

# **The New Zealand Positive Ageing Strategy Annual Report 1 July 2002 to 30 June 2003**

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# GOVERNMENT ACTION ON THE POSITIVE AGEING STRATEGY: ANNUAL REPORT 2002/03

The Positive Ageing Strategy was launched by the Minister for Senior Citizens on 10 April 2001. The Strategy sets out the Government's vision for a society where people can age positively, where older people are highly valued and have continuing opportunities for participation. The aim of the Strategy is to ensure Government policies support this vision.

The Positive Ageing Strategy establishes 10 goals for Government action. These goals aim to improve opportunities for older people. They include goals for safe and secure incomes, accessible services, personal growth, and elimination of age discrimination. Each goal identifies key actions that older people consider are priorities for the Government.

Government departments undertake work items to contribute to the goals and key actions of the Positive Ageing Strategy. Their contributions are co-ordinated through annual Positive Ageing Action Plans. In the action plan for the period 1 July 2002 to 30 June 2003, departments identified 134 work items contributing to the Strategy across 32 government portfolios. A new action plan has been produced for 2003/04 year.

This is a report on the 2002/03 action plan. It sets out the progress achieved on the specific work items that departments undertook from 1 July 2002 to 30 June 2003.

In the report, achievements are recorded for each work item in the Action Plan 2002/03. The following information is provided for each work item:

- project name and a brief description
- objective(s) of the project
- relevance to the Positive Ageing Strategy
- the measure for achieving the project objective
- achievements during 1 July 2002 to 30 June 2003.

Highlights of government action on the Positive Ageing Strategy for 2002/03 include:

- publication in November 2002 of the Living Standards of Older Maori and the New Zealand Living Standards 2000
- Cabinet agreement March 2003 to a new funding framework for Adult Community Education with life-long learning one of several national priorities
- release of the New Zealand Transport Strategy in December 2002
- Cabinet agreement in March 2003 to the progressive removal of asset testing for residential care
- installation of 6000 fire alarms by New Zealand Fire Service Commission
- opening of a 51-unit complex in Auckland by HNZN designed for mainly older tenants.

## The Goals of the Positive Ageing Strategy

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

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

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## Positive Ageing Strategy Report 1 July 2002 to 30 June 2003

Thirty-two government agencies have reported on a total of 134 work items for the New Zealand Positive Ageing Strategy Action Plan 2002/03. The work items are listed in alphabetical order of government agencies.

AGENCY	PROJECT NAME AND ACTION(S)	OBJECTIVE(S)	LINK TO POSITIVE AGEING GOALS AND KEY ACTIONS	CRITERIA & MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2002 TO 30 JUNE 2003
<b>Accident Compensation Corporation (ACC)</b>	<b>Elderly victims of violent crime</b> <ul style="list-style-type: none"> <li>Ministerial Policy Direction issued 1 November 1998 (a joint protocol between ACC and the Ministry of Health)</li> </ul>	Ensure that elderly people who are assessed as needing long-term residential support (eg, rest home care) as a result of violent crime: <ul style="list-style-type: none"> <li>receive continuity of care between the services provided by ACC and the Ministry of Health</li> <li>do not have to pay for this care</li> </ul>	Goal 5: <i>Older people feel safe and secure and can age in place</i> <i>Will ensure that older people who are injured as the result of violent crime receive the residential support services they need and are not penalised financially through being provided with those services</i>	<ul style="list-style-type: none"> <li>Care is provided</li> <li>Each recipient of services under the protocol has a regular (usually annual) 'needs reassessment' to ensure the services they receive continue to be appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Policy has been developed for claimants receiving this service to have regular assessments to ensure that the service continues to be appropriate</li> <li>ACC and Ministry of Health have agreed to fully fund residential care costs for claimants</li> </ul>

AGENCY	PROJECT NAME AND ACTION(S)	OBJECTIVE(S)	LINK TO POSITIVE AGEING GOALS AND KEY ACTIONS	CRITERIA & MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2002 TO 30 JUNE 2003
ACC	<b>Fall prevention programmes for older people</b> <ul style="list-style-type: none"> <li>• Establish, fund and monitor community-based initiatives</li> <li>• Develop community capacity to respond to the issue</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the number of injuries and/or severity of injury by promoting a variety of personal exercise (eg, strength and balance) and environmental changes to reduce or eliminate risk factors for falls</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p> <p><i>Will promote safer lifestyles for older people through improving knowledge and helping to prevent injuries that can have a negative impact on their health status</i></p>	<ul style="list-style-type: none"> <li>• Community programmes are evidence based and reduce or eliminate risk factors for falls</li> </ul>	<ul style="list-style-type: none"> <li>■ The number and reach of community-based fall prevention education programmes expanded in Northland, Greater Auckland, Hamilton, Tauranga, Rotorua, Taranaki, Wanganui, Hawke's Bay, Horowhenua, Manawatu and Masterton, Nelson, Blenheim, Canterbury, Timaru, Otago and Southland</li> <li>■ New community-based modified Tai Chi fall prevention services established in Auckland, Tauranga, and Richmond</li> <li>■ Expanded reach of community-based modified Tai Chi fall prevention services in Nelson, Stoke, Christchurch and Blenheim</li> <li>■ Launch and promotion of the Otago Exercise Programme to Prevent Falls in Older Adults</li> <li>■ Programme delivery contracts established in Blenheim and Auckland, with several other sites to be negotiated</li> </ul>
ACC	<b>Home-based rehabilitation packages of care</b>	<ul style="list-style-type: none"> <li>• Provide a process for the provision of home-based rehabilitation in a timely and accessible way</li> </ul>	<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>Development of:</p> <ul style="list-style-type: none"> <li>• 'packages of care' based on injury type, including fractured femur, hips and other injuries</li> <li>• a process to ensure efficient delivery</li> <li>• an implementation plan to include hospitals and contact centres</li> </ul>	<ul style="list-style-type: none"> <li>■ 'Packages of care' developed in 2001 successfully implemented via contact centres in 2002/2003</li> <li>■ Review of 'packages of care' to be completed 2003/04 year</li> </ul>



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ACC	<b>Positive Ageing Reference Group</b>	<ul style="list-style-type: none"> <li>• Provide an inter-divisional forum for issues relating to ageing (Older People Strategy group)</li> </ul>	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> <li>• Reference group to be established</li> <li>• Mechanism for providing strategic advice and oversight to be established</li> </ul>	<ul style="list-style-type: none"> <li>■ Reference group established July 2002 contributed to planning and achievement of identified goals</li> <li>■ Reference group comprises eight staff representing different work areas, including rehabilitation, policy and injury prevention</li> <li>■ Reference group meets monthly and provides overall guidance for Positive Ageing initiatives</li> </ul>
ACC	<b>Response mechanism for multiple injuries experienced by claimants over 65</b>	<ul style="list-style-type: none"> <li>• Investigate the usefulness of a response mechanism where claimants over 65 experience multiple injuries</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p>	<ul style="list-style-type: none"> <li>• Project approved</li> <li>• Decision made on implementation of a response mechanism</li> </ul>	<ul style="list-style-type: none"> <li>■ Piloting of an intervention project to prevent multiple injuries related to but not limited to falls</li> <li>■ Pilot project for implementation June 2003</li> <li>■ Evaluation of pilot project planned for November 2003</li> </ul>
<b>Archives New Zealand</b>	<b>Access to archives</b>	<ul style="list-style-type: none"> <li>• Assist with the use of archives as a research resource</li> <li>• Provide access to the archives free of charge in the department's four reading rooms</li> <li>• Conduct tours of the archival repositories, and talks on archival research for community groups</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a learning resource for older people by preserving and enabling access to government records of enduring value</li> <li>• Allow older people to explore the stories of their own past and the past of our society as a whole, and to contribute to the nation's knowledge through production of published histories</li> </ul> <p>Key Action 10.1: <i>Improve opportunities for education for all</i></p> <p>Key Action 10.3: <i>Encourage utilisation of the experience and skills of older people</i></p>	<p>Annual report to Minister on:</p> <ul style="list-style-type: none"> <li>• assistance in use of the archives</li> <li>• enabling access</li> <li>• tours and talks provided</li> </ul>	<ul style="list-style-type: none"> <li>■ Access available free of charge to the public in all four Archives NZ offices</li> <li>■ Over 100 guided tours provided for visitors to Archives NZ to June 2003</li> <li>■ Access services staff provided assistance with research resources for Archives NZ clients</li> </ul>

