuing programme growth, particularly to reach constituencies that may be under-served by our activities, we are also focussed on wise spending.

With the end of bank cheques, EFTPOS is available in the Age Concern office, and the team also travels to coffee mornings with a mobile unit.

As you will read in the coming pages, the Age Concern Board and Manager are pleased to report that the organisation is currently in a stable financial position.



Welcome and Chair's Report 2022-2023

Tena Koutou Katoa, welcome to the 2023 Annual General Meeting of Age Concern Wairarapa.



During the last 12 months it has been a relief to be through the worst of the COVID pandemic, although its impacts are still being felt. Age Concern Wairarapa services have been fundamental in providing support and being the avenue to reconnecting our older population, to reduce social isolation.

During the 2022 -2023 reporting period, Age Concern Wairarapa underwent comprehensive audits of some of its services, by the contract funders, with pleasing results. All key contract funders renewed existing contracts, with the Elder Abuse Response Service contract being extended to 2026, along with an increase in funds to provide a wider delivery of service.

In addition to the existing services, Age Concern Wairarapa, entered into a new 1-year contract and service - Life Curve. Only available in the Bay of Plenty and approved by the National Frailty group, Age Concern Wairarapa was approached to offer the service. The goals of the LifeCurve™ programme are to improve outcomes for older people, contribute to improving equity for Māori, keep people out of hospital and empower people to manage their own healthy aging journeys.

Our contract funders acknowledge the importance of the work delivered by Age Concern Wairarapa and this is a credit to our team and the wonderful work being achieved across the Wairarapa region.

Looking forward, as the organisation continues to build and expand our services across the region, the board will be undertaking a review of our current office location and space. With consideration to how the services are delivered across the region, including the current outreach posts. We also see nearing the completion of the Strategic Plan 2020 - 2023 and as such strategy planning for the organisation will be underway towards the latter part of 2023.

The board would like to thank our staff, service coordinators, Rachel, Lyndsey, Anthony, Susan, Gini and Lisa. Sue - Office Administration. All of whom continue to work with such enthusiasm and passion, with our older persons wellbeing at the center of everything they do.

Chris Clarke, Manager, who during his time with us, added huge value to the team and worked successfully to deliver a number of the organisations initiatives and various contract requirements. Sadly, Chris has decided to retire, to allow him to travel and spend more time with family. I am pleased to confirm Esmae has joined the team who commenced in August as Age Concern Manager.

In addition to the staff, a big thank you to our dedicated volunteers who support the organisation, working alongside staff with our activities in the community and supporting various office functions.

Thank you to all of the officers of the Age Concern Wairarapa Board for giving up their time, to provide governance support to the organisation, with the common goal of Age Concern Wairarapa achieving our current strategy.

Ngā mihi mahana

Cheryl Watson
Chairperson



Kia ora koutou,

Ko Esmae Laird toku ignoa. I am the new Kaiwhakahaere/Manager at Age Concern Wairarapa (ACW). The team bid farewell to our former manager Chris Clarke at the end of July this year and I was warmly welcomed with a mihi whakatau mid August. I am thankful to Cheryl, our Governance Board and the ACW team for their support as I settle into this role. I wish to thank Chris for his mahi and his commitment to the kaupapa of ACW, our kaumatua and our community. I wish to acknowledge the information pertained in my report was largely gleaned from Chris' monthly reports to the Board.

Developments

It has been a busy year for ACW. We have secured an exciting new contract from Te Whatu Ora, "Life Curve", and in doing so, in June we welcomed Lisa Burch as the Life Curve Coordinator.

LifeCurve seeks to limit functional decline so people can maximise physical, social and mental wellbeing. It is an evidence based programme which together with initial support from the coordinator utilises an app for clients to understand how they are aging. The phone app and website offer helpful advice on ways to improve their ability to age well and encourages the participant to take charge of their health trajectory.

I am looking forward to working alongside Lisa as we engage with our collaborative partners in delivering this programme within our community, as this programme fits the kaupapa of Age Concern well and complements our current range of services.

Successes

Our Annual Plan involves operating an Integrated Services model. We currently have six coordinators working collaboratively to deliver a holistic service to our kaumatua. I am pleased to report the highlights of this model are; connection with the community, our efforts to engage with and work alongside Iwi and Pasifika communities, positive feedback received from clients, and a high level of engagement and commitment of staff to those we are serving.

Highlights during the year

1. Matariki celebration
2. Expo
3. Senior Person of the Year— Lesley Hurst

Special acknowledgment

We are very fortunate to have Hewitt Harrison as our Treasurer. Thank you Hewitt for all that you do (and it is a lot) to ensure our financial reporting is accurate and on time. Kia ora!

