

The New Zealand Positive Ageing Strategy Action Plan 1 July 2003 to 30 June 2004

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www.beehive.govt.nz/ministerlist.cfm (Hon Ruth Dyson)

Links to translations of a Positive Ageing Strategy summary in Maori and six Pacific Island languages are available at:
www.osc.govt.nz/strategy/

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Foreword **Minister for Senior Citizens**



In April 2001 the Government launched the New Zealand Positive Ageing Strategy. The Strategy sets out Government's commitment to positive ageing and reaffirms the value of older people in society.

Since that time there have been two Positive Ageing Strategy Action Plans and two Annual Reports on the progress made. The volume of achievements, and the extent of public interest, in these Annual Reports and Action Plans shows an enduring commitment to the Positive Ageing Strategy.

It gives me great pleasure to launch the third New Zealand Positive Ageing Strategy Action Plan. It is the first Action Plan with which I have been associated as the Minister for Senior Citizens, and represents a significant achievement in terms of bringing together in one document 152 projects and initiatives carried out by 36 agencies at central government, local government and regional levels.

This Action Plan covers the period 1 July 2003 - 30 June 2004. It includes more work items from more contributors than the previous Action Plans, and reaffirms for me the increasing visibility of and support for the Positive Ageing Strategy both within the government sector and beyond.

While I know that there is a great deal of very good work being accomplished by many local councils around the country, I am pleased that for the first time the 2003/2004 Action Plan contains a plan from a local government authority. I am delighted that the New Plymouth District Council has formally endorsed the goal of positive ageing at the community level with the approval of a Positive Ageing Policy for the region for 2004-2008.

With commitment from all sectors of society, with central government, local government, business and community organisations working together, we can translate the New Zealand Positive Ageing Strategy from a vision to reality in older people's lives.

A handwritten signature in blue ink, appearing to read 'Ruth Dyson'.

Ruth Dyson
Minister for Senior Citizens

Links to Translations of a Summary of the Positive Ageing Strategy:

Māori

<http://www.osc.govt.nz/positive-ageing-strategy/pas-maori.html>

Cook Island Māori

<http://www.osc.govt.nz/positive-ageing-strategy/pas-cook-island-maori.html>

Fijian

<http://www.osc.govt.nz/positive-ageing-strategy/pas-fijian.html>

Samoan

<http://www.osc.govt.nz/positive-ageing-strategy/pas-samoan.html>

Tokelauan

<http://www.osc.govt.nz/positive-ageing-strategy/pas-tokelauan.html>

Tongan

<http://www.osc.govt.nz/positive-ageing-strategy/pas-tongan.html>

Niuean

<http://www.osc.govt.nz/positive-ageing-strategy/pas-niuean.html>

The Positive Ageing Strategy Action Plans

The annual New Zealand Positive Ageing Strategy Action Plans are the mechanism for achieving the goals and key actions of the Positive Ageing Strategy. They co-ordinate government's work towards creating a society in which people can age positively.

Each year, chief executives of government agencies identify and discuss with their Ministers proposed work items that will form their department's contribution to the Positive Ageing Strategy Action Plan. The action plan brings the individual work items together to form a combined work plan for 36 government agencies.

Each work item identifies a specific action and a timeframe for that action. The action plan provides the following information for each work item:

- project name
- objective of the project
- links to the Positive Ageing Strategy goals
- measures of achieving the project objective
- key milestones and timeframes

Links to the Goals of the Positive Ageing Strategy

The work items in Action Plan 2003/2004 make contributions to one or more of the 10 goals of the New Zealand Positive Ageing Strategy, which was launched in April 2001. New priorities for positive ageing will be identified as a result of changes in the policy environment. This action plan includes the first local government contribution to the Positive Ageing Strategy Action Plans.

Monitoring and Reporting

Monitoring and reporting on progress achieved on work items in the annual action plans occurs at the end of each financial year, to coincide with regular departmental reporting processes. An annual report on the action plan for 2002/2003 has been released to coincide with this new action plan for 2003/2004.

The Goals of the Positive Ageing Strategy

The 10 Positive Ageing goals were developed through nationwide consultation with older people. They reflect the priority issues that were identified to improve opportunities for older people to participate in the community in the way they choose. The goals are:

1. Secure and adequate income for older people
2. Equitable, timely, affordable and accessible health services for older people
3. Affordable and appropriate housing options for older people
4. Affordable and accessible transport options for older people
5. Older people feel safe and secure and can "age in place"
6. A range of culturally appropriate services allows choices for older people
7. Older people living in rural communities are not disadvantaged when accessing services
8. People of all ages have positive attitudes to ageing and older people
9. Elimination of ageism and the promotion of flexible work options
10. Increasing opportunities for personal growth and community participation.

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Positive Ageing Strategy Action Plan 1 July 2003 to 30 June 2004

Thirty-six agencies at central, local and regional levels have identified a more than 150 work items for the New Zealand Positive Ageing Strategy Action Plan 2003/2004. This includes actions from central government, a local government authority and a crown entity. The work items are listed in alphabetical order according to agency. Actions undertaken for each work item will be reported in the Positive Ageing Strategy Annual Report for 2003/2004.

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Accident Compensation Corporation	Ageing carers	<ul style="list-style-type: none"> Improve support services and service links for older people 	Goal 5: <i>Older people can feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> The needs and issues of ageing carers are identified by focus groups Services and service links are improved 	<ul style="list-style-type: none"> Hold focus groups to identify the needs and issues related to ageing carers by December 2003 Develop plan of action addressing issues by March 2004
Accident Compensation Corporation	Assessment processes for older people	<ul style="list-style-type: none"> Work collaboratively with the Ministry of Health to prevent the reoccurrence of falls 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> ACC claimants in pilot areas with a “fall” related claim referred to a health professional for a free fall-risk assessment and intervention if required Assessment processes evaluated following piloting of initiative 	<ul style="list-style-type: none"> Develop assessment processes to prevent the reoccurrence of falls by July 2003 Offer a free fall-risk assessment to older people in two pilot areas from September 2003 Complete evaluation of the initiative in two pilot areas by June 2004
Accident Compensation Corporation	Fall prevention programmes for older people	<ul style="list-style-type: none"> Reduce the number of falls among older people and the severity of injury 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Community exercise programmes increased Factors that reduce or eliminate falls and risks are identified through programme evaluation Safer lifestyles for older people promoted through improved knowledge and assistance with injury prevention 	<ul style="list-style-type: none"> Establish 10 additional Tai Chi-based Fall Prevention Exercise Programmes during July 2003 to June 2004 Conduct impact and effect evaluation of Tai Chi-based Fall Prevention Programme by 30 June 2004 Promote and purchase the Otago Exercise Programme in 10 additional sites July 2003 to June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Accident Compensation Corporation	Hip protector compliance demonstration sites	<ul style="list-style-type: none"> Reduce the number and severity of hip fracture injuries in high risk, frail older adults living in long-term care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Rates of hip fracture injuries at pilot sites are lower for those wearing hip protectors 	<ul style="list-style-type: none"> Make available hip protectors at 10 hip protector compliance pilot sites by August 2003 Commence evaluation of pilot sites by February 2004
Accident Compensation Corporation	Improve knowledge and delivery of ACC and related services	<ul style="list-style-type: none"> Improve older claimants’ access to ACC and related services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 10: <i>Increasing opportunity for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Factors that claimants and support people perceive as contributing to their injuries are identified Factors considered most helpful in rehabilitation and injury prevention are identified Feedback from older claimants is used to improve information material and delivery of services 	<ul style="list-style-type: none"> Hold focus groups with claimants, support people, and advocacy groups to identify the key factors in rehabilitation, injury prevention and service delivery by January 2004 Develop information packages on services and access to services, using feedback from focus groups, and complete evaluation of information packages by April 2004
Accident Compensation Corporation	Intervention following wrist fractures in older people	<ul style="list-style-type: none"> Prevent further fractures in older people who have fractured their wrist 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Scoping paper is comprehensive and identifies the cost effectiveness of a range of interventions 	<ul style="list-style-type: none"> Complete internal scoping paper to investigate the cost effectiveness of bone density scans and other options to prevent further fractures in older people by June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Accident Compensation Corporation	Lifetime rehabilitation planning (IRP)	<ul style="list-style-type: none"> Improve the rehabilitation of severely injured older people 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Lifetime rehabilitation plans are used to inform long-term planning of entitlements 	<ul style="list-style-type: none"> Develop expanded injury rehabilitation plans (IRPs) for seriously injured older people and report quarterly July 2003 to June 2004
Accident Compensation Corporation	Older people's working group [ongoing]	<ul style="list-style-type: none"> Share information within ACC on issues relating to ageing 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Working group informed the development of policy by providing strategic advice and oversight on issues relating to ageing 	<ul style="list-style-type: none"> Hold monthly meetings of ACC interdivisional older people's working group to provide a forum for strategic advice to policy planners during July 2003 to June 2004
Accident Compensation Corporation	Rehabilitation pathway for fractured neck of femur (RPI)	<ul style="list-style-type: none"> Improve the rehabilitation of older people with fractured neck of femur injuries 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Rehabilitation experts and other reference groups consulted on evidence-based best practice Rehabilitation pathways developed 	<ul style="list-style-type: none"> Undertake consultation during July and August 2003 with rehabilitation experts and other reference groups on evidence-based best practice for the rehabilitation of people with fractured neck of femur Develop Rehabilitation Pathway for best practice by June 2004
Accident Compensation Corporation	Residential rehabilitation and support options for older claimants	<ul style="list-style-type: none"> Improve the rehabilitation of older people especially those with brain injuries 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and can "age in place"</i></p>	<ul style="list-style-type: none"> The extent of need for residential rehabilitation and support for older people with brain injuries established through data analysis Findings from the scoping report informed service planning 	<ul style="list-style-type: none"> Complete internal scoping report on the need for age appropriate services for residential rehabilitation and support for older people with brain injuries by December 2003