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<b>Archives New Zealand</b>	<b>Human Resources</b> <ul style="list-style-type: none"> <li>Review and update policies and procedures</li> <li>Arrange seminars for staff on retirement and financial planning options</li> <li>Arrange sick-leave provisions for care of dependants and for eldercare</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement policies and practices that reflect aspects of the Positive Ageing Strategy</li> <li>Provide Employee Assistance Programme (EAP) to support staff (and dependants)</li> </ul>	<p>Key Action 9.1: <i>Implement human resources policies in the government sector that support employment of older workers; provide family-friendly workplaces by recognising those with caring responsibilities and allowing flexible and reduced hours of work; and ensure entitlements for training are provided to all workers, including older workers</i></p>	<ul style="list-style-type: none"> <li>Policies and human resources manual are updated and reflect principles</li> <li>Seminars and sessions are provided to staff</li> </ul>	<ul style="list-style-type: none"> <li>Leave provisions reviewed to ensure staff can take paid leave to care for older dependants</li> <li>EAP available for staff and their immediate family</li> <li>Retirement and financial planning seminars held for Wellington staff and their partners in June 2003</li> <li>Seminars to be delivered to regional offices in the next financial year</li> </ul>
<b>Ministry for Arts, Culture and Heritage</b>	<b>Administration of historic graves, monuments and memorials</b> <ul style="list-style-type: none"> <li>Provide a service tracing war graves</li> </ul> <b>Waitangi Day and ANZAC Day</b> <ul style="list-style-type: none"> <li>Administer the Commemorative Waitangi Day Fund</li> <li>On ANZAC Day, remember those who died in and survived the World Wars</li> </ul>	<p>Honour and remember contributions to New Zealand's development as a nation by administering:</p> <ul style="list-style-type: none"> <li>historic graves, monuments and memorials</li> <li>public holidays such as Waitangi Day (including the Commemorating Waitangi Day Fund) and ANZAC Day</li> <li>the Antiquities Act 1975 by consulting kaumātua over custody of newly found artefacts</li> </ul>	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> <li>Contributions to NZ's development as a nation are honoured and remembered by administering historic graves, monuments, memorials and public holidays</li> </ul>	<ul style="list-style-type: none"> <li>Commemorative activities held on Waitangi Day are funded by the Waitangi Day Fund</li> <li>Commemorative activities held on ANZAC Day at the National War Memorial</li> <li>The Antiquities Act 1975 consultation work with kaumātua over custody of newly found artefacts is ongoing</li> <li>Ongoing service provided for tracing war graves</li> </ul>

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Arts, Culture and Heritage	<b>Audit of Human Resources policies</b>	<ul style="list-style-type: none"> <li>• Ensure Human Resources (HR) policies reflect relevant aspects of the Positive Ageing Strategy</li> </ul>	Goals: 6, 8, 9, 10	<ul style="list-style-type: none"> <li>• Policies are updated and reflect the principles of the Positive Ageing Strategy</li> </ul>	<ul style="list-style-type: none"> <li>■ HR policies are reviewed and updated taking into account the principles of the Positive Ageing Strategy</li> </ul>
Arts, Culture and Heritage	<b>Cultural Experiences Survey</b> <ul style="list-style-type: none"> <li>• Publish survey as part of the cultural statistics programme jointly operated by the Ministry and Statistics New Zealand</li> </ul>	<ul style="list-style-type: none"> <li>• Inform government policy-making and resource allocation by providing statistics on cultural experiences</li> <li>• Improve the availability of cultural statistics to organisations and researchers in the wider cultural sector</li> </ul>	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> <li>• Future policy decisions in the culture and heritage sector are informed by the Cultural Experiences Survey</li> </ul>	<ul style="list-style-type: none"> <li>■ Main findings from the survey published June 2002</li> <li>■ Full analytical report, including age data, to be published July 2003</li> </ul>
Arts, Culture and Heritage	<b>History Group publications and awards</b> <ul style="list-style-type: none"> <li>• Publish oral histories, including those on prisoners of war</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance the awareness and knowledge of NZ history, through services including the production and monitoring of histories and the provision of historical advice, grants and seminars</li> </ul>	<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"> <li>• Contributions to NZ's development as a nation are honoured and remembered by histories</li> <li>• Research undertaken and oral histories are published</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Inside Stories</i>, a collection of interviews with prisoners of war, published September 2002</li> <li>■ Work begun on oral history with veterans of the North Africa and Italian campaigns</li> <li>■ Public seminars held on the research done on <i>Inside Stories</i> and other recent historical work of the Ministry</li> </ul>

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<p><b>Department of Child, Youth and Family</b></p>	<p><b>Elder abuse and neglect prevention services</b></p> <ul style="list-style-type: none"> <li>• Provide ongoing funding for services</li> </ul>	<ul style="list-style-type: none"> <li>• Fund services to prevent and respond to incidents of elder abuse and neglect</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p>	<ul style="list-style-type: none"> <li>• Continuation of funding for elder abuse and neglect prevention services</li> <li>• Services respond to all cases of reported abuse or neglect</li> <li>• Increased community awareness of elder abuse and neglect prevention services raises demand for the services</li> </ul>	<ul style="list-style-type: none"> <li>■ Ongoing funding provided to 22 services</li> <li>■ 100% response rate to reports of elder abuse and neglect</li> <li>■ Community education programmes raised awareness of elder abuse and neglect and increased demand for services</li> </ul>
<p><b>Ministry of Civil Defence and Emergency Management, Department of Internal Affairs</b></p>	<p><b>Civil Defence and Emergency Management Public Education Programme</b></p> <ul style="list-style-type: none"> <li>• Deliver national public education initiatives and promotional material</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance public awareness of civil defence issues</li> <li>• Ensure awareness includes recognition of the types of people who may be vulnerable in an emergency and/or may need extra assistance</li> <li>• Increase knowledge about risks and hazards in local communities and improved preparedness</li> <li>• Improve the availability of educational material and programmes</li> <li>• Ensure all educational and promotional material is appropriate</li> </ul>	<p>Key Action 5.1: <i>Promote and implement safety awareness programmes for older people</i></p> <p>Emerging Issue for Ageing in Place: <i>Older people need to feel safe and secure to age in place successfully</i></p> <p>Key Action 8.1: <i>Ensure government agency advertising and publicity campaigns portray positive images of older people</i></p>	<ul style="list-style-type: none"> <li>• Delivery of national awareness initiatives to the general public, including older people</li> <li>• Delivery of national public education initiatives and promotional material about civil defence issues generally, and about how to respond in an emergency situation</li> <li>• All Civil Defence public educational and promotional material is appropriate</li> </ul>	<ul style="list-style-type: none"> <li>■ National Radio campaign implemented to raise awareness and encourage preparedness</li> <li>■ Brochure - <i>Will You Cope When Disaster Strikes</i> - reprinted for distribution through local councils</li> <li>■ Five year national public education strategy developed</li> </ul>

AGENCY	PROJECT NAME AND ACTION(S)	OBJECTIVE(S)	LINK TO POSITIVE AGEING GOALS AND KEY ACTIONS	CRITERIA & MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2002 TO 30 JUNE 2003
<p><b>Department for Courts</b></p>	<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Audit all Human Resources (HR) policies</li> <li>• Establish long service awards for staff across the Department</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all HR policies follow the goals of the Positive Ageing Strategy</li> <li>• Formally acknowledge the service and commitment of long-serving employees</li> </ul>	<p>Key Action 9.1: <i>Implement human resources policies in the government sector that support employment of older workers</i></p> <p>Emerging Issue for Employment: <i>The increasing older working population highlights the need for new human resource strategies to address attitudes, recruitment, retention, performance and training issues</i></p>	<ul style="list-style-type: none"> <li>• HR policies are amended, where appropriate, to follow the goals of the Positive Ageing Strategy</li> <li>• Award presentations take place on a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>■ Human Resources Strategic Plan 2003-2006 currently being developed</li> <li>■ Draft plan for consultation considers how the Human Resources Strategy can be aligned with the Positive Ageing Strategy</li> <li>■ Long service award presentations held for staff at the High Court, District Courts and Collections Units (Fines)</li> <li>■ 37 awards have been presented since 1 July 2002 for 20 years or more of service</li> </ul>
<p><b>Courts</b></p>	<p><b>Publicity material</b></p> <ul style="list-style-type: none"> <li>• Review publicity material to ensure it contains positive images of older people</li> </ul>	<ul style="list-style-type: none"> <li>• Reinforce the attitude that older people are active and contributing members of the community</li> </ul>	<p>Key Action 8.1: <i>Ensure government agency advertising and publicity campaigns portray positive images of older people</i></p> <p>Emerging Issue for Attitudes: <i>Baby boomers' approach to life in older age will have a considerable influence on prevailing stereotypes and on attitudes to positive ageing</i></p>	<ul style="list-style-type: none"> <li>• Positive portrayals of older people appear regularly in departmental publications and service information</li> </ul>	<ul style="list-style-type: none"> <li>■ The quarterly publication <i>Courtside</i> contains articles which portray positive images of older people (eg. the retirement of a staff member after 43 years' service)</li> <li>■ Presentation of certificates of appreciation to volunteers, many of whom are retired and who work in and around the Courts</li> </ul>