I also wish to thank our volunteers. We are extremely grateful to you all, for the time you give so freely and your manaakitanga. Kia ora!

As I report on the year past I look forward with excitement to the year ahead. Age Concern was described to me as having a high performing team and knowledgeable governance board. I concur!

Elder Abuse Response Service: Susan Esler

Susan was born in Masterton and has worked in social services since leaving school, including in Benefits and Pensions, now known as WINZ; in Support Services at Masterton Hospital; and with the NZ Police / Nga Pirimihana, including Youth Education Services and Community Policing.



Elder Abuse Response Service: Anthony Aporo

Anthony Aporo

Ko Rangitumau te maunga, Ruamahanga te awa, Kei te uri o Whatonga, Ko Te Ore Ore te marae. Ko Anthony Aporo Ahau, tena tatau katoa.

Joining Age Concern fulfills the cycle of working with people of different ages, having supported men at antenatal classes, taught kapa haka in primary schools, been teacher's aid at intermediate and lectured at Weltec.

Kuia and koroua are an important piece of the life cycle as at different stages in life one offers differing experiences. For my passion it must be said that it is me investing in the interest of my mokopuna.



Life Curve: Lisa Burch

Its hard to believe that more than two months have passed since I joined the Age Concern team as the LifeCurve Service Coordinator. I already feel as though this is my second family!

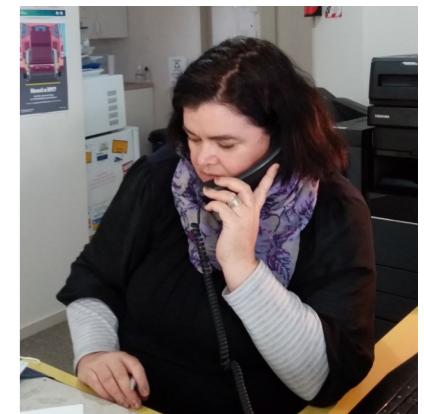
I love working with my private coaching clients, seeing them achieve their health and wellness goals, regaining hope and a sense of agency in their own health. I am even happier that Age Concern has been given the opportunity to spread this message to the Wairarapa population.



Office Administration: Sue Mason

Sue recently moved to the Wairarapa and is enjoying exploring her new surroundings. She has a background in project management and spent some time overseas. Sue is a busy mum of 3 children who she enjoys immensely.

She loves connecting with people from all walks of life and being involved in her new community. Sue is the voice that you hear on the phone most times!





Manager: Esmae Laird

Esmae joined Age Concern Wairarapa in August this year. She was born and raised in Upper Hutt. She joined the Police aged 21 after graduating from Victoria University with a BA in Criminology. During the next 19 years she was a frontline police officer working in the Hutt Valley, Turangi and Horowhenua/Kapiti Coast. Highlights of her career included Family Violence Intervention Coordinator, Community Team leader and Traffic Sergeant. After leaving the police service Esmae worked at ACC Sensitive Claims Unit, Transdev Team Leader and in Social Services. Most recently she had the privilege of working as a Patient Transfer Officer at Wellington Free Ambulance.

Esmae is passionate about serving the community that she loves living in.



Age Concern Visiting Service: Lynsey Parkes

Lynsey has been with Age Concern Wairarapa since December 2021 as the Visiting Services Coordinator. She thoroughly enjoys the role, in particular meeting the individuals who need more social connection in their lives as well the wonderful volunteer visitors who offer their time and commitment to the visiting service.

Lynsey moved from Wellington to Wairarapa in 2009 and is living her dream of owning a few acres for her horses and dogs and raising her young family.



Health Promotion: Gini Jayawardene

Gini grew up in Germany, where after leaving school, she qualified as a Dispensing Optician.

In 2009 she moved to New Zealand and settled in Masterton, where she lives with her 2 sons.

She spent 10 years working at Specsavers in Masterton and has been a volunteer for Digital Seniors and the Red Cross Refugee Settlement.



The Community Friendship Service 'Buddy Up!': Rachel Ingram

Rachel worked as a teacher for 25 years before working in Community Engagement for Museums Wellington. She has been with Age Concern Wairarapa for three years.

Rachel lives on the Masterton Castlepoint Road with a number of animals (who have varying degrees of good behaviour!). When she is not at work she is likely to be reading, dancing, walking or playing her ukulele. She encourages everyone to join or form Buddy Up! groups - they are a wonderful way to make connections and have fun.