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Accident Compensation Corporation	Response mechanism for multiple injuries	<ul style="list-style-type: none"> Improve the response to claimants aged over 65 who experience multiple injuries 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Response mechanism is piloted and evaluated 	<ul style="list-style-type: none"> Pilot a specific intervention for people 65 and over who experience multiple injuries by December 2003 Complete interim impact and process evaluation of pilot intervention March 2004
Accident Compensation Corporation	Review of home-based rehabilitation packages of care	<ul style="list-style-type: none"> Provide effective home-based rehabilitation care packages for older people 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Care packages reviewed to determine effectiveness Additional care packages developed in response to recommendations 	<ul style="list-style-type: none"> Complete review of home-based care packages for older people October 2003 Refine and expand home-based care packages as required by June 2004
Ministry of Agriculture and Forestry	Publicity material review	<ul style="list-style-type: none"> Older people are represented as active and contributing members of the community 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Publications and service information that could include positive images of older people are identified 	<ul style="list-style-type: none"> Identify Ministry publications that could include positive images of older people by June 2004
Agriculture and Forestry	Review Human Resources policies and procedures [ongoing]	<ul style="list-style-type: none"> Human Resources policies and practices promote a positive attitude to ageing among staff 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Policies are updated as necessary to reflect Positive Ageing Strategy principles Positive feedback is received from staff on retirement and financial planning seminars Staff survey completed to verify “age” and this data is used to identify initiatives for the employment of older people 	<ul style="list-style-type: none"> Review and amend policies and procedures as necessary to include sick leave provisions for eldercare by 30 June 2004 Provide staff seminars on retirement and financial planning nationally on an on going basis from July 2003 to June 2004 Complete staff survey to verify age of employees by August 2003 Report on age-related survey with recommendations by October 2003

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Archives New Zealand	Human Resources – family-friendly policy	<ul style="list-style-type: none"> Archives family-friendly policy is appropriate for all staff 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Updated family-friendly policy is positively received by staff 	<ul style="list-style-type: none"> Revise family-friendly policy by June 2004 Promulgate revised family-friendly policy to staff by June 2004
Department of Child, Youth & Family	Elder abuse and neglect prevention services	<ul style="list-style-type: none"> Provide funding for elder abuse and neglect prevention services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Elder abuse and neglect prevention services respond to reported cases of elder abuse and neglect Education programmes raise the awareness of elder abuse and neglect Contracts require providers to submit accurate statistical data on a quarterly basis 	<ul style="list-style-type: none"> Contract 22 elder abuse and neglect prevention services including education programmes to promote awareness July 2003 to June 2004 Receive quarterly reports on elder abuse and neglect and community education programmes from all providers during the reporting period
Ministry for Culture and Heritage	Establishment of an online Encyclopaedia of New Zealand	<ul style="list-style-type: none"> Provide an online record of the memories of New Zealanders 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> An Encyclopaedia of New Zealand is available online to the New Zealand public 	<ul style="list-style-type: none"> Establish online access nationally and internationally to New Zealand history to record and keep alive the memories of New Zealanders by completing the first theme, <i>People of New Zealand</i>, including essays from all immigrant communities, by 30 June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Culture and Heritage	History group publications	<ul style="list-style-type: none"> Enhance the awareness and knowledge of war and social histories of New Zealand 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Awareness and knowledge of New Zealand history is enhanced through oral histories, advice, grants and seminars 	<ul style="list-style-type: none"> Publish oral history of veterans of Italian campaigns April 2004 Complete Volume 1 of <i>History of New Zealand in World War II</i> by ANZAC Day 2004 Hold regular public seminars on newly published historical works July 2003 to June 2004
Culture and Heritage	Human Resources – recruitment strategy and financial planning seminars	<ul style="list-style-type: none"> Reduce barriers to recruiting older people and assist staff with financial planning 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Financial planning seminars are received positively by Ministry staff Recruitment strategy review completed 	<ul style="list-style-type: none"> Hold financial planning seminars for staff in July 2003 Complete recruitment strategy review to remove any barriers to the employment of older people by June 2004
Office for Disability Issues, Ministry of Social Development	Review of payments and support to family caregivers of people with disabilities	<ul style="list-style-type: none"> Disability sector, including older people, are consulted on government proposals for meeting the costs associated with family caregiving 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Government approved draft options as a basis for consultation Consultation with disability sector on draft options completed Recommendations to Cabinet are informed by consultation feedback 	<ul style="list-style-type: none"> Present paper to Cabinet identifying draft options for assistance to meet costs of family caregiving by 29 February 2004 Complete consultations on draft options with the disability sector and make recommendations to Cabinet by 31 May 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Ministry of Education	Enabling lifelong learning	<ul style="list-style-type: none"> Collect information about older people's participation in tertiary education as part of an access and participation strategy 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Enrolment statistics include data on the number of enrolled students aged 65 years and over Enrolment statistics for tertiary providers indicate increased age and ethnic diversity in the student population 	<ul style="list-style-type: none"> Receive enrolment statistics from tertiary providers on a quarterly basis and use to generate information on older people's participation in tertiary education during the reporting period
Office of Ethnic Affairs, Department of Internal Affairs	Ethnic Perspective Framework	<ul style="list-style-type: none"> Government agencies use the Ethnic Perspective Framework and guidelines to develop relevant policy and services for older ethnic people 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Government agencies use the Ethnic Perspective Framework to develop policy 	<ul style="list-style-type: none"> Promote the Framework to government agencies by holding discussions with stakeholder government agencies on specific ways of encouraging service providers to be more responsive to the needs of older ethnic people July 2003 to June 2004
New Zealand Fire Service Commission	Fire Safety Programme for frail and disabled older people living in private homes	<ul style="list-style-type: none"> Reduce fire hazards in private homes to improve the safety of older people 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Consultations with key groups informs the development of an intervention programme trialled in a specified region to provide an information database Database records specialist intervention to inform support and follow-up services 	<ul style="list-style-type: none"> Hold consultations and provide training for carers including iwi carers to mitigate the potential fire hazards in private homes July 2003 to June 2004 Trial an intervention programme for at risk people in Eastern (Napier/Hastings) fire region by June 2004 Create a database to record specialist intervention, ongoing support and follow up July 2003 to June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
New Zealand Fire Service Commission	Neighbourhood Support (Fire Safety) Programme	<ul style="list-style-type: none"> • Increase older people's awareness of security as a fire safety issue 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Neighbourhood Support (Fire Safety) Programme co-ordinators are appointed and trained to advise older people in a target area on maintaining personal security alongside fire safety 	<ul style="list-style-type: none"> ■ Trial Neighbourhood Support (Fire Safety) Programme for older people in the target area July 2003 to June 2004
Ministry of Foreign Affairs and Trade	Implementation of New Zealand's international human rights obligations	<ul style="list-style-type: none"> • Implement New Zealand's international human rights obligations relating to older women 	Goals 8: <i>People of all ages have positive attitudes to ageing and older people</i> Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • New Zealand report on the Convention for the Elimination of Discrimination Against Women (CEDAW) making specific reference to older women is positively received at the United Nations 	<ul style="list-style-type: none"> ■ New Zealand presents the Convention for the Elimination of Discrimination Against Women (CEDAW) report to the United Nations in July 2003
Ministry of Health	Ageing in place initiatives	<ul style="list-style-type: none"> • Older people have community support options as an alternative to residential care 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Analysis of the trial is used to develop community support services for older people as an alternative to residential care 	<ul style="list-style-type: none"> ■ Trial three “Ageing in Place” community initiatives in Hamilton, Lower Hutt and Christchurch to provide an alternative to residential care for older people July 2003 to June 2004

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Health	Assessment processes for older people	<ul style="list-style-type: none"> • Multidisciplinary, comprehensive, integrated assessment processes are available for older people and their carers 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> • National evidence-based guidelines lead to more consistent assessment processes and are incorporated into the Nationwide Service Framework 	<ul style="list-style-type: none"> ■ Develop guidelines to provide multidisciplinary, comprehensive and integrated assessment services for older people and their carers which key stakeholders endorse by August 2003 ■ Publish national assessment guidelines September 2003
Health	Dementia care	<ul style="list-style-type: none"> • Improve the quality and safety of care for older people who have dementia 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Dementia-specific residential care standards comply with safety standards and reflect quality practices • Families of older people with dementia are involved in planning and provision of care • Audit processes for all aged care services identify providers who do not meet dementia-specific residential care standards 	<ul style="list-style-type: none"> ■ Produce dementia-specific residential care standards by June 2004 ■ Produce resources for consumers and their families on dementia care by June 2004 ■ Develop audit processes for dementia facilities by June 2004

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Health	Development of a national service framework for organised stroke services	<ul style="list-style-type: none"> • Introduce a national service framework for organised stroke services 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> • “Life after Stroke” guidelines and a national specification for organised stroke services are used by District Health Boards and providers 	<ul style="list-style-type: none"> ■ Update and implement "Life after Stroke" guidelines during July 2003 to June 2004 ■ Incorporate service specifications for organised stroke services into the National Service Framework for use by District Health Boards during July 2003 to June 2004
Health	Discussion paper on workforce responses to population ageing	<ul style="list-style-type: none"> • Produce a workforce plan to meet the future demand an ageing population will place on the health and disability support services workforce 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Draft discussion paper identifies options for developing the health and disability services workforce in the context of an ageing population 	<ul style="list-style-type: none"> ■ Prepare a draft discussion paper to identify options for addressing health sector workforce demands by 30 June 2004
Health	Extension of the age range for women to access the national breast screening programme	<ul style="list-style-type: none"> • Extend the age limit for free breast screening for older women from 64 to 69 years 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> • Background policy paper canvasses options to expand the national breast screening programme to more older women 	<ul style="list-style-type: none"> ■ Policy advice on options to extend the age for free breast screening to women aged 69 years submitted to the Minister of Health for a decision by June 2004

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Health	Health of Older People Strategy - progressive implementation	<ul style="list-style-type: none"> Disability Support Services funding for older people is smoothly transferred from the Ministry of Health to District Health Boards 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> District Health Boards will have sufficient support, capability and capacity to effectively manage the devolved disability support services funding for older people Information, knowledge and expertise will be provided through mediums such as the regular updating of the Ministry's web page, forums, workshops and newsletters District Health Board annual plans will include specific actions to progress a continuum of care for older people 	<ul style="list-style-type: none"> Devolve Disability Support Services funding for older people to District Health Boards on 1 October 2003 Provide ongoing facilitation, support and information sharing between the Ministry of Health and District Health Boards July 2003 to June 2004 Work with District Health Boards to prepare annual plans containing actions progressing a continuum of care for older people July 2003 to June 2004
Health	Home-based support services project	<ul style="list-style-type: none"> Provide home-based support services for older people 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Guidelines developed for home-based support service providers following impact analysis 	<ul style="list-style-type: none"> Report to Cabinet on the impact of the Home and Community Sector Support Standard (8158) on home-based support services with proposed guidelines for providers by June 2004

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Health	Improving service access to primary health care	<ul style="list-style-type: none"> Older people have improved access to intensive primary care management 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Funding arrangements for Primary Health Organisations enable older people to have access to the Care Plus programme 	<ul style="list-style-type: none"> Develop and introduce the Care Plus Programme as part of the funding arrangement for Primary Health Organisations to provide low cost access for older people with high primary health care needs from 30 June 2004
Health	Managing the hospital and community interface for older people	<ul style="list-style-type: none"> Support older people who require a mix of hospital, community based or residential care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Draft policy paper identifies and assesses options to manage the hospital and community interface for older people 	<ul style="list-style-type: none"> Identify options and complete a draft policy paper on managing the hospital and community interface for older people 30 June 2004

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Health	Quality and safety of support services in the community and residential care settings	<ul style="list-style-type: none"> Community and residential support services for older people meet safety and quality standards 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> A policy and service framework is developed to provide safe, quality, community and residential support services for older people 	<ul style="list-style-type: none"> Provide initial policy advice on a policy and service framework to the Minister of Health by December 2003
Health	Removal of asset testing for long-term care	<ul style="list-style-type: none"> Remove asset testing of older people in long term residential care 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Asset testing for residential care is progressively removed 	<ul style="list-style-type: none"> Introduce legislation to remove asset testing of older people in long-term residential care and refer to a select committee by 30 June 2004
Health	Specialist health services	<ul style="list-style-type: none"> Older people have a specialised and integrated service for their rehabilitation following accident or injury 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Health services provide a specialist integrated continuum of care for older people 	<ul style="list-style-type: none"> Develop and publish a framework for specialist integrated continuum of health care services for older people following accident or injury by June 2004
Housing New Zealand Corporation	Better matching of housing stock to the needs of tenants [ongoing]	<ul style="list-style-type: none"> Well insulated modern homes are available to older social housing tenants 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> In collaboration with local government, implement purchase and leasing policies that result in appropriate social housing being available to older tenants 	<ul style="list-style-type: none"> Proposals for funding the purchase of social housing are implemented in partnership with local government July 2003 to June 2004

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Housing	Participating in the Third Sector [ongoing]	<ul style="list-style-type: none"> Develop new partnerships to provide and maintain social housing including older people's housing 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Demonstrated increase in Third Sector housing capacity and Housing New Zealand Corporation's ability to assist the sector 	<ul style="list-style-type: none"> Partnerships developed with Third Sector organisations such as community groups, voluntary associations and iwi bodies to provide financial support and housing expertise July 2003 to June 2004
Housing	Rural housing [ongoing]	<ul style="list-style-type: none"> Implement initiatives to address sub-standard rural dwellings including households that include older people with health or disability issues 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Rural housing initiatives developed in conjunction with Third Sector organisations include proposals for addressing substandard rural housing including kaumātua housing 	<ul style="list-style-type: none"> Initiatives to address substandard rural dwellings implemented in Northland, East Coast and the Bay of Plenty July 2003 to June 2004
Housing	State housing income related rents and needs based allocation of tenancies [ongoing]	<ul style="list-style-type: none"> Older state housing tenants on a low income, pay income related rents, and newly acquired state housing is allocated to older people on the basis of need 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Tenancy allocations meet operational measures Older people in need are among those allocated the newly acquired state housing in Auckland 	<ul style="list-style-type: none"> Housing acquired from Auckland City Council integrated into Housing New Zealand Corporation's Social Allocation and Healthy Housing programmes July 2003 to June 2004
Department of Inland Revenue	Leadership Framework - mentoring in the workplace	<ul style="list-style-type: none"> Provide opportunities within the Department for older workers to be active as mentors 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Older workers are active as mentors in the Department's workplace 	<ul style="list-style-type: none"> Implement a programme to give older workers the opportunity to be mentors by June 2004

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Inland Revenue	Specified Superannuation Contribution Withholding Tax	<ul style="list-style-type: none"> • Employer contributions to a superannuation fund are not taxed at a higher rate for employees, including older workers, whose income is less than \$38,000 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Legislation enacted to allow employers to elect that contributions to superannuation funds for employees, including older workers, are taxed at a lower rate for those whose taxable income is less than \$38,000 	<ul style="list-style-type: none"> ■ Enact proposed Specified Superannuation Contribution Withholding Tax legislation in November 2003 and apply from 1 April 2004
Inland Revenue	Workforce planning	<ul style="list-style-type: none"> • Encourage older workers to remain in the Department's workforce 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • The recruitment and retention strategy encourages older workers to remain in the workforce 	<ul style="list-style-type: none"> ■ Define future workforce requirements and update recruitment and retention strategy to provide for older workers June 2004
Department of Internal Affairs	Community Organisation Grants Scheme	<ul style="list-style-type: none"> • Older New Zealanders participate in the Community Organisation Grants Scheme 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Older people are represented on the Community Organisation Grants Scheme committee • Grants that are made to projects supporting older people and advancing the goals of the Positive Ageing Strategy are increased 	<ul style="list-style-type: none"> ■ Promote Community Organisation Grants Scheme funding within older people's networks prior to the closing date for applications to June 2004

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Internal Affairs	Lottery Seniors funding	<ul style="list-style-type: none"> Encourage older New Zealanders to participate in their communities 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Lottery Seniors funding benefits those who are aged over 60 Grants allocated to projects for frail older people, disability support, and social and recreational purposes 	<ul style="list-style-type: none"> Fund organisations in the not-for-profit sector that work with people aged over 60, and distribute funds following meetings held in November 2003, March 2004 and June 2004
Internal Affairs	Review of the Rates Rebate Act 1973	<ul style="list-style-type: none"> Support low income property owners including older people 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Policy options and appropriate thresholds for the Rates Rebate Scheme are approved 	<ul style="list-style-type: none"> Work collaboratively with the Office for Senior Citizens, Te Puni Kōkiri and Treasury to identify appropriate thresholds for the Rates Rebate Scheme and identify policy options by June 2004

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Ministry of Justice	Guardianship review	<ul style="list-style-type: none"> Review and amend the laws relating to guardianship, custody and access, including the role of grandparents and other older family members 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> New guardianship legislation "Care of Children Bill" progressed through all stages in the House and passed 	<ul style="list-style-type: none"> Present submissions on the "Care of Children Bill" to Justice and Electoral Committee by 25 September 2003 Present Select Committee report to the House by 31 December 2003 with the Bill to take effect seven and a half months after enactment
Justice	Legal recognition of same sex and de facto couples	<ul style="list-style-type: none"> Identify laws that need amendment to give same sex and de facto couples, including older couples, the same rights, protections and responsibilities as married couples 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Legal recognition of same sex and de facto couples is progressed to the point of drafting legislative amendments 	<ul style="list-style-type: none"> Provide drafting instructions to Parliamentary Counsel Office for legislative amendments by December 2003 that give same sex and de facto couples the same rights, protections and responsibilities as married couples
Department of Labour	ACC monitoring	<ul style="list-style-type: none"> Monitor ACC's work on injury prevention and rehabilitation 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Monitoring assists in improving ACC's injury prevention work and rehabilitation outcomes for older claimants 	<ul style="list-style-type: none"> Monitor and report quarterly on ACC's work on injury prevention and rehabilitation for older people July 2003 to June 2004

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Labour	Connecting Communities Strategy - implementation measures	<ul style="list-style-type: none"> • Give all New Zealanders, including older people, access to current and emerging information and communication technologies 	<p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • More older people have access to communication technology 	<ul style="list-style-type: none"> ■ Undertake community consultation on national information and community technology support programmes as part of the <i>Connecting Communities</i> strategy by December 2003 ■ Complete progress report on three communities piloting the <i>Making the Net Work</i> planning tool by April 2004
Labour	Equal Employment Opportunities (EEO) Trust	<ul style="list-style-type: none"> • Help employers adapt to and embrace the diversity of the workforce including older workers 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • Research publications, Best Practice Guides, and educational materials are produced • An annual measure of diversity in New Zealand workplaces and places of influence is produced • Research and liaison with key New Zealand researchers included work on ageing issues • Work and Life awards presented to best practice employers 	<ul style="list-style-type: none"> ■ Produce research publications, Best Practice Guides and other education materials 30 June 2004 ■ Publish <i>Diversity Index 2003</i> October 2003 ■ Liaise with key New Zealand researchers working on ageing issues July 2003 to June 2004 ■ Present Annual Work and Life Awards September 2003

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Labour	Future of Work Project	<ul style="list-style-type: none"> • Research the nature of future working lives for all New Zealanders including older people 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Future trends in work researched and information disseminated to increase awareness of the implications of long-term labour market trends, including population ageing • Results of media survey show increased awareness of long-term labour market trends 	<ul style="list-style-type: none"> ■ Complete Future of Work Research Fund projects 30 June 2004 ■ Undertake a quarterly media survey to assess public awareness of long-term labour market trends July 2003 to June 2004
Labour	Holidays Bill	<ul style="list-style-type: none"> • Provide improved entitlements to leave for workers, including older workers, to care for dependents 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • Transport and Industrial Relations Select Committee public consultation on the Holidays Bill completed • Bill progressed in the House through all stages to enactment of legislation 	<ul style="list-style-type: none"> ■ Transport and Industrial Relations Committee reports to Parliament on the Holidays Bill in August 2003 ■ Complete Holidays Bill legislation for enactment in 2003
Labour	<p>Information and employment relationship services</p> <p>[ongoing]</p>	<ul style="list-style-type: none"> • Provide effective relationship and resolution services 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • Employees, employers and unions are well informed about employment relationships and problem resolution services 	<ul style="list-style-type: none"> ■ Provide information to employees, including older employees, employers and unions to resolve employment relationship problems during July 2003 to June 2004 ■ Direct enquiries to Labour Inspection, Mediation Service, and the Employment Relations Authority to resolve employment relationship problems during July 2003 to June 2004

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Labour	Work-life balance	<ul style="list-style-type: none"> Promote work place practices in New Zealand that take into account the need for work to be balanced with other aspects of life 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> A process for progressing further work on work-life balance issues is defined and submitted to Cabinet 	<ul style="list-style-type: none"> Present paper to Cabinet on a proposed process for addressing work-life balance issues July 2003 Present a final report to Cabinet on a work-life balance strategy May 2004
Land Transport Safety Authority	Austrroads project on highway design for older people	<ul style="list-style-type: none"> Road safety for older people is improved 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Territorial Local Authorities receive standard information on the process for implementing Road Safety Guidelines for Older People 	<ul style="list-style-type: none"> Finalise and implement Road Safety Guidelines for Older People, developed through the Kapiti Coast District Council project, and distribute to Territorial Local Authorities by 30 June 2004
Land Transport Safety Authority	Improvements to older driver re-licensing system	<ul style="list-style-type: none"> The older driver re-licensing system is improved 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Minister of Transport's decisions on proposals for changes to older driver re-licensing improve the system 	<ul style="list-style-type: none"> Implement government decisions on changes to older driver re-licensing system by June 2004
Land Transport Safety Authority and Ministry of Transport	Older People and Transport – alternative mobility options project	<ul style="list-style-type: none"> Improved access to transport for older people 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Research with older people on their transport needs and related issues used to produce an information kit 	<ul style="list-style-type: none"> Complete research into older people's transport needs and related issues and disseminate research findings by 30 June 2004 Develop information kit for older people by 30 June 2004
Land Transport Safety Authority	Strategic review and development of “Safe with Age” course	<ul style="list-style-type: none"> Older drivers drive safely for as long as possible 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Review used to inform changes to “Safe with Age” course structure and content 	<ul style="list-style-type: none"> Complete review of “Safe with Age” course and revise course structure and content by 30 June 2004

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Ministry of Māori Development (Te Puni Kōkiri)	Capacity building [ongoing]	<ul style="list-style-type: none"> • Build the infrastructure of Māori communities to lay the foundations for cultural, economic and social development 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Reports received by the Ministry quarterly on the detailed achievements made or milestones reached during the reporting period • Regional meetings held regularly to co-ordinate assistance and to build relationships with Māori communities with report back to Capacity Building Senior Officials Group 	<ul style="list-style-type: none"> ■ Provide funding to Māori organisations to enable at least 500 capacity building projects to be completed in Māori communities including recognising the role of elders and their contribution to the development of their whānau, hapū and iwi during the reporting period ■ Facilitate regional meetings with local, regional and central government agencies and other relevant organisations to co-ordinate assistance to Māori communities and to build whole-of-government relationships with those communities July 2003 to June 2004

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<p>Māori Development</p>	<p>Regional consultations [ongoing]</p>	<ul style="list-style-type: none"> • Recognise the importance of elders to Māori as “advisors” across a wide spectrum of issues 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Elders are invited to attend hui and activities during the year • Venues are provided for meetings throughout the reporting period • Information is provided to support elders at hui 	<ul style="list-style-type: none"> ■ Facilitate continued participation in Māori communities by involving elders in hui and activities hosted or organised by Te Puni Kōkiri July 2003 to June 2004 ■ Support opportunities for elders to meet within whānau, hapū, marae and in their communities through the exchange of information and by providing venues for meetings July 2003 to June 2004
<p>Māori Development</p>	<p>Special housing action zones [ongoing]</p>	<ul style="list-style-type: none"> • Resolve serious housing needs within a designated area 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Monitoring and quarterly reports show progress made and identifies achievements for Māori communities 	<ul style="list-style-type: none"> ■ Implement nine Special Housing Action Zone projects to improve housing in Māori communities

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<p>Māori Development</p>	<p>Whānau development [ongoing]</p>	<ul style="list-style-type: none"> • Recognise the special and unique role of elders in the whānau structure and in whānau development 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Whānau development national strategy and action plan are completed 	<ul style="list-style-type: none"> ■ Complete a national strategy for whānau development by March 2004 which provides opportunities for elders to carry out their roles of cultural transmission, preservation of Te Reo, the passing on of tikanga and appropriate role modelling ■ Develop an action plan for whānau development by June 2004

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<p>Māori Development</p>	<p>Governance and appointments</p>	<ul style="list-style-type: none"> Facilitate effective Māori participation on boards and committees 	<p>Goal 8: <i>People of all ages have positive attitudes to older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth</i></p>	<ul style="list-style-type: none"> Six monthly reporting shows appropriate representation of Māori appointed to boards and committees 	<ul style="list-style-type: none"> Provide advice and make recommendations that result in suitably qualified Māori, many of whom are elders, being appointed to statutory boards, committees and advisory groups by June 2004
<p>National Library</p>	<p>Human Resource – policies and practice</p>	<ul style="list-style-type: none"> Staff in the National Library have a positive attitude to ageing 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Staff have access to flexible work practices and policies that enable older workers to change their work patterns as they age Retirement seminars held Training and development opportunities are extended to older staff 	<ul style="list-style-type: none"> Provide part-time and job-share employment opportunities Hold retirement seminars for staff July 2003 to June 2004 Provide ongoing training and development opportunities to managers and staff July 2003 to June 2004

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New Plymouth District Council and Western Institute of Technology at Taranaki and New Plymouth Positive Ageing Working Group	Ageing in the New Plymouth District – community research project – in collaboration with the Office for Senior Citizens, Ministry of Social Development	<ul style="list-style-type: none"> Older people have the choice to age in the community 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Questionnaire undertaken with older people in rest homes and findings disseminated to stakeholders Minutes of stakeholder meetings show changes to infrastructures and support services are being implemented 	<ul style="list-style-type: none"> Undertake local questionnaire survey by November 2003 Complete international literature review on “ageing in place” projects by March 2004 Complete environmental scan using the short form of Economic Living Standards questionnaire by June 2004
New Plymouth District Council and Western Institute of Technology at Taranaki and New Plymouth Positive Ageing Working Group	Develop a Centre of Excellence – in collaboration with Ministry of Social Development	<ul style="list-style-type: none"> Organisations and agencies in New Plymouth receive evidence based information and advice to inform their practices and services 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> Funding applications made for research on issues related to ageing Director appointed and working collaboratively with New Zealand Institute for Research on Ageing (NZiRA) to ensure complementary practice of high standard research Research proposals received endorsement from the Office for Senior Citizens and Ministry of Social Development 	<ul style="list-style-type: none"> Obtain funds for research on ageing issues to be carried out in New Plymouth by 31 December 2003 Appoint Director for Centre of Excellence in New Plymouth by March 2004 Identify two projects to research issues related to ageing by 30 June 2004

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New Plymouth District Council and District Health Board and New Plymouth Positive Ageing Working Group	Health of older people project	<ul style="list-style-type: none"> Older people in New Plymouth have the opportunity to participate in long-term health planning in their area 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Minutes of the Health of Older People Steering Group show that representatives from the Positive Ageing Working Group have attended and contributed <ul style="list-style-type: none"> Progress made by the Health of Older People Steering Group is reported monthly to the Positive Ageing Working Group 	<ul style="list-style-type: none"> Appoint two older people as representatives to the Health of Older People Steering Group by 30 July 2003 Provide quarterly reports on Health of Older People Steering Group to public Positive Ageing Forums during the reporting period Publish summary of reports from the Health of Older People Steering Group in the Annual New Plymouth Positive Ageing Group Report December 2003
New Plymouth District Council and Accident Compensation Corporation	Housing for older people – falls prevention project	<ul style="list-style-type: none"> Improve safety standards for older people in council housing 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Representative sample of older people living in New Plymouth District Council's housing units are audited for fall hazards and a Hazard Management plan is developed <ul style="list-style-type: none"> 95% of New Plymouth District Council tenants aged 65 years and over receive advice on falls prevention Fall rate for New Plymouth District Council tenants 65 years and over is 30% lower than that in the general population 65 and over 	<ul style="list-style-type: none"> Complete audit report on fall hazards in older people's housing units 31 October 2003 Develop a Hazard Management plan 31 December 2003 Tenants receive advice from Co-ordinator using ACC information on fall prevention during the reporting period July 2003 to June 2004 Reduce the rate of tenants' falls to less than 30% of that of the general population by 30 June 2004

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<p>New Plymouth District Council</p>	<p>Positive Ageing Policy for older people – five year plan</p>	<ul style="list-style-type: none"> Promote positive ageing in the New Plymouth district 	<p>Goals 1-10</p>	<ul style="list-style-type: none"> Positive Ageing Working Group provides opportunities for older people to take an active role in developing a positive ageing policy Draft Positive Ageing Policy for the New Plymouth District Council approved by the Positive Ageing Working Group Positive Ageing Policy Plan available throughout the New Plymouth district 	<ul style="list-style-type: none"> Obtain New Plymouth District Council approval for the development of a Positive Ageing Policy process August 2003 Submit the draft Positive Ageing Policy to the Council for approval by September 2003 Obtain the endorsement of the five year Policy Plan from the Positive Ageing Working Group October 2003 Oversee the adoption of the five year Positive Ageing Policy Plan by the New Plymouth District Council December 2003 Print the five year Positive Ageing Policy Plan and make available throughout the New Plymouth district March 2004
<p>New Plymouth District Council</p>	<p>Positive Ageing Working Group</p>	<ul style="list-style-type: none"> Older people in New Plymouth are actively involved in planning for and promoting positive ageing 	<p>Goals 5, 6, 7, 8, 10</p>	<ul style="list-style-type: none"> Representatives of older people's community organisations participate as active members of the New Plymouth Positive Ageing Working Group Positive feedback is received by New Plymouth District Council on the seminar series 	<ul style="list-style-type: none"> Endorse the Positive Ageing Working Group by 31 December 2003 Convene 12 focus group meetings to consider aspects of positive ageing July 2003 to June 2004 Hold public seminars on issues related to positive ageing July 2003 to June 2004

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New Zealand Artificial Limb Board (Crown Entity)	Best Practice Guidelines for hospital management of amputees	<ul style="list-style-type: none"> • Produce Best Practice Guidelines for hospital-based amputee management in the Canterbury area 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Best Practices Guidelines are accepted and implemented in the Canterbury area 	<ul style="list-style-type: none"> ■ Report on findings from focus groups with amputees, families, advocacy groups and hospital staff November 2003 ■ Design draft Best Practice Guidelines for Hospital Management of Amputees by January 2004 ■ Endorse recommendations for Best Practice Guidelines by NZALB March 2004 ■ Submit Best Practice Guidelines to Chief Medical Officer of Canterbury District Health Board for endorsement ■ Implement Best Practice Guidelines in public hospitals in Canterbury June 2004
Ministry of Pacific Island Affairs and Office for Senior Citizens	Pacific capacity building partnership project with Office for Senior Citizens	<ul style="list-style-type: none"> • Older Pacific peoples are informed about Government policy for older New Zealanders 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Pacific Volunteer Community Co-ordinators report increased awareness in their area about Government policy for older people 	<ul style="list-style-type: none"> ■ Ministry officials facilitate exchange of information workshops with the Pacific Volunteer Community Coordinators (VCC's) at the VCC forum 13 October 2003 ■ The Pacific Volunteer Community Co-ordinators distribute the New Zealand Positive Ageing Annual Report 2002/2003 ■ The Pacific Volunteer Community Co-ordinators distribute the New Zealand Positive Ageing Action Plan 2003/2004
Pacific Island Affairs and Office for Senior Citizens	Pacific intergenerational programme in partnership with Office for Senior Citizens	<ul style="list-style-type: none"> • Develop Pacific intergenerational activities 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Intergenerational initiatives are developed through older Pacific peoples sharing their wisdom and cultural knowledge 	<ul style="list-style-type: none"> ■ Hold consultation meetings with older Pacific peoples in Auckland, Wellington and Christchurch by February 2004 ■ Develop draft proposals for new intergeneration initiatives by 30 June 2004

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New Zealand Police	Community partnerships [Ongoing community initiatives]	<ul style="list-style-type: none"> Older people are encouraged and supported to improve their own personal safety and security and to contribute to crime prevention initiatives in their communities 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Community partnerships between the Police and older people continued and crime prevention programmes increased safety and security Neighbourhood Support meetings are well attended and supported A high participation rate in community patrols and attendance at the national Community Patrol conference is achieved 	<ul style="list-style-type: none"> Hold annual Neighbourhood Support workshops to enable older people to contribute to crime prevention September 2003 Hold annual national Community Patrol of New Zealand Conference June 2004
New Zealand Police	Publication of crime prevention material	<ul style="list-style-type: none"> Older people are well informed about community safety 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> The value of crime prevention publications is measured through public satisfaction surveys 	<ul style="list-style-type: none"> Provide crime prevention publications to older people and complete ongoing public satisfaction surveys on their value July 2003 to June 2004
Research, Science and Technology	Investment signals for social research	<ul style="list-style-type: none"> Older people are considered as a social research investment priority 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i> Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i> Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Funded research examines factors that contribute to older peoples’ engagement with and exclusion from paid work Funded research examines ways of maximising social participation and minimising exclusion in older age 	<ul style="list-style-type: none"> Open applications with the Foundation for Research Science and Technology (FRST) for research funding for projects 1 August 2003 Receive proposals for FRST funding by 20 October 2003 Notify successful applicants of funding decisions December 2003

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Rural Affairs, Ministry of Agriculture and Forestry	Provision of advice and support to rural communities	<ul style="list-style-type: none"> Rural communities receive information, policy advice and support 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> Older people in pilot (rural) areas are trained in the use of Information and Communication Technologies (ICTs) National Conference supported and workshop facilitated The policy development, consultation and planning associated with a new Patient Travel and Accommodation Policy is completed 	<ul style="list-style-type: none"> Support two ICT Access pilot projects in Tokoroa and Southland to provide training and information on ICTs to disadvantaged people, including rural older people during the reporting period Contribute to planning and facilitate a workshop at the <i>Connecting Communities</i> National Conference in Wellington, November 2003 Subject to funding approval, introduce, in collaboration with the Ministry of Health and other health providers, a new Patient Travel and Accommodation Policy to benefit those with specialist health needs including older rural patients by 30 June 2004
Office for Senior Citizens Ministry of Social Development	Contribute to research on ageing and ageing issues [Ongoing]	<ul style="list-style-type: none"> Older people's interests are represented on the board of the New Zealand Institute for Research on Ageing (NZiRA) 	Goals 1 - 10 (See page 3)	<ul style="list-style-type: none"> The Director of NZiRA is satisfied with the contribution made by the Office for Senior Citizens to the Institute Positive feedback received about the Tower Fellow from participants at the interdepartmental forum 	<ul style="list-style-type: none"> Promote NZiRA in the government sector July 2003 to June 2004 Representation on the Board of NZiRA to support the Institute Invite the NZiRA Tower Fellow to an interdepartmental policy forum to discuss older people's issues November 2003

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Senior Citizens	Elder abuse and neglect prevention	<ul style="list-style-type: none"> • Manage an evaluation of elder abuse and neglect prevention services 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Seminar hosted with key community and government sector stakeholders contributed to information required for the evaluation • Evaluation of the current model for the delivery of elder abuse and neglect prevention services completed within project timeframes 	<ul style="list-style-type: none"> ■ Hold a seminar for providers of elder abuse and neglect prevention services November 2003 ■ Complete evaluation report 31 March 2003
Senior Citizens	Interdepartmental network on policy developments affecting older people [Ongoing]	<ul style="list-style-type: none"> • Government officials share information and discuss policy developments affecting older people 	Goals 1-10 (See page 3)	<ul style="list-style-type: none"> • Attendance records for subsequent meetings indicate consistent or increased attendance rates • Survey of network members indicates positive response to network meetings 	<ul style="list-style-type: none"> ■ Hold network meetings in August and November 2003, March and June 2004 for officials to share information and discuss policy developments affecting older people ■ Complete satisfaction survey September 2003
Senior Citizens	Intergenerational initiatives [Ongoing]	<ul style="list-style-type: none"> • Intergenerational initiatives are in place in schools, communities and older people's organisations 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> • Feedback showed more schools are involved in intergenerational initiatives 	<ul style="list-style-type: none"> ■ Send information on positive ageing initiatives to all schools to promote intergenerational activities in preparation for October “Greats and Grands Month” by July 2003
Senior Citizens	Misuse of Enduring Powers of Attorney	<ul style="list-style-type: none"> • Older people's rights and interests are protected through amending Part IX of the Protection of Personal and Property Rights Act 1988 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Consultations with key stakeholders informed policy recommendations • Key timelines met and project progressed to legislative drafting stage 	<ul style="list-style-type: none"> ■ Complete consultation with key stakeholders on Part IX of the Protection of Personal and Property Rights Act 1988 by 31 March 2004 ■ Obtain Cabinet approval on policy principles 31 May 2004 ■ Draft amendments 30 June 2004

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Senior Citizens and Ministry of Transport	Older people and transport – coping without a car research project	<ul style="list-style-type: none"> Older people have the opportunity to identify how they cope with the loss of access to private transport 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Research identifies the issues and transport needs of older people who do not have access to private transport 	<ul style="list-style-type: none"> Manage a research contract with NZiRA 30 April 2004 Make main findings available and disseminate 30 June 2004
Senior Citizens	New Zealand Positive Ageing Strategy [Ongoing]	<ul style="list-style-type: none"> The New Zealand Positive Ageing Strategy informs government policy 	Goals 1-10 (See page 3)	<ul style="list-style-type: none"> Annual Report on the New Zealand Positive Ageing Strategy Action Plan 2002/2003 approved by Cabinet New Zealand Positive Ageing Strategy Action Plan for 2003/2004 approved by Cabinet Annual Report 2002/2003 and the Action Plan 2003/2004 distributed to contributing departments and to stakeholders in the public sector Local Government Plan included in the 2003/2004 Action Plan 	<ul style="list-style-type: none"> Complete Annual Report on 2002/2003 New Zealand Positive Ageing Strategy Action Plan by September 2003 and distribute copies by 30 October 2003 Develop New Zealand Positive Ageing Strategy Action Plan 2003/2004 by October 2003 and distribute copies by 30 November 2003 Make available a summary of the New Zealand Positive Ageing Strategy in Māori and six Pacific languages on the website www.osc.govt.nz by 31 December 2003 Hold a forum to discuss the New Zealand Positive Ageing Action Plan with local government agencies
Senior Citizens	Retirement villages legislation [Ongoing]	<ul style="list-style-type: none"> The financial and consumer interests of residents and intending residents of retirement villages are protected 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Retirement Villages Bill progressed through Committee and Third Reading Stages and passed into law Associated implementation matters are progressed subject to the Bill becoming an Act within the timeframe of the 2003/2004 Action Plan 	<ul style="list-style-type: none"> Complete all milestones for the passage of the Retirement Villages Bill by December 2003

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Senior Citizens	Volunteer Community Co-ordinators (VCCs) [Ongoing]	<ul style="list-style-type: none"> Positive ageing in local communities is promoted and communities have input into policy development for older people 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> VCCs continue to report to Office for Senior Citizens on their positive ageing promotional activities and undertake tasks as negotiated with the Office 	<ul style="list-style-type: none"> Manage and maintain a nationwide network of Volunteer Community Co-ordinators (VCC's) Hold a three-day policy forum with the Minister for Senior Citizens, VCC's, Ministry and other key officials 12-14 October 2003 Complete a report to Minister on VCC tasks during the reporting period by 30 March 2004
Ministry of Social Development	Ageing in the community	<ul style="list-style-type: none"> Clarify the Ministry's role in supporting older people to remain in their own homes as long as possible 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p>	<ul style="list-style-type: none"> Ministry of Social Development's role clarified, internal resources and service requirements identified 	<ul style="list-style-type: none"> Complete internal draft scoping paper on "Ageing in the Community" October 2003 Feedback on scoping paper informs further work to be undertaken in the reporting period
Social Development	Consumer Price Index (CPI) review of New Zealand Superannuation adjustment process	<ul style="list-style-type: none"> The CPI adjustment process is improved 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> Recommendations from an external review of the CPI adjustment process used to improve the process CPI adjustment process for 2004 completed accurately and on time 	<ul style="list-style-type: none"> Undertake review of CPI adjustment December 2003 Complete CPI adjustment process March 2004
Social Development	Convene Periodic Report Group	<ul style="list-style-type: none"> New Zealand's retirement income policies are reviewed six-yearly 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> The Periodic Report Group completes its report in accordance with its terms of reference and the requirements of the Retirement Income Act 1993 	<ul style="list-style-type: none"> Convene regular meetings of Periodic Report Group and submit report to the Minister for Social Development and Employment by 31 December 2003 Report published January 2004

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Social Development	Human Resources [Ongoing]	<ul style="list-style-type: none"> Human Resources policies and practices are consistent with the employment goal of the Positive Ageing Strategy 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> The recruitment strategies and procedures are reviewed and updated to ensure consistency with the Positive Ageing Strategy Retirement information available and financial planning seminars held to help staff make informed retirement planning decisions Employers' contribution to employees' superannuation scheme encourages retirement saving among staff 	<ul style="list-style-type: none"> Update recruitment strategies and procedures to reflect the aims of the Positive Ageing Strategy by June 2004 Include retirement planning information in orientation packs for new staff Provide access to financial planning seminars to staff during reporting period Encourage retirement saving among staff by contributing to employees' superannuation scheme
Social Development	Living Standards Research Programme 2003-2004	<ul style="list-style-type: none"> Monitor changes over time in the distribution of living standards and in the incidence and structure of material hardship 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> Framework for generic explanatory model developed within project timeframe A nationwide sample survey of 5000 New Zealand households conducted Report on the living standards of population sub-groups focuses on the factors that explain their living standards 	<ul style="list-style-type: none"> Complete framework for generic explanatory model of the main determinants of variations in living standards October 2003 Complete nationwide survey of New Zealanders April 2004 Produce 2004 edition of <i>New Zealand Living Standards 2000</i> December 2004

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Social Development	Management of mature job seekers	<ul style="list-style-type: none"> • More opportunities for mature job seekers to move into employment 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Changes to relevant legislation and computer systems completed to remove the work test exemption for Unemployment Benefit recipients aged 55 to 59 years • Focused case management results in increased employment outcomes for older people 	<ul style="list-style-type: none"> ■ Introduce legislation to remove the work test exemption for Unemployment Benefit recipients aged 55 to 59 years by December 2003 ■ Introduce focused case management of unemployed older people from December 2003 ■ Review existing job seekers' exemptions from January 2004
Social Development	Mature job seekers initiatives	<ul style="list-style-type: none"> • Improve services for mature job seekers to help them into sustainable employment 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • The labour market participation rate for mature job seekers is increased in the reporting period 	<ul style="list-style-type: none"> ■ Develop project brief for scoping policy initiatives for mature workers 30 December 2003 ■ Identify further milestones in the project brief during the reporting period
Social Development	Monitoring the Retirement Commission	<ul style="list-style-type: none"> • Monitor the performance of the Retirement Commission 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Performance meets targets set out in the Purchase Agreement signed between the Minister for Social Development and Employment and the Retirement Commission 	<ul style="list-style-type: none"> ■ Complete quarterly monitoring reports on the work of the Retirement Commission September and December 2003, March and June 2004
Social Development	New Zealand Superannuation portability review	<ul style="list-style-type: none"> • Improve the treatment of pension portability within the international social security framework 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Options to improve pension portability policy developed and submitted to Ministers 	<ul style="list-style-type: none"> ■ Submit report on policy options for pension portability to the Minister for Social Development and Employment and the Minister of Finance 30 December 2003 ■ Inform further work undertaken in the reporting period from feedback received from Ministers

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Social Development	Residential Care Subsidy	<ul style="list-style-type: none"> The removal of asset testing from residential care is smoothly effected 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Ministry of Social Development meets all requested timeframes for input into Ministry of Health papers on the removal of asset testing 	<ul style="list-style-type: none"> Input into Ministry of Health papers on the removal of asset testing during the reporting period
Social Development	Review of personal and clothing allowance	<ul style="list-style-type: none"> Older people in residential care receive adequate personal and clothing allowances 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Recommendations on changes to personal and clothing allowance rates are based on detailed information 	<ul style="list-style-type: none"> Prepare paper for Cabinet on options for amending personal and clothing allowance rates November 2003
Social Development	Te Rito, NZ Family Violence Prevention Strategy	<ul style="list-style-type: none"> Reduce violence in families and whānau including Māori and Pacific communities 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> A comprehensive family violence prevention, education awareness strategy developed An action plan for Pacific communities completed Measures developed to address identified shortfalls in service capacity Research and evaluation programme developed 	<ul style="list-style-type: none"> Develop a public education awareness strategy including a range of measures for older people by December 2003 Develop an action plan to prevent family violence in Pacific communities by 30 June 2004 Develop measures to address identified shortfalls in the capacity of family violence crisis intervention and support services to meet the needs of diverse clients by June 2004 Develop research and evaluation programme June 2004

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Social Development	Telephone relay system	<ul style="list-style-type: none"> • People with sensory impairment, including older people, are able to communicate by telephone 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Public consultation on the service description for a Telephone Relay System (TRS) completed • A “text phone pool” is funded to provide specialised phone equipment free to users who hold a Community Services card and at a subsidised rate for other users 	<ul style="list-style-type: none"> ■ Carry out public consultation on the development of a Telephone Relay System September 2003 ■ Contract for the funding and supply of the Telephone Relay System February 2004
Work and Income Regional Offices - Auckland	<p>Activities in the community</p> <p>[Ongoing]</p>	<ul style="list-style-type: none"> • Older people in the Auckland region receive information about available services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Senior clients receive up-to-date information on Work and Income services • Keeping Independent Now (KIN) seminars are reviewed within project timelines • Super Centre staff visits to non-Super Centre sites provide expert advice to senior clients 	<ul style="list-style-type: none"> ■ Hold community-based meetings to provide information for senior clients during July 2003 to June 2004 ■ Complete review of Keeping Independent Now (KIN) seminars 30 June 2004 ■ Enable Super Centre staff to visit non-Super sites on a regular basis during reporting period
Work and Income - Auckland	Community collaboration	<ul style="list-style-type: none"> • Open communications with communities and organisations with an interest in older people's issues 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> • Liaison and meetings with the Office for Senior Citizens provided opportunities for exchange of information on older people's issues • Relationships with Auckland based Volunteer Community Coordinators (VCCs) are enhanced 	<ul style="list-style-type: none"> ■ Enable staff to attend meetings organised by the Office for Senior Citizens July 2003 to June 2004 ■ Hold regular meetings with Volunteer Community Coordinators (VCCs) to maintain effective relationships during the reporting period

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Work and Income - Auckland	Enhancing staff capacity	<ul style="list-style-type: none"> Staff have the skills and knowledge to assist senior clients 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Positive feedback on internal information seminar received from the Super Centre staff A “team coach” position for Super Centre staff established 	<ul style="list-style-type: none"> Hold an information seminar for Super Centre staff to enhance their ability to assist senior clients by 30 June 2004 Appoint a team coach by 30 June 2004
Work and Income - Auckland	Service delivery to senior clients [ongoing]	<ul style="list-style-type: none"> Older clients receive their full and correct entitlements 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Senior clients received information to assist them to complete renewal forms and application forms for entitlements Older people in remote and rural communities in the Auckland region regularly receive Work and Income services in their communities 	<ul style="list-style-type: none"> Trial group information sessions on entitlements with senior clients during reporting period Provide services on a regular basis to clients at remote and rural sites including Wellsford, Great Barrier Island, Waiheke Island, and Pukekohe during July 2003 to June 2004
Work and Income - Canterbury	Client outreach services [ongoing]	<ul style="list-style-type: none"> Improve older clients' access to services in rural areas 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> Number of people who attended the monthly outreach service indicates a high level of community support Weekly services at Princess Margaret Hospital achieved 95% client satisfaction rating 	<ul style="list-style-type: none"> Provide monthly outreach service at three rural sites in Canterbury during July 2003 to June 2004 Provide weekly service for older people at Princess Margaret Hospital during July 2003 to June 2004
Work and Income - Canterbury	Community liaison role [ongoing]	<ul style="list-style-type: none"> Older clients are aware of Income Support entitlements and other support services in the community 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Clients have a better knowledge of their entitlements and other community services Home visit service achieved 95% client satisfaction rating 	<ul style="list-style-type: none"> Provide clients with information on entitlements and services through community presentations in the reporting period Provide home visit service to clients July 2003 to June 2004

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Work and Income - Canterbury	Disability Allowance review [ongoing]	<ul style="list-style-type: none"> Older recipients of Disability Allowance receive their full and correct entitlement for medical and health related travel 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Regular reviews of older clients' medical and health related travel costs ensure that they receive their full entitlement 95% of clients are satisfied with the reviews of their Disability Allowance entitlements 	<ul style="list-style-type: none"> Review regularly the Disability Allowance with clients in Canterbury area during reporting period Conduct client satisfaction surveys during July 2003 to June 2004
Work and Income - Canterbury	Relationship development with Māori [ongoing]	<ul style="list-style-type: none"> Older Māori clients receive effective Work and Income services 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Older Māori receive full and correct entitlement in the reporting period Client services survey indicates 90% satisfaction among older Māori clients 	<ul style="list-style-type: none"> Maintain positive relationships with the Canterbury Māori community and provide satisfactory Work and Income services to older Māori clients during July 2003 to June 2004
Work and Income - Canterbury	Relationship with Pacific peoples [ongoing]	<ul style="list-style-type: none"> Older Pacific peoples receive effective provision of Work and Income services 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Information provided at older Pacific peoples' fono ensure Pacific clients are fully aware of their entitlements Client services survey indicates 90% satisfaction among older Pacific peoples 	<ul style="list-style-type: none"> Maintain positive relationships and provide effective services to older Pacific clients July 2003 to June 2004
Work and Income - Canterbury	Staff training	<ul style="list-style-type: none"> Staff are trained to work more effectively with older clients 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Training programme results in more effective services for older Pacific peoples 	<ul style="list-style-type: none"> Complete training programme for all staff by November 2003

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Work and Income - Central	Facilitation meetings for local organisations who work with older people	<ul style="list-style-type: none"> Older clients receive improved services from local organisations 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Meetings between local organisations and Work and Income result in improved services to older people across agencies 	<ul style="list-style-type: none"> Hold three meetings with local organisations working with older clients by 30 June 2004
Work and Income - Central	“Walk in Shoes” partnership with older clients	<ul style="list-style-type: none"> Work and Income staff are more sensitive to issues faced by older clients 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> “Walk in Shoes” seminars for staff improve the services provided to older clients 	<ul style="list-style-type: none"> Hold a minimum of three “Walk in Shoes” seminars during July 2003 to June 2004
Work and Income - Southern	Community liaison	<ul style="list-style-type: none"> Increased accessibility to services for clients who have difficulty visiting a service centre 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> Ongoing attendance records at outreach services indicate increasing uptake of services in rural areas 	<ul style="list-style-type: none"> Provide a weekly outreach service to rural sites in Temuka, Geraldine, Waimate, Palmerston and Waikouaiti during July 2003 to June 2004 Provide a fortnightly outreach service to Twizel and Fairlie during July 2003 to June 2004
Work and Income - Southern	Disability Allowance review [ongoing]	<ul style="list-style-type: none"> Older Southern clients receive their full entitlement to Disability Allowance for health related transport, power, and heating costs 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Correct entitlements are paid with regard to transport costs and electricity expenses An ongoing client satisfaction rating of 95% is achieved 	<ul style="list-style-type: none"> Review Disability Allowance costs for Southern clients regularly July 2003 to June 2004
Work and Income - Southern	Living Alone Payment programme [ongoing]	<ul style="list-style-type: none"> Older clients who live alone in Dunedin City receive their Living Alone Payment 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Older clients who live alone in Dunedin City are identified and receive their entitlement to a Living Alone Payment Survey of client satisfaction achieved 95% rating in Dunedin City 	<ul style="list-style-type: none"> Pay a Living Alone Payment to older clients who live alone in Dunedin City July 2003 to June 2004

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Work and Income - Southern	Marae service [ongoing]	<ul style="list-style-type: none"> Older Māori clients receive their full and correct entitlement 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> The outreach service provided at the Gore marae attracts an increasing number of older Māori clients 	<ul style="list-style-type: none"> Hold six-weekly outreach services at the Gore marae July 2003 to June 2004
Work and Income - Taranaki, Wanganui, King Country	Age Concern & Work and Income seminar – Wanganui pilot	<ul style="list-style-type: none"> Older beneficiaries and superannuitants in specific Wanganui suburbs are fully informed about Work and Income services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Positive feedback is received from clients who attended the pilot seminar Evaluation of pilot seminar indicates that further seminars would be valuable 	<ul style="list-style-type: none"> Undertake pilot seminar for older beneficiaries and superannuitants on Work and Income services August 2003 Complete evaluation of pilot seminars December 2003 Develop plan for further seminars in Wanganui suburbs of Castlecliff, Aramoho, Gonville, Durie Hill and Central City by June 2004
Work and Income - Taranaki, Wanganui, King Country	Adult learning	<ul style="list-style-type: none"> Clients are more aware of adult learning opportunities 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Feedback from older clients indicates that Adult Learners Week increased their awareness of adult learning opportunities 	<ul style="list-style-type: none"> Assist with administration and promotion of Adult Learning Week September 2003
Work and Income - Taranaki, Wanganui, King Country	Better Homes Retrofit Project [ongoing]	<ul style="list-style-type: none"> The skills of local unemployed people are utilised to modify the homes of low income people for increased energy efficiency 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Increased number of older people’s homes are energy efficient An increased number of local unemployed people receive work training opportunities through involvement in the energy efficiency programme 	<ul style="list-style-type: none"> Utilise local unemployed people to retrofit older people’s houses in South Taranaki, Taumarunui and Te Awamutu during July 2003 to June 2004

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Work and Income - Taranaki, Wanganui, King Country	Regional community information services for older people	<ul style="list-style-type: none"> Older beneficiaries and superannuitants are fully informed of services available in their communities 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Grey Power, Age Concern, Grandparents Raising Grandchildren Trust, and Returned Services Association report links with Work and Income service centres result in better information and improved services 	<ul style="list-style-type: none"> Maintain regular contact with older people's groups and their advocates at the local level during July 2003 to June 2004 Hold positive ageing forums for senior management July 2003 to June 2004 Hold regular presentations during the reporting period for community groups, advocates and MP's office staff to inform them about policy changes and “extra help” updates July 2003 to June 2004
Work and Income - Taranaki, Wanganui, King Country	Very long-term unemployed pilot	<ul style="list-style-type: none"> Long-term registered job seekers who are older people are prepared for employment and appropriate job opportunities are found for them 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> 70% of pilot participants are placed in employment or positive employment related activities 	<ul style="list-style-type: none"> Assess 30 long-term unemployed including older clients by 30 September 2003 Conduct meetings between older clients, case managers and assessors between July 2003 to June 2004 Develop Client Action Plans for older clients during July 2003 to June 2004
Work and Income - Waikato	Information programme for clients aged 70 years and over	<ul style="list-style-type: none"> Older superannuitants receive their full and correct entitlement to assistance such as Disability Allowance and Accommodation Supplement 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> Older clients in the targeted information programme report an increased capacity to access entitlements 	<ul style="list-style-type: none"> Send monthly mail-outs to identified clients regarding their entitlements July 2003 to June 2004
Work and Income - Waikato	Information to older Māori	<ul style="list-style-type: none"> Older Māori are well informed and have better access to services 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Older Māori in rural areas report increased satisfaction with Work and Income services 	<ul style="list-style-type: none"> Schedule marae visits where need is identified, particularly in rural areas July 2003 to June 2004

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Work and Income - Waikato	Information to older Pacific peoples and other ethnic communities	<ul style="list-style-type: none"> Older Pacific people and other ethnic communities are well informed about benefit entitlements 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Older Pacific people access information and are better informed Clients who have English as a second language are better informed about entitlements and assistance Older people from other ethnic communities are provided with case management services 	<ul style="list-style-type: none"> Strengthen links with providers and other agencies that work with older Pacific people during reporting period July 2003 to June 2004 Translate information for New Zealand Superannuation clients into other languages by June 2004 Proactively case manage clients over 65 years not receiving New Zealand Superannuation, who receive emergency benefits July 2003 to June 2004
Work and Income - Waikato	Relationships with driver licensing agencies	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income Waikato and older driver licensing agencies 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> Clients have improved access to information about assistance available for driver licensing costs 	<ul style="list-style-type: none"> Contact driver licensing agencies and provide brochures on entitlements for older drivers July 2003 to June 2004
Work and Income - Waikato	Relationships with health authorities	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income Waikato and local health professionals 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely affordable and accessible health services for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Health providers and hospital social workers provide clients with correct information about entitlements 	<ul style="list-style-type: none"> Provide information to health professionals during the reporting period so that older rural people receiving health services in the Waikato area are advised of their income support entitlements

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Work and Income - Waikato	Relationships with housing agencies	<ul style="list-style-type: none"> • Clients benefit from information sharing between Work and Income Waikato and local social housing agencies 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> • Older clients are well informed about accommodation assistance 	<ul style="list-style-type: none"> ■ Inform local housing agencies about older client entitlements July 2003 to June 2004
Work and Income - Waikato	Staff training	<ul style="list-style-type: none"> • Staff are trained to meet the needs of older clients 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> • National and regional training programmes are specifically designed to identify ways to work positively with older people 	<ul style="list-style-type: none"> ■ Improve staff understanding of older clients through specialist training by June 2004
Work and Income - Waikato	Working relationships	<ul style="list-style-type: none"> • People approaching the age of 65 are better informed about New Zealand Superannuation entitlement criteria 	<p>Goal 1: <i>Secure and adequate income for all older people</i></p>	<ul style="list-style-type: none"> • National advertising campaign is designed to effectively target people in the 60+ age group 	<ul style="list-style-type: none"> ■ Run four- to six-monthly national advertising campaigns for people aged 60+ to raise awareness of New Zealand Superannuation entitlement by June 2004
Work and Income - Wellington	Home visits	<ul style="list-style-type: none"> • Reach older people who cannot easily access a Work and Income office to be informed about services and Work and Income entitlements 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> • Older clients are visited in their homes and are better informed about their entitlements and other assistance 	<ul style="list-style-type: none"> ■ Undertake home visits to identified older clients and provide active assistance with entitlements 30 June 2004

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Work and Income - Wellington	Keeping Older People Safe Programme	<ul style="list-style-type: none"> • Work collaboratively with other agencies to keep older clients safe and informed 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> • Older clients attending the programme agree that the seminars are useful and informative 	<ul style="list-style-type: none"> ■ Participate in a joint Hutt Valley initiative with other agencies during the reporting period to keep older clients safe and informed ■ Attend regular community meetings with Police and Fire Service to assist older people with information and advice during July 2003 to June 2004
Work and Income - Wellington	Mature job seekers	<ul style="list-style-type: none"> • Older job seekers access employment or training opportunities 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> • The evaluation of contracted services shows increased employment participation among older job seekers 	<ul style="list-style-type: none"> ■ Implement a mature employment contract with Business Porirua to encourage older job seekers' participation in employment July 2003 to June 2004
Work and Income - Wellington	Regional community information services for older people [ongoing]	<ul style="list-style-type: none"> • Older clients are better informed about community groups delivering services in their communities 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> • The Regional Public Relations Communications Strategy for 2003-2004 included initiatives to promote information about services available to older clients 	<ul style="list-style-type: none"> ■ Address older clients' service information gaps through linking clients with older people's service groups and agencies during July 2003 to June 2004

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Work and Income - Wellington	Working relationships	<ul style="list-style-type: none"> Older clients are encouraged and supported to seek employment to increase their financial base prior to retirement 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Workbridge, Mature Employment Service Hutt, and Business Porirua, report increased employment assistance to older clients 	<ul style="list-style-type: none"> Establish working relationships with local employment support agencies by 30 June 2004 to promote the employment of older job seekers approaching retirement age
Work and Income - Whangarei Super Centre	Home visits	<ul style="list-style-type: none"> Housebound Super Centre clients to access Work and Income products and services 	<p>Goal 5 : <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Home visits are made within 48 hours of a request received, or on a date suiting the superannuitant 	<ul style="list-style-type: none"> Provide a home visit service to Super Centre clients who are housebound because of infirmity and/or related factors July 2003 to June 2004
Work and Income - Whangarei Super Centre	Keeping Independent Now (KIN) Seminars	<ul style="list-style-type: none"> Older people live independently at home 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Feedback from seminars shows that the information clients received about products and services assisted them to safely remain in their own homes 	<ul style="list-style-type: none"> Complete 10 Keeping Independent Now (KIN) seminars with one seminar to be held on a marae, during July 2003 to June 2004 to provide information about products and services to assist older people to live independently in the community
Work and Income - Whangarei Super Centre	Onerahi Day Agency [ongoing]	<ul style="list-style-type: none"> Super Centre clients in the Onerahi and Whangarei Heads area access Work and Income products and services 	<p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Day Agency continues to average at least 10 clients per day of operation 	<ul style="list-style-type: none"> Provide a Work and Income service one day a week during the reporting period to Super Centre clients in the Onerahi and Whangarei Heads area, without their having to travel into the central business district

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Sport and Recreation New Zealand	Advocacy and sector effectiveness	<ul style="list-style-type: none"> • Sport and recreation service planning and development considers older peoples' needs 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> • National policy framework for sport and recreation includes recognition of the needs of older people 	<ul style="list-style-type: none"> ■ Develop policy framework for older people's sport and recreation by June 2004
Sport and Recreation New Zealand	New Zealand Thinksafe Masters Games	<ul style="list-style-type: none"> • Older New Zealanders have opportunities to be active in a social and competitive sports environment 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> • Sport and Recreation New Zealand provide financial support for the Push Play component of New Zealand Thinksafe Masters Games 	<ul style="list-style-type: none"> ■ Sponsor the Thinksafe Masters Games held in Dunedin February 2004
Sport and Recreation New Zealand	Older volunteers in sporting and physical activity	<ul style="list-style-type: none"> • Produce a snapshot of older volunteers in sporting organisations 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Information gathering is completed and made available 	<ul style="list-style-type: none"> ■ As part of the New Zealand Sport and Physical Activity Survey, collect data on patterns of volunteer involvement, personal activity levels and educational attainment by June 2004
State Services Commission	Human Resources	<ul style="list-style-type: none"> • Government departments have access to human resource and EEO brokerage and advice 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • Relevant and useful information is available to government departments on managing an ageing workforce 	<ul style="list-style-type: none"> ■ Provide information to government departments on "Managing an Ageing Workforce" and "Work-life Balance" by 30 June 2004
Statistics New Zealand	Human Resources	<ul style="list-style-type: none"> • The Positive Ageing Strategy is applied to human resources planning and policy 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • The needs and contributions of older employees are reflected in the Human Resource Strategy 	<ul style="list-style-type: none"> ■ Develop and implement a Human Resource Strategy that supports positive ageing by June 2004

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Transfund and Ministry of Transport	Passenger Transport Social Services Review	<ul style="list-style-type: none"> Fare concession schemes for older people are included in a review of social transport funding 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Passenger Transport Social Services funding review completed and reported to the Minister of Transport 	<ul style="list-style-type: none"> Report to the Minister of Transport by 30 June 2004 on funding for Passenger Transport Social Services including fare concession schemes for older people
Ministry of Transport and Office for Senior Citizens	Older People and Transport Project	<ul style="list-style-type: none"> Older people have the opportunity to identify how they cope with the loss of access to private transport 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Research identifies the transport needs and issues of older people who do not have access to private transport 	<ul style="list-style-type: none"> Collaborate with the Office for Senior Citizens and provide expertise for a research project to be completed by NZiRA 30 April 2004 Make main findings available and disseminate 30 June 2004
The Treasury	Economic consequences of ageing	<ul style="list-style-type: none"> An analysis of the economic and fiscal consequences of an ageing population is used to formulate fiscal policy 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Seminars presented by Treasury on the estimates of the economic impacts of an ageing population Estimates used in policy and service planning 	<ul style="list-style-type: none"> Report to the Minister of Finance by December 2003 on the fiscal policy implications of an ageing population
The Treasury	Understanding household saving behaviour	<ul style="list-style-type: none"> The public is educated about retirement saving 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> All reporting milestones met Estimates of required saving rates for different retirement income levels are included in educational material produced by the Retirement Commission 	<ul style="list-style-type: none"> Provide reports to the Retirement Commission on complete estimates of the determinants of household wealth by December 2003 Hold seminar presentations at the Treasury and for the Retirement Commission on household saving behaviour July to September 2003 Release a series of working papers December 2003 and March 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Veterans' Affairs New Zealand	Commemorations	<ul style="list-style-type: none"> The community is more aware of the contribution made by war veterans to New Zealand as a nation 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Increased participation in commemorative activities Greater opportunities to attend commemorative events provided to veterans Public awareness of the role played by veterans Veterans experiences are acknowledged by their communities 	<ul style="list-style-type: none"> Provide educational resource material to raise public awareness of the roles played by veterans Organise commemorative activities and provide opportunities for veterans' participation during July 2003 to June 2004
Veterans' Affairs New Zealand	Development of the case management service	<ul style="list-style-type: none"> Veterans have better access to appropriate services to meet their needs 	<p>Goal 2: <i>Equitable, timely affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Veterans report increased use of community services and supports Veterans feel more empowered to take responsibility for managing their quality of life Māori veterans have access to services that reflect their needs and priorities 	<ul style="list-style-type: none"> Develop a case management service during the reporting period to maximise community services and support for veterans to improve their quality of life Ensure service delivery to Māori veterans reflects their perspectives and priorities during the reporting period

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES / ACTIONS & TIMEFRAMES
Veterans' Affairs New Zealand	Quality improvement of decision making processes	<ul style="list-style-type: none"> • Veterans understand the basis for decisions relating to their entitlements 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • The quality of primary level decision making is improved • Decision making is evidence-based • Veterans are given clear explanations of all decisions 	<ul style="list-style-type: none"> ■ Provide a quality evidence-based decision making process to ensure that veterans clearly understand the basis for their entitlements
Ministry of Women's Affairs	New Zealand Women's Action Plan	<ul style="list-style-type: none"> • The New Zealand Women's Action Plan addresses issues for older women 	Goals 1-10	<ul style="list-style-type: none"> • The New Zealand Women's Action Plan includes strategies to address the needs and interest of older women 	<ul style="list-style-type: none"> ■ Submit the New Zealand Women's Action Plan to Cabinet on 22 October 2003

KEY ACHIEVEMENTS AND ACTIONS FOR THE TEN POSITIVE AGEING STRATEGY GOALS

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2002/2003	ACTIONS IN 2003/2004
1. Secure and adequate income for older people	<ul style="list-style-type: none"> • Ngā Āhuratanga Noho o te Hunga Pakeke Māori: Living Standards of Older Māori published September 2002 • Working Paper 03/10 on Economic Consequences of Ageing published June 2003 	<ul style="list-style-type: none"> • Complete a nationwide survey on the living standards of New Zealanders • Prepare options and recommendations on future policy for improved pension portability • Submit a report to the Retirement Commission on estimates of the determinants of household wealth
2. Equitable, timely, affordable and accessible health services for older people	<ul style="list-style-type: none"> • Home-based rehabilitation “packages of care” implemented by ACC • 34 Primary Health Organisations established with one million enrolled 	<ul style="list-style-type: none"> • Produce specific residential standards for dementia care including compliance with safety standards, quality practices and the involvement of families • Develop a national service framework for organised stroke services to be used by District Health Boards • Introduce low patient fees for older people (65+) enrolled in Primary Health Organisations • Introduce legislation to progressively remove asset testing for long-term residential care
3. Affordable and appropriate housing options for older people	<ul style="list-style-type: none"> • Rural Housing Programme developed to address substandard housing affecting Māori communities • 51-unit complex for mainly older tenants opened in Lynfield, Auckland • 193 low-income households benefited from retrofit project in Wanganui, King Country and Taranaki 	<ul style="list-style-type: none"> • Scope residential rehabilitation and support options for older people with brain injuries • Develop partnerships with Third Sector organisations such as community groups, voluntary associations and iwi bodies to provide financial support and housing expertise • Proposals for funding the purchase of social housing will be implemented in partnership with local government • Develop rural housing initiatives to address substandard rural dwellings in Northland, East Coast and the Bay of Plenty

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2002/2003	ACTIONS IN 2003/2004
<p>4. Affordable and accessible transport options for older people</p>	<ul style="list-style-type: none"> • New Zealand Transport Strategy released December 2002 • Inter-agency collaborative project initiated in March 2003 to research older people's transport needs and issues 	<ul style="list-style-type: none"> • Undertake a collaborative in-depth research project to ascertain the transport needs and issues of older people • Review passenger transport social services including fare concessions for older people • Finalise and implement road safety guidelines for older people developed through the Kapiti Coast District Council project and distribute to Territorial Local Authorities
<p>5. Older people feel safe and secure and can "age in place"</p>	<ul style="list-style-type: none"> • "Fall Prevention" programmes were expanded to include 11 districts in the North Island and six districts in the South Island. • Community Patrol National conference held May 2003 and 12 new Community Patrols established • Approximately 6,000 smoke alarms installed by June 2003 	<ul style="list-style-type: none"> • Develop a plan of action to address the needs and issues related to ageing carers • Review payments and support to family caregivers of people with disabilities • Trial three "Ageing in Place" community initiatives in Hamilton, Lower Hutt and Christchurch to provide an alternative to residential care for older people
<p>6. A range of culturally appropriate services allows choices for older people</p>	<ul style="list-style-type: none"> • <i>Ethnic Perspective in Policy</i> launched March 2003 • The Pacific Health Workforce Advisory Group formed to provide strategic advice on Pacific workforce planning and appropriate services for older Pacific people 	<ul style="list-style-type: none"> • Make available an online Encyclopaedia of New Zealand with the first theme, <i>The People of New Zealand</i>, featuring essays from all immigrant communities • Promote the Ethnic Perspective Framework to service agencies who work with older ethnic people
<p>7. Older people living in rural communities are not disadvantaged when accessing services</p>	<ul style="list-style-type: none"> • 13 Heartland Service Centres established taking the total to 25 centres • Community Organisation Grants Schemes (COGS) made grants of over \$700,000 to over 200 community organisations supporting older people including groups and projects in smaller, rural communities 	<ul style="list-style-type: none"> • Provide outreach services in rural areas in Auckland, Canterbury and Southern regions and on marae to improve service delivery to older people • Provide information to health providers and hospital social workers about entitlements for clients in rural areas • Complete a report on the progress made by three communities piloting the <i>Making the Net Work</i> planning tool for future ICT community planning

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2002/2003	ACTIONS IN 2003/2004
<p>8. People of all ages have positive attitudes to ageing and older people</p>	<ul style="list-style-type: none"> • Great and Grands month (October) promoted to primary, intermediate and secondary schools through the provision of information to encourage the development of intergenerational initiatives • <i>Inside Stories</i>, a collection of interviews with prisoners of war, published September 2002 • The official party to commemorate the 60th Anniversary of the Battle of El Alamein included students and cadets • Positive Ageing was promoted by monitoring and reporting on the Positive Ageing Action Plan 2002/03 	<ul style="list-style-type: none"> • Complete, in time for Anzac Day 2004, Volume One of <i>History of New Zealand in World War II</i> • Publish <i>Diversity Index 2003</i>, an annual measure of diversity in New Zealand workplaces and places of influence • Promote the <i>New Zealand Positive Ageing Strategy</i> in the community through the development of local government positive ageing policies • Develop a Centre of Excellence in New Plymouth to research issues of importance to older people's positive ageing • Include in FRST social research funding, projects that enhance wellbeing in an ageing society • Hold Thinksafe Masters Games sponsored by SPARC in Dunedin in February 2004
<p>9. Elimination of ageism and promotion of flexible work options</p>	<ul style="list-style-type: none"> • Future of Work website and Future of Work Research Fund launched November 2002 • RIMU team achieved positive results through addressing employers concerns regarding employing mature workers 	<ul style="list-style-type: none"> • Complete quarterly media surveys to assess any increase in awareness of long-term labour market trends • Report by the Transport and Industrial Relations Select Committee to Parliament on the Holidays Bill • Provide focused case management to mature job seekers to improve opportunities for them to move into employment
<p>10. Increasing opportunities for personal growth and community participation</p>	<ul style="list-style-type: none"> • Archives New Zealand provided free access to the public at their four offices • Adult Literacy Achievement Framework draft handbook completed with six month trial begun in March 2003 with 20 providers involving 600 learners • Adult Community Education (ACE) funding framework approved March 2003 with encouragement of life-long learning as one of several national priorities for ACE • Population projections for the four main ethnic groups was released May/June 2003 	<ul style="list-style-type: none"> • Include older people as committee members in the Community Organisations Grants Schemes (COGS) and make grants to community projects that support older people • Publish oral histories from the veterans of the Italian campaigns in April 2004 • Develop intergenerational initiatives through older Pacific peoples sharing their wisdom and cultural knowledge