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<p><b>New Zealand Customs Service</b></p>	<p><b>Human Resources policies</b></p> <ul style="list-style-type: none"> <li>• Administer the Long Service Award Programme</li> <li>• Run retirement seminars</li> <li>• Administer the Phased Retirement Scheme</li> </ul>	<ul style="list-style-type: none"> <li>• Formally recognise the outstanding contribution and commitment of employees</li> <li>• Provide staff nearing retirement with support and information on the retirement process</li> <li>• Provide for gradual retirement of staff</li> <li>• Allow flexibility in the retirement process to provide for the varying needs of retiring people</li> </ul>	<p>Key Action 9.1: <i>Implement human resources policies in the government sector that support employment of older workers</i></p>	<ul style="list-style-type: none"> <li>• Regular award ceremonies are conducted</li> <li>• Seminars are provided to all staff</li> <li>• Phased retirement is available to staff</li> <li>• Staff feedback on the schemes is sought through exit interviews</li> </ul>	<ul style="list-style-type: none"> <li>■ Long-service ceremonies held June 2003</li> <li>■ Retirement seminars (now changed to Financial Planning Sessions) held November 2002</li> <li>■ Phased retirement policy implemented</li> </ul>
<p><b>Ministry of Economic Development</b></p>	<p><b>Internet Access Project (PROBE)</b></p>	<ul style="list-style-type: none"> <li>• Improve Internet access, particularly in regional and rural areas</li> </ul>	<p>Key Action 5.2: <i>Develop a wide range of services that facilitate ageing in place</i></p> <p>Emerging Issue for Rural Older People: <i>Increasing use of information and communication technologies means that addressing the issue of rural telecommunications infrastructures is more important</i></p>	<ul style="list-style-type: none"> <li>• More people have access to the Internet, particularly in rural areas</li> </ul>	<ul style="list-style-type: none"> <li>■ Five regional broadband Internet access pilot projects superseded by the Regional Broadband Project (PROBE)</li> <li>■ PROBE will provide broadband access to all schools and their communities by December 2004 greatly extending existing national rural broadband coverage</li> </ul>

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<b>Economic Development</b>	<b>Life insurance regulation</b> • Review of life insurance regulation	• Improve the regulation of life insurance in New Zealand	Goal 1: <i>Secure and adequate income for older people</i>  Emerging Issue for Income: <i>Individual saving and investment at younger ages will better meet economic needs in older age</i>	• Agreement to the scope of regulation	<ul style="list-style-type: none"> <li>■ Initial work completed</li> <li>■ Law Commission conducting a review of life insurance regulation with report due October 2004</li> </ul>
<b>Economic Development</b>	<b>Low fixed-charge electricity tariff options</b> • Ensure electricity retailers offer a low fixed-charge tariff option to domestic consumers • Monitor the implementation of the low fixed-charge option by electricity retailers	• Ensure that domestic electricity prices are fair for small consumers, most of whom are older people	Key Action 5.2: <i>Develop a wide range of services that support ageing in place</i>	• All domestic consumers have the option of a low fixed-charge of no more than 10% of the total bill for an average domestic consumer (who uses around 8,000 units per annum); in practice this is likely to be around 30 cents per day	<ul style="list-style-type: none"> <li>■ Half-yearly comprehensive surveys completed</li> <li>■ With one exception, a type of low fixed charge is available to most non-commercial consumers</li> <li>■ Almost all line companies offer low fixed-tariff options for non-commercial consumers</li> <li>■ An explanation and request for compliance was sought by the Minister from all companies not offering low-tariff charges</li> <li>■ A review is under way to assess differential rebates and their impact on low fixed-tariff charges</li> </ul>

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<b>Ministry of Education</b>	<b>Adult and Community Education (ACE)</b> <ul style="list-style-type: none"> <li>• Publish booklet on case studies</li> <li>• Develop charters and profiles</li> </ul>	<ul style="list-style-type: none"> <li>• Improve participation and learning achievement in ACE in support of government social and economic goals</li> <li>• Promote life-long learning</li> <li>• Improve the contribution of ACE to national goals in social and economic development</li> </ul>	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> <li>• Increased participation and achievement of older people in ACE</li> <li>• Charters and profiles developed</li> <li>• New funding system implemented</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Life is ACE</i> booklet profiling adult learners, published August 2002</li> <li>■ Trial of charters and profiles concluded late 2002</li> <li>■ ACE networks piloted with University of Third Age, Age Concern, and SeniorNet in 2002/03</li> <li>■ ACE Reference Group established March 2003 by the Tertiary Education Commission</li> <li>■ Cabinet agreed March 2003 to a new funding framework for ACE. Under this framework, encouraging life-long learning is one of several national priorities for ACE</li> </ul>
<b>Education</b>	<b>Adult Literacy Strategy</b> <ul style="list-style-type: none"> <li>• Develop a National Reporting Framework measuring adult literacy gains</li> <li>• Develop a quality standard for adult literacy providers</li> <li>• Administer the Adult Literacy Innovations Pool</li> </ul>	<ul style="list-style-type: none"> <li>• Create common standards for assessing gains in adult literacy</li> <li>• Provide a quality mark for providers</li> <li>• Increase provision and collaboration between providers and communities, and identify innovative projects for adult learners</li> </ul>	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> <li>• Common standards created that allow measurement of achievement</li> <li>• Identification of quality provision</li> <li>• Increase and broadening of the diversity of provision to older adult learners through the Adult Literacy Innovations Pool</li> </ul>	<ul style="list-style-type: none"> <li>■ Adult Literacy Achievement Framework draft handbook completed; a six month trial began March 2003 with 20 providers involving over 600 learners</li> <li>■ The Adult Literacy Quality Mark for adult literacy providers completed; reviewed and trialled by NZQA</li> <li>■ Audit requirements for adult literacy providers developed by NZQA</li> <li>■ Innovations Pool funded 108 new projects in 2002/03</li> <li>■ Workplace literacy strategy developed, and funding provided for approximately 33% of Pacific Island workers aged over 45 years, and 20% over 55 years</li> <li>■ Unit standards for adult literacy provider qualifications registered</li> </ul>



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Office of Ethnic Affairs, Department of Internal Affairs	<b>Ethnic Perspective Framework</b> • Promote and implement the Ethnic Perspective Framework for government agencies, including issues for older people • Monitor use of the Ethnic Perspective Framework	• Identify the role, value, needs and family responsibilities of older people and of caring for older people • Encourage other agencies to use the framework in the policy advice and consultation process	Key Action 6.3: <i>Identify issues of specific concern to older people from ethnic communities and develop options for addressing these</i>	• Evidence that other agencies are using the framework, including addressing specific issues for older people in ethnic communities	<ul style="list-style-type: none"> <li>■ Government launched <i>Ethnic Perspectives in Policy Framework</i> March 2003. It includes issues for older people, and consultation and responsiveness guidelines</li> <li>■ Government agencies informed about the policy, and resources made available</li> <li>■ Monitoring of the framework being undertaken to be reported to Cabinet November 2004</li> </ul>
New Zealand Fire Service Commission	<b>Fall and fire prevention for older people</b> • Work jointly with ACC to reduce falls and fires for older people	<ul style="list-style-type: none"> <li>• Provide smoke alarms and home escape plans for older people</li> <li>• Deliver a referral package advising older people about fall prevention</li> <li>• Provide information on a help line established by ACC and Age Concern</li> </ul>	Key Action 5.2: <i>Develop a wide range of services that facilitate ageing in place</i>	• Installation of approximately 7,000 smoke alarms and associated home escape plans nationally	<ul style="list-style-type: none"> <li>■ Smoke alarms and associated home escape plans provided in trial population centres with high concentrations of older people</li> <li>■ Independent review of the programme underway on behalf of ACC</li> <li>■ The fall and fire prevention programme ongoing</li> <li>■ Smoke alarm installation programme ongoing, with approximately 6,000 installed by June 2003</li> </ul>
New Zealand Fire Service Commission, Department of Internal Affairs	<b>Fire Safety For Seniors programme</b> • Deliver fire safety programmes on a regional basis, focusing on areas with high proportions of older people	• Promote fire safety in the home for older people	Goal 5: <i>Older people feel safe and secure and can 'age in place'</i>  Key Action 5.2: <i>Develop a wide range of services that facilitate ageing in place</i>	<ul style="list-style-type: none"> <li>• Delivery of safety programmes</li> <li>• Older people have increased knowledge of fire safety in the home</li> </ul>	<ul style="list-style-type: none"> <li>■ Awareness and smoke alarm installation programmes conducted in all 8 regions</li> <li>■ External evaluation of regional results is in progress, to be completed in 2003</li> <li>■ Fire Safety Programmes are ongoing</li> </ul>

