



The New Zealand
Positive
Ageing
Strategy

Action Plan

1 July 2004 to 30 June 2005

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Links to translations of a Positive Ageing Strategy summary
in Māori, six Pacific languages and Chinese are available at:

www.osc.govt.nz/strategy/

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Foreword **Minister for Senior Citizens**



The New Zealand Positive Ageing Strategy launched in 2001 demonstrates the Government's commitment to older people. The Strategy encourages older people to participate in their communities and recognises the value of their knowledge, skills and experience.

It gives me great pleasure to launch the fourth New Zealand Positive Ageing Strategy Action Plan 2004/2005. This is the second Action Plan with which I have been associated as the Minister for Senior Citizens, and it represents a significant achievement in terms of bringing together, in one document, more than 155 projects and initiatives to be carried out by 41 agencies at central, regional and local government level.

This Action Plan covers the period 1 July 2004 – 30 June 2005. It includes work items from more regional and local authority contributors than the previous Action Plans, and reaffirms for me the growing support in New Zealand for the principles and goals of the New Zealand Positive Ageing Strategy.

I would especially like to acknowledge the work being carried out by many local authorities around the country and I am very pleased that three district councils are included in the 2004/2005 Action Plan. Congratulations to South Taranaki and Taupo District Councils, who along with the New Plymouth District Council, have formally endorsed the goals of the New Zealand Positive Ageing Strategy by approving positive ageing plans for their communities. I am also delighted to see that Christchurch City Council is included in the Action Plan for the first time.

It would be my hope that over the coming year, other local councils will work in partnership with the Office for Senior Citizens and with older people in their communities, to promote positive ageing. This will enhance the lives of older people and make New Zealand a better place to live in, for everyone.

A handwritten signature in black ink, appearing to read 'Ruth Dyson'. The signature is fluid and cursive.

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>

Chinese

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

New Zealand Positive Ageing Strategy Action Plans

The annual action plans are the mechanism by which the New Zealand Positive Ageing Strategy goals and key actions can be measured and achieved. The action plan describes the work items to be undertaken and co-ordinated by each agency at central, regional and local level. Work items have been identified by each agency in response to the changing social environment and to ensure current policies meet the needs and challenges of an ageing population.

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

Each year, Chief Executives of government agencies identify and discuss with their Ministers proposed work items that form their department's contribution to the Strategy. Alongside government departments, the 2004/2005 Action Plan includes work items from four local government authorities and one crown entity that are working towards achieving one or more of the 10 Positive Ageing goals.

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.

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 ways that 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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New Zealand Positive Ageing Strategy Action Plan 1 July 2004 to 30 June 2005

Forty-one agencies at central, local and regional level have identified more than 155 work items for the New Zealand Positive Ageing Strategy Action Plan 2004/2005. This includes actions from central and regional government agencies, several local government authorities and a Crown entity. The work items for central and regional government agencies are listed in alphabetical order according to agency. Local government authorities are grouped in the middle of the document. Actions undertaken for each work item will be reported in the New Zealand Positive Ageing Strategy Annual Report for 2004/2005.

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND 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 of ageing carers by December 2004 Develop a plan of action addressing issues by March 2005
Accident Compensation Corporation	Ageing with a serious injury	<ul style="list-style-type: none"> Increase knowledge of the impact of an ageing population on future service planning and delivery 	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"> The needs and issues of older serious injury claimants are identified and solutions generated 	<ul style="list-style-type: none"> Review a sample of serious injury claims 15 years and over to determine the impact of ageing and changing needs of older people by December 2004 Review the serious injury model to consider the impact of ageing and make recommendations by June 2005
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"> Claimants in pilot areas with a fall related claim are referred to a health professional for a free fall risk assessment and treatment Assessment processes evaluated following piloting of initiative 	<ul style="list-style-type: none"> Continue to provide fall risk assessments free of charge for older people in Christchurch with GPs who are members of Pegasus Primary Health Organisation (PHO) Complete evaluation of the initiative in the two pilot areas by end of July 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Accident Compensation Corporation	Fall prevention programmes for older people	<ul style="list-style-type: none"> • Reduce the number of falls and the severity of injury among 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 safe and secure and can “age in place”</i></p>	<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"> ■ Complete evaluation of Tai Chi based Fall Prevention Programme by July 2004 ■ 2% of adult population aged 80 years and over active in 10 Tai Chi programmes are offered the Otago Exercise Programme July 2004 to June 2005
Accident Compensation Corporation and Health Research Council	Falls, function and quality of life: an intervention in residential care	<ul style="list-style-type: none"> • Assess the impact of an intervention programme on falls, injuries, and quality of life in residential care 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"> • Functional status, quality of life, adverse effects, falls and cost-effectiveness of the intervention programme are measured for six months and assessed for positive change 	<ul style="list-style-type: none"> ■ Carry out an intervention programme from June 2004 to January 2005 to test the impact on falls, injuries and quality of life of older people in residential care ■ Complete six-monthly outcome evaluations between June 2004 and November 2005
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"> ■ Complete evaluation of hip protector pilot study by July 2004 ■ Based on the evaluation, develop plan of action for further roll out of hip protector programme by September 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Accident Compensation Corporation	Implications for ACC of an ageing population	<ul style="list-style-type: none"> • ACC is informed of the likely impacts on costs and services, for an ageing population 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Factors that determine how long older people take to recover from injury are understood 	<ul style="list-style-type: none"> ■ Complete analysis of report on older people's recovery time from injury and use to develop an action plan by June 2005
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 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 on improving knowledge of services by December 2004 ■ Use feedback from focus groups to develop information packages on services and access to services by March 2005 ■ Complete evaluation of information packages by June 2005
Accident Compensation Corporation	Lifetime rehabilitation planning	<ul style="list-style-type: none"> • Improve planning of rehabilitation for severely injured older people 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Lifetime rehabilitation plans are used to inform long-term planning of entitlements 	<ul style="list-style-type: none"> ■ Complete quarterly reports on lifetime rehabilitation planning for seriously injured older people July 2004 to June 2005
Accident Compensation Corporation	Older people's working group	<ul style="list-style-type: none"> • Share information within ACC on issues relating to ageing 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Working group informed policy development by providing strategic advice and oversight on issues relating to ageing 	<ul style="list-style-type: none"> ■ Hold monthly meetings of Older People's Working Group in the reporting period to share information on strategic issues related to ageing ■ Complete quarterly reports on findings of Older People's Working Group meetings

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Accident Compensation Corporation	Rehabilitation pathway for fractured neck of femur	<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> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Rehabilitation pathway action plan developed 	<ul style="list-style-type: none"> ■ Investigate the effectiveness of a clinical pathway for fractures to the neck of femur for people 65 years and over ■ Use findings to develop an action plan for older people by June 2005
Accident Compensation Corporation	Response mechanism for multiple injuries	<ul style="list-style-type: none"> • Improve the response to claimants aged 65 years and older who experience multiple injuries 	<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"> • Response mechanism is piloted and evaluated 	<ul style="list-style-type: none"> ■ Complete an interim evaluation by December 2004 of a pilot intervention programme for older people with multiple injuries
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 safe secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Additional care packages developed in response to recommendations 	<ul style="list-style-type: none"> ■ Review care packages project by August 2004 ■ Refine and expand home-based care packages following the review by September 2004 ■ Establish working group to implement review recommendations by December 2004 ■ Assess the use of a referral system with GPs to avoid unnecessary hospital admissions by June 2005

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND 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"> Family friendly policy is positively received by staff 	<ul style="list-style-type: none"> Develop a family friendly policy and include it in the human resources policy by 20 December 2004 Promote the family friendly policy to all staff by June 2005
Ministry for Culture and Heritage	Establishment of an online <i>Encyclopedia of New Zealand</i>	<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"> The <i>Encyclopedia of New Zealand</i> is available online and increasingly used 	<ul style="list-style-type: none"> Launch the online <i>Encyclopedia of New Zealand</i> by February 2005 and promote online and on television

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Culture and Heritage	Establishment of the Tomb of the Unknown Warrior	<ul style="list-style-type: none"> • Create a memorial symbolising the 27,000 New Zealand servicemen and women buried overseas while on active service 	<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"> • Commemoration services recognise the contributions made to New Zealand's development as a nation and honour and remember all those New Zealanders lost to their families while on active service • The remains of the Unknown New Zealand Warrior are interned in the new tomb on 11 November 2004 (Armistice Day) 	<ul style="list-style-type: none"> ■ Commonwealth War Graves Commission returns the Unknown Warrior to the care of the New Zealand delegation in France 6 November 2004 ■ Unknown Warrior arrives at Parliament 10 November and lies in state at Parliament House until 11 November 2004 ■ Memorial service held at St Paul's Cathedral, followed by funeral procession to the National War Memorial where at an internment ceremony the remains of the Unknown Warrior are buried in the new Tomb on 11 November 2004
Culture and Heritage	History group publications	<ul style="list-style-type: none"> • Enhance the awareness and knowledge of New Zealand war and social histories 	<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"> • New Zealanders have an enhanced awareness and knowledge of New Zealand history 	<ul style="list-style-type: none"> ■ Establish a war oral history programme which includes: <ul style="list-style-type: none"> - veterans of the North Africa campaign for publication on ANZAC Day 2005 - history of the merchant marine in World War II for publication September 2005 ■ Publish interviews with servicemen and women who served on the home front during World War II ■ Publish interviews with D Day veterans ■ Provide access to a wide variety of historical information and exhibitions via www.nzhistory.net.nz ■ Hold regular public seminars on newly published historical works ■ Publish <i>History of State Housing in New Zealand</i> by June 2005

