



Age Concern Wairarapa

Annual Report 2025

Our Vision

Every older person feels connected, has positive choices and is able to age well

Our Values

Our values underpin all that we do:

- Dignity We respect the dignity and uniqueness of every person
- Wellbeing Older people have the right to opportunities and support that enable them to achieve optimum physical, mental, social, and spiritual wellbeing
- Equity All older people have the right to equity of access to support and opportunities
- Respect We respect the values and social structures of Māori and people of all cultural and ethnic backgrounds, demonstrating respect by working together to gain mutual understanding.

We recognise the principles of Te Tiriti o Waitangi and use them to guide and inform our work both individually and collectively. We are committed to working in partnership with mana whenua and Māori in our community and to growing our Te Ao Māori knowledge.

Thank you to our funders, sponsors and volunteers

Thanks so much to our funders, sponsors and volunteers– we wouldn’t be able to support our older community members without you.

- | | |
|---------------------------------------|-----------------------------------|
| Age Concern New Zealand | Stuff New Zealand |
| Carterton District Council | South Wairarapa District Council |
| Community Organisations Grants Scheme | South Wairarapa Rotary |
| Ministry of Social Development | Te Whatu Ora Health New Zealand |
| NZ Transport Agency Waka Kotahi | Masterton District Council |

Message from our Chair - Joy Cooper

Tēnā koutou katoa,

Since our last AGM ACW has experienced changes in its governance and management. After many years of huge and untiring service to ACW, across varying roles, our Chairperson, Cheryl Watson, resigned from the Board in early July. Cheryl's strong commitment and passionate contribution to ACW are legendary and irreplaceable. We know she retains a keen interest in all that we do.

Erica Holtsbaum also resigned from the Board during the year. Erica's contribution was short in time, but big in impact. She led the development of both our new Strategic Plan and our Board Charter. These important documents now guide our delivery of services, strategic and operational planning, management and governance practice.

Another important development for the Board was the completion of our new constitution, as required by changes in the legislation governing Incorporated Societies. Board members Hewitt Harrison and Tim Bannatyne led development of our new constitution, which was approved by members at a Special General Meeting held in April 2025.

We were sad to lose our Manager, Esmae Laird, in early September. Esmae worked hard and passionately for ACW over the two years she was with us, and we wish her well in her future endeavours. Elder Abuse service co-ordinator Jacqs Wilton, has stepped up as acting manager, while we go through the process of recruiting a new manager.

Through all these changes our small team of staff and larger teams of volunteers, have worked hard and cheerfully to deliver and expand our services. Our Annual Report shows that service outputs have increased in all areas, and some new services have been added. These achievements are a big credit to the whole team.

We remain financially robust, thanks to the careful stewardship of our Treasurer, Hewitt Harrison.

Today we farewell two more Board members each of whom have served ACW over several years – Lyn Riley and Esther Read. Esther has been our longest serving board member, over 13 years, and for much of that time acted as our Board Secretary, until Lyn joined the Board and took over the secretary role. We thank them both for their considerable contributions and are very sorry to see them go. We wish them well in their new challenges.

Looking ahead to 2025-26, we look forward to welcoming new Board members as well as a new manager and together working purposefully to implement our strategy, including strengthening our governance practices and processes. We are grateful to those who volunteer for governance roles, which require substantial commitment. There are increasing qualification and ongoing training requirements of Board members today. All NGOs and Not-For Profit societies, such as ACW, are now required to demonstrate that each Board member has undertaken formal, approved governance training, and the whole Board must demonstrate regular appraisal of its effectiveness and processes.

To all staff, volunteers, members and supporters of ACW a huge, thank you, without you, none of what we do would be possible.

Ka kite anō

Joy Cooper

Interim Chair

Treasurers Report – Hewitt Harrison, Treasurer

Those familiar with past Performance Reports will notice that the reporting format for the 2025 year has changed slightly from previous years – this has occurred in order to conform with Charities Services reporting requirements and standards.

The Statement of Financial Performance records a deficit of \$49,990 for the year. This is represented by a drop in income of 22% over the previous year, primarily related to the unanticipated loss of the Life Curve contract at the commencement of the year. Expenditure rose by 5% over the 2024 year – with the increase occurring partly, through increased office rent costs resulting from the relocation of the offices to the CBD from suburban Solway. This move also required an investment in office leasehold improvements that has lifted the Depreciation cost significantly. Employee expenses dropped in comparison to the 2024 year – primarily due to the loss of the three Life Curve staff.

The Statement of Financial Position remains strong with a satisfactory level of cash reserves, alongside a material lift in Property/Plant/Equipment Assets (being primarily the leasehold improvements investment in the new offices at Queen Street). Liabilities recorded include a contract funding payment received in advance of 30 June for the 2025/26 year.

It is pleasing to note that we have strengthened our internal accounting administration during the year which in part has resulted in a clean Audit report for the year.

Overall the organisation remains financially stable albeit it remains a challenge to keep operating costs within our income parameters – the 2025/2026 financial year will rely on grant income from charitable Trusts etc to break even.

Board Members as at 30 June 2025

Cheryl Watson (Chair)

Dale Lakeman (Deputy-chair)

Hewitt Harrison (Treasurer)

Lyn Reilly (Secretary)

Esther Read

Tim Bannatyne

Erica Holtsbaum

Jonathan Hooper

Joy Cooper

Health Promotion

Age Concern Wairarapa delivers a wide range of health promoting programmes, events, and workshops to meet the needs and interests of older people.