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<p><b>New Zealand Fire Service Commission</b></p>	<p><b>Home sprinkler system</b></p> <ul style="list-style-type: none"> <li>• Provide access to information on sprinkler systems</li> </ul>	<ul style="list-style-type: none"> <li>• Provide an effective and affordable supplement to the home smoke alarm programmes set in place by the Fire Service</li> </ul>	<p>Key Action 5.2: <i>Develop a wide range of services that facilitate ageing in place</i></p>	<ul style="list-style-type: none"> <li>• Older people have improved access to home sprinkler systems</li> </ul>	<ul style="list-style-type: none"> <li>■ NZ Standard NZS 4517:2002 <i>Fire Sprinkler Systems for Houses</i> published February 2003</li> <li>■ <i>Home Sprinkler Guide</i> published February 2003</li> <li>■ Fire safety information distributed nationally</li> <li>■ 120 <i>Home Sprinkler Guides</i> delivered to building industry representatives</li> <li>■ Fire Safety Programmes are ongoing</li> </ul>
<p><b>Ministry of Foreign Affairs and Trade</b></p>	<p><b>International human rights</b></p> <ul style="list-style-type: none"> <li>• Facilitate NZ's contribution to promoting and protecting human rights at multilateral, regional and bilateral levels</li> <li>• Report on the implementation of NZ's human rights obligations, including in relation to the rights of older people</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure constructive participation in key international human rights forums and standard-setting exercises</li> <li>• Ensure positive response to the presentation of NZ's periodic reports under the relevant core international human rights treaties</li> </ul>	<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"> <li>• NZ participates in international human rights forums and standard-setting exercises, including, where appropriate, promoting specific references to the rights of older people</li> <li>• Periodic reports are presented under the core international human rights treaties, including, where appropriate, information on measures to promote the rights of older people</li> </ul>	<ul style="list-style-type: none"> <li>■ With particular reference to older people, NZ co-sponsored the UNGA (United Nations General Assembly) Third Committee resolution on the follow-up to the World Assembly on Ageing</li> <li>■ New Zealand's reports to the United Nations Committees under ICCPR (International Covenant on Civil and Political Rights) (July 2002) ICESCR (International Covenant on Economic, Social and Cultural Rights) (May 2003) and CEDAW (Convention for the Elimination of Discrimination Against Women) (July 2003) included information about the human rights of older people such as the Positive Ageing Strategy, non-discrimination, and measures to prevent abuse and neglect</li> </ul>

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<p><b>Ministry of Health</b></p>	<p><b>Assessment processes for older people</b></p> <p>Develop evidence-based guidelines that include:</p> <ul style="list-style-type: none"> <li>• assessment of carer support needs</li> <li>• culturally appropriate assessment</li> <li>• trigger points for assessment</li> <li>• levels of assessment for particular circumstances</li> <li>• the competencies required for assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the availability of multidisciplinary, comprehensive and integrated assessment for older people and their carers</li> </ul>	<p>Goals 2, 5 and 6.</p> <p>Key Action 2.3: <i>Ensure the availability of multi-disciplinary comprehensive geriatric needs assessment throughout New Zealand</i></p> <p>Key Action 5.3: <i>Develop policy options that facilitate ageing in place</i></p> <p>Key Action 5.4: <i>Improve delivery of information about provisions and services that enable older people to age in place</i></p>	<ul style="list-style-type: none"> <li>• Evidence-based guidelines are incorporated into the National Service Framework</li> <li>• Evidence-based guidelines lead to more consistent assessment processes, minimise duplication and minimise risk of unmet/unrecognised need</li> <li>• NASC agencies to be reviewed against current operating guidelines</li> </ul>	<ul style="list-style-type: none"> <li>■ Draft guidelines developed and sent for consultation April 2003</li> <li>■ Feedback received May/June 2003</li> <li>■ National Assessment Services Co-Ordination (NASC) reviewed against their current operating guidelines completed June 2003</li> <li>■ Where improvements were needed Action Plans have been developed</li> </ul>

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Health	<b>Asset testing and funding for long-term services for older people</b>	<ul style="list-style-type: none"> <li>Develop and introduce legislation to remove asset testing for long-term care based on Cabinet decisions on the preferred approach</li> <li>Develop 'across-government' policy and funding options for the long-term health care, disability and social support and housing needs of older people</li> </ul>	Goals 1, 3,4, 5, 7	<ul style="list-style-type: none"> <li>Legislation for removal of asset testing is introduced</li> <li>Administrative guidelines are developed and implementation pathways are identified</li> <li>A more flexible range of options to meet the long-term care needs of older people is developed</li> </ul>	<ul style="list-style-type: none"> <li>Cabinet agreed to the progressive removal of asset testing March 2003</li> <li>Detailed policy completed June 2003 prior to legislative drafting</li> <li>'Across-government' policy and funding options delayed until 2004/05</li> </ul>
Health	<b>Dementia care</b> <ul style="list-style-type: none"> <li>Develop a service development plan for older people with dementia</li> </ul>	<p>Produce a service development plan that:</p> <ul style="list-style-type: none"> <li>addresses issues identified with the sector</li> <li>addresses quality issues in residential care</li> <li>develops dementia-specific standards</li> <li>involves trained psychogeriatric professionals in appropriate management of people with significant symptoms associated with dementia</li> <li>strengthens the audit process for all aged care services, including dementia care</li> </ul>	<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>Key action 2.2: <i>Develop health service options that allow integrated planning, funding and delivery of primary, secondary, residential care and community support services</i></p>	<ul style="list-style-type: none"> <li>Service plan is developed and implemented</li> <li>Standards are developed within the framework established by the Health and Disability Services (Safety) Act 2001</li> <li>Quality and safety in residential care for older people with dementia improves</li> <li>The strengthened audit processes for all aged-care services increase compliance with the required standard and identify those that do not meet the standard</li> </ul>	<ul style="list-style-type: none"> <li>Dementia work plan implemented from July 2002</li> <li>Development of dementia-specific residential care standards budgeted for 2003/04</li> <li>New national contract for residential care providers introduced 1 July 2002, limiting the size of most dementia facilities to 20 residents</li> <li>A tool to audit the national contract has resulted in strengthened audit processes</li> <li>Training and qualification approaches are being developed with tertiary education organisations and the Community Social Services Industry Training Organisation</li> <li>Brochure on residential care is being developed for consumers and their families</li> </ul>

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Health	<p><b>Development of a national service framework for organised stroke services</b></p> <ul style="list-style-type: none"> <li>• Updating and implementing <i>Life after Stroke</i> guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a national service framework and service specification for organised stroke services</li> <li>• Implement the <i>Life after Stroke</i> guidelines</li> </ul>	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Key action 2.2: <i>Develop health service options that allow integrated planning, funding and delivery of primary, secondary, residential care and community support services</i></p>	<ul style="list-style-type: none"> <li>• Guidelines and service specifications implemented by June 2004</li> </ul>	<ul style="list-style-type: none"> <li>■ Draft service specification currently with District Health Boards (DHBs) for consultation by 30 June 2003</li> <li>■ Stroke guidelines consultation finalised June 2003</li> </ul>

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Health	<p><b>Health of Older People Strategy progressive implementation</b></p> <ul style="list-style-type: none"> <li>• Work with lead DHBs and other DHBs on models for delivering an integrated continuum of care for older people</li> <li>• Work with DHBs to develop resources to guide DHB planning and provision of an integrated continuum of care and implementation of the strategy</li> <li>• Hold provider and DHB workshops on implementing the Health of Older People Strategy, to facilitate information sharing and best practice experience of integrated services for older people</li> <li>• Develop an 'older people' web page on the Ministry of Health website</li> </ul>	<ul style="list-style-type: none"> <li>• Develop models for delivering an integrated continuum of care</li> <li>• Develop resources to assist DHBs in developing an integrated continuum of care and in implementing the strategy</li> <li>• Facilitate the sharing of knowledge and best practice among providers, and disseminate information about the purpose of the Health of Older People Strategy</li> <li>• Establish and maintain an 'older people' web page that includes information on statistical data, service utilisation, health status and best practice examples, along with links to other relevant sites</li> </ul>	<p>Goals: 2, 5, 6</p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Key Actions: 2.1, 2.2, 5.4</p> <p>Key Action 2.2: <i>Develop health service options that allow integrated planning, funding and delivery of primary, secondary, residential care and community support services</i></p>	<ul style="list-style-type: none"> <li>• DHBs share information about effective models</li> <li>• DHBs begin planning to meet the needs of their ageing population by preparing to fund disability support services for older people and by implementing the Health of Older People Strategy by 2010</li> <li>• Resources provide guidance and support for DHBs</li> <li>• Information and best practice experience are shared among planners and providers</li> <li>• Collaborative relationships are built</li> <li>• DHBs share their experiences of the changes needed to move towards integrated planning, funding and service provision for older people</li> <li>• DHB networks are established and strengthened</li> <li>• Web page is regularly updated</li> <li>• Web page is informative and used by service planners, service providers, the community and older people themselves</li> </ul>	<ul style="list-style-type: none"> <li>■ Effective models shared through district and regional forums</li> <li>■ 2003/04 DHB annual plans reflect preparation for devolution of disability support services funding and implementation of a continuum of care for older people</li> <li>■ Regular forum to provide advice to DHBs to progress preparation for disability support services funding responsibility and development of an integrated continuum of care for older people</li> <li>■ Two provider workshops and one DHB workshop held on continuum of care approaches</li> <li>■ Networking initiatives to share learning and experience has strengthened collaborative relationships between the Ministry, DHBs, non-government organisations and the community</li> <li>■ Web page <a href="http://www.moh.govt.nz/olderpeople">www.moh.govt.nz/olderpeople</a> established November 2002, and is regularly updated; new items, positive comments and suggestions for development received</li> </ul>

