



Age Concern Wairarapa

Annual Report 2026

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 | NZ Transport Agency Waka Kotahi |
| Carterton District Council | Lotteries Community Funding |
| Community Organisations Grants Scheme | South Wairarapa District Council |
| Martinborough Community Board | TG McCarthy Trust |
| Masterton District Council | Trust House Trust |
| Masterton South Rotary | WBS |
| Ministry of Social Development | Te Whatu Ora Health New Zealand |

Message from our Chair - Joy Cooper



Tēnā Koutou Katoa

2025/26 has been a year of change and achievement for Age Concern Wairarapa. Jacqs Wilton, our manager, who was appointed and took up her role immediately prior to our AGM last October, has brought passion, new energy and vision to our staff team. This is evident in the many new developments during the year, and the increased public profile of ACW. You will see from the numbers that we are serving more people, in more ways, and in more places.

New services have been established in Martinborough and Carterton. Service offerings in Masterton have expanded, with establishment of additional groups, and new bi-monthly outreach events have been established at Pirinoa and Riversdale. Perhaps most importantly, we are growing our services, and their reach, in partnership with tangata whenua, and other community groups and agencies.

Sadly, our team are seeing older people face increased pressures and problems due to the rising cost of living and reducing access to publicly funded health and social services. More people are living longer in poverty and poor health. Our mission is to connect, help and empower older people to live the best lives they can. This is an increasing challenge in the current economic and social environment.

Maintaining and growing our services would be impossible without our large team of wonderful volunteers. Currently we have 103 volunteers, and we have estimated that together they have contributed 3,516 hours of service over past year, which is roughly equivalent to 2.5 full-time staff. We are increasingly reliant on volunteers and very grateful to them, as are our clients. Financially 2025/26 was a good year for us, thanks to the generosity of several grant giving organisations, and the careful stewardship of our Treasurer, but we are very aware grant giving bodies have shrinking funds to allocate and we cannot assume similar levels of grant income will be available in the future. The ACW Board is giving thought to how we will meet the increasing challenges of strongly growing need for our services, and flat or reducing income.

Our Board has welcomed four new members in 2025/26, and we continue to benefit from their varying experiences and fresh insights they bring.

Today we farewell Dayle Lakeman who is retiring after many years of service to ACW. Dayle was there with Sister Monica Landy, in about 1990, at the inception of what was to become WOOPS, and later ACW. When eventually a board was established, Dayle was a founding member. We thank Dayle for his strong contributions, in many ways over many years. He goes with our very best wishes.

Our grateful thanks also go to the staff. They are a wonderful team who work seamlessly together and cheerfully meet every challenge thrown at them. During the year there have been a couple of departures and new faces have joined our small team of seven staff. There have been inevitable gaps in staffing due to turnover and illness. We are very grateful to staff who stepped up willingly and ably to cover these gaps, led by Jacqs, who provides a masterclass in positivity and going the extra mile.

Today marks the end of my term as a member of the Board of Age Concern Wairarapa. I thank all my Board colleagues and the staff for your support and guidance. It has been an absolute privilege to be your Chair over the past 12 months. I wish you all the very best going forward.

Ngā mihi maioha

Treasurers Report – Hewitt Harrison, Treasurer



Overall, the financial result for the year is satisfactory with a small deficit of \$17,097 recorded compared to a deficit of \$49,990 for the prior year.

While budget figures are not presented it is pleasing to note that in most areas budget expectations were met.

Income for the year presented an overall increase of 6.9% over the prior year albeit income from our Government funded contracts was less than the 2025 year. Grants income made up the shortfall. Total expenditure for the year was comparable with the 2025 year – again budget expectations were met in most areas.

The Statement of Financial Position [Balance Sheet] remains strong with a satisfactory level of cash reserves, albeit a small reduction compared to the prior year.

