



Age Concern New Zealand

Annual Report

2023-24



**AGE
CONCERN
NEW ZEALAND**

He Manaakitanga
Kaumātua Aotearoa



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Address

From Age Concern New Zealand National President



On behalf of the Age Concern New Zealand Board, I am delighted to present the Annual Report of Age Concern New Zealand for the fiscal year July 1, 2023, to June 30, 2024.

The past year has been marked by changes, including a new government in New Zealand and ongoing challenges stemming from recent global and local events. These shifts have required navigation and adjustment, and we hope they will ultimately lead to a positive growth environment.

The 2023/24 year has been a busy and significant one for Age Concern New Zealand and our members.

- **Rākau CRM System:** This major project to replace the Acorn database has been in development with member input for some time. Stage One of Rākau began in November 2023 and continued through mid-2024, with Stage Two progressing from October 2024. Like all complex systems, Rākau has evolved

through ongoing member engagement, ensuring its objectives and outcomes are met.

- **Quality Assurance Framework:** This essential framework is designed to provide audit certification for members. Following extensive collaboration, a pilot program was successfully conducted by Age Concern South Canterbury. The learnings from this pilot will inform the rollout of the framework going forward.
- **Strategic Plan and Position Statements:** At our last AGM and conference, we unveiled our new strategic plan and associated position statements, setting the direction for the organisation in the coming years.
- **Huia Awards:** Established in 2022, these awards highlight exceptional contributions to supporting older people in Aotearoa New Zealand. Now in their second year, the Huia Awards have become a prestigious national recognition.

Additionally, the rebranding Visual Identity Project has been a significant step toward building a stronger foundation for Age Concern New Zealand and our collective. These initiatives enhance Age Concern's role as the leading national charitable organisation dedicated to supporting older people in New Zealand.

I want to express the Board's heartfelt thanks to our Chief Executive, Karen Billings-Jensen, and her dedicated team for their outstanding work in fostering collaboration and coordination across the Age Concern network. The strength of our collective lies in these positive and effective working relationships.

Looking ahead, we remain committed to working with Age Concern members and partners to align our efforts in supporting New Zealand's growing and ageing population. The past year has brought both challenges and opportunities, and we are grateful for your

Address

From Age Concern New Zealand Chief Executive



ongoing commitment to supporting older people, their families, and communities in Aotearoa New Zealand.

Kind regards,

Wayne Bradshaw

Age Concern New Zealand National President

The 2023-2024 financial year has been another busy year with significant milestones and progress with some sizable projects. We continued to have a lot to celebrate at a national level, while continuing to recognise the impressive work that happens in local communities through local Age Concerns.

This year has seen the Age Concern brand continue to flourish as the new look and feel has become imbedded across our work. When I was able to get out and about across the country, it was fantastic to see the branding demonstrated in communities from Kaitaia to Dunedin, highlighting fantastic community presence.

We were able to celebrate the second year of Huia awards on International Day of Older Persons at an event hosted by the ANZ Bank in Auckland. This also served as a platform to announce the 3-year partnership with ANZ on Digital Literacy programmes, which has enabled

delivery of unique and tailored solutions in many communities. Over the year, we were also pleased to work with ANZ on a national SCAM awareness campaign which launched in July 2024 using the CHIP's brand to remind people of their rights.

We have continued implementing our Strategic Plan and found that creating Position Statements for our Action Areas has significantly shaped our policy, submission, and media efforts. The five key Action Areas are, Housing and Urban Design, Income and Cost of Living, Access to Health Services, Loneliness and Social Connection and Elder Abuse.

These Action Areas also guided the preparation of our Briefing for the Incoming Minister (BIM), which we were proud to share with all Ministers, Age Concerns, and the broader sector. This fantastic document will serve as a cornerstone for our proactive campaigns in the year ahead. Our overarching strategic statement continues

Continued on p4-5

to permeate throughout all our work - “Every older person feels connected, has positive choices and is able to age well.”

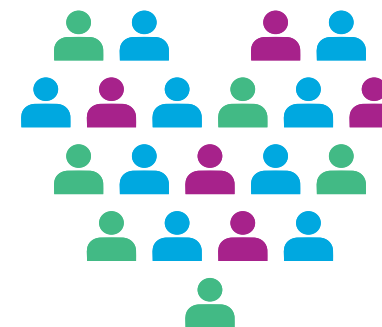
We were again able to hold our AGM and Conference face-to-face in April 2024, with the option for online participation in the AGM, after a postal vote change to the constitution. This was significant to ensure that we can engage all our members across our work. Emeritus Professor Paul Spoonley spoke at the AGM about the changing environment for our communities and our sector. We were pleased to welcome the Minister for Seniors, the Hon Casey Costello, to speak at the conference and she was followed by a range of speakers on issues that impact our work. The conference was full of great conversation and shared ideas, shared challenges and potential solutions. Over the year the impact of the health reforms, in particular, were top of mind and so it was good to gather together and talk things through. It was also wonderful to share an early evening event with some key supporters and stakeholders.

A huge focus this year has been the work on the development and implementation of the

new Client Record/Relationship Management system (CRM) based on the Salesforce platform, which has been named Rākau – emphasizing a “tree of knowledge”. The build and design of Phase One was an immense piece of work, as we worked with GravityLab to create ring-fenced systems for each Age Concern who is involved. Huge thanks to Irene Buijvoets, our Office Manager and Project Lead, for leading this piece of work and for the teams from across the country that were part of the build and test process. In the coming year we will be focusing on the next two phases of the system.

The Quality Assurance project continued to be developed across the year, ready for its pilot in July 2024 and further roll-out. Another area of development was the launch and uptake of the Te Rito Learning Management system. It has been fantastic to be able to offer licenses to this learning free to the Age Concern teams across the country and see people develop their understanding and confidence around Te Ao Māori.

We continued to have a strong presence at conferences and research forums and conversations over the year. I was privileged to be asked to speak at many events, as well as members of the ACNZ team present and talk to external groups. In particular, I want to note the discussions over this year as the Ageing Well National Science Challenge was wound up and the conversations on celebrating the learnings and ways of working that the challenge extolled – its’ contribution to the sector has been invaluable.



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. There are three great examples (among many) of this that I want to mention:

- The development of a broad group of allies working on amplifying New Zealand's response to the UN Decade of Health Ageing, through the creation of the New Zealand Forum for Healthy Ageing
- The re-launch of the "Life without a Car booklet" in conjunction with Driving Miss Daisy and the impact this is having for those older people going through a transition
- The honour of being a judge in Ryman Senior New Zealander of the Year and attending the New Zealander of the Year awards ceremony. It was so humbling to read the many nominations and see the contribution of older New Zealanders at a local and national level.

I want to thank our generous supporters and



donors, sponsors, and funders. The 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 can do so much more because of 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 continue to build on our previous work and innovate in new areas. The leadership, knowledge and passion of my team continue to make me look good, and I thank them for that.

Again, this year has seen me out and about in our communities and seeing the work of the wider Age Concern family of staff and volunteers. The issues and challenges faced around the cost of living, housing, health and Aged-Care, and loneliness and lack of social connection continue to be seen. The difference that has been made by Age Concern collectively 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



Welcome New Minister

Age Concern New Zealand extended a warm welcome to the Hon Casey Costello as the newly appointed Minister for Seniors, expressing enthusiasm for working together to address the challenges faced by the country's ageing population.

This relationship underscores the importance of implementing policies and initiatives that enabled older New Zealanders to age with dignity, respect, and strong social connections. Our Briefing to Incoming Ministers outlined the consequences of inaction, such as increased elder abuse, homelessness, poverty, and strain on healthcare systems. Age Concern New Zealand worked to foster a productive partnership with the Hon Casey Costello and invited the Minister to visit our offices and local Age Concerns to gain a deeper understanding of our work.



Rākau

The development of a new system to collect, store and report on the work that Age Concerns do has been a major undertaking.

During this year, the first phase of this has focused on those one-to-one client services to respond to an older person / kaumātua's needs. We met with developers many times to ensure that specific requirements for different services could be recorded accurately to reflect the range of work practices.



Marie Bennett KSM

It was with huge applause that we welcomed Marie Bennett's award in the King's Birthday 2024 announcement.

Marie's pioneering work in Elder Abuse and Neglect Prevention began in Age Concern Otago in 1992 and continued to be the longest serving worker throughout the country in this role. She was inspirational as she developed and shared her knowledge, systems, and networks, to be a valuable expert in our sector and a powerful advocate for older people and for Age Concern.



Briefing to Incoming Ministers (BIM)

Age Concern New Zealand's 2023 Briefing to Incoming Minister's outlines our five priority area for action.

Housing and urban design: Ensure renting or home ownership are viable throughout the life course, including older age.

Income and cost of living: Recognise that many older people live on fixed incomes with little opportunity to increase them to meet rising costs.

Loneliness and social connection: Recognise that tackling loneliness needs commitment through consultation, planning and allocation of resources.

Health services and access: Ensure an all of Government approach to health service provision.

Elder abuse services and prevention: Increase funding for intervention services, alongside prevention and education.



ANZ Scams Academy

Age Concern New Zealand, in partnership with ANZ, brought back the iconic '80s cop drama CHiPs and its star, Erik Estrada, to raise awareness about scams targeting Kiwis.

Leveraging Estrada's familiarity as "Ponch," the campaign encouraged people to adopt police-like vigilance when dealing with unknown calls, texts, or emails. This initiative included scam awareness training, a dedicated website, and toolkits to equip communities with tools to stay safe. Supported by ANZ's commitment to digital literacy and fraud prevention, the campaign emphasized the need for ongoing education as scammers continually evolve their tactics.



Elder Abuse Workforce Capability project

This project focused on the capabilities required to carry out the elder abuse work role.


Thanks to MSD funding during this year, we held seven face-to-face workshops and one online workshop. This involved 72 participants who had practical experience of working with elder abuse and neglect throughout the country. Our analysis and subsequent report highlighted fourteen significant themes covering the knowledge and skills necessary for working in this specialised field.

Achievements

National Elder Abuse and Prevention work

172 
Responses to phone calls from citizens requesting advice and support

12 
EANP Connects e-newsletters

12 
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. Older people/kaumātua; Workers with older people in assessment, home support, nursing, dementia, legal, and financial services; Conferences on Ageing, Multiculturalism, Asian legal options.

8 
Discussions with service providers and businesses to provide elder abuse staff training.

41 
Meetings with government agencies

30 
Meetings with community agencies and researchers for collaboration opportunities

10 
Face-to-face or online meetings with elder abuse workers for induction, training, project workshops and networking across Age Concerns and agencies community providers.

11
Elder Abuse and Neglect Prevention Expert Group meetings



National Social Connection work

We coordinated the Accredited Visiting Service resulting in:



1,089
referrals accepted



365
visitors trained



48,475
visits



9
peer support meetings



4
internal audits



19,638
phone calls

Other work



Member of an external steering committee



4 social connections newsletter



Supported national coalition



26 meetings across 14 external agencies

Research



3
meetings with research teams



1
study supported



1
National Science Challenge Study supported



1
conference presentation

Achievements continued

Health Promotion Work

Programmes

Our strong focus on prevention, wellness, social connection and support for New Zealanders as they age contributed to the following:



64

health promotion programmes funded across 23 Age Concerns



12,662

older New Zealanders attended the programmes, 58% of which ran weekly or monthly



15

digital literacy programmes were funded across 11 Age Concerns



651

health promotion activities were run in local Age Concerns

6

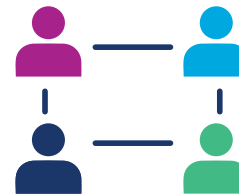


Health Promotion Connect e-newsletters distributed

9

written and online submissions as well as taking part in at least 15 consultation meetings

Training



5

online Steady As You Go peer support meetings were held



1

Steady As You Go Coordinator training course held in Auckland

Steady As You Go

Total numbers, including groups not funded by ACNZ

5,875

participants

328

groups were running,

20

Age Concerns

2

video resources created for Steady As You Go coordinators



Staying Safe

A refresher course for older drivers

198

Courses

3,888

Participants

Resources developed or distributed

Summer Wellness factsheet – tips to “beat the heat” in summer

Life Without a Car booklets produced and distributed



Other

Health Promotion research on website updated by intern

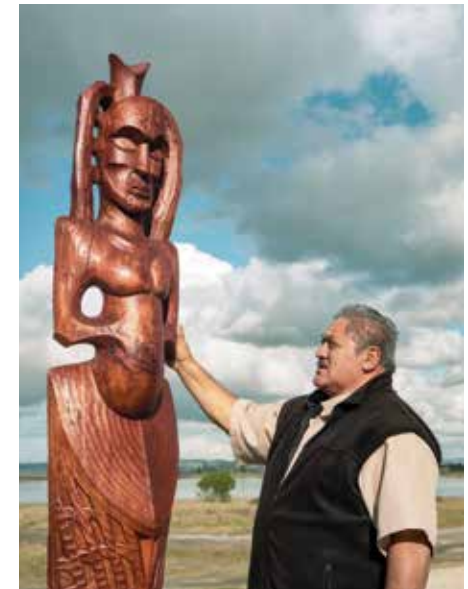


Membership paid for all Age Concerns to be members of the Health Promotion Forum of New Zealand



3

Te Herenga Waka Victoria University interns hosted in 2023



National Achievements



Media Releases

69 media interviews

5 media releases focussed on our national campaigns such as Loneliness, Staying Safe and Elder Abuse Prevention Awareness Day and the international Day of Older Persons.

National Website

162,000 users

▲ Up 95,338 from last year

159,000 new users

▲ Up 94,573 from last year

Blogs

25 Blogs

3,779 visitors

5420 views

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

f Facebook

1078 posts

7,100 likes

▲ Up 99 from last year

268,900 users reached

8,200 followers

▲ Up 332 from last year

i Instagram

1500 followers

▲ Up 341 from last year

360 posts in total

33 stories



in LinkedIn

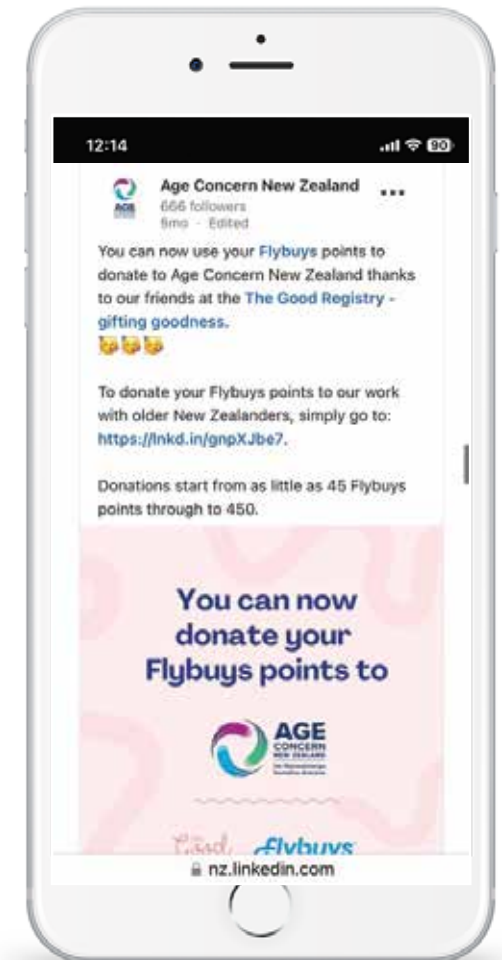
27 posts

5893 organic impressions

142 Reactions

t Twitter

We stopped using this platform this year



Financial Summary 30 June 2024

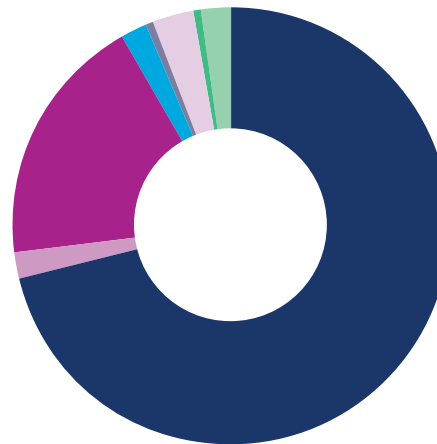
Results:

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.

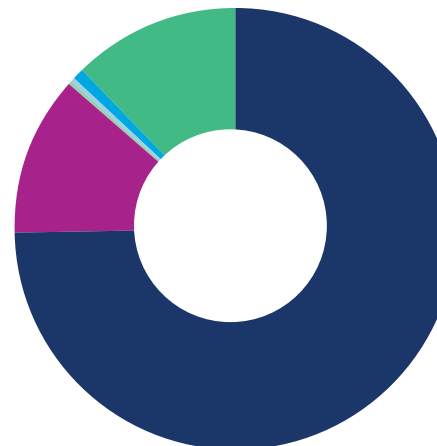
We acknowledge the support from our national contract partners – Health NZ Te Whatu Ora and NZ Transport Agency Waka Kotahi.

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	\$2,473,409
Contract Income - Exchange	\$66,150
Grants	\$641,520
Donations and Estate Funds	\$71,565
Membership fees	\$22,788
Interest	\$101,700
Conference Sponsorships and Registration	\$19,478
Other	\$71,945



Expenditure

Contractual payments and direct expenses	\$2,412,384
National office salaries	\$383,058
Depreciation and amortisation	\$3,521
Audit fee	\$11,114
Events, Meetings and Webinars	\$29,806
Other costs	\$387,734

Summary Statement of Financial Position
As at 30 June 2024

	30 June 2024	30 June 2023
	\$	\$
ASSETS		
Non-current Assets	224,603	21,007
Current Assets	1,899,610	1,759,820
Total Assets	2,124,213	1,780,827
Current Liabilities	514,846	412,398
Net Assets	1,609,367	1,368,429
Total Equity	1,609,367	1,368,429

Summary Statement of Financial Performance
For the year ended 30 June 2024

	2024	2023
	\$	\$
REVENUE		
Contract Income – Non exchange	2,473,409	2,223,026
Contract Income – Exchange	66,150	63,000
Grants	641,520	379,520
Donations and Estate Funds	71,565	97,007
Membership fees	22,788	23,475
Conference Sponsorships and registrations	19,478	17,000
Interest	101,700	50,680
Other	71,945	42,181
Total Revenue	3,468,555	2,895,889
EXPENDITURE		
Contractual payments and direct expenses *	2,412,384	2,242,050
National office salaries	383,058	332,545
Depreciation and amortisation	3,521	7,433
Audit fee	11,114	10,465
Events, Meetings and Webinars	29,806	27,598
Other costs	387,734	327,220
Total Expenditure	3,227,617	2,947,311
Total Comprehensive Revenue and (Expenditure) for the year	240,938	(51,422)

* 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 2024

	2024	2023
	\$	\$
EQUITY AS AT 1 JULY 2023		
Retained Earnings	569,518	404,312
Reserves **	798,911	1,015,540
	1,368,429	1,419,852
Total Comprehensive Revenue and (Expenditure) for the year	240,938	(51,422)
CLOSING EQUITY AS AT 30 JUNE 2024		
Retained Earnings	666,438	569,518
Reserves **	942,929	798,911
Closing Equity as at 30 June 2024	1,609,367	1,368,429

** Includes reserves for a number of projects.

Statement of Cash Flow
For the year ended 30 June 2024

	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash was received from:		
Receipts from Non-Exchange Transactions	3,387,995	2,459,787
Receipts from Exchange Transactions	222,144	307,009
Interest, dividends and other investment receipts	100,060	45,265
Receipts from other operating activities	–	–
Net GST receivable	–	4,226
Cash was applied to:		
Payments to suppliers	398,807	360,621
Payment to employees	854,294	805,946
Payments to Age Concerns	1,946,202	1,761,071
Net GST payable	6,872	–
Net Cash Flows from Operating Activities	504,024	(111,351)
CASH FLOWS FROM INVESTING AND FINANCING ACTIVITIES		
Cash was received from:		
Receipts from the sale of property, plant and equipment	–	–
Receipts from sale on investments	–	–
Cash was applied to:		
Payments to acquire property, plant and equipment	199,007	3,740
Increase in Investments	359,774	9,000
Net Cash Flows from Investing and Financing Activities	(558,781)	(12,740)
Net Increase / (Decrease) in Cash	(54,757)	(124,091)
Opening Cash	487,249	611,340
Closing Cash	432,492	487,249
This is represented by:		
Cash and Cash equivalents	432,492	487,249

The summary financial statements are a summary of Age Concern New Zealand Incorporated (ACNZ) audited financial statements for the year ended 30 June 2024 which were authorised for issue by the Board on 07 November 2024. The summary financial statements have been extracted from the full financial statements for the year ended 30 June 2024. 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 07 November 2024.

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.



Thanks

Grants and Donors:

Dignity Champion Donors
The Good Registry
Lottery Community
Aotearoa Gaming Trust
Four Winds Foundation
Pelorus
Pub Charity
St Joans Trust
Perpetual Guardian
Little Company of Mary
Jogia Charitable Trust
Geyser Community Foundation
Eben Ezer Pentecostal Church
Wellington Masonic Club Inc
Trillian Trust
One Foundation

Partners and conference sponsors

Driving Miss Daisy
Perpetual Guardian
Public Trust
Energy Efficiency & Conservation Authority
(EECA) ANZ
Ageing Well National Science Challenge
Spark
ANZ

In-kind support

Three Quarter Society
Tomorrow's meals
Trigger Marketing
Exisle Publishing
Wellington International Airport



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