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Health	<p><b>Home-based care</b></p> <ul style="list-style-type: none"> <li>Develop standards for home-based rehabilitation / home support services</li> </ul>	<ul style="list-style-type: none"> <li>Work with ACC on consistent standards for services that both sectors fund, beginning with home-based support services</li> </ul>	<p>Goals: 2, 5, 8</p> <p>Key Actions: 2.2, 5.3, 8.3</p> <p>Key Action 2.2: <i>Develop health service options that allow integrated planning, funding and delivery of primary, secondary, residential care and community support services</i></p> <p>Key Action 5.3: <i>Develop policy option that facilitate ageing in place</i></p> <p>Key Action 8.3: <i>Foster collaborative relationships between central and local government business non-government and community sectors that promote positive ageing</i></p>	<ul style="list-style-type: none"> <li>Greater consistency in the standard of home-based rehabilitation / home support services funded through Health and ACC</li> </ul>	<ul style="list-style-type: none"> <li>The Home &amp; Community Support Sector Standard (H&amp;CSS NZS 8158:2003) published on 17 April 2003 for voluntary use pending enabling legislation</li> <li>The standard will apply to all Ministry, DHB, ACC, and privately funded providers of home and community home support rehabilitation services</li> <li>Standards NZ contracted by Ministry of Health &amp; ACC to develop an audit workbook for providers to implement the Standard</li> </ul>

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Health	<p><b>Information network</b></p> <ul style="list-style-type: none"> <li>Develop an information network for carers</li> </ul>	<ul style="list-style-type: none"> <li>Support the development of an information network for carers, with a website being the core</li> </ul>	<p>Goal: 5</p> <p>Key Actions: 5.4, 10.3, 10.4</p>	<ul style="list-style-type: none"> <li>Network is launched</li> <li>Continued development of website in 2003</li> </ul>	<ul style="list-style-type: none"> <li>Website launched May 2002</li> </ul>
Health	<p><b>Improving access to primary care</b></p> <ul style="list-style-type: none"> <li>Work with DHBs to remove barriers to primary health care as part of establishing Primary Health Organisations (PHOs)</li> </ul>	<ul style="list-style-type: none"> <li>Address cost and other barriers to access</li> <li>PHOs will have increased funding on a capitation basis to lower access barriers for high-need groups. Priority will be given to those areas serving low-income, high-need populations</li> </ul>	<p>Goals: 2, 5, 6</p> <p><i>Improved access to primary health care has long-term benefits due to better health outcomes, and therefore supports Positive Ageing</i></p>	<ul style="list-style-type: none"> <li>Planned funding increases over the next 3 years result in improved access for those with greatest need, including older people</li> </ul>	<ul style="list-style-type: none"> <li>34 PHOs established; one million enrolled</li> <li>700,000 enrolments with PHOs serving high-need populations and providing low-cost access</li> <li>All PHOs are funded to provide new services specifically to reduce non-cost barriers to access care</li> </ul>
Health	<p><b>Intermediate-level care</b></p> <ul style="list-style-type: none"> <li>Ministry of Health, DHBs, service providers and health professionals to assess options for intermediate-level care, rehabilitation and convalescence for older people</li> <li>Develop guidelines for intermediate-level care and rehabilitation for older people</li> </ul>	<ul style="list-style-type: none"> <li>Provide a continuum of quality care between general hospital or psychiatric unit-based treatment and home-based support</li> </ul>	<p>Goals: 2, 5</p> <p>Key Action 2.2: <i>Develop health service options that allow integrated planning, funding and delivery of primary, secondary, residential care and community support services</i></p> <p>Key Action 5.3: <i>Develop policy options that facilitate ageing in place</i></p> <p>Key Action 5.4: <i>Improve delivery of information about provisions and services that enable older people to age in place</i></p>	<ul style="list-style-type: none"> <li>Best practice options are identified</li> <li>Effectiveness of various options is evaluated</li> <li>Guidelines are developed and incorporated in the National Service Framework</li> </ul>	<ul style="list-style-type: none"> <li>The project was redefined to assess the options for managing the hospital/community interface for older people</li> <li>A literature review completed 30 June 2003; guidelines to be completed in 2003/04</li> </ul>



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<b>Health</b>	<p><b>Pacific workforce development</b></p> <p>Develop a Pacific workforce plan that:</p> <ul style="list-style-type: none"> <li>• responds to the health and disability needs of Pacific elders</li> <li>• is consistent with the objectives of the Health of Older People Strategy and the Pacific Health and Disability Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Plan for the Pacific workforce requirements of the rapidly increasing numbers of Pacific elders and their families</li> </ul>	<p>Goals: 2, 5, 6</p> <p>Key Action 7.2: <i>Improve service delivery to rural areas</i></p> <p>Key Action 7.4: <i>Ensure equity of access to health services for people in rural areas</i></p>	<ul style="list-style-type: none"> <li>• Workforce issues for Pacific elders are incorporated into broader workforce planning</li> <li>• The plan sets a direction for extending and enhancing culturally appropriate mainstream health and support services for Pacific elders</li> </ul>	<ul style="list-style-type: none"> <li>■ The Pacific Health Workforce Advisory Group formed to provide strategic advice on Pacific workforce planning and appropriate services for older Pacific people</li> </ul>
<b>Health</b>	<p><b>Rural health services</b></p> <ul style="list-style-type: none"> <li>• Implement several local and national approaches progressively over 2 to 3 years</li> </ul>	<ul style="list-style-type: none"> <li>• Implement the Primary Health Care Strategy in rural areas, and support retention and recruitment of the primary care workforce</li> </ul>	<p>Goals: 2, 7</p> <p>Key Action 7.2: <i>Improve service delivery to rural areas</i></p> <p>Key Action 7.4: <i>Ensure equity of access to health services for people in rural areas</i></p>	<ul style="list-style-type: none"> <li>• More coherent service provision occurs and benefits older people as well as the general population</li> <li>• Workforce retention and recruitment increases.</li> <li>• DHB quarterly reporting to the Ministry describes the retention strategies planned or introduced, the progress or impact of those workforce retention strategies, and the amount of workforce retention funding expended to date</li> <li>• DHBs must also report where there is a GP vacancy for more than 3 months</li> </ul>	<ul style="list-style-type: none"> <li>■ DHBs allocated \$4.3M to retain GPs and nurses providing first-level services in rural areas</li> <li>■ Vacancies monitored through quarterly reports received from DHBs</li> </ul>

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<b>Health</b>	<b>Specialist services</b> • Review specialist health services for older people	<ul style="list-style-type: none"> <li>• Clarify the composition and functions of specialist health services for older people</li> <li>• Focus the review on sustainable models of specialist service provision, including identifying appropriate mixes of skill and hospital/community-based services</li> </ul>	<p>Goals: 2, 5</p> <p>Key Action 2.2: <i>Develop health service options that allow integrated planning, funding and delivery of primary, secondary, residential care and community support services</i></p> <p>Key Action 5.3: <i>Develop policy options that facilitate ageing in place</i></p>	<ul style="list-style-type: none"> <li>• Best practice is identified</li> <li>• Nationally consistent service descriptions and guidelines are developed and accountabilities clarified (this allows for nationally consistent reporting of service provision)</li> </ul>	<ul style="list-style-type: none"> <li>■ Stocktake of specialist health and psychogeriatric services and literature review completed 30 June 2003</li> <li>■ Review to be completed in 2003/04</li> </ul>
<b>Health</b>	<b>Workforce needs</b>	<ul style="list-style-type: none"> <li>• Provide advice to the Ministry of Education on the nature of the future health workforce to meet the needs of the New Zealand Health and Disability Strategies</li> <li>• Conduct a preliminary analysis of current workforce issues for health of older people services</li> <li>• Analyse health workforce needs for an ageing population</li> </ul>	Goals: 2, 5, 6, 8	<ul style="list-style-type: none"> <li>• The preliminary analysis and advice provides a basis for work with DHBs and relevant government, community and voluntary agencies and older people to identify the actions needed by the health and education sectors to address workforce issues</li> </ul>	<ul style="list-style-type: none"> <li>■ Ministry of Health Health Workforce Advisory Committee and DHBNZ developing criteria for health courses provided by tertiary education organisations</li> <li>■ In 2003/04 the above work will inform further development of the workforce requirements, including those for services to older people</li> </ul>