In summary the organisation remains financially stable albeit it remains a challenge to keep operating expenses within our income parameters. In this respect the budget for the 2026 year includes an expectation of Grants income of \$71,000, a small increase over the 2026 year.

It is a pleasure to acknowledge the efforts of Manager, Jacqs, Accounts Administrator, Pru, and staff in their achievement of budgeted expectations during the 2025/26 year; especially in the difficult funding environment in which Age Concern Wairarapa operates.

Board Members as at 30 June 2026

Joy Cooper (Chair)

Dayle Lakeman (Deputy-chair)

Hewitt Harrison (Treasurer)

Tim Bannatyne

Andrew Charnock

David Farlow

Jonathan Hooper

Jenny Prentice

Manager Report – Jacqs Wilton



The 2025/26 year was one of growth, stronger connections, and meaningful community impact for Age Concern Wairarapa.

Having worked with Age Concern Wairarapa prior to stepping into the Manager role last year, I was honoured to take on this new responsibility. The opportunity has deepened my appreciation for the dedication of our staff, volunteers, Board members, and community partners, and it remains a privilege to work alongside them as we continue to respond to the evolving needs of older people across our region.

During the year, we expanded both the reach and variety of our services, creating more opportunities for older people throughout Wairarapa to connect, learn, participate, and access support closer to home. Alongside this growth, we strengthened our connections with tangata whenua, building relationships that are helping us better understand community needs and work collaboratively towards positive outcomes for older people. A particular highlight was extending our rural outreach across South Wairarapa and into the more remote communities of Pirinoa and Riversdale. These initiatives represent an important first step in reaching older people who may face additional barriers to accessing services, and they mark the beginning of our commitment to strengthening connections and improving access to support in these communities.

At the same time, many older people continue to face increasing challenges, including the rising cost of living, housing pressures, social isolation, and difficulties accessing health and support services. As demand for our services grows, so too does the importance of the support, advocacy, information, Strength and Balance programmes, and opportunities for meaningful connection that Age Concern Wairarapa provides.

Our volunteers make this work possible. Through companionship, events, programmes, and behind-the-scenes support, their generosity and commitment enrich the lives of hundreds of older people across Wairarapa. We are deeply grateful.

I also acknowledge our exceptional staff, who have continued to deliver high-quality support throughout a period of growth and new opportunities. Their professionalism, compassion, adaptability, teamwork, and positive culture make a genuine difference to the people we serve.

Thank you also to our Board for its invaluable guidance, encouragement, and commitment during a year of growth and change.

Demand for our services will continue to grow. Despite funding pressures, we remain committed to pursuing opportunities, strengthening partnerships, and providing high-quality support across the region.

Thank you to everyone who supported us this year. Together, we help older people feel connected, informed, supported, and valued in their communities.

Go well,
Jacqs

Health Promotion

Through Health Promotion we provide information, education, and activities to support and improve the health and wellbeing of older people, and improve their confidence in managing their health and social needs. This programme contributes to our Aging Well and Positive Choices objectives.

Health promotion targets the factors that influence poor health and wellbeing through a range of activities such as informative coffee mornings, exercise classes, staying safe driving refreshers, a seasonal magazine, and trips for cognitive and social wellbeing.