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Office for Disability Issues, Ministry of Social Development	Review of payments to and support of family caregivers of disabled people	<ul style="list-style-type: none"> Review options for meeting costs associated with family caregiving of disabled people, including older people as caregivers and as recipients of care 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Policy options identified, assessed, consulted on with the disability sector and developed further 	<ul style="list-style-type: none"> Report back to the Cabinet Social Development Committee with proposals for change by mid 2005
Ministry of Education and Tertiary Education Commission	Enabling lifelong learning	<ul style="list-style-type: none"> Improve access to education for older people 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Data on the number of enrolled students aged 65 years and over is included in enrolment statistics Enrolment statistics for tertiary providers indicate increased age and ethnic diversity in the student population 	<ul style="list-style-type: none"> Collect information annually about older people’s participation in tertiary education in order to monitor access and participation by this group
Office of Ethnic Affairs, Department of Internal Affairs	Promotion of awareness of ethnic diversity and needs of older ethnic people	<ul style="list-style-type: none"> Increase awareness of ethnic diversity among older people 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Government agencies develop ethnic responsiveness plans that recognise the need to provide for older ethnic people 	<ul style="list-style-type: none"> Make six presentations to government agencies on ethnic responsiveness and encourage them to develop responsiveness plans by June 2005
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"> Evidence-based report will inform future decisions on development of long term care services for older people with high needs 	<ul style="list-style-type: none"> Continue the trial of three ageing in place community initiatives in Hamilton, Lower Hutt and Christchurch and complete the first year evaluation report by March 2005

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Health	Befriending services	<ul style="list-style-type: none"> Befriending services are provided for older people 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Evaluation of impacts of accredited befriending services is used by District Health Boards (DHB) to inform future purchase decisions 	<ul style="list-style-type: none"> Complete an evaluation report of current befriending services Use the evaluation report to inform policy on DHB national purchasing for befriending services Evaluate effectiveness of project by 30 October 2004
Health	Dementia care	<ul style="list-style-type: none"> Improve the quality and safety of care for older people who have dementia 	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"> Families of older people with dementia support document and are involved in planning and provision of care Dementia-specific residential care standard in place and used 	<ul style="list-style-type: none"> Complete consultation on the draft <i>Dementia Residential Care Standard Audit Work Book</i> by September 2004 Commence work on <i>Dementia Community Care Standard Audit Work Book</i> by November 2004 Produce information brochure on dementia care for consumers and their families by June 2005
Health	Discussion paper on workforce responses to population ageing	<ul style="list-style-type: none"> Identify future demand and issues an ageing population will place on the health and disability support services workforce 	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"> Discussion document identifies issues for developing health and disability support services workforce in the context of an ageing population 	<ul style="list-style-type: none"> Issue discussion document on addressing health sector workforce demands by December 2004

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Health – Disability Services Directorate	Environmental Support Services Framework Project	<ul style="list-style-type: none"> Establish an Environmental Support Service (ESS) framework to support people with disabilities in their environment, which ensures efficiency and equity, and is developed in consultation with disability consumers 	<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"> Older people and their families participate in planning process to develop framework to support people with disabilities in their environment Report submitted to the Ministry of Health offers recommendations for a policy and service framework consistent with New Zealand Positive Ageing Strategy and New Zealand Disability Strategy 	<ul style="list-style-type: none"> Complete a proposed Environmental Support Services framework for ongoing funding and provision of support to people with disabilities in their environment by June 2005
Health	Health of Older People Strategy – progressive implementation	<ul style="list-style-type: none"> Continuum of care programmes for older people are implemented nationwide by 2010 	<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 Board (DHB) Annual Plans include specific actions to progress a continuum of care programmes for older people 	<ul style="list-style-type: none"> Provide policy guidance and support to DHBs DHBs implement continuum of care programmes for older people as part of Health of Older People Strategy All DHB’s district annual plans are reviewed and approved by Minister of Health

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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 hospital and community interface for older people 	<ul style="list-style-type: none"> ■ Complete paper by March 2005 assessing options for services that manage hospital/community interface
Health	National Service Specifications for Specialist Health Services for Older People	<ul style="list-style-type: none"> • Older people have specialised and integrated services for their care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> • Specialist Health Services provide integrated continuum of care programmes for older people based on guideline • Service specifications review is commenced 	<ul style="list-style-type: none"> ■ Publish guideline for <i>Specialist Health Services for Older People</i> by September 2004 ■ Commence a review of service specifications for assessment treatment and rehabilitation services, and mental health services, for older people
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 	<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"> • 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 policy recommendations to Ministers on purchasing framework of services, service delivery and workforce by October 2005

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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"> Social Security (Long Term Residential Care) Amendment Bill progressed through all stages and passed into law Implementation of changes to income and asset testing regime from 1 July 2005 Asset testing for residential care is progressively removed Information provided to the public is clear and comprehensive 	<ul style="list-style-type: none"> Complete all milestones for passage of the Social Security (Long Term Residential Care) Amendment Bill to enable legislation to come into force by 1 July 2005 Provide clear and concise information to the public about income and asset testing changes introduced by the Social Security (Long Term Residential Care) Bill
Ministry of Housing	Review of the Residential Tenancies Act	<ul style="list-style-type: none"> Older people living in rental accommodation have security and affordable rental options available 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Key government and older people's advocacy groups are consulted and provide comments on contents of discussion paper Review of Residential Tenancies Act (RTA) discussion paper highlights need for appropriate and affordable rental housing for older people Needs of older people are identified and considered in policy development stage of review 	<ul style="list-style-type: none"> Finalise public discussion document on the Review of Residential Tenancies Act by October 2004 Public consultations on the Review of the Residential Tenancies Act held October 2004 – February 2005 Policy options developed following review, and paper with recommendations prepared for Ministers by April 2005

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Housing New Zealand Corporation	Energy Efficient Retrofit Modernisation programmes	<ul style="list-style-type: none"> • Provide appropriate housing to meet the needs of older tenants 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> • Well-insulated modern homes are available to older tenants in social housing 	<ul style="list-style-type: none"> ■ Insulate and modernise housing stock through Energy Efficient Retrofit and Modernisation programmes
Housing New Zealand Corporation	Generic design briefs	<ul style="list-style-type: none"> • Provide appropriate housing for older tenants 	Goal 3: <i>Affordable and appropriate housing options 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"> • Appropriately designed Housing New Zealand Corporation dwellings are provided for older tenants 	<ul style="list-style-type: none"> ■ Develop suitable housing designs and different housing arrangements for older tenants
Inland Revenue Department	Health and Safety Strategy	<ul style="list-style-type: none"> • Older people are safe and well at work 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Initiatives for older workers around wellbeing, work-life balance and superannuation are identified and prioritised for action 	<ul style="list-style-type: none"> ■ Complete review of Health and Safety Strategy by end of 2004 ■ Identify and prioritise initiatives for older workers by June 2005
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 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Opportunities for the mentoring programme are implemented as part of Leadership Framework 	<ul style="list-style-type: none"> ■ Complete mentoring in the workplace as part of the Leadership Framework by June 2005

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Inland Revenue	Savings Product Working Group	<ul style="list-style-type: none"> All employees have access to a superannuation scheme as a result of their employment 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Employees are automatically enrolled to scheme unless they decline Contributions to the scheme are locked-in until retirement except in limited circumstances Portability of contributions is provided for between approved products 	<ul style="list-style-type: none"> Design a savings product by 31 August 2004, to provide ease of access to superannuation schemes for staff and enable them to maintain access until retirement Report to the Minister of Finance and Revenue with proposals
Inland Revenue	Taxation of investment consultations	<ul style="list-style-type: none"> Develop options for reform of taxation of investment income, both domestically and offshore 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Domestic and international investment income taxation reviewed and problems identified Options identify advantages and disadvantages and are consistent with consensus Best options reported to Government 	<ul style="list-style-type: none"> Develop consultation process for problems in the area of taxation of investment income, domestically and overseas, and ways to address these problems Develop options for reform that are consistent with consensus and identify advantages and disadvantages of these options Report best options for taxation of investment income to the Government by 31 October 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 includes specific measures relating to the employment of older workers 	<ul style="list-style-type: none"> Complete workforce planning on recruitment and retention strategy by June 2005

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<p>Department of Internal Affairs</p>	<p>Community Organisation Grants Scheme (COGS)</p>	<ul style="list-style-type: none"> • Older New Zealanders participate in COGS 	<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 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"> • Older people are represented on committees • Grants are made to community organisations that support older people in the community, including grants for culturally specific programmes and services for older people, and to support isolated older people in rural communities 	<ul style="list-style-type: none"> ■ Inform community organisations about making applications for grants by 30 July 2004 ■ Provide information on committee membership and nominations to senior citizens’ networks by March 2005 ■ Elect committees for 2005-07 period by 31 May 2005 ■ Provide information to senior citizens’ groups about changes to COGS to encourage increased number of grants applications from 1 June 2005

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Internal Affairs	Lottery funding	<ul style="list-style-type: none"> Encourage older New Zealanders to participate in their communities 	<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 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Senior citizens' targeted projects are considered by Lottery Community Committees as part of their funding decisions Grants made to organisations supporting older people ageing in place; providing culturally specific programmes for older people; and supporting older people in isolated rural communities 	<ul style="list-style-type: none"> Inform senior citizens' groups about changes in the Lottery scheme and encourage them to make applications to 11 regional Lottery Community Committees Consider applications received for senior citizens' projects in funding rounds for regional community committees in November 2004 and April 2005 and the National community committee in September 2004 and January 2005
Internal Affairs	Review of the Rates Rebates 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>	<ul style="list-style-type: none"> Policy options and appropriate thresholds for the Rates Rebate Scheme are developed and approved 	<ul style="list-style-type: none"> Work collaboratively with other government agencies to develop policy options including adjustments to the threshold for the Rates Rebates Act 1973 by June 2005

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Department of Labour	Equal Employment Opportunities (EEO) Trust	<ul style="list-style-type: none"> Find solutions to issues relating to the ageing workforce 	<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"> Workforce initiatives to promote positive ageing are supported through presentations, awards and publications University research proposals relating to ageing workforce are well supported 	<ul style="list-style-type: none"> ■ <i>Diversity Index 2004</i> published by October 2004 ■ Annual Work and Life Awards presented September 2004 ■ Make presentations to conferences and workplaces on issues relevant to an ageing workforce ■ Promote workplace initiatives around an ageing workforce, cross-generational issues and flexible work practices in <i>Work and Life Bulletin</i>, by February 2005 ■ Research proposals on ageing workforce issues are supported ■ Conference paper on part-time work for employees in transition to retirement presented at Social Policy Conference, November 2004
Labour	Future of Work Strategy group	<ul style="list-style-type: none"> Employers, employees and the public have a better understanding of older people's employment issues 	<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"> Positive initiatives for older workers are in place Good information is available to employers, employees and public on matters relating to older people's employment 	<ul style="list-style-type: none"> ■ Work with EEO Trust on the PeoplePower – Successful Diversity at Work project which advocates for older workers and provides employment strategies