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Housing New Zealand Corporation	<b>Better matching of stock to the needs of tenants</b>	<ul style="list-style-type: none"> <li>• Offer well-insulated, modern homes, through acquisition and leasing, that are better suited to the needs of older tenants</li> </ul>	<p>Key Action 3.4: <i>Work with local government to increase the supply of universal design and energy-efficient low-rental housing, including supported pensioner housing complexes</i></p>	<ul style="list-style-type: none"> <li>• Proposals developed</li> <li>• Implementation as detailed in Statement of Intent 2002/03</li> </ul>	<ul style="list-style-type: none"> <li>■ Healthy Housing programme reduced overcrowding by providing house extensions, design improvements and healthy environment modifications to 60 state-housing properties in the Auckland area</li> <li>■ <i>Development Guide</i> produced to inform future decisions on dwelling design to better meet the diverse needs of tenants, including older people</li> </ul>
Housing NZ	<b>Home ownership assistance for low- and medium-income earners</b>	<ul style="list-style-type: none"> <li>• Assist low and medium income earners to achieve home ownership</li> </ul>	<p>Key Action 3.5: <i>Investigate options for government assistance to enable low-income families to purchase homes</i></p>	<ul style="list-style-type: none"> <li>• Proposals developed and implemented</li> <li>• Implementation as detailed in Statement of Intent 2002/03</li> </ul>	<ul style="list-style-type: none"> <li>■ Low Deposit Rural Lending Programme made 170 loans and assisted approximately 1,000 people to graduate from home purchase and mortgage servicing workshops</li> </ul>
Housing NZ	<b>Māori housing</b> <ul style="list-style-type: none"> <li>• Initiate a strategy to address up to 2,500 sub-standard dwellings in Northland / East Coast / Bay of Plenty / Bay of Plenty over 5 years</li> </ul>	<ul style="list-style-type: none"> <li>• Initiate a strategy to address sub-standard dwellings in Northland / East Coast / Bay of Plenty; a significant number of households include older people with health or disability issues</li> </ul>	<p>Key Action 5.2: <i>Develop policy options that facilitate ageing in place</i></p>	<ul style="list-style-type: none"> <li>• Includes about 250 repairs to existing houses and building up to 80 new houses</li> </ul>	<ul style="list-style-type: none"> <li>■ Rural Housing Programme developed to address substandard housing affecting Māori</li> <li>■ 12 target communities identified, and work is in progress with 8 iwi to address housing problems in East Cape / Eastern Bay of Plenty</li> <li>■ Interventions include expanded state house provision and loans for repairs; older people are substantial beneficiaries of these provisions</li> </ul>

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Housing NZ	<p><b>Social Housing Strategy (Now New Zealand Housing Strategy)</b></p> <ul style="list-style-type: none"> <li>Develop, along with key stakeholders, a strategic approach to social housing over the next 10 years</li> <li>Consider the 11 priority areas, including older people's housing, identified by stakeholders to meet the specific needs of communities</li> </ul>	<ul style="list-style-type: none"> <li>Work with representatives and stakeholders in working parties to identify short, medium and long-term goals in social housing for older people</li> </ul>	<p>Key Action 3.1: <i>Maintain income-related rents policy for state housing</i></p> <p>Key Action 3.4: <i>Work with local government to increase the supply of universal design and energy-efficient low-rental housing, including supported pensioner housing complexes</i></p> <p>Key Action 5.2: <i>Develop policy options that facilitate ageing in place</i></p>	<ul style="list-style-type: none"> <li>Older people receive a range of suitable housing choices that enable them to remain in the community</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholder workshops held and four main critical needs areas relating to older people's housing identified, to be addressed in the NZ Housing Strategy</li> <li>NZ Housing Strategy to be completed 2003/04</li> </ul>
Housing	<p><b>State housing income-related rents and needs-based allocation of tenancies</b></p>	<ul style="list-style-type: none"> <li>Maintain income-related rents for low-income tenants of state-owned housing, and allocate on the basis of need</li> </ul>	<p>Key Action 3.1: <i>Maintain income-related rents policy for state housing</i></p>	<ul style="list-style-type: none"> <li>Implementation as detailed in Statement of Intent 2002/03</li> </ul>	<ul style="list-style-type: none"> <li>1,700 Auckland City Council rental houses transferred to HNZC</li> <li>Rents reduced for 1,200 older tenants</li> <li>\$75 million allocated to upgrade and redevelop these properties over next five years</li> <li>New 51-unit complex specifically designed for mainly older tenants, opened in Lynfield, Auckland, March 2003</li> </ul>

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<b>Inland Revenue Department</b>	<b>Mentoring Programme</b> <ul style="list-style-type: none"> <li>Develop guidelines for appropriate use of older workers as mentors</li> </ul>	<ul style="list-style-type: none"> <li>Investigate the opportunities for appropriate use of older workers as mentors</li> <li>Incorporate into Mentor Programme framework</li> </ul>	<p>Key Action 9.1: <i>Implement Human Resources policies in the Government sector that support employment of older workers</i></p>	<ul style="list-style-type: none"> <li>Opportunities for appropriate use of older workers as mentors are identified</li> </ul>	<ul style="list-style-type: none"> <li>Mentoring Programme to be considered within the Leadership Framework</li> <li>Implementation ongoing during 2003/04</li> </ul>
<b>Inland Revenue</b>	<b>Recruitment and Retention Strategy</b> <ul style="list-style-type: none"> <li>Identify specific measures to improve recruitment and retention of older workers</li> <li>Incorporate measures in the 2003-2005 strategy</li> </ul>	<ul style="list-style-type: none"> <li>Improve recruitment and retention of older workers in next revision of the strategy</li> </ul>	<p>Key Action 9.1: <i>Implement human resources policies in the government sector that support employment of older workers</i></p>	<ul style="list-style-type: none"> <li>Recruitment and Retention Strategy includes specific measures relating to the employment of older workers</li> </ul>	<ul style="list-style-type: none"> <li>The Workforce Profile project incorporating a review and update of the current Recruitment and Retention Strategy • Project scoped by June 2003</li> <li>Project deliverables scoped by June 2004 followed by implementation</li> </ul>
<b>Inland Revenue</b>	<b>Specified superannuation contribution withholding tax</b> <ul style="list-style-type: none"> <li>Legislate for appropriate tax treatment of employer contributions to employee superannuation funds</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that employer contributions to a superannuation fund are taxed at the marginal tax rate of the employee receiving the contribution</li> </ul>	<p>Goal 1: <i>Secure an adequate income for older people</i></p> <p>Emerging Issue for Income: <i>Individual saving and investment at younger ages will better meet economic needs in older age</i></p>	<ul style="list-style-type: none"> <li>A closer match is achieved between the rate of tax on employer contributions to employee superannuation funds and the marginal income tax rates of the individual employees</li> </ul>	<ul style="list-style-type: none"> <li>Legislation introduced in June 2003 allows employers to elect to tax employee contributions to a superannuation fund at a lower rate for those whose taxable income is less than \$38,000</li> </ul>

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<b>Inland Revenue</b>	<b>Tax treatment of retirement villages</b> <ul style="list-style-type: none"> <li>• Clarify treatment under the accrual rules</li> <li>• Possible distribution of an issues paper for consultation with interested parties</li> </ul>	<ul style="list-style-type: none"> <li>• Provide certainty for developers, administrators and residents of retirement villages</li> <li>• Determine the appropriate tax treatment of particular arrangements from a tax policy perspective</li> </ul>	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> <li>• Issues for developers, administrators and residents of retirement villages are identified</li> <li>• Tax policy options are identified that respond to these issues</li> </ul>	<ul style="list-style-type: none"> <li>■ Work on this issue did not identify any tax policy-related issues requiring urgent attention</li> </ul>
<b>Inland Revenue</b>	<b>Validation of age-related data</b> <ul style="list-style-type: none"> <li>• Carry out staff survey or census to confirm validity of age-related data calculated from information in the payroll system</li> <li>• Use age data to inform initiatives relating to the employment of older workers</li> </ul>	<ul style="list-style-type: none"> <li>• Validate data relating to age of IRD employees based on information in payroll system</li> </ul>	<p>Key Action 9.1: <i>Implement human resources policies in the government sector that support employment of older workers</i></p>	<ul style="list-style-type: none"> <li>• Numbers of older workers are collated by age bands and business segment</li> <li>• Age-related data is used to inform employment initiatives</li> </ul>	<ul style="list-style-type: none"> <li>■ The new payroll interface, implemented in 2002, enables staff to access and validate their personal data in the payroll system including date of birth</li> <li>■ Development of the current HR strategy provides the opportunity to use age-related data in the design of initiatives; this will continue in the Workforce Planning project</li> </ul>

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<p><b>Department of Internal Affairs</b></p>	<p><b>Community Organisation Grants Schemes (COGS)</b></p> <ul style="list-style-type: none"> <li>Promote and distribute information and advice to enable older New Zealanders to participate in COGS</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to the achievement of social, cultural and economic equity and justice for communities, including older New Zealanders</li> </ul>	<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>Key Action 10.4: <i>Promote and support volunteer organisations</i></p> <p><i>COGS kaupapa specifies 'older people' as a target population</i></p>	<ul style="list-style-type: none"> <li>Public accountability feedback from applicants to committees demonstrates COGS grants are achieving successful outcomes for older New Zealanders</li> <li>Organisations providing services for and with senior New Zealanders are able to apply for funding on an annual basis</li> </ul>	<ul style="list-style-type: none"> <li>Grants totalling over \$700,000 made to more than 200 community organisations supporting older people</li> <li>Grant recipients included groups and projects in smaller, rural communities and culturally specific groups and projects</li> <li>Older people well represented on decision-making committees</li> </ul>
<p><b>Internal Affairs</b></p>	<p><b>Lottery Seniors funding</b></p> <ul style="list-style-type: none"> <li>Provide ongoing funding, information and advice to communities actively engaging in projects that promote positive ageing</li> </ul>	<ul style="list-style-type: none"> <li>Enable older New Zealanders to engage in active, educational and positive activity in their communities by funding communities and the not-for-profit sector for appropriate programmes</li> </ul>	<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>Key Action 10.4: <i>Promote and support volunteer organisations</i></p>	<ul style="list-style-type: none"> <li>Those to benefit from a Lottery Seniors grant must be over the age of 60</li> <li>The purposes of the grants must be for:               <ol style="list-style-type: none"> <li>frail older people, or</li> <li>disability support, or</li> <li>social and recreational purposes</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>\$2.958 million distributed to community groups for positive ageing purposes</li> </ul>

