



Age Concern New Zealand

Annual Report

2022-23



**AGE
CONCERN
NEW ZEALAND**

He Manaakitanga
Kaumātua Aotearoa



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Address

From Age Concern New Zealand National President



As the National President, I am delighted to share the Annual Report of Age Concern New Zealand for the fiscal year from July 1, 2022, to June 30, 2023, on behalf of the Board.

As we navigated towards a sense of normalcy post-Covid, our journey was marked by the impactful events of the Auckland floods in late January 2023 and Cyclone Gabrielle in mid-February 2023.

These occurrences underscored the invaluable role played by Age Concern and other community groups in supporting their local communities during times of adversity. I extend my sincere gratitude to the Age Concerns actively involved in helping during these critical moments.

The 2022/2023 year was a busy and important year for Age Concern New Zealand and our Age Concern members:

- The Hon. Ayesha Verrall, Minister for Seniors, hosted our Brand Launch at the Grand Hall in Parliament Buildings. The event featured Petra Bagust as our Guest Speaker, and we were delighted to welcome numerous guests from non-profit organisations, parliament, as well as key partners, and supporters. The launch marked a positive step forward for us all and was well received.
- Our new branding is now prominently displayed throughout the country, thanks to Age Concern New Zealand's provision of office and vehicle signage, flags, pavement signs, and support for our members throughout the entire process.
- This marks a significant milestone in the repositioning of Age Concern as the leading national charitable organisation in Aotearoa New Zealand dedicated to supporting older people.
- Following discussions with Age Concern members and partners, a Strategic Planning day took place in November. The objective was to formulate a new Strategic Plan, along with associated Position Statements. These were presented to Age Concern members during the 2023 AGM/Conference in Wellington in March/April 2023.
- The inaugural Huia Awards took place in Wellington and Christina Brenton, Charles Tyrrell and Adrienne von Tunzelmann represented the Age Concern New Zealand board honouring recipients were Marcia Te Au Thomson, Rangimahora Reddy and Malia Hamani. The Huia Awards were established to highlight the importance of acknowledging commendable contributions to supporting older people in Aotearoa New Zealand.
- Our first face to face AGM and Conference since 2019, was held at Te Papa in Wellington in March/April 2023. This was

highly successful and gave all attendees the opportunity to talk about our significant projects, share experiences and learnings of the past years, and to have a less formal time to socialise and catch up.

- At the AGM we welcomed 3 new Age Concern New Zealand board members: Liz Henry (Age Concern Southland), Dale Little (Age Concern Hawkes Bay) and Dr Kathy Peri (Age Concern Auckland). And farewelled board members Adrienne von Tunzelmann (Age Concern Tauranga) and Charles Tyrrell (Age Concern Nelson Tasman), and Ken Mason who resigned from his role as our long-standing patron, we thank them all for their contributions and high level of commitment to the vision, values, and mission of Age Concern.

On behalf of the Board, I would like to express our sincere thanks to our Chief Executive,

Karen Billings-Jensen, and her committed team at Age Concern New Zealand for the great work they do in bringing us all together as a tight and coordinated team.

We look to continue working with Age Concern members and partners to ensure we are all aligned as we go forward to support our growing and ageing population.

The past year has brought its challenges and its opportunities as each year seems to. The Board and I would like to thank you all for the great work and commitment in supporting the older people, their families, and communities in Aotearoa, New Zealand.

Ngā mihi

Wayne Bradshaw
Age Concern New Zealand
National President



Address

From Age Concern
New Zealand Chief Executive



The 2022-2023 financial year has been my first full year in the role of Chief Executive, and it has flown by, with some very significant milestones. While we have a lot to celebrate and share with you, we also need to acknowledge the impact of severe weather events in Nelson, Auckland, Northland, Coromandel and Hawkes Bay on our communities and the Age Concern network. While we have seen the impact of COVID-19 decline and many face-to-face services return to near normal, we also acknowledge the shadow that infection spikes continue to have across communities.