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Labour	Workplace issues for older employees	<ul style="list-style-type: none"> • Clarify and provide options to respond to workplace issues for older employees 	<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"> • Current workplace issues for older employees identified through existing research and further consultation • Options for better information and services for older employees developed 	<ul style="list-style-type: none"> ■ Current workplace issues for older employees identified by June 2005 ■ Options to improve Department of Labour information and services for older employees identified by June 2005
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 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<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 ■ Distribute guidelines to territorial local authorities by 30 June 2005
Land Transport Safety Authority	Driver assessment information project	<ul style="list-style-type: none"> • Provide information on the driver assessment process to be used by health professionals 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> • Clear and concise information on medical driving assessment process is available to GPs, occupational therapists and older people 	<ul style="list-style-type: none"> ■ Develop and disseminate information brochure on medical driver assessment process, in association with New Zealand Association for Occupational Therapists, by 30 June 2005 ■ Develop information sheet for GPs on their obligations and role in assessing medical fitness to drive by 30 June 2005 ■ Disseminate information to medical sector on role and obligations of GPs in assessing medical fitness to drive

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Land Transport Safety Authority	Health screen for drivers project	<ul style="list-style-type: none"> Older people will be medically fit to drive 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> GPs have access to a voluntary health screen for drivers assessment tool that allows them to better assess medical fitness to drive 	<ul style="list-style-type: none"> ■ Trial the health screen for drivers tool to assist GPs in assessing medical fitness to drive by 30 June 2005
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 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> Review completed of Minister of Transport's decisions on older driver conditional licence, automatic only licence and six-monthly renewal provisions of draft Driver Licence Amendment Rule 2002 	<ul style="list-style-type: none"> ■ Implementation of Minister of Transport's recommendations on improvements to older driver re-licensing system completed by 30 June 2005
Land Transport Safety Authority	Older People and Transport - alternative mobility options project	<ul style="list-style-type: none"> Improve access to transport for older people 	<p>Goal 4: <i>Affordable and accessible transport 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"> Older People and Transport 'Scoping Paper' readily available to the public 	<ul style="list-style-type: none"> ■ Make research findings of <i>Older People and Transport Scoping Paper</i> publicly available by 30 June 2005

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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"> Revised video and course materials disseminated to Safe with Age course facilitators 	<ul style="list-style-type: none"> ■ Trial and disseminate revised course materials for the Safe with Age course by 30 June 2005 ■ Retrain existing course providers on revised Safe with Age course by June 2005
Land Transport Safety Authority	Telephone and internet booking of licence tests	<ul style="list-style-type: none"> Improved communication access for booking licence tests 	Goal 4: <i>Affordable and accessible transport options for older people</i> Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> Reduce number of visits required to licensing agent for older drivers wanting to book Older Driver Licence test 	<ul style="list-style-type: none"> ■ Publicise and implement service for older drivers to book their Older Driver Licence test by telephone or internet by 1 August 2004
National Library of New Zealand	Human resources policies and practices	<ul style="list-style-type: none"> Staff have relevant and appropriate opportunities for growth and development in the workplace 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Training and development budget caters for appropriate and relevant upskilling and training opportunities for staff 	<ul style="list-style-type: none"> ■ Provide training and upskilling opportunities for all staff July 2004 to June 2005

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Health workshop</p>	<ul style="list-style-type: none"> Older people are represented and able to express their views about their future health needs and care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to older people</i></p>	<ul style="list-style-type: none"> Representatives of the New Plymouth Positive Ageing Trust and other key stakeholders meet regularly to assess key health initiatives within the district and ensure older people are well represented on health matters Progress made by health workshop is reported monthly to the Trust 	<ul style="list-style-type: none"> Health workshop members review Taranaki District Health Promotion Strategy by August 2004 Submission to District Health Board outlining older peoples' concerns with Health of Older People Strategy implementation by end August 2004 Bring together key health representatives at a public positive ageing forum by December 2004
<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Housing for Older People – information and resource pack</p>	<ul style="list-style-type: none"> Older people in New Plymouth District Council housing have access to information regarding tenants' rights, responsibilities and key social service contacts 	<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"> All current and future older housing tenants receive a directory of key social services and the resource pack provides clear information on tenants' rights and responsibilities 	<ul style="list-style-type: none"> Print information and resource pack on tenants' rights and responsibilities by February 2005 Distribute information and resource pack to tenants by June 2005

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>New Plymouth Positive Ageing Trust</p>	<ul style="list-style-type: none"> Older people in New Plymouth district are actively involved in planning for and promoting positive ageing 	<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"> Representatives of older people's community organisations participate as active members of New Plymouth Positive Ageing Trust Older people in New Plymouth district are able to access information on, and contribute to, positive ageing issues 	<ul style="list-style-type: none"> Hold 11 Trust meetings to consider positive ageing issues between July 2004 and June 2005 Hold four or more public seminars on issues related to positive ageing between July 2004 and June 2005
<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Positive Ageing Centre – One Stop Shop</p>	<ul style="list-style-type: none"> Older people in New Plymouth district are actively involved in determining how support services are delivered to them 	<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"> Older people and older people's service providers are consulted about creating a one-stop shop positive ageing centre and have the opportunity to ensure such a centre would be designed to meet their needs 	<ul style="list-style-type: none"> Obtain funding for a feasibility study into the one stop shop project by December 2004 Consult with key stakeholders by March 2005 Produce and distribute a report on findings of feasibility study by June 2005

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust and Western Institute for Technology at Taranaki</p>	<p>Positive Ageing Centre of Excellence - Economic Living Standards research project</p>	<ul style="list-style-type: none"> Organisations and agencies in New Plymouth receive evidence based information and advice to inform their practices and 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 older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Findings from questionnaire are disseminated to stakeholders Research results used to identify support needs of older people in the district 	<ul style="list-style-type: none"> Complete questionnaire on living standards of older people living in their own homes in New Plymouth by March 2005 Collate, analyse, and report results by May 2005 Disseminate survey report to stakeholders and present findings at a public positive ageing forum by June 2005
<p>New Plymouth District Council and New Plymouth Positive Ageing Trust and Western Institute for Technology at Taranaki</p>	<p>Positive Ageing Centre of Excellence - retirement research project</p>	<ul style="list-style-type: none"> Older people in New Plymouth are informed and prepared for retirement 	<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 8: <i>People of all ages have positive attitudes to older people</i></p>	<ul style="list-style-type: none"> Findings of questionnaire disseminated to stakeholders Outcome of research is used to develop a retirement preparation seminar series 	<ul style="list-style-type: none"> By August 2004 conduct a survey on retirement issues with retired older people and people approaching retirement Complete report on findings and disseminate through a positive ageing forum by March 2005 Hold a seminar series for a minimum of 30 people by June 2005

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Wider communication and development project</p>	<ul style="list-style-type: none"> • Extend opportunities to older Māori and ethnic groups in New Plymouth to discuss positive ageing issues of relevance to them 	<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>	<ul style="list-style-type: none"> • Meetings with territorial local authorities in Taranaki, local kaumātua and representatives of key multi-ethnic groups are well attended and views of participants are incorporated into local planning 	<ul style="list-style-type: none"> ■ Between July 2004 and June 2005, hold two meetings with: <ul style="list-style-type: none"> - South Taranaki and Stratford District Councils to discuss regional positive ageing issues - local kaumātua to discuss potential joint projects between the New Plymouth Positive Ageing Trust and older Māori - multi-ethnic groups including the Multi-Ethnic Council and local Chinese Community Association to discuss potential joint positive ageing projects
<p>South Taranaki District Council</p>	<p>Housing for older people</p>	<ul style="list-style-type: none"> • South Taranaki District Council’s housing for older people is well maintained and appropriate to the needs of older people in the district 	<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"> • Older peoples’ housing is assessed and priorities established for reconfiguration and modification • Implementation of the four year staged upgrade of the Council’s older peoples’ housing is commenced 	<ul style="list-style-type: none"> ■ Assess South Taranaki District Council’s Housing stock for older people and reconfigure and modify where necessary ■ Put proposal to Housing New Zealand Corporation (HNZC) for funding upgrade of Council’s Housing for older people by December 2004 ■ Obtain funding from HNZC and commence upgrade by June 2005

LOCAL GOVT. AUTHORITY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
<p>South Taranaki District Council</p>	<p>Positive ageing strategy</p>	<ul style="list-style-type: none"> • Current and future needs of older people are considered in Council planning and operational processes 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <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"> • The South Taranaki District Council positive ageing strategy takes into consideration the New Zealand Positive Ageing Strategy principles and is endorsed by Council and stakeholder groups • The Council’s positive ageing strategy is printed and widely available throughout the district 	<ul style="list-style-type: none"> ■ Collate issues on well-being of older people raised in the Community Development Unit’s consultation process by October 2004 ■ Collate demographic information on older people in the district by October 2004 ■ Consult with key stakeholders in the community by November 2004 ■ Develop South Taranaki District Council’s (STDC) draft positive ageing strategy, by December 2004 ■ Consult stakeholder groups on the draft South Taranaki District Council’s (STDC) positive ageing strategy ■ Submit the positive ageing policy to the Council for approval by 11 March 2005 ■ Distribute the positive ageing strategy to key stakeholders and older people’s organisations throughout the district by June 2005
<p>Taupo District Council</p>	<p>Access to library services</p>	<ul style="list-style-type: none"> • Older people who cannot easily access library services are provided with reading material of their choice 	<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"> • Increased numbers of housebound older people access library services 	<ul style="list-style-type: none"> ■ Consult older people on their preferences for reading material ■ Provide books in large print and audio format ■ Deliver a range of reading material to housebound older people throughout the year