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<b>Internal Affairs</b>	<b>Rates Rebate Act 1973</b> • Develop policy options	• Identify appropriate thresholds of the rates rebate scheme	Goals: 3, 5, 10 <i>28% of users of the Rate Rebates Scheme are New Zealand Superannuitants</i>	• Robust policy options are developed	■ Preliminary work completed on appropriate thresholds with development of policy proposals to come 2003/04
<b>Internal Affairs</b>	<b>Review of the Local Government Act 1974</b> • Enact the Local Government Bill	• Provide a more broadly empowering legislative framework under which local authorities can better meet the needs of their communities, including the needs of older members of their communities	Goals 3: <i>Affordable and appropriate housing options for older people</i> Goal 5: <i>Older people feel safe and secure and an age in place</i> Goal 10: <i>Increasing the opportunities for personal growth and participation</i>	• Bill is enacted and implementation package developed	■ Programme to assist local authorities to implement the new Local Government Act undertaken early 2003 ■ Programme to help increase public understanding of the new Act was developed
<b>Ministry of Justice</b>	<b>Guardianship review</b> • Review the laws relating to guardianship, custody and access, including the role of grandparents and other older family members in guardianship matters	• Amend the laws relating to guardianship, custody and access, including the role of grandparents and other older family members in guardianship matters	Key Action 6.3: <i>Identify issues of specific concern to older people from ethnic communities and develop options for addressing these</i> Key Action 10.3: <i>Encourage utilisation of the experience and skills of older people</i>	• Proposed amendments are progressed • Drafting instructions are provided to parliamentary counsel for drafting of a bill	■ Draft bill complete and ready for introduction



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Justice	<p><b>Legal recognition of same-sex and de facto couples</b></p> <ul style="list-style-type: none"> <li>Review all instances of legislative provisions (except provisions that relate to social assistance) that may treat same-sex and heterosexual de facto couples differently from married couples</li> </ul>	<ul style="list-style-type: none"> <li>Identify laws that need amendment to give same-sex and de facto heterosexual couples the same rights, protections and responsibilities as married couples</li> </ul>	<p><i>This project generally relates to all the Goals, except Goal 1, as the Ministry of Social Development is reviewing the law relating to social assistance</i></p>	<ul style="list-style-type: none"> <li>Analysis of legislation requiring amendment is completed</li> <li>Directions sought from Associate Minister of Justice on next steps</li> <li>Drafting instructions go to Parliamentary Counsel Office</li> </ul>	<ul style="list-style-type: none"> <li>Analysis of legislation complete</li> <li>Policy directions sought from Cabinet, including approval to prepare drafting instructions</li> </ul>
Justice	<p><b>Misuse of enduring powers of attorney</b></p> <ul style="list-style-type: none"> <li>Review the laws relating to enduring powers of attorney: Part IX of the Protection of Personal and Property Rights Act 1988</li> </ul>	<ul style="list-style-type: none"> <li>Amend Part IX of the Protection of Personal and Property Rights Act 1988 to provide additional safeguards for donors of enduring powers of attorney</li> </ul>	<p>Key Action 5.1: <i>Promote and implement safety awareness programmes for older people</i></p> <p>Key Action 5.3: <i>Develop policy options that facilitate ageing in place</i></p> <p>Key Action 6.3: <i>Identify issues of specific concern to older people from ethnic communities and develop options for addressing these</i></p>	<ul style="list-style-type: none"> <li>Ministerial approval on policy principles is sought</li> <li>Cabinet paper is drafted to obtain policy approval</li> <li>Drafting instructions go to Parliamentary Counsel Office in 2002</li> </ul>	<ul style="list-style-type: none"> <li>Draft Cabinet paper developed and government agencies consulted</li> <li>Matters arising from the consultation process resolved</li> <li>Work formally transferred to Office for Senior Citizens in June 2003</li> </ul>

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Justice	<p><b>New Zealand National Survey of Crime Victims 2001</b></p> <ul style="list-style-type: none"> <li>• Complete report on survey</li> </ul>	<ul style="list-style-type: none"> <li>• Measure the prevalence of victimisation, fear of crime, impact of crime, crime prevention activity, and perceptions of victim services</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p>	<ul style="list-style-type: none"> <li>• Data is obtained via household survey</li> <li>• Statistical frequencies produced by age group in relation to areas identified</li> </ul>	<ul style="list-style-type: none"> <li>■ Report published and released May 2003</li> </ul>
Justice	<p><b>Protections relating to use of coercive orders</b></p> <ul style="list-style-type: none"> <li>• Review of section 10 of the Protection of Personal and Property Rights Act 1988, and safeguards for the use of powers granted under this section</li> </ul>	<ul style="list-style-type: none"> <li>• Review and possibly amend the Personal and Property Rights Act 1988 to clarify powers and provide additional safeguards for people subject to coercive orders under section 10, and those involved in their care</li> </ul>	<p>Key Action 5.1: <i>Promote and implement safety awareness programmes for older people</i></p> <p>Key Action 5.3: <i>Develop policy options that facilitate ageing in place</i></p> <p>Key Action 6.3: <i>Identify issues of specific concern to older people from ethnic communities and develop options for addressing these</i></p>	<ul style="list-style-type: none"> <li>• Development of policy advice on Law Commission report, <i>Protections Some Disadvantaged People May Need</i></li> <li>• Cabinet approval of Government response to Law Commission report</li> </ul>	<ul style="list-style-type: none"> <li>■ Government response to Law Commission report, <i>Protections Some Disadvantaged People May Need</i>, tabled in House in February (extended timeframe due to general election and Christmas break)</li> </ul>
Justice	<p><b>Public survey on attitudes to crime and criminal justice</b></p>	<ul style="list-style-type: none"> <li>• Identify public attitudes to crime and criminal justice</li> <li>• Review differences in attitudes of different age groups</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p> <p><i>Takes into consideration the voices of older persons in criminal justice policy development</i></p>	<ul style="list-style-type: none"> <li>• Household survey is analysed</li> </ul>	<ul style="list-style-type: none"> <li>■ Report being prepared for publication by 31 December 2003</li> </ul>

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<p><b>Department of Labour</b></p>	<p><b>Connecting Communities: Community Access to Information and Communications Technology (ICT)</b></p> <ul style="list-style-type: none"> <li>• Implement a community ICT strategy to ensure all New Zealanders have the opportunity to access and effectively use current and emerging information and communication technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Increase communities' participation in and ability to access and efficiently use ICT</li> </ul>	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p> <p><i>Older people are identified as one of the relatively disadvantaged groups in this policy area</i></p>	<ul style="list-style-type: none"> <li>• Access to communication technologies is improved</li> <li>• There is an increase in interest and a reduction in the number of older people without access to communication technology</li> </ul>	<ul style="list-style-type: none"> <li>■ ICT Relationship Manager appointed June 2002 to implement the <i>Connecting Communities Strategy</i></li> <li>■ The <i>Connecting Communities Strategy</i> piloted in Otara, Tokoroa and Southland; includes community involvement from senior citizen groups</li> <li>■ ICT community planning group, <i>Making the Net Work</i>, engaged with the pilot communities to highlight their Information and Communications Technology needs</li> <li>■ Work is ongoing to increase interest in, and improve access to, ICT</li> </ul>

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Labour	<p><b>Equal Employment Opportunities (EEO) Trust</b></p>	<ul style="list-style-type: none"> <li>• Help employers adapt to and embrace the diversity of the workforce through the use of EEO principles and best practice</li> </ul>	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p><i>Valuing diversity in the workplace through EEO benefits both employers and their employees by making workplaces more effective</i></p>	<ul style="list-style-type: none"> <li>• Production of resources, including research publications, best practice guides, and educational materials (videos, booklets, CD ROMs)</li> <li>• Implementation of the <i>Diversity Index</i>, an annual measure of diversity in New Zealand workplaces and places of influence</li> <li>• Research and liaison with key NZ researchers (includes work on ageing issues)</li> <li>• Work and Life awards presented</li> </ul>	<ul style="list-style-type: none"> <li>■ Ongoing production of resources</li> <li>■ 2002 <i>Diversity Index</i> published in November 2002</li> <li>■ Liaison continuing with researchers working on ageing issues</li> <li>■ 2002 Work and Life Awards presented in August 2002</li> </ul>