Our year began with a great celebration and launch of the new Age Concern brand at Parliament, and this flowed through to launches of the new look and feel across country.

Where I have been privileged to travel to our Age Concern members this year, it has been fantastic to see the freshness of the new brand in signage and community presence.

We also launched our inaugural Huia awards on International Day of Older Persons, and you can read more about this launch in this report

It was an honour to be able to travel and meet with the winners at their place over the year, as well as at the awards ceremony.

One of the significant pieces of work this year was reviewing the Strategic Plan, due to the interference of COVID-19, and creating a new three-year plan. Working together with the board and staff through this process was a great opportunity to remind ourselves of our role and the part we play as Age Concern

New Zealand. As we moved through the process, we also revised the overall goal of our Strategic Plan 2023-2026 to:

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

We have five Strategic Areas that the plan focuses on which cover both internal and external strategies. They are: Information Exchange; Connecting People; Capacity Building; Equity and; Te Tiriti o Waitangi. These areas contain aspirational goals as well as those that reinforce and build on our current strengths. We want to be known as the “go to place” for information on ageing and we know we are “all in this together” and “stronger together”. We want to see everyone ageing well across all communities and have a commitment to journey to develop our relationships and work alongside Māori providers.

Following on from the Strategic Plan, our next significant development was the creation of some position statements on key areas where we wanted to be proactive in our advocacy role. We identified five key areas that we would have an agreed position on for older people. They are Housing and Urban design; Income and Cost of Living; Access to Health Services; Loneliness and Social Connection; and Elder Abuse. These statements were developed, confirmed, and then shared with members as well as key areas within Government. The statements also stood us in good stead to engage in election year debates and inform our conversations with political parties. You can read our Strategic Plan and Position Statements on our website.

The culmination of all this work was the first face-to-face AGM and Conference since 2019. Held at Te Papa, it was fantastic to gather with Age Concern members from across the country and spend time together refreshing and building relationships as well as talking about our “why”. Sharing the new ACNZ Strategic Plan and testing the Position Statements was an excellent framework for good conversation and we also launched some projects for the next few years that advance the strategies.

The largest project that is underway is the development and implementation of a new Client Record/Relationship Management system (CRM).

Over this year we worked with The IT team exploring and refining our needs, ready to select and then build and implement the CRM in the 2023-2024 year. It was fantastic to have engagement in this process from many of our members towards a vision of a shared system to gather and then use our data and stories to better tell our impact in the work we do.

Other projects were launched on Quality Assurance, national Contract Renewal and developing a Nationwide Fundraising campaign. The success of the CRM project will underpin many of these projects going forward.

And lastly for me, a personal highlight of the year was attending the International Federation of Ageing Conference in Bangkok. Alongside one of my team, Joanne Reid, and other New Zealand attendees, it was a huge privilege to speak internationally on areas that we make such a difference in – Strength and Balance programmes and Digital Literacy.

As in previous years, our significant relationships with our NGO, corporate, research, funding and Government partners have continued to make a difference in our work. It has been exciting to find shared work and to play our role in ensuring that the voice and perspective of older people is heard across all areas.

Again, I want to thank our generous supporters and donors, sponsors, and funders. Your continued support enables us to keep doing what we do – advice, advocacy, leadership and support and resources across our networks and our Age Concern members. We simply couldn't do it without you.

I want to thank the Board of Age Concern New Zealand for their support over such a busy year. Alongside the amazing team at the National Office, we have built on the work of previous years and launched into some exciting new directions. The leadership, wisdom and passion of my team continue to make me look good, and I thank them for that.

Finally, this year has seen me out and about much more in our communities and seeing the work of the wider Age Concern family of staff and volunteers. There have been major challenges with weather, the cost of living and the task of drawing people back into our community to connect and receive support. The difference that has been made at an individual, whānau and community level for older people cannot be overstated. Thank you for all that you do to contribute to amazing outcomes, wherever you are.