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Taupo District Council	Community safety	<ul style="list-style-type: none"> Older people feel safe and secure in their communities 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Crime rate in Taupo District is reduced Reduction of graffiti and vandalism in the district Taupo District is recognised as a safe place to live 	<ul style="list-style-type: none"> Seek funding from Crime Prevention Unit (CPU) by 30 October 2004 Co-ordinate a 12 month violence reduction programme including prevention of abuse of older people Increase number of Neighbourhood Support Groups in the community Remove all graffiti and repair any vandalism damage within 15 days of it being reported July 2004 to June 2005
Taupo District Council	Housing for older people	<ul style="list-style-type: none"> Older people are able to access affordable rental accommodation 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Report completed on accommodation options for older people 	<ul style="list-style-type: none"> Undertake a feasibility study on accommodation options for older people in Taupo District by 30 June 2005
Taupo District Council	Positive ageing reference group	<ul style="list-style-type: none"> Older people are regularly consulted on issues of concern to them 	Goals 1-10: (See page 3)	<ul style="list-style-type: none"> Older people participate in Council’s decision making Council policy is informed by older people’s views on their issues of concern 	<ul style="list-style-type: none"> Ask older people’s organisations for representatives to form a consultation reference group Facilitate meetings to discuss issues of concern as they arise Support reference group by providing meeting venues and minute takers Prepare reports following each meeting for Council on issues raised at reference group meetings

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Taupo District Council and Age Concern	Rates Postponement Policy	<ul style="list-style-type: none"> Older people are able to remain in their own homes as long as they wish 	<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"> Older people are fully informed about Council's rates and policies and receive a high level of assistance with their application 	<ul style="list-style-type: none"> Run three seminars to provide oral and written information on Council's rates postponement policy Provide two staff members specifically to advise older people on rates postponement policy and to assist with applications
Christchurch City Council	Housing provision and activity services	<ul style="list-style-type: none"> Provide appropriate housing, and social and recreational opportunities for older tenants 	<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"> Annual performance evaluation of housing services show the services meet the needs of older people 	<ul style="list-style-type: none"> Continue to provide more than 2000 older people's housing units in Christchurch Complete a review of services to tenants in 2004 to ensure the services meet their needs Revise the activities programme provided for tenants
Christchurch City Council	Library and information services	<ul style="list-style-type: none"> Older people access literature and internet services 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Annual performance evaluation shows more older people use the services 	<ul style="list-style-type: none"> Provide reading material, internet training and mobile library services to older people in Christchurch
Christchurch City Council	Metropolitan advisor for older adults	<ul style="list-style-type: none"> Review older people's policy and action plan 	<p>Goals 1-10: (See page 3)</p>	<ul style="list-style-type: none"> Council services are appropriate and meet the needs of older residents 	<ul style="list-style-type: none"> Appoint a Metropolitan Advisor for older people in Christchurch City by 31 December 2004 Complete and review older people's policy and action plan by July 2005

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Christchurch City Council	Parks and Waterways Access policy	<ul style="list-style-type: none"> Improve older people's access to parks and open spaces 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Annual performance evaluation shows older people have access to parks and open spaces 	<ul style="list-style-type: none"> Complete an accessibility parks audit Renew and upgrade access to parks and waterways for older people
Christchurch City Council	Physical Activity programmes	<ul style="list-style-type: none"> Older residents are physically active 	<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"> Annual performance assessment shows increasing numbers of older people are involved in the programme 	<ul style="list-style-type: none"> Provide a range of activity programmes throughout the year to promote holistic-based wellness throughout the life cycle
Christchurch City Council and Stay on your feet Partnership	Stay on Your feet Programme	<ul style="list-style-type: none"> Reduced numbers of older people with fall related injuries 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Older people have reduced fall injuries as a result of taking part in the programme 	<ul style="list-style-type: none"> Provide annual funding to the Stay On Your Feet initiative to promote and implement safety awareness programmes for older people

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<p>New Zealand Artificial Limb Board (Crown Entity)</p>	<p>Model Pathway of Care for Hospital Management of Amputees</p> <p>(formerly Best Practice Guidelines)</p>	<ul style="list-style-type: none"> Older amputees receive high quality care in Canterbury hospitals 	<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"> Produce the Model Pathway of Care for hospital-based amputee management in Canterbury area Model Pathway of Care is implemented in the Canterbury area 	<ul style="list-style-type: none"> Draft framework of final report presented to New Zealand Artificial Limb Board (NZALB) for input and approval 15 October 2004 Report framework finalised by 30 October 2004 Draft Model Pathway of Care and submission to key players completed by November 2004 Model Pathway of Care completed by 1 December 2004 Final report completed by 31 December 2004
<p>Ministry of Pacific Island Affairs</p>	<p>Consultation with older Pacific peoples</p> <p>(Ongoing)</p>	<ul style="list-style-type: none"> Older Pacific peoples are consulted and informed about government policy for older New Zealanders 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</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"> Pacific communities receive regular communication through radio and newsletters and there is an increase in Pacific people’s awareness of positive ageing issues The Office for Senior Citizens is well supported by the Ministry of Pacific Island Affairs at fono and other policy forums 	<ul style="list-style-type: none"> Support the Office for Senior Citizens in their consultations with older Pacific people on positive ageing issues Provide information on positive ageing issues for older Pacific people and their families Distribute the New Zealand Positive Ageing Strategy annual report and action plan to consultation participants and to key Pacific stakeholders by June 2005

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Pacific Island Affairs	Pacific Economic Development	<ul style="list-style-type: none"> Older Pacific peoples' participation in and contribution to the New Zealand economy is increased 	<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 practices</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Background paper includes recommendations to government to improve Pacific peoples' participation in and contribution to the New Zealand economy 	<ul style="list-style-type: none"> Develop background paper identifying potential opportunities for Pacific peoples to lift participation rates and contributions in the New Zealand economy by June 2005
Pacific Island Affairs	Pacific "Linkage" intergenerational initiatives	<ul style="list-style-type: none"> Older Pacific peoples have opportunities to share their cultural knowledge and wisdom with younger people 	<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"> Pacific peoples' Linkage intergenerational initiatives are published and widely distributed 	<ul style="list-style-type: none"> Develop draft document on intergenerational programme highlighting older Pacific peoples' initiatives for sharing their cultural knowledge Consult with Pacific stakeholders on draft document by November 2004 Consult with Office for Senior Citizens on draft document by January 2005 Complete and launch Pacific peoples' intergenerational initiatives publication by March 2006

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Pacific Island Affairs	Pacific workforce development strategy	<ul style="list-style-type: none"> Older Pacific peoples are able to find the work they want and continue working as long as they wish 	<p>Goal 1: <i>Secure and adequate income for older people</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>	<ul style="list-style-type: none"> Recommendations are made to Cabinet to improve workforce outcomes for Pacific people 	<ul style="list-style-type: none"> In collaboration with other government agencies prepare a Cabinet paper by November 2004 to highlight workforce initiatives to enhance workforce outcomes for older Pacific peoples
Pacific Island Affairs	Strategies for Pacific peoples (Ongoing)	<ul style="list-style-type: none"> Develop and monitor government strategies for older Pacific peoples 	<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 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Pacific strategies are developed and monitored 	<ul style="list-style-type: none"> Work collaboratively and in partnership with other government agencies on development and monitoring of Pacific strategies, particularly those impacting on older Pacific peoples

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Pacific Island Affairs	Support for the Pacific Volunteer Community Co-ordinators (VCCs)	<ul style="list-style-type: none"> • Provide information and policy advice to Office for Senior Citizens on the Pacific component of Volunteer Community Co-ordinators programme 	<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 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> • Office for Senior Citizens received advice and support on Pacific issues at VCC forum 	<ul style="list-style-type: none"> ■ Participate in Pacific peoples component of Office for Senior Citizens policy forum for Volunteer Community Co-ordinators (VCCs)
New Zealand Police Community Support	Adult Continuing Education – Neighbourhood Support or Community Patrol (Ongoing community initiatives)	<ul style="list-style-type: none"> • Older people are able to improve their own personal safety, security and confidence through participation in Neighbourhood Support or a Community Patrol 	<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"> • Older people are able to improve safety and security skills by enrolling in trial adult continuing education (ACE) course • Older people have the opportunity to increase their knowledge of Neighbourhood Support and Community Patrols by participating at national conferences 	<ul style="list-style-type: none"> ■ An ACE programme is developed ready for trial in Semester two 2005 ■ Hold national Neighbourhood Support conference in September 2004 ■ Hold national Community Patrol of New Zealand training seminar in May 2005

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Ministry of Research, Science and Technology	Wellbeing and Ageing	<ul style="list-style-type: none"> Older New Zealanders are able to age positively, are highly valued and recognised as an integral part of families and communities 	Goals 1–10: (See page 3)	<ul style="list-style-type: none"> Effects of the transition to older age on older people and their families are identified and informs public policy 	<ul style="list-style-type: none"> By June 2005 as part of a five year programme, fund University of Waikato and Family Centre Social Policy Research Unit programme Wellbeing and Ageing to include: <ul style="list-style-type: none"> review of international new research on ageing development of link to global network of researchers in disciplines concerned with ageing preparation of national survey (to be completed in 2006) of New Zealanders aged between 40–64 years on their interactions with people aged 65 plus
Office for Senior Citizens, Ministry of Social Development	Contribute to research on ageing and ageing issues	<ul style="list-style-type: none"> Older people’s interests are represented on the board of New Zealand Institute for Research on Ageing (NZiRA) 	Goals 1–10: (See page 3)	<ul style="list-style-type: none"> Office for Senior Citizens promotes NZiRA as a key institute for research on ageing in New Zealand Positive feedback received about the Tower Fellow’s presentation from participants at interdepartmental forum 	<ul style="list-style-type: none"> Promote NZiRA in the government sector July 2004 to June 2005 Representation on NZiRA Board to support the Institute Invite NZiRA Tower Fellow to an interdepartmental policy forum to discuss older people’s issues
Senior Citizens and Older People’s Policy Team, Ministry of Social Development	Elder Abuse and Neglect Prevention Services	<ul style="list-style-type: none"> Support 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"> Issues raised in review of Elder Abuse and Neglect Prevention Services are considered and policy options developed to enhance service delivery 	<ul style="list-style-type: none"> Provide information and policy advice to agency responsible to enhance the provision of Elder Abuse and Neglect Prevention Services