Matariki Celebration



This year we held a weaving waananga as part of our Matariki celebration. Our guest weaver was Hamuera Manihera. Hamuera is Nelson's Provincial Museum's Kaitiaki Taonga Māori (Māori Taonga Collections Manager) as well as an accomplished Maori weaver. He has been chosen to be a part of a national delegation to visit Uzbekistan showing off Indigenous textiles.

There were two parts to this four hour waananga. The first part was a presentation of how he became involved in weaving. Much of the encouragement came from his grandmother who was also a Tohunga raranga (master weaver). The top picture is Hamuera holding his first kakahu huruhuru when he was 15. Picture 2 is a garment that he was working on. The presentation took about 30 minutes.



The second part of the waananga was an interactive segment where Hamuera invited those in attendance to make tipare (headbands). Hamuera had gone into the forest to gather material locally for this part. The 20 or so participants were shown how to weave the material together and some were very well done for their first attempts. The participants were encouraged to use their imagination to create something that was priceless.

Nuku ora were also in the house and they took a korikori tinana session. Teaching the Matariki song with Actions. This was the fun part of the day. As with all things Maori we had kai which consisted of soup, fried bread and scones.

We look forward to next year's celebration.





ELDER ABUSE AND NEGLECT PREVENTION SERVICES

Age Concern is New Zealand’s lead organisation providing services to abused older people, as well as education about elder abuse and neglect.

Our Elder Abuse and Neglect Prevention Services (EANP) aim to keep older New Zealanders free from abuse and neglect.

*It is estimated that between **17,000** and **25,000** older people experience abuse each year in New Zealand.*

In 2021/22 We received **58** referrals for suspected abuse or neglect or people in distress .

In addition **127** enquiries often related to suspected abuse and requiring follow up

Education session **11** with **,207** participants

30 public awareness sessions

We also:

Provided education packs and information to various GP services, aged care facilities and community groups

Undertook a number of awareness raising activities including for **Elder Abuse Awareness week – such as:**

Various presentations. Double page spreads in both the Wairarapa Times Age and Midweek features. A radio show on Arrow FM, popups at local libraries and a display at Wairarapa Hospital. WINZ staff dressed up and decorated their office. Printed T shirts were worn by primary healthcare nurses at Masterton Medical – all provoking a lot of interest.

Tim Bannatyne: Tim is a former senior public sector manager across a number of areas.

His particular interest is in services that help individual people, whanau/families, and communities with current and future issues affecting their wellbeing.

Tim is involved with a number of Wairarapa community organisations at a governance level. Tim says, “My commitment to Age Concern Wairarapa quite simply arises from its mission- 'helping, connecting, and empowering older persons in Wairarapa.'

Older persons make up a significant proportion of the Wairarapa population and their wellbeing affects all



Joanne Edwards: Nursing, adult education, research, and health care management have given me a range of knowledge and skills which have combined to give me a diverse skill set. This has been balanced by fishing, poetry and photography.

My approach to life is based on the principles of manaakitanga. Personal characteristics include a strong value of respect for others and integrity which inspires trust. These are accompanied by a quiet sense of humour and occasional wisdom. My values and skills have been a foundation for my leadership and governance experience at local, regional and national levels in a variety of contexts.

I have a long-standing personal commitment to the health and wellbeing of older people, our taonga. For the past 20 years I have been fortunate to be employed in a role where I had the freedom to apply my skills to develop and commission services for older people in Wairarapa.



Esther Read: Esther worked for 30 years as a Registered Nurse/Plunket Nurse, and since her children were young going through to retirement, has been heavily involved in her community. Her involvement includes Plunket, NZ Red Cross, COGS Wairarapa as well as various sports clubs, and with Wharekaka in Martinborough.

Esther also supported her late husband in his roles in local government as Featherston County Chair, Councillor and then Mayor of SWDC.

Esther is passionate about services for the aged and she finds that being actively involved in the community is also beneficial for her, keeping her busy, interested and connected.



Dayle Lakeman: Dayle worked as a Project Manager in the Performance and Monitoring team at the Ministry of Health. Previously he has started up some successful businesses in the Wairarapa.

Dayle holds a Masters degree in Business Administration and also a post-graduate Diploma in Economic Development.

Dayle is passionate about Age Concern Wairarapa and is keen to see the organisation become the leader in promoting and catering to the needs of our Wairarapa ageing population.



The Board



Chairperson: Cheryl Watson is the Wairarapa Community Liaison at Wellington Free Ambulance. In her spare time, she runs the Masterton Community Patrol and volunteers on Age Concern Wairarapa's Board.

Cheryl has always been closely connected to older persons through a close relationship with her grandparents when growing up. The respect and admiration for older persons was reinforced with her first ever full time job at 18 years of age, with Age Concern UK.

Cheryl's passion for the wellbeing of older persons was her reason for taking the Elder Abuse and Neglect Coordinator role for Age Concern Wairarapa, and after leaving Age Concern employment, she became a member of the Governance Team.



Deputy-Chair: Fred Wheeler is originally from the UK. His background is in health care and is a qualified Mental Health and General nurse. He later specialised in Cardiac nursing and Palliative Care.

Fred has held many diverse management roles both in the UK and here in Aotearoa, managing most areas of the Wairarapa Hospital including the District Nursing and Community Based services. After resigning, he was asked to join Age Concern's Board and also asked to become a victim support volunteer. Fred thinks this is an exciting time for Age Concern with a committed Board and a great team at the coalface and all supported by some wonderful volunteers who together make us an organisation to be proud of.



Secretary: Lyn Riley attended Wairarapa College and left school to join the NZ Army. After nearly 40 years in the public service she has returned to Masterton for her retirement.

Lyn is well travelled having lived in London for several years and has owned and managed several hospitality businesses.

Lyn is a keen genealogist and has published a book on her family history and retains the old fashioned skill of shorthand.

Lyn is the current President of the Masterton Ratepayers & Residents Assn (MRRA) and Secretary of Age Concern Wairarapa (ACW) which she is keen to continue for another 12 months.



Treasurer: Hewitt Harrison is semi-retired after a diverse career, primarily in the fields of tourism and hospitality. Having lived and worked in different parts of the world at various times and also in Auckland, Wellington, Christchurch, Tairua/Pauanui, Hastings, and now Masterton, Hewitt brings a wide experience to his role as Treasurer and Board Member of Age Concern Wairarapa. Hewitt has over many years, spent considerable hours contributing on a voluntary basis to a number of organisations throughout New Zealand, Primarily the free kindergarten/early childhood sector and within the rowing community. His strengths lie in organisation management most particularly, financial administration. Hewitt finds the Wairarapa an exhilarating environment to live in, and is making a positive contribution to improving/enhancing older persons' lives through his role at Age Concern Wairarapa. He finds this enormously satisfying.



HEALTH PROMOTION AND SUPPORT SERVICES

*We have brought approximately **340** people together to participate in our health promotion programmes.*

- ⇒ Health Promotion Programmes support older people to make the changes that improve health outcomes and promote wellbeing.
- ⇒ We work to ensure older people/kaumātua are socially connected, participating with their families, friends and communities.
- ⇒ We support older people/kaumātua to remain independent.

- An average of **230** people each month attended exercise, fall prevention and line dancing classes for physical fitness and social interaction.
- An average of **42** people per month attended coffee mornings across the Wairarapa, where guest speakers, fun activities and healthy kai and a cuppa are the order of the day.
- Up to **67** people came on a monthly trip although a number of trips had to be cancelled due to Covid restrictions.
- Our very popular quarterly magazine centres on health and wellbeing, older people's rights and avenues for being active and engaged in our communities. Despite printing increased numbers of each edition we keep needing to print more.



Age Concern Visiting Service

Age Concern is New Zealand's primary organisation dedicated to delivering services to reduce loneliness among New Zealanders over 65 years old. The Visiting Service provides regular visits to people experiencing the pain of isolation and social isolation.

A 2017 New Zealand study of 72,000 older people who had received an InterRAI home-care assessment found that 21% of the sample (aged 82.7 years on average) were lonely, and 29% of those living alone.

The Social Report 2016 identified that 10% of New Zealanders aged 65-74, and 13% of those aged over 75 feel lonely all, most, or some of the time.

In 2022/23 the Wairarapa, Age Concern has:

78 clients

11 public awareness education sessions completed

80 visitors

As people have gained confidence after the lockdowns visitor numbers are increasing



Buddy Up!

COMMUNITY FRIENDSHIP SERVICE

Our aim: Buddy Up! enhances community connection, strengthens communities and grows support for older people. It encourages intergenerational connection and where appropriate, optimises the benefits that connecting with animals can have for older members of the community.

For 2022/23

15 groups convened involving **100** clients

New Partners include:

- ◆ Masterton Library
- ◆ Senior Citizens' Club
- ◆ Stefan Kingsford-Brown
- ◆ Mahi Tahi Tatou Trust

Activities:

Wide and varied, new activities include: rest home connection, card playing, conversation groups, Age Concern Band.