These programmes aim to support older people to remain independent and to make changes that will benefit their social interactions, physical health and overall wellbeing.

Exercise classes are held across Wairarapa, as are monthly coffee mornings which always feature an invited speaker on a topic relevant to older people's interests. The Staying Safe programme provide a refresher course for older drivers.

These regular events contribute to our objectives of aging well, social connection and positive choices. All aspects of our health promotion programmes grew strongly during 2024-25 due to the excellent work by Deanne Pedersen.

**EXERCISE
CLASSES**

500



**COFFEE
MORNINGS**

64

**STAYING SAFE
COURSES**

4

**BUS TRIP
ATTENDEES**

189

Visiting Services

Age Concern Wairarapa provides a befriending service that matches individual older people who are lonely or socially isolated with accredited volunteers who are keen to spend time getting to know them.

The programme trains and supports the volunteers in their befriending role.

Our new Visiting Service Co-Ordinator Paige Adams, has been actively promoting the service with community based service groups through networking meetings. This has prompted an increase in client referrals.

Supporting our volunteers is the other side to this service. Regular communication with our volunteers has been increased which is building rapport and trust as well as peer support group meetings.

Client
Numbers

53



Awareness
and
Networking
Sessions

20

Number of
Visitors

42

Elder Abuse and Neglect Prevention Services

An important component of Aging Well is ensuring older people are free from elder abuse and neglect.

Through its work to reduce the incidence of elder abuse and neglect, Age Concern Wairarapa contributes towards the following Ministry of Social Development outcomes for older people:

- Prevention and reduction in vulnerability and harm for individuals, families and communities; and
- Reduction in the number of families that experience hardship and adverse life outcomes.

Our Elder Abuse and Neglect Service, Susan Esler and Jacqs Wilton, work closely with Police, Family Violence Services, and a range of other social service agencies.

REFERRALS

48



CLOSED CASES

24

PUBLIC AWARENESS SESSIONS

29

GENERAL INQUIRIES

133

Community Friendship Services

Our Community Friendship Service known as Buddy Up identifies needs, potential, and supports the start-up of community groups of older people, based around a common activity of interest, such as card games, or line dancing.

Once a proposal is presented by a client, Age Concern Wairarapa assists in developing the concept, advertising the group, and finding venues.

The number of groups being actively managed does vary, as new groups are started and existing groups grow in strength and capability. The aim is for the groups to become self-supporting, without further need of oversight and support from Aged Concern Wairarapa.

During 2024-25 several groups established by our Buddy-Up service matured to the point where they became self-managing and fully independent.

Throughout the year, Rachel Ingram actively worked to make new connections while maintaining current relationships with past groups as they moved into an independent status.



**GROUPS
MANAGED**

9



**CLIENTS
in managed
groups**

65

Total Mobility

Greater Wellington Regional Council administers Te Hunga Whaikaha Total Mobility (THWTM).

The scheme that provides subsidised travel for people with permanent disabilities or impairments within the greater Wellington region.

Since January 2025 Age Concern Wairarapa has been contracted to determine the eligibility of those people in the Wairarapa who apply to the scheme.

This role is very rewarding for Brenda Lakeman, who completes the assessments, to see how this service improves the lives of her clients.



**Clients
January –
June 110**

Financial Performance

Year Ending 30 June 2025

Statement of Financial Performance

Age Concern Wairarapa Inc

For the year ended 30 June 2025

	2025	2024
Revenue		
Donations, koha, bequests and other general fundraising activities	40,892	14,885
General grants	500	25,500
Government service delivery grants/contracts	445,465	572,680
Membership fees and subscriptions	5,668	3,609
Interest, dividends and other investment revenue	10,672	29,948
Other revenue		233
Total Revenue		
Expenses		
Expenses related to fundraising	35,687	28,309
Volunteer related expenses	1,944	2,241
Employee remuneration and other related expenses	388,901	419,015
Other expenses related to service delivery	103,862	71,099
Other expenses	22,795	8,029
Total Expenses	553,188	528,692
Surplus/(Deficit) for the Year	(49,990)	118,153

Financial Position

Year Ending 30 June 2025

Statement of Financial Position

Age Concern Wairarapa Inc

For the year ended 30 June 2025

ASSETS

Current Assets

Cash and short-term deposits	137,619	261,153
Debtors and prepayments	19,624	18,996
Investments	135,000	160,000
Total Current Assets	292,243	440,149

Non-Current Assets

Property, Plant and Equipment 5	195,251	21,681
Total Non-Current Assets	195,251	21,681

Total Assets	487,494	461,830
---------------------	----------------	----------------

LIABILITIES

Current Liabilities

Creditors and accrued expenses 4	34,003	15,268
Employee costs payable 4	39,623	47,557
Deferred revenue 4	65,280	426
Total Current Liabilities	138,906	63,252

Total Liabilities	138,906	63,252
--------------------------	----------------	---------------

Total Assets less Total Liabilities (Net Assets)	348,588	398,579
---	----------------	----------------

Accumulated Funds

Accumulated surpluses (or deficits) 7	348,588	398,579
Total Accumulated Funds	348,588	398,579