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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"> Numbers of participants attending the meetings are consistent or increase Work and Income Super Case Managers provide positive feedback on effectiveness of policy meetings 	<ul style="list-style-type: none"> Hold older people's policy network meetings in August, October and December 2004, and March and June 2005 Hold in-house policy workshops for Work and Income Super Case Managers following older people's policy network meetings
Senior Citizens	Intergenerational initiatives	<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 on the programme shows more schools are involved in intergenerational initiatives 	<ul style="list-style-type: none"> Remind all schools that October 2004 is Greats and Grands month
Senior Citizens and Older People's Policy Team, Ministry of Social Development	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"> Cabinet paper approved by Minister 	<ul style="list-style-type: none"> Cabinet paper to Minister for Senior Citizens on options for amendments to Part IX of Protection of Personal and Property Rights Act 1988 by 31 December 2004

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Senior Citizens	New Zealand Positive Ageing Strategy (Ongoing)	<ul style="list-style-type: none"> • New Zealand Positive Ageing Strategy informs government policy 	Goals 1-10: (see page 3)	<ul style="list-style-type: none"> • New Zealand Positive Ageing Strategy action plan and report are approved by Cabinet and distributed to contributing departments and key stakeholders in public sector • Three new local government plans are negotiated and included in 2004/2005 Action Plan • New Zealand Positive Ageing Strategy reviewed and cabinet paper with recommendations to government 	<ul style="list-style-type: none"> ■ Complete Annual Report on 2003/2004 New Zealand Positive Ageing Strategy Action Plan by September 2004 and distribute copies by October 2004 ■ Develop New Zealand Positive Ageing Strategy Action Plan 2004/2005 by November 2004 and distribute copies December 2004 ■ Promote the New Zealand Positive Ageing Strategy with local government authorities and encourage development of positive ageing policies at local level ■ Review and report on effectiveness of New Zealand Positive Ageing Strategy by June 2005
Senior Citizens	Retirement Villages Act 2003	<ul style="list-style-type: none"> • 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"> • Policy work giving effect to Retirement Villages Act 2003 is completed on time • Smooth transition of responsibility for Retirement Villages Act 2003 to the Department of Building and Housing 	<ul style="list-style-type: none"> ■ Work with Office of the Retirement Commissioner, Department of Building and Housing, Retirement Villages Association and other agencies to produce Code of Practice for recommendation to Minister for Senior Citizens by November 2004 ■ Complete policy work to enable transfer of responsibility for Retirement Villages Act to Department of Housing and Building by February 2005 ■ Lead work necessary to complete drafting of regulations and report to Minister by December 2004 ■ Paper to Cabinet to give effect to the regulations by 31 December 2004

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Senior Citizens	Volunteer Community Co-ordinators (VCCs) (Ongoing programme)	<ul style="list-style-type: none"> Promote positive ageing in local communities Provide opportunities for older people to express their views 	<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 are well supported by Office for Senior Citizens to promote positive ageing in their communities Positive feedback received from VCCs on success of annual forum and the quality of speakers VCCs and their nominating organisations report increase in awareness about positive ageing in their communities 	<ul style="list-style-type: none"> Manage and maintain a nationwide network of Volunteer Community Co-ordinators (VCCs) Hold a three day policy forum with the Minister for Senior Citizens, VCCs, Ministry and other key officials 7–9 November 2004 Arrange and facilitate two regional meetings for VCCs, their nominating organisations and other key organisations by June 2005
Ministry of Social Development	Living Standards Research Programme 2004-2005	<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 an adequate income for older people</i></p>	<p>The following reports are completed:</p> <ul style="list-style-type: none"> <i>New Zealand Living Standards 2004 Report</i> indicating changes in New Zealand living standards and distributions since 2000 Explanatory Report highlighting key determinants of variations in New Zealand living standards Descriptive report on Pacific living standards 	<ul style="list-style-type: none"> Complete and publish main living standards' descriptive report by March 2005 Complete and publish the main living standards' explanatory report by June 2005 Complete descriptive report on Pacific living standards by June 2005
Social Development	Management of mature job seekers	<ul style="list-style-type: none"> Mature job seekers are able to find suitable work and can continue in employment for as long as they wish 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Findings from Job Jolts evaluation enhance employment initiatives for mature job seekers 	<ul style="list-style-type: none"> Monitor findings from evaluation of Jobs Jolt initiatives for mature job seekers and draw on these findings to develop further initiatives for employment of mature job seekers

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Social Development	New Zealand Superannuation Amendment Bill	<ul style="list-style-type: none"> Older people's income is protected 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Bill is passed through all its stages and enacted 	<ul style="list-style-type: none"> Provide assistance to Social Services Committee on New Zealand Superannuation Amendment Bill during select committee stages Bill enacted by 31 December 2004 (pending legislative calendar)
Social Development	Older People's Policy Team	<ul style="list-style-type: none"> Issues affecting older people as they age are considered and appropriate policies developed 	Goals 1–10: (See page 3)	<ul style="list-style-type: none"> Older people's policy team actively engaged with Office for Senior Citizens and other interested agencies in development of policies related to ageing issues 	<ul style="list-style-type: none"> Establish Older People's Policy Team to contribute to policy development on issues of population ageing by 30 November 2004
Social Development	Response to the 2003 Periodic Report Group Report	<ul style="list-style-type: none"> Retirement income issues are considered, widely acknowledged and discussed 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Response to Periodic Report Group Report developed and approved by Government 	<ul style="list-style-type: none"> Obtain Cabinet approval for Government response to 2003 Periodic Report Group Report by 30 September 2004
Social Development	SAGES – older people as mentors services	<ul style="list-style-type: none"> Recognise and use the skills and experience older people have to offer and encourage older people's participation in the community 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Older volunteers provide one-on-one mentoring to families and individuals in need, in up to six regions 	<ul style="list-style-type: none"> Distribute service specifications and application forms for contracts to manage mentoring programme for older people to work with younger people and families by 30 September 2004 Receive expressions of interest from potential providers of mentoring programmes by 29 October 2004 Approved providers of the mentoring programme selected by 26 November 2004 Commence older people as mentors to younger people and families' services from 1 February 2005

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Social Development	Social Security Agreements with Cyprus, Hungary, Croatia and Malta	<ul style="list-style-type: none"> Older people in New Zealand and overseas are assured of continuing access to entitlements in either country 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Inter-country agreements on entitlements to benefits are concluded, signed and implemented 	<ul style="list-style-type: none"> Conclude and sign older people's reciprocal agreements covering New Zealand Super, Invalid's Benefit, and Widows Benefits and their equivalents in Cyprus, Hungary, Croatia and Malta by December 2004 with agreement implemented by end of 2005
Work and Income Regional Offices - Auckland Metro	Enhancing staff capacity	<ul style="list-style-type: none"> Older people in the Auckland region benefit from consistently improved services 	Goal 1: <i>Secure and adequate income for older people</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"> Staff have skills and knowledge to assist older people with information and advice Consistency of practices and processes improves service to older people in the region 	<ul style="list-style-type: none"> Appoint two Super team coaches for region by October 2004 Arrange bi-monthly regional best practice meetings with representatives from each Super centre July 2004 to June 2005 Run planning day for all Super case managers in the region by December 2004 Pilot a national training programme for all super staff by June 2005 Enable Super staff to visit non-super sites on regular basis, to update staff on Super practices and entitlements
Work and Income - Auckland Metro	Fall prevention programme	<ul style="list-style-type: none"> Older people are safe from injuries in their own homes 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Increasing numbers of older people are safe in their homes Increasing numbers of older people are aware of agencies in the community who can assist them 	<ul style="list-style-type: none"> Meet each month with Accident Compensation Corporation representatives regarding the fall prevention programme Implement strategy to roll out the fall prevention programme throughout Auckland by June 2005

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Work and Income - Auckland Metro	Information to other ethnic communities	<ul style="list-style-type: none"> • Provide more information and improve service for this group of people 	<p>Goal 1: <i>Secure and adequate income for older people</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"> • Regional Super portfolio managers identify and address issues for migrant population • Services are responsive to the needs of ethnic communities 	<ul style="list-style-type: none"> ■ Identify issues for older Auckland migrant population by June 2005 ■ Link into the Migrant centres and ensure Language Line (a phone interpretation service) is used ■ Meet with relevant agencies regularly to exchange information on older ethnic people's issues
Work and Income - Auckland Metro	Information to older Pacific peoples	<ul style="list-style-type: none"> • Older Pacific people access information and are better informed 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> • Uptake of supplementary assistance increased • Decrease in "one off" assistance through special needs grant or benefit advances for older Pacific people 	<ul style="list-style-type: none"> ■ Strengthen links with providers and agencies that work with older Pacific people through the Pacific Wave Strategy in Auckland ■ Hold seminars for Pacific people to provide information on products and services
Work and Income - Auckland Metro	Service delivery to senior clients	<ul style="list-style-type: none"> • Older people have easy access to information and experience improved services 	<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"> • Older clients in remote and rural areas have improved access to services • Older clients report increased information provided through older people's organisations 	<ul style="list-style-type: none"> ■ Provide services to clients in remote and rural areas ■ Provide easily accessible services to clients eg libraries and other local agencies ■ Use local networks such as bowling clubs, RSAs and other like organisations to target older clients for provision of information on services

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Work and Income - Bay of Plenty	Community liaison with older people's organisations	<ul style="list-style-type: none"> Older people have access to information on entitlements 	<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 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Information on changes to entitlements are provided and access to information is improved 	<ul style="list-style-type: none"> Hold one meeting with each older persons' group including Support Net, Senior Citizens and Age Concern by June 2005
Work and Income - Bay of Plenty	Marae services and Pacific peoples' services	<ul style="list-style-type: none"> Older Māori and Pacific peoples are provided with a quality service in their communities 	<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> <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 from older Māori, older Pacific peoples and older people from other ethnic groups show increase in number and quality of services provided in homes and in communities 	<ul style="list-style-type: none"> Hold quarterly meetings with identified groups to provide information to ensure clients receive full entitlements through: <ul style="list-style-type: none"> - visits to marae, attendance at Hauora/ Kaumatua Day, Pacific Island community church meetings and Tuwharetoa Health Services - Home visits to individual older people to provide information to ensure clients receive full entitlements