Ngā mihi
Karen Billings-Jensen
Age Concern New Zealand Chief Executive

Highlights



Brand Launch at Parliament

We unveiled our new logo on 1 July at Parliament in an event hosted by the Hon. Dr Ayesha Verrall, Minister for Seniors. The bold contemporary design uses individual Huia feathers to suggest the mana of our older adults and the leadership role Age Concern takes. The circle of three feathers portrays the concept of community, friendship, and respect – all things we value and uphold.



Inaugural Huia Awards

The Huia Awards are an annual celebration of New Zealand's older people and those who support them. The first winners of the Age Concern New Zealand Huia Awards: Marcia Te Au Thomson, Nga Kete Matauranga Ponamu Charitable Trust in Invercargill, Rangimahora Reddy CEO of Rauawaawa Kaumātua Charitable Trust in Hamilton and Malia Hamani the founder and CEO of Toa Pacifica in Otahuhu.



New Strategic Plan and Position Statements

We developed our new Strategic Plan 2023-2026 with our goal that “Every older person feels connected, has positive choices and is able to age well”. This led to the development of our Position Statements highlighting: Housing and urban design, Income and cost of living, Loneliness and social connection, Health services and access and Elder abuse services and prevention.



The 16th International Federation on Ageing Conference, Bangkok, Thailand

Age Concern New Zealand Chief Executive, Karen Billings-Jensen and Health Promotion and Policy Manager, Joanne Reid were thrilled to showcase our Digital Literacy and Steady as You Go programmes at this international event. Against the backdrop of the UN Decade of Healthy Ageing, this conference had a focus on the five action areas of maintaining and improving function, immunization for all ages, age friendly environments, digital technologies and practices, and older women. This was an excellent opportunity to engage with experts, advocates, and policymakers from around the world.



Census

Age Concern New Zealand signed a Memorandum of Understanding with Stats NZ to ensure older people had the support they needed to be counted in the 2023 Census. Census information is valuable to Age Concern New Zealand as it provides us with quality data. This helps us to determine what support and where support is needed for older people and gives us better data on our ageing population for forecasting into the future.



AGM and Conference

We hosted our first face to face Age Concern conference and AGM in 4 years and included an extra practice day for staff to attend and workshop across our core services of Elder Abuse, Social Connection and Health Promotion. A great line up of presentations were well received from our new Minister for Seniors the Hon Ginny Anderson, Retirement Commissioner Jane Wrightson, and Pay Equity Chief Executive Gráinne Moss.

Achievements

National Elder Abuse and Neglect Prevention work

134



Responses to phone calls from people requesting advice and support

11



EANP Connects e-newsletters

33



Meetings with community agencies and researchers for collaboration opportunities

10



Discussions with service providers and businesses to provide elder abuse staff training

18



Meetings with government agencies

6



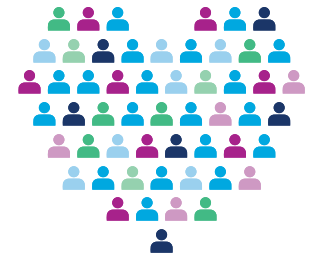
Face-to-face or online meetings with elder abuse workers for induction, training, and networking across Age Concerns and other agencies

16



Presentations on elder abuse to: bank staff, residential care nurses, home support agency staff, post graduate nurses, Age Concern volunteers; Medico-Legal Congress and the public through Netsafe and Utilities Disputes webinars

10



Elder Abuse and Neglect Prevention Expert Group meetings

National Social Connection work

We coordinated the Visiting Service resulting in:



1,399

referrals received



401

new visitors trained



47,206

visits



7

peer support meetings



4

internal audits



21,667

phone calls

Other work



Member of an external steering committee



Campaigned to tackle loneliness



Coordinated national coalition



1 external workshop on loneliness



14 meetings across 7 external agencies

Research



10

meetings with research teams



1

research proposal supported



2

National Science Challenge studies supported



1

conference abstract accepted

Health Promotion Work



14

presentations including two at the 16th Global Conference on Ageing in Bangkok



65

health promotion programmes funded across 24 Age Concerns



11,126

older New Zealanders attended the programmes, 60% of which ran weekly or monthly

469



different health promotion activities were run in local Age Concerns

4



Health Promotion Connect e-newsletters distributed

17



digital literacy programmes were funded across 13 Age Concerns

10



written and online submissions as well as taking part in at least eight consultation meetings



Staying Safe

Refresher courses for older drivers

206

Courses

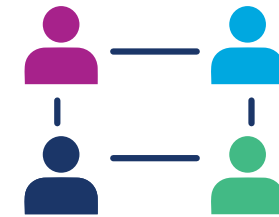
2,939

Participants

Member of...

Fragility Fracture Registry Implementation Committee, National Safer Walking Stakeholder Reference Group, Te Whatu Ora Older Peoples Engagement Rōpū, and Karen on the Health Promotion Forum Board

Training



4

online Steady As You Go© peer support meetings were held



2

Steady As You Go© Coordinator training courses held, one in the South Island, one in the North Island

Steady As You Go

4,569

weekly participants

290

groups

19

Age Concerns



Resources developed and or distributed



300

sets of ankle weights distributed to 14 Age Concerns, purchased using a New Zealand Community Trust Grant

Population snapshots produced for each Age Concern and Aotearoa providing projected population, ethnic breakdown, and age group distribution information.



Winter wellness fact sheet – tips for keeping warm in winter

Other work



Membership paid for all Age Concerns to be members of the Health Promotion Forum of New Zealand



The National Asian Health Promotion Service Pilot resulted in Age Concern Auckland staff delivering a total of seven face-to-face and five zoom health promotion sessions to a total of 254 Chinese older people across Christchurch, Hamilton, Tauranga, Palmerston North and Wellington



Presentations provided on Steady As You Go® and Digital Literacy at 16th International Federation for Ageing Conference in Bangkok



In partnership with Victoria University, we promoted and participated in a research seminar sharing findings from Dr Agnes Szabo and team's research on what ageing well means for older migrants in Aotearoa.

National Achievements



Media Releases

89 media interviews

6 focussed on our national Brand launch, Census and Elder Abuse Prevention Awareness Day, our new Huia Awards, International Day of Older Persons, and our new Minister for Seniors

National Website

95,338 users

94,573 new users

LEL Website

3,035 users

3,020 new users

Our social media channels allowed us to engage the public on issues facing the older population of Aotearoa.

Facebook

1,078 posts

7,001 likes

208,190 users reached

7,868 followers

Instagram

1,180 followers

380 posts in total

4,307 users reached

Blog

5,358 views

3,819 visitors

24 posts in total

Twitter

380 Tweets

53,600 Twitter impressions

490 retweets

1,524 followers

1,192 profile likes

22 replies

1,032 link clicks



Financial Summary 30 June 2023

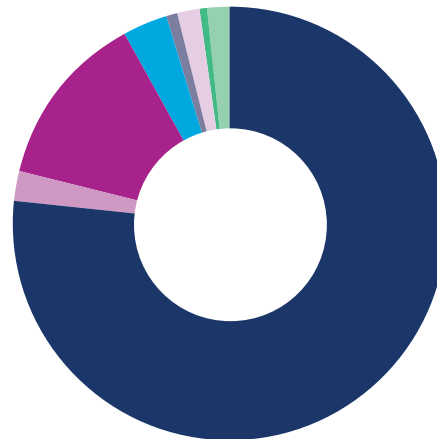
Results:

Age Concern New Zealand has continued to have an active role in coordinating services around New Zealand for older people and this is reflected in the revenue and expenditure.

Revenue received by the way of grant and general donations remained steady and the awareness of the work of Age Concern New Zealand has been high, with acknowledgment and financial support from donors and partners wanting to help.

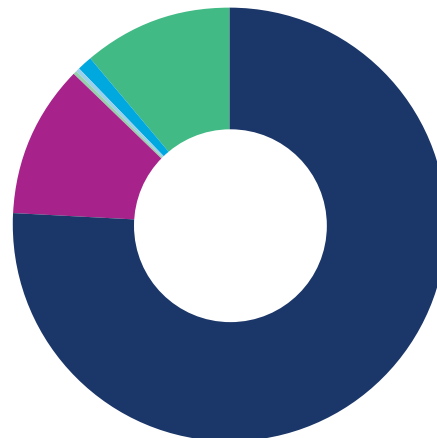
Though much less than in previous years, COVID-19 continued to have an impact on the delivery of some services and we acknowledge the support from our national contract partners – Te Whatu Ora and Waka Kotahi as we have seen older people re-engage with services and communities, especially by year end.

Age Concern New Zealand continues to fully monitor expenditure and is working hard to maintain non contractual financial support to ensure a sustainable future.



Revenue

Contract Income – Non exchange	\$2,223,026
Contract Income – Exchange	\$63,000
Grants	\$379,520
Donations and Estate Funds	\$97,007
Membership fees	\$23,475
Interest	\$50,680
Conference Sponsorships and Registration	\$17,000
Other	\$42,181



Expenditure

Contractual payments and direct expenses	\$2,242,050
National office salaries	\$332,545
Depreciation and amortisation	\$7,433
Audit fee	\$10,465
Events, Meetings and Webinars	\$27,598
Other costs	\$327,220

Summary Statement of Financial Position

As at 30 June 2023

	30 June 2023	30 June 2022
	\$	\$
ASSETS		
Non-current Assets	21,007	24,625
Current Assets	1,759,820	1,637,004
Total Assets	1,780,827	1,661,629
Current Liabilities	412,398	241,777
Net Assets	1,368,429	1,419,852
Total Equity	1,368,429	1,419,852



Summary Statement of Financial Performance

For the year ended 30 June 2023

	2023 \$	2022 \$
REVENUE		
Contract Income – Non exchange	2,223,026	2,286,201
Contract Income – Exchange	63,000	60,000
Grants	379,520	405,461
Donations and Estate Funds	97,007	67,178
Membership fees	23,475	22,748
Conference Sponsorships and registrations	17,000	226,801
Interest	50,680	12,592
Other	42,181	39,089
Total Revenue	2,895,889	3,120,070
EXPENDITURE		
Contractual payments and direct expenses *	2,242,050	2,142,372
National office salaries	332,545	319,425
Depreciation and amortisation	7,433	20,899
Audit fee	10,465	8,834
Events, Meetings and Webinars	27,598	181,287
Other costs	327,220	413,265
Total Expenditure	2,947,311	3,086,082
Total Comprehensive Revenue and (Expenditure) for the year	(51,422)	33,988

* this reflects the direct costs relating to contract income, including an allocation of staff costs to administer the contract, but does not cover other overhead costs.

Summary Statement of Movements in Equity
For the year ended 30 June 2023

	2023	2022
	\$	\$
EQUITY AS AT 1 JULY 2022		
Retained Earnings	404,312	268,148
Reserves **	1,015,540	1,117,716
	1,419,852	1,385,864
Total Comprehensive revenue and expenses for the year	(51,422)	33,988
CLOSING EQUITY AS AT 30 JUNE 2023		
Retained Earnings	569,519	404,312
Reserves **	798,910	1,015,540
Closing Equity as at 30 June 2023	1,368,429	1,419,852