59 Coffee Mornings



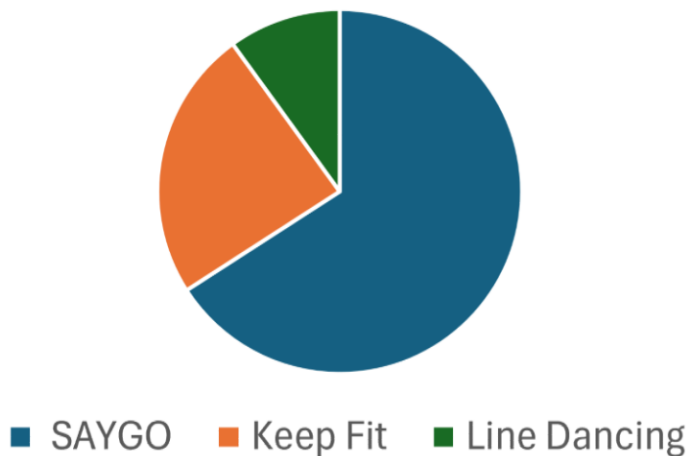
457 Exercise Classes



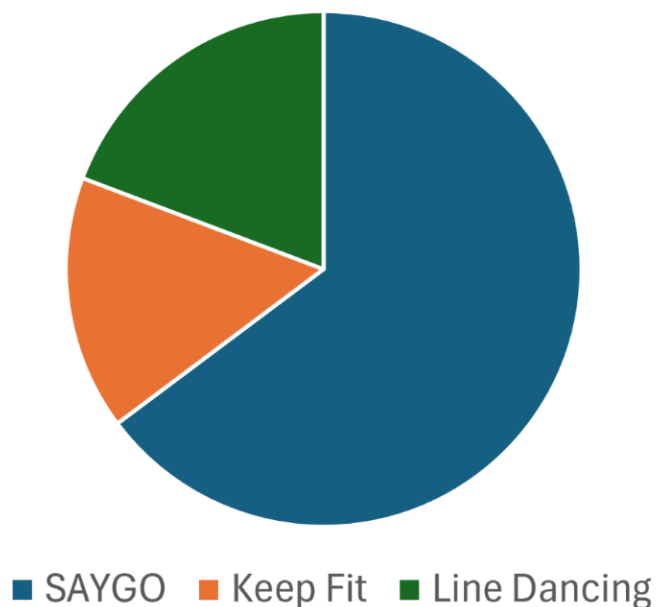
Exercise Classes

Here is the breakdown between the number of different exercise classes offered by Health Promotion and the number of attendees.

Exercise Group Attendees



Exercise Group Sessions



Visiting Services

Age Concern Wairarapa provides a befriending service that matches individual older people who are lonely or socially isolated with trained, vetted volunteers who are keen to spend time getting to know them. The Visiting Service contributes to our Social Connections and Ageing Well objectives.

Our new Visiting Service Co-Ordinator Marina Rodgers, 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.

- *“Jean’s 98 year old mind is sharp as a tack, but in just three years she has gone from her home to a rest home, and lost most of her mobility, hearing and sight. Her boredom and loneliness are unquenchable. The Age Concerns Visitor you have provided has been GOLD! Thank you and bless you for brightening our mother’s sunset days.”*
- *“We couldn’t be more on the same page...we have so much in common it’s amazing”*
- *“I can’t believe how fortunate I am, I’m like a different person; I’ve got a sparkle in my eyes. You’ve made my life”*

Client
Numbers

59

Number of
Visitors

52

Elder Abuse and Neglect Prevention Services

An important component of Aging Well is ensuring older people are free from elder abuse and neglect. This programme contributes to our Positives Choices and Aging Well objectives.

Through its work to respond to and reduce 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 Donna Morison, work closely with Police, Family Violence Services, and a range of other social service agencies.



54 Referrals

26 Closed Cases

48 Public Awareness Sessions

129 General Enquiries

Community Friendship Services

BuddyUp is a community friendship services which provides a service to develop and enable/support interest specific friendship groups in communities, across all ages, to reduce social isolation and loneliness of older people. This programme contributes to our Social Connections and Aging Well objectives.

Once a proposal is presented by a client, Age Concern Wairarapa assists in developing the concept, promoting the group, sourcing a venue and providing ongoing coordination of the groups

- Weekly Groups include Books Alive Masterton, Walk n Talk, U3A Ukelele, BuddyUp Band, Cribbage, Martinborough Line Dancing, and Beginner Ukelele
- Bi-weekly Groups include the Women's Discussion Group
- Monthly groups include Carterton Books Alive, Men's Group, and Age Write
- Bi-monthly we hold a Social Dance Night with a live band, dancing, and supper
- Rural Outreach is carried out under this role, providing social connection, relevant information, services and speakers, skills sharing, and activity tasters to people from the rural communities of Pirinoa and Riversdale on alternative months.

"That would be one of the most pleasant hours I have ever spent"
Men's group participant.



**112 group
sessions with
2653
participants**

Total Mobility

Greater Wellington Regional Council administers Te Hunga Whaikaha Total Mobility (THWTM). This programme supports our Aging Well objective.

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.

Brenda Lakeman has recently retired and Carol Turner is now undertaking the assessments.



**Client
Assessments
194**

Volunteers

Volunteers are key to our success.

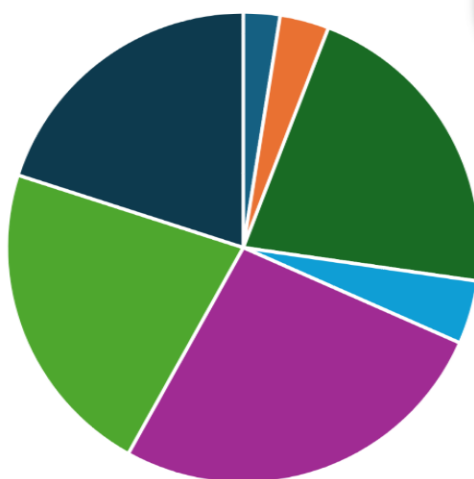
We rely on volunteers to edit and deliver our magazines, host our coffee mornings, lead our exercise classes, oversee our Buddy Up Groups, visit our clients, manage the reception desk at our office, and govern our organisation as Board members.

There are 103 volunteers and they contribute 3,516 of their unpaid time to Age Concern each year.

We sincerely appreciate every minute of volunteer work carried out and celebrate volunteers on international volunteer day and national volunteer day.



Volunteer Hours in Specific Areas



■ Magazine ■ Coffee Mornings ■ Exercise Groups ■ Buddy Up Groups ■ Visitors ■ Reception ■ Governance

Financial Performance

Year Ending 30 June 2026

	NOTES	2026	2025
Revenue			
Donations, koha, bequests and other general fundraising activities	1	14,239	16,405
General grants	1	62,945	500
Government service delivery grants/contracts	1	410,955	441,115
Revenue from government service grant / contract funded activities	1	26,179	28,837
Membership fees and subscriptions	1	4,916	5,668
Interest, dividends and other investment revenue	1	4,948	10,672
Other revenue	1	13,920	-
Total Revenue		538,103	503,198
Expenses			
Expenses related to fundraising	2	18,034	27,809
Volunteer related expenses	2	1,873	1,944
Employee remuneration and other related expenses	2	406,532	388,901
Expenses related to government service grant / contract funded activities	2	8,282	7,877
Other expenses related to service delivery	2	98,246	103,862
Other expenses	2	22,232	22,795
Total Expenses		555,200	553,188
Surplus/(Deficit) for the Year		(17,097)	(49,990)

Financial Position

Year Ending 30 June 2026

	NOTES	30 JUN 2026	30 JUN 2025
Assets			
Current Assets			
Cash and short-term deposits	3	118,309	137,619
Debtors and prepayments	3	15,096	19,624
Investments	6	85,000	135,000
Total Current Assets		218,405	292,243
Non-Current Assets			
Property, Plant and Equipment	5	183,240	195,251
Total Non-Current Assets		183,240	195,251
Total Assets		401,645	487,494
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	19,539	34,003
Employee costs payable	4	37,668	39,623
Deferred revenue	4	12,946	65,280
Total Current Liabilities		70,154	138,906
Total Liabilities		70,154	138,906
Total Assets less Total Liabilities (Net Assets)		331,492	348,588
Accumulated Funds			
Accumulated surpluses (or deficits)	7	331,492	348,588
Total Accumulated Funds		331,492	348,588