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Work and Income - Bay of Plenty	Rural home visits	<ul style="list-style-type: none"> Older clients in rural areas receive information on entitlements and services 	<p>Goal 1: <i>Secure and adequate income 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"> Clients receive information and are able to access correct entitlements 	<ul style="list-style-type: none"> Identify rural clients and hold two rural community based meetings by June 2005 Invite older clients to attend meeting with Work and Income staff and older people's organisations at Kaharoa/Hamurana Hall November 2004
Work and Income - Bay of Plenty	Transport options for older people	<ul style="list-style-type: none"> Older clients have access to suitable transport options 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> Older clients in Bay of Plenty have better access to suitable transport options 	<ul style="list-style-type: none"> Regional policy advisor advocates for suitable transport options for older people in Bay of Plenty
Work and Income - Canterbury	Community liaison	<ul style="list-style-type: none"> Work in partnership with key organisations to improve services to older people 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p>	<ul style="list-style-type: none"> Clients receive better services Evaluation shows 95% client satisfaction rating 	<ul style="list-style-type: none"> Work collaboratively with Christchurch City Council, Ngai Tahu, Older Persons' Health Group, Pegasus's Group of Doctors, Grey Power and other community providers to exchange information to improve wellbeing of older clients

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Work and Income - Canterbury	Heartlands and outreach services (Ongoing)	<ul style="list-style-type: none"> Older clients have access to information on entitlements and services 	<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"> Services are more accessible More older clients receive comprehensive services 	<ul style="list-style-type: none"> Work with other government agencies to provide integrated outreach service weekly at Heartlands Hornby July 2004 to June 2005
Work and Income - Canterbury	Information to older Māori and other ethnic groups	<ul style="list-style-type: none"> Older Māori clients have access to information and 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 people from different ethnic groups are well informed about their full and correct entitlements Increase in the uptake of ethnic clients receiving supplementary assistance 	<ul style="list-style-type: none"> Strengthen links with providers and other agencies working with different ethnic groups to ensure translators are available during information presentations with Canterbury Māori
Work and Income - Canterbury	Seminar for people close to entitlement to New Zealand Superannuation	<ul style="list-style-type: none"> Provide older people with good information and advice about their entitlements to New Zealand Superannuation and supplementary assistance 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Survey indicates 95% of clients are satisfied with the information provided Clients are better informed about provisions and services that enable them to age in place 	<ul style="list-style-type: none"> Run pilot seminar for people close to entitlement to New Zealand Superannuation to ensure they are well informed about their entitlements by June 2005
Work and Income - Central	Community involvement	<ul style="list-style-type: none"> Older clients participate in local community activities 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Older clients are well informed about activities in local communities 	<ul style="list-style-type: none"> Staff meet regularly with Grey Power, Age Concern and Probus to share information Staff promote local activities and programmes

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Work and Income - Central	Facilitation meetings	<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 six meetings with local organisations working with older clients by 30 June 2005
Work and Income - Central	Supplementary assistance	<ul style="list-style-type: none"> Older clients are fully informed and receiving their full entitlements 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Monthly reports indicate an increased uptake of additional benefits 	<ul style="list-style-type: none"> Maintain regular contact with older people’s groups and their advocates at local level July 2004 to June 2005 Hold regular presentations delivering messages around policy changes and promoting extra supplementary assistance
Work and Income - East Coast	Case manager training	<ul style="list-style-type: none"> Staff are trained to meet the needs of older clients 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Training workshops are designed to identify ways to work positively with older people 	<ul style="list-style-type: none"> Hold training workshops for all East Coast New Zealand Superannuation Case Managers by 31 October 2004
Work and Income - East Coast	Client outreach services	<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 attend monthly outreach service indicates high level of community support 	<ul style="list-style-type: none"> Provide monthly services in rural areas by June 2005
Work and Income - East Coast	Health awareness training for staff	<ul style="list-style-type: none"> East Coast staff receive training on older people’s health issues 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Relationships established with volunteer organisations and training provided for staff 	<ul style="list-style-type: none"> Run seminars with other agencies and volunteer organisations to increase staff awareness of older people’s health issues, and rest homes and hospital services by December 2004

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Work and Income - East Coast	Liaison with Elder Abuse and Neglect Prevention Service Co-ordinator	<ul style="list-style-type: none"> • East Coast staff have knowledge of elder abuse and neglect prevention issues and the service available to older people 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Good liaison between staff and Elder Abuse and Neglect Prevention Services Co-ordinator • Staff receive training on elder abuse issues and know about elder abuse and neglect prevention services 	<ul style="list-style-type: none"> ■ Work together with the Elder Abuse and Neglect Prevention Services Co-ordinator to establish relationship to enable training for staff on elder abuse issues by 31 October 2004
Work and Income - East Coast	Low cost housing	<ul style="list-style-type: none"> • Older clients are able to access affordable and appropriate housing options 	Goal 3: <i>Affordable and appropriate housing options for older people</i> Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> • Older people report improved housing options available to them in rural areas of East Coast 	<ul style="list-style-type: none"> ■ Develop relationships with housing agencies to promote housing improvement programmes for older people in rural areas of East Coast by June 2005
Work and Income - East Coast	Meetings in familiar surroundings	<ul style="list-style-type: none"> • Older clients who cannot access their local office have access to services in their own home 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Improved services to older clients in their own homes 	<ul style="list-style-type: none"> ■ Contact older clients who cannot come into a Work and Income Office and arrange to visit them in their own homes

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Work and Income - East Coast	Memorandum of Understanding	<ul style="list-style-type: none"> Older people have access to appropriate housing and health care 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 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Memorandum of Understanding signed between Work and Income East Coast and local housing authorities, hospitals and general practitioners 	<ul style="list-style-type: none"> Develop and sign a Memorandum of Understanding between Work and Income, housing agencies, local district health board and general practitioners on issues related to older people's health needs by June 2005
Work and Income - East Coast	Pacific Wave/Fono	<ul style="list-style-type: none"> Mature Pacific peoples are able to access programmes which help them into paid or unpaid work or training 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Programme is helping older Pacific peoples to attain paid or unpaid work or training they want 	<ul style="list-style-type: none"> Develop programme for Pacific peoples based on Pacific Wave programme which encourages older Pacific peoples into appropriate paid or unpaid work or training by June 2005
Work and Income - East Coast	Safety awareness programmes for the older person	<ul style="list-style-type: none"> Older people are safe and secure in their homes 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p>	<ul style="list-style-type: none"> Education and safety programmes in place Fire alarms placed and working correctly in more older people's homes 	<ul style="list-style-type: none"> Work with the volunteer Fire Brigade to develop fire safety education programmes Assist older people to install and check fire alarms in their homes

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Work and Income - Nelson	Community expos	<ul style="list-style-type: none"> Older clients have a better quality of life through greater awareness of services for them in the community 	<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> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Older clients are well informed about services available to them in the community 	<ul style="list-style-type: none"> Hold provider expo for Work and Income staff with Nelson community groups on information services relating to ageing population by March 2005 Hold expo about our services for older clients in Blenheim, Stoke/Richmond and Motueka by June 2005
Work and Income - Nelson	One Stop Shop	<ul style="list-style-type: none"> Staff are enabled to provide quality services to older clients 	<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> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Staff are successfully integrated into Stoke office Clients and community agencies have good information about services 	<ul style="list-style-type: none"> Set up “one stop shop” at Stoke Service Centre with service links to Nelson City and Richmond clients to be fully operational by March 2005

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Work and Income - Nelson	Operation Mail Out Westport	<ul style="list-style-type: none"> Older people in Westport receive their full entitlements to supplementary assistance 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Supplementary benefit numbers for older clients increase and entitlements are full and correct 	<ul style="list-style-type: none"> By February 2005 contact by mail all Westport Centre older clients not receiving any supplementary benefits and advise them of potential entitlements
Work and Income - Nelson	Rural Services	<ul style="list-style-type: none"> Older people in rural Nelson, West Coast and Marlborough areas have increased quality of life because they receive their full entitlements 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> More older rural clients are using personal services 	<ul style="list-style-type: none"> Provide personal service to rural clients in Nelson region by visiting Heartland Offices at Hokitika weekly and the following areas six monthly: <ul style="list-style-type: none"> South Westland, Reefton, Murchison, Karamea, Kaikoura, Seddon/Havelock and visit Takaka monthly
Work and Income - Northland	Access to Work and Income Services	<ul style="list-style-type: none"> Older people have access to information on entitlements and safety issues 	<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> <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 who attended KIN seminars are better aware of safety and security issues Older people in Northland including older Māori have improved access to and quality of services provided for older people Older people receive full and correct entitlements as shown in the Accuracy Reporting Programme (ARP) statistics 	<ul style="list-style-type: none"> Work with Police to enhance Keeping Independent Now (KIN) meetings for older clients and deliver at least 10 seminars by 30 June 2005 Consult with Māori on how to improve services for older Māori by June 2005 Continue day agency services for older people at Opononi and Onerahi Investigate additional day agency services at Kaiwaka Rural Housing Co-ordinators continue to check benefit entitlements for older people living in rural communities

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Work and Income - Northland	Development of Case Manager services	<ul style="list-style-type: none"> Older people have the information they need about opportunities to participate in their communities 	<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"> Good information on community services for older people is available in Work and Income office Mentoring programmes are promoted and skills and experience of older people are utilised More older people participate in their communities 	<ul style="list-style-type: none"> Create information section in office foyer showing what is available for older people in community Case Managers supported to adopt a holistic approach to older people's individual case management Promote older people's mentoring initiative
Work and Income - Northland	Health services	<ul style="list-style-type: none"> Better health outcomes for older people 	<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"> Improved co-ordination of services across agencies leads to better services for older people 	<ul style="list-style-type: none"> Liaison Case Managers assigned to key agencies District Health Board representative to present information to staff on older people's health issues each quarter Partnership with ACC to provide clients with benefit information Continue to retrofit older people's houses through Whangarei warm housing and rural housing programmes Rural housing co-ordinators connect older people to health services where appropriate
Work and Income - Northland	Housing	<ul style="list-style-type: none"> Older people are able to access appropriate and affordable housing options 	<p>Goal 3: <i>Affordable and appropriate housing options 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"> Better sustainable housing for older people Improved co-ordination of services across agencies 	<ul style="list-style-type: none"> Rural housing co-ordinators continue to identify and broker housing solutions for older people living in sub-standard conditions Meet with local council to discuss assessment processes for pensioner flats Support Te Rarawa (local rānanga) to build kaumātua and kuia flats in Kaitia utilising trainees on the carpentry course

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Work and Income - Northland	Interagency and community collaboration	<ul style="list-style-type: none"> Older people in Northland are able to access services and information in areas where they live 	<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 ageing and older people</i></p> <p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> More older people living in rural areas have access to services Strong working partnerships among agencies result in improved co-ordination of services to older people 	<ul style="list-style-type: none"> Maximise Heartland services in Kaitaia, Kaikohe and Dargaville Continue interagency meetings at regional management level through Northland Intersectorial Forum and at local service centre level Establish and maintain regular contacts with key external stakeholders such as: <ul style="list-style-type: none"> Police Age Concern RSA Disability resource centres District Health Boards Careplus local district councils Utilise long term community council process to increase interagency contact with older people in Northland
Work and Income - Northland	Residential Subsidy Unit	<ul style="list-style-type: none"> Older people access the information they need to improve their wellbeing 	<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"> Partnerships with Health officials and service providers are strengthened and services for older clients are improved Accuracy Reporting Programme statistics show full and correct entitlement received by older clients 	<ul style="list-style-type: none"> Work closely with Ministry of Health (MoH) and Needs Assessment Services Co-ordination (NASC) agencies to provide clients with appropriate information during the reporting period Encourage and support staff to attend community agency meetings that focus on older people

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Work and Income - Northland	Staff training and development	<ul style="list-style-type: none"> New Zealand Super Case Managers are trained to work well with older people 	<p>Goal 1: <i>Secure and adequate income for older people</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"> New Zealand Superannuation Case Managers demonstrate best practice Accuracy Reporting Programme statistics show older people receive full and correct entitlements Staff are well informed about older people's issues 	<ul style="list-style-type: none"> Quarterly support meetings with New Zealand Superannuation Case Managers across the region to share information and best practice Integrate superannuation training into regional training framework Encourage and support staff to attend community agency meetings that focus on older people's issues
Work and Income - Southern	Disability Allowance	<ul style="list-style-type: none"> Older people are receiving their full entitlements 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> More older clients have access to disability allowance 	<ul style="list-style-type: none"> Invite applications for disability allowance from all New Zealand Superannuation clients in Timaru and Dunedin metro areas who hold Community Services Card and are not receiving disability allowance
Work and Income - Southern	Keeping Independent Now (KIN) Seminars	<ul style="list-style-type: none"> Older clients in the community have access to information 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"> More older people are well informed about services available to them to enable them to remain safely in their own homes 	<ul style="list-style-type: none"> Hold quarterly neighbourhood meetings with Timaru and Oamaru Work and Income clients and community organisations to discuss available services
Work and Income - Southern	Services to Māori communities	<ul style="list-style-type: none"> Older Māori have greater access to Work and Income services 	<p>Goal 1: <i>Secure and adequate income for older people</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"> More older Māori living in rural areas have access to services 	<ul style="list-style-type: none"> Provide culturally appropriate services to older Māori by: <ul style="list-style-type: none"> two-monthly visits made by Case Managers to marae at Gore (Te Iho Awhi Rito Social Services) and quarterly visits to Arowhenua marae, Temuka, from Timaru office

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Work and Income - Southern	Services to rural Communities	<ul style="list-style-type: none"> Older clients living in rural areas have greater access to the services of Work and Income 	<p>Goal 1: <i>Secure and adequate income 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"> More older people living in rural areas have access to services 	<ul style="list-style-type: none"> Provide services to older people in their own communities by: <ul style="list-style-type: none"> quarterly visits to the rural towns in Timaru area and fortnightly to Palmerston and Waikouaiti communities
Work and Income - Taranaki, Wanganui and King Country	Community liaison role	<ul style="list-style-type: none"> Older clients are aware of income support entitlements and other support services in the community 	<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"> Clients have better knowledge of their entitlements and other community services Clients receive home visiting services on request Client satisfaction rating for home visiting service is 95% 	<ul style="list-style-type: none"> Provide clients with information on entitlements and services including home visits through community presentations Provide speakers for senior citizens’ interest group meetings Maintain Work and Income’s active membership of New Plymouth Positive Ageing Trust and attend meetings regularly
Work and Income - Taranaki, Wanganui and King Country	Healthy Homes Working Group	<ul style="list-style-type: none"> Older clients have energy-efficient healthy homes 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services 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"> Low income older clients’ homes are included in target group for this project 	<ul style="list-style-type: none"> Participate in working group investigating reduction of home energy costs for older people on low incomes in Taranaki by June 2005

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Work and Income - Taranaki, Wanganui and King Country	Literacy research project	<ul style="list-style-type: none"> Older clients participate in literacy assessment 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Mature job seeker clients receive literacy assessments 	<ul style="list-style-type: none"> Work in partnership with Centre for Social Research and Evaluation (MSD) to assess levels of literacy in mature job seekers by June 2005 Complete first stage analysis report on literacy levels by 31 December 2004
Work and Income - Taranaki, Wanganui and King Country	Mature Employment Services	<ul style="list-style-type: none"> Mature jobseekers are well prepared for employment and have access to appropriate paid employment opportunities 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Mature jobseeker clients receive specialist employment services and find jobs 	<ul style="list-style-type: none"> Operate efficient referral service for Work and Income mature jobseeker clients to Experience Express programme New Plymouth, to prepare them for work July 2004 to June 2005
Work and Income - Taranaki, Wanganui and King Country	Positive Ageing Forum	<ul style="list-style-type: none"> Older clients are informed about extra financial help available 	Goal 1: <i>Secure and adequate income 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"> Older clients receive information on additional financial help 	<ul style="list-style-type: none"> Host one community positive ageing forum in New Plymouth by June 2005
Work and Income - Waikato	Consistent service to superannuation clients	<ul style="list-style-type: none"> Superannuitant clients receive high quality service 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Superannuitants receive quality service from frontline staff Client satisfaction meets or exceeds required service standard 	<ul style="list-style-type: none"> Presentations to frontline staff in Waikato region to identify Superannuation Case Managers for support, information and advice Hold inter-regional liaison meeting for staff representatives from Bay of Plenty, Auckland, Taranaki and Waikato by June 2005

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
<p>Work and Income - Waikato</p>	<p>Information brochure for surviving spouses of deceased superannuitants</p>	<ul style="list-style-type: none"> Surviving spouses of deceased superannuitants are better informed about community services, facilities and assistance available through Work and Income 	<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> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Older clients are provided with helpful information to assist them 	<ul style="list-style-type: none"> Compile information brochure for surviving spouses of deceased superannuitants by 30 November 2004 Adapt brochure to suit regional localities by 28 February 2005 Send information brochure to all surviving spouses of superannuitants by 1 April 2005
<p>Work and Income - Waikato</p>	<p>Information services to older Māori</p> <p>Huntly Ngaruawahia</p> <p>(Ongoing)</p>	<ul style="list-style-type: none"> Older Māori are well informed and have better access to services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <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 Māori in both urban and rural areas report increased understanding of and satisfaction with Work and Income services 	<ul style="list-style-type: none"> Schedule regular marae visits particularly in rural areas to develop relationships so that older Māori are referred to appropriate services

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<p>Work and Income - Waikato</p>	<p>Liaison with local organisations working with older people</p> <p>(Ongoing)</p>	<ul style="list-style-type: none"> Older clients are referred to appropriate services 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options 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"> Meetings are attended regularly by high percentage of representatives of invited groups Appropriate referrals result from community organisations understanding each other's processes, aims and capabilities 	<ul style="list-style-type: none"> Form partnerships between Work and Income staff and representatives from health, housing and older people's community groups through quarterly liaison meetings in the Hamilton metro area and at least twice-yearly meetings in other Waikato regional areas
<p>Work and Income - Waikato</p>	<p>Pre-superannuation information dissemination</p>	<ul style="list-style-type: none"> People approaching age 65 are better informed about New Zealand Superannuation and supplementary benefits 	<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"> Clients receive full and correct entitlement at time they are granted New Zealand Superannuation Client satisfaction meets or exceeds required service standard Feedback shows clients found seminars useful 	<ul style="list-style-type: none"> Host bi-monthly pre-super seminars in Hamilton City Super Centre and other regional offices as required for people approaching age 65

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Work and Income - Wellington	Relationships with health services	<ul style="list-style-type: none"> Older clients are well informed about assistance available to help meet medical costs 	Goal 2: <i>Equitable, timely affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income and local health services including medical centres and District Health Board 	<ul style="list-style-type: none"> Establish liaison meetings with medical centres in Wellington region to inform them about older client entitlements by June 2005
Work and Income - Wellington	Relationships with housing agencies	<ul style="list-style-type: none"> Older clients are well informed about supplementary assistance 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income and local housing agencies including rest homes 	<ul style="list-style-type: none"> Inform local housing agencies about changes to older client entitlements by June 2005 Establish liaison meetings with rest homes in Wellington region by June 2005
Work and Income - Wellington	Relationships with Specialist Services	<ul style="list-style-type: none"> Staff are trained to meet the needs of older clients of different ethnic groups 	Goal 1: <i>Secure adequate income for older people</i> Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Use multilingual line to ensure clients receive correct information 	<ul style="list-style-type: none"> Establish relationship between Case Managers and Wellington Contact Centre and promote use of multilingual and 0800 Super line July 2004 to June 2005
Work and Income - Wellington	Staff training	<ul style="list-style-type: none"> Staff are trained to meet the needs of older clients 	Goal 1: <i>Secure adequate income for older people</i> Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> Training improves staff understanding of older clients in Wellington region Staff provide full and correct information and entitlements to older clients in the first instance 	<ul style="list-style-type: none"> Provide training to all staff in Wellington region to improve their understanding of older clients by June 2005