** Includes reserves for a number of projects.

Statement of Cash Flows

For the year ended 30 June 2023

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash was received from:		
Receipts from Non-Exchange Transactions	2,459,787	2,769,604
Receipts from Exchange Transactions	307,009	162,569
Interest, dividends and other investment receipts	45,265	11,407
Receipts from other operating activities	–	–
Net GST	4,226	–
Cash was applied to:		
Payments to suppliers	360,621	623,280
Payment to employees	805,946	771,567
Payments to Age Concerns	1,761,071	1,689,469
Net GST	–	15,841
Net Cash Flows from Operating Activities	(111,351)	(156,577)
CASH FLOWS FROM INVESTING AND FINANCING ACTIVITIES		
Cash was received from:		
Receipts from the sale of property, plant and equipment	–	565
Receipts from sale on investments	–	–
Cash was applied to:		
Payments to acquire property, plant and equipment	3,740	1,208
Increase in Investments	9,000	2,349
Net Cash Flows from Investing and Financing Activities	(12,740)	(2,992)
Net Increase / (Decrease) in Cash	(124,091)	(159,569)
Opening Cash	611,340	770,909
Closing Cash	487,249	611,340
This is represented by:		
Cash and Cash equivalents	487,249	611,340

The summary financial statements are a summary of Age Concern New Zealand Incorporated (ACNZ) audited financial statements for the year ended 30 June 2023 which were authorised for issue by the Board on 31 October 2023. The summary financial statements have been extracted from the full financial statements for the year ended 30 June 2023. The summary financial statements have been prepared in accordance with PBE FRS 43 Summary Financial Reports. The full financial statements were audited and an unqualified audit opinion was issued on 31 October 2023.

The full financial statements have been prepared in accordance with generally accepted accounting practice and they are presented in New Zealand dollars. No information extracted from the full financial statements has been restated or reclassified.

They comply with Public Benefit Entity International Public Sector Accounting Standards (“PBE IPSAS”) and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purpose of complying with NZ GAAP, the Society is a public benefit not-for-profit entity and is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large.

The summary financial statements cannot be expected to provide as complete an understanding as is provided by the full financial statements of financial performance, financial position and changes in equity. A copy of the full financial statements can be obtained, free of charge, from ACNZ. The Board of Directors elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards and in doing so has taken advantage of all applicable Reduced Disclosure Regime (“RDR”) disclosure concessions. This decision results in the Society not preparing a Statement of Service Performance for both reporting periods.



Thanks

Funders

Pub Charity
Pelorus Trust
Mazda Foundation
Four Winds Foundation
The Wilks Charitable Trust
Lottery – National Community
St Joans Trust
H.S Royle Charitable Trust
Jogia Charitable Trust
Aotearoa Gaming Trust
Geyser Community Trust
Wellington Masonic Club Inc
Little Company of Mary, Christchurch
EECA
West Georgia Trust
Perpetual Guardian

Other supporters

Mojo Coffee
Whittakers Chocolate
Exisle Publishing
Madman Entertainment
Tomorrow's Meals (Frozen Fresh)
Wellington Airport

Conference Sponsors, stall holders & supporters

ACC
Banking ombudsman
Commerce Commission
Ryman Healthcare
Ministry of Health
Ageing Well – National Science Challenge
Summerset
ASB
Waka Kotahi
Oceania Healthcare
The Selwyn Institute
Driving Miss Daisy
Fair Way
Heartland Bank
interRAI New Zealand
Stats New Zealand
Kiwibank
BNZ
Enliven
Public Trust

CRESA
Geneva Healthcare
The I.T Team
ANZ
Macular Degeneration
Kitcal
CARE (Collaboration of Ageing Research Excellence)
Bone Health New Zealand
Rauawaawa – Kaumātua Charitable Trust
Adult and Community Education
Eldernet
ENA
Aged Advisor
Grandparents Raising Grandchildren
Health Quality and Safety Commission New Zealand
Barkers
Safer Walking – Land Search & Rescue



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