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Labour	<p><b>Future of Work Project</b></p> <ul style="list-style-type: none"> <li>Focus on future trends in work, both globally and in NZ, and their implications for the workplace, the workforce and employment opportunities (the impact of an ageing population and an ageing workforce will be a key issue along with new technology and changing working arrangements)</li> </ul>	<ul style="list-style-type: none"> <li>To help answer the following questions: What might the nature of working life be like in the future, and how will job opportunities change in New Zealand?</li> <li>People should be able to better foresee the implications of emerging trends, and adapt to opportunities and challenges</li> <li>Provide information to the public about the implications of long-term social and economic trends for the labour market</li> </ul>	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Emerging issues for Employment: <i>Participation in paid employment is likely to increase for older workers with the abolition of a compulsory retirement age and the rise in the age of eligibility for universal superannuation</i></p> <p><i>The growing older worker population highlights the need for new human resources strategies to address attitudes, recruitment, retention, performance and training issues</i></p>	<ul style="list-style-type: none"> <li>Research on future trends in work is produced and disseminated</li> <li>Greater public awareness of the implications of long-term labour market trends, including population ageing; assessed through a media survey</li> </ul>	<ul style="list-style-type: none"> <li>Future of Work website launched, with content highlighting the potential benefits of flexible work options</li> <li>Future of Work Research Fund launched November 2002</li> </ul>

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<p><b>Land Transport Safety Authority (LTSA)</b></p>	<p><b>AustrRoads project on highway design for older drivers</b></p> <ul style="list-style-type: none"> <li>• Develop guidelines and recommendations for use by traffic and road engineers on design solutions to help facilitate improved safety outcomes for older drivers</li> </ul>	<ul style="list-style-type: none"> <li>• Provide guidelines to road designers and managers</li> </ul>	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> <li>• LTSA promulgates final AustrRoads report to Territorial Local Authorities (TLAs)</li> <li>• TLAs use guidelines</li> </ul>	<ul style="list-style-type: none"> <li>■ Pilot project in conjunction with Kapiti Coast District Council to determine what is involved in applying the AustrRoads guidelines in practice</li> </ul>

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<p><b>LTSA</b></p>	<p><b>AustRoads project on older driver model re-licensing</b></p> <p>In association with AustRoads, the LTSA will continue investigative and research work on:</p> <ul style="list-style-type: none"> <li>• developing and validating an off-road test as a screening tool for potentially at-risk drivers</li> <li>• further work on developing a tool for GPs to help them assess a person's functional fitness to drive</li> <li>• developing a community-based referral process to identify at-risk older drivers</li> <li>• investigating the safety implications, implementation issues, costs and benefits of a possible introduction of some or all of the AustRoads model in NZ</li> </ul>	<ul style="list-style-type: none"> <li>• Work with AustRoads to develop an alternative model for driver licensing for older drivers</li> <li>• Assess whether some or all of the AustRoads model could be applied in the NZ environment</li> </ul>	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p> <p>Key Action 4.2: <i>Review driver re-licensing provisions for older drivers to ensure they are based on ability, not age</i></p>	<ul style="list-style-type: none"> <li>• Contribution to the project reflects the needs of NZ's older drivers and road safety concerns</li> <li>• Participation in current pilot study of screening devices</li> </ul>	<ul style="list-style-type: none"> <li>■ Analysis of AustRoads model completed</li> <li>■ Advice provided to Minister of Transport in May 2003 on preferred options for future of older driver re-licensing system</li> <li>■ Validation trial of off-road screening test completed; report produced by Monash University</li> <li>■ LTSA commitment of \$200,000 to further investigate and, if appropriate, develop paper or computer-based off-road screening test</li> <li>■ LTSA funding and involvement in validation trial with 41 Auckland GPs of Health Screen for Drivers (GP assessment tool) for GPs to provide a functional assessment of fitness to drive</li> </ul>

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<b>LTSA</b>	<b>Land Transport (Driver Licensing) Rule 1999 consultation</b> <ul style="list-style-type: none"> <li>• Consult on possible changes to the Driver Licensing Rule</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the Driver Licensing Rule manages road safety risks appropriately and is responsive to the needs of drivers</li> </ul>	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> <li>• Consultation includes a proposal to allow older drivers to sit a conditional older driver test, and, if passed, to obtain a licence with a locality-based condition</li> </ul>	<ul style="list-style-type: none"> <li>■ Rule continuation and analysis completed</li> <li>■ Government is considering advice on changes to Driver Licensing Rule</li> </ul>
<b>LTSA</b>	<b>Review of Safe With Age Course</b>	<ul style="list-style-type: none"> <li>• Review and revise Safe With Age course as appropriate, to assist older drivers to keep driving safely on the road for as long as possible</li> </ul>	Goal 4: <i>Affordable and accessible transport options for older people</i>	If progressed, indicators of success could be: <ul style="list-style-type: none"> <li>• Increased numbers of older people who attend the course</li> <li>• Support and promotion by older stakeholder groups</li> <li>• Course evaluation shows satisfaction of meeting older people's needs</li> </ul>	<ul style="list-style-type: none"> <li>■ Evaluation of course completed</li> <li>■ Funding of \$185,000 for strategic review of course structure and content.</li> <li>■ Funding is for support and development of infrastructure for the establishment of courses in additional areas</li> </ul>
<b>Ministry of Māori Development</b> <b>Te Puni Kōkiri</b>	<b>Capacity building</b>	<ul style="list-style-type: none"> <li>• Build the infrastructure of Māori communities to lay the foundations for economic development</li> </ul>	Goals: 2, 5, 9  <i>Positive benefits for the community should impact on whānau within that community</i>	<ul style="list-style-type: none"> <li>• Number of projects funded</li> </ul>	<ul style="list-style-type: none"> <li>■ Projects funded in 2002/03 have positive benefits for all Māori, including older Māori</li> </ul>



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<b>Māori Development</b>	<b>Monitoring mainstream policy that impacts on Māori</b> <ul style="list-style-type: none"> <li>• Ensure all government-level mainstream policy that impacts on Māori is monitored via outputs and/or outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Identify barriers that may exist for elderly Māori</li> </ul>	<b>Goal 7:</b> <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> <li>• Te Puni Kōkiri will inform agencies about performance in terms of positive outcomes for Māori</li> </ul>	<ul style="list-style-type: none"> <li>■ Ongoing role in implementing the Positive Ageing Strategy maintained by providing ongoing advice and relevant information to government agencies across the state sector to improve outcomes for Māori</li> </ul>
<b>New Zealand Police</b>	<b>Flexible employment opportunities (FEO)</b> <ul style="list-style-type: none"> <li>• Removal of four year time limit.</li> </ul>	<ul style="list-style-type: none"> <li>• Create greater flexibility for staff wishing to work part time</li> </ul>	<b>Goal 9:</b> <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> <li>• Analysis of staff retention figures against benefits of more flexible employment opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>■ Removal of four year time limit on Flexible Employment Opportunities approved by Executive Committee 30 June 2003</li> </ul>

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Police	Community partnerships	<ul style="list-style-type: none"> <li>Promote community safety and crime prevention</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p> <p>Key Action 10.4: <i>Promote and support volunteer organisations</i></p> <p><i>Community liaison aims to promote community safety and prevention of crime. One of the ways this can be achieved is to encourage older people to participate in Neighbourhood Support and Community Patrols. These activities reinforce the notion that there is something constructive members of the public can do about their own safety and security, and to support local police to reduce crime in their communities</i></p>	<ul style="list-style-type: none"> <li>Neighbourhood Support and Community Patrol are independent organisations</li> <li>NZ Police does not measure or report on their outcomes, but provides support on an ongoing basis</li> </ul>	<ul style="list-style-type: none"> <li>Community Patrol National conference held May 2003</li> <li>12 new Community Patrols established</li> <li>Introductory folders, fact sheets and signs printed and published for the community</li> <li>Neighbourhood Support programme</li> <li>Development of an electronic database available through the internet <a href="http://www.communitypatrols.org.nz">www.communitypatrols.org.nz</a> for Community Patrols giving information on their incidents and special services</li> </ul>

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<b>Ministry of Pacific Island Affairs</b>	<b>Consultation with Older Pacific People and their Families</b> <ul style="list-style-type: none"> <li>• Support the Office for Senior Citizens in undertaking a consultation with older Pacific people. The consultation will be inclusive of positive ageing issues for older Pacific people and their families</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information on positive ageing issues for older Pacific people and their families</li> </ul>	Goals: 2,3,6,7  <i>Emerging issues for Cultural Diversity: Greater ethnic diversity in the older population requires different opportunities for participation</i>	<ul style="list-style-type: none"> <li>• A summary report of the consultation findings is submitted to the Minister for Senior Citizens and the Minister of Pacific Island Affairs</li> <li>• The report is distributed to consultation participants and other key stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>■ The Ministry supports the Office for Senior Citizens in consulting with Pacific peoples</li> <li>■ The consultation will continue in 03/04</li> </ul>
<b>Pacific Island Affairs</b>	<b>Intergenerational Linkages</b> <ul style="list-style-type: none"> <li>• Work in partnership with the Office for Senior Citizens towards intergenerational linkages between young and older Pacific people</li> </ul>	<ul style="list-style-type: none"> <li>• Foster and preserve inter-generational linkages between young and older Pacific people</li> </ul>	Goals: 1, 2, 3, 4, 6, 7	<ul style="list-style-type: none"> <li>• A report is sent to the Minister for Senior Citizens and the Minister of Pacific Island Affairs on the involvement of