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Work and Income - Wellington	Working relationships	<ul style="list-style-type: none"> Older clients have the opportunity to remain in employment and undertake volunteer opportunities 	<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"> Clients are actively being profiled by work brokers to employment opportunities Older clients are aware of courses designed specifically for them in their communities Clients are aware of opportunities to participate in their communities such as Volunteer Wellington and Super Grans 	<ul style="list-style-type: none"> Establish working relationships with Super Grans and Volunteer Wellington by June 2005 Compile list of available courses to older clients and market these in service centres July 2004 to June 2005
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"> The national policy framework for physical activity and sport, recognises needs of older people 	<ul style="list-style-type: none"> Develop policy framework for older people's sport and recreation by June 2005
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 provides financial support for Push Play component of ACC Thinksafe New Zealand Masters Games 	<ul style="list-style-type: none"> Sponsor ACC Thinksafe Masters Games in Wanganui February 2005
State Services Commission	Human Resources Framework – Work/life balance project	<ul style="list-style-type: none"> Older people in the public service have the choice to continue their working life in ways that suit them as they age 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work practices</i></p>	<ul style="list-style-type: none"> Information is available to government departments on elimination of ageism and promotion of flexible work practices 	<ul style="list-style-type: none"> Provide guidance to public service departments on work/life balance (including case studies relating to older workers) by October 2004 Provide support to departments for implementation changes by June 2005

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
State Services Commission	State Sector Retirement Savings Scheme (SSRSS)	<ul style="list-style-type: none"> Older workers have the opportunity to contribute to their retirement savings 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Percentage of eligible employees who join SSRSS scheme increased 	<ul style="list-style-type: none"> Implement State Sector Retirement Savings Scheme (SSRSS) from 1 July 2004 Report participation of employees as at 1 July 2004 in 2004 Human Resource Capability Survey by November 2004
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 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"> Ministry receives quarterly reports on detailed achievements made or milestones reached Regional meetings held regularly and stronger relationships with Māori reported 	<ul style="list-style-type: none"> Provide funding to Māori organisations to enable at least 600 capacity building projects to be completed in Māori communities, including recognising role of elders and their contribution to development of their whānau, hapū and iwi by June 2005 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 2004 to June 2005

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Te Puni Kōkiri	Governance and Appointments	<ul style="list-style-type: none"> Facilitate effective Māori participation on boards and committees 	<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"> 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 2005
Te Puni Kōkiri	Special Housing Action Zones (Ongoing)	<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 and identify achievements for Māori communities 	<ul style="list-style-type: none"> Implement at least nine Special Housing Action Zone projects to improve housing in Māori communities

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	KEY MILESTONES AND TIMEFRAMES
Te Puni Kōkiri	Whānau development (Ongoing)	<ul style="list-style-type: none"> Recognise the special and unique role of elders in whānau development 	<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"> A broad national strategy for whānau developed 	<ul style="list-style-type: none"> Develop broad strategic framework to focus on enabling whānau, including kaumātua, to realise their social and economic potential
Ministry of Transport	Review of Older Driver Licensing Policy	<ul style="list-style-type: none"> Older people's key stakeholder groups have input into the policy framework and operational aspects of older driver licensing policy 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> Minister is provided with robust advice on options for future of older driver re-licensing Advice addresses key New Zealand Transport Strategy objectives to improve access and mobility and improving safety and security 	<ul style="list-style-type: none"> Report to Ministers of Transport, Transport Safety and Senior Citizens by 30 June 2005 with options and recommendations for any changes to older driver re-licensing
Ministry of Transport and Transfund New Zealand	Total Mobility review	<ul style="list-style-type: none"> Older people are able to access suitable public transport options 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> Review will identify policy options for improving Total Mobility Scheme 	<ul style="list-style-type: none"> Develop terms of reference Complete literature review Consult with key stakeholders Report to Minister of Transport by 30 June 2005

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Veterans' Affairs New Zealand	Commemorations	<ul style="list-style-type: none"> The community continues to be 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 by veterans Public awareness of role played by veterans Veterans' experiences are acknowledged by their communities. 	<ul style="list-style-type: none"> Provide veterans with opportunity to attend commemorative events Develop and distribute education material to schools to promote awareness of veterans and their stories by June 2005 Encourage schools to collect veterans' stories
Veterans' Affairs	Development of service delivery	<ul style="list-style-type: none"> Veterans can access services to meet their needs 	<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"> Veterans feel more empowered to take responsibility for managing their quality of life Maximise veterans' use of available community services and supports 	<ul style="list-style-type: none"> Improve veteran's knowledge on availability and accessibility of services Inform health professionals and community groups about health issues affecting veterans Provide training to service delivery staff to enable them to respond effectively to inquires from veterans Develop publications to address new issues as they arise and revise existing publications
Ministry of Women's Affairs	Implementation of the five-year Action Plan for New Zealand Women	<ul style="list-style-type: none"> Retirement savings and other issues relevant to older women are considered in policy development Women are better informed about saving for retirement 	<p>Goal 1: <i>Secure and adequate income 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"> Ministry of Women's Affairs input leads to better informed decision making on policies for older women 	<ul style="list-style-type: none"> Work in partnership with Retirement Commission and other government agencies on development of policy options to improve outcomes for women in retirement Co-host with Retirement Commission a breakfast forum with key women's organisations to develop targeted messages to women via the Sorted website October 2004 Hold focus groups with women to inform policy development on women saving for retirement

NEW ZEALAND POSITIVE AGEING STRATEGY KEY ACTIONS FOR 2004/2005

POSITIVE AGEING GOALS	KEY ACTIONS 2004/2005	AGENCY
1. Secure and adequate income for older people	<p>A savings product that allows for ease of access to superannuation schemes and provides people with the ability to maintain that access until retirement, will be designed with proposals provided to the Minister of Finance and Revenue</p> <p>A report on the Economic Living Standards of older people in New Plymouth will be prepared from local surveys, distributed to stakeholders and presented at public positive ageing forum</p>	<p>Inland Revenue Department</p> <p>New Plymouth District Council, New Plymouth Positive Ageing Trust and Western Institute for Technology in Taranaki</p>
2. Equitable, timely, affordable and accessible health services for older people	<p>An intervention programme will be assessed to test its impact on falls, injuries and quality of life for older people in residential care</p> <p>Legislation to progressively remove asset testing for long-term residential care will come into force</p> <p>A Memorandum of Understanding will be developed between Work and Income, Housing agencies, the local District Health Board and General Practitioners on issues related to older people's health needs</p>	<p>Accident Compensation Corporation</p> <p>Ministry of Health</p> <p>Work and Income East Coast</p>
3. Affordable and appropriate housing options for older people	<p>The Residential Tenancies Act will be reviewed and will involve public consultation before recommendations are prepared for Ministers</p> <p>Policy options including adjustments to the thresholds for the Rates Rebate Act 1973 will be developed and approved</p>	<p>Ministry of Housing</p> <p>Department of Internal Affairs</p>
4. Affordable and accessible transport options for older people	<p>Recommendations on improvements to the older driver re-licensing system will be implemented</p> <p>Older driver licensing policy will be reviewed and make recommendations for change in consultation with older people's organisations</p>	<p>Land Transport Safety Authority</p> <p>Ministry of Transport</p>
5. Older people feel safe and secure and can "age in place"	<p>Cabinet paper will be prepared for the Minister for Senior Citizens on options for amendments to the enduring power of attorney provisions of Part IX of the Protection of Personal and Property Rights Act 1988 by 31 December 2004</p>	<p>Office for Senior Citizens and Older People's Policy Team, Ministry of Social Development</p>

POSITIVE AGEING GOALS	KEY ACTIONS 2004/2005	AGENCY
<p>6. A range of culturally appropriate services allows choices for older people</p>	<p>The remains of the Unknown Soldier will be returned to New Zealand and interned in the new Tomb at the National War Memorial</p> <p>A publication on Pacific peoples' intergenerational initiatives is developed and launched</p> <p>A link will be established between Work and Income and the Migrant centres and staff will ensure that the Language Line is used with older ethnic clients</p>	<p>Ministry of Culture and Heritage</p> <p>Ministry of Pacific Island Affairs</p> <p>Work and Income Auckland Metro</p>
<p>7. Older people living in rural communities are not disadvantaged when accessing services</p>	<p>Local networks such as bowling clubs, Returned Services Associations and other like organisations will be used to provide information on services to older people</p> <p>A South Taranaki positive ageing strategy will be developed in consultation with older people, following local research on the needs of older people</p>	<p>Work and Income Auckland Metro</p> <p>South Taranaki District Council</p>
<p>8. People of all ages have positive attitudes to ageing and older people</p>	<p>Older volunteers will provide one-on-one mentoring to families and individuals in need, in six regions</p> <p>An older people's reference group will be established in Taupo to inform local government policies</p>	<p>Ministry of Social Development</p> <p>Taupo District Council</p>
<p>9. Elimination of ageism and promotion of flexible work options</p>	<p>An information section will be created in the Work and Income Service Centre foyer to show what is available for older people in the community</p> <p>In participation with the Equal Employment Opportunities Trust, the 'PeoplePower – Successful Diversity at Work' project will advocate for older workers and provide employment strategies for employers and workers</p>	<p>Work and Income Northland</p> <p>Department of Labour</p>
<p>10. Increasing opportunities for personal growth and community participation</p>	<p>Neighbourhood Support and Community Patrols training will be provided through adult continuing education classes</p> <p>Oral histories from the veterans of the North African campaigns will be published on ANZAC Day 2005</p>	<p>New Zealand Police Community Support</p> <p>Ministry of Culture and Heritage</p>



OFFICE FOR SENIOR CITIZENS

TE TARI KAUMĀTUA

Administered by the Ministry of Social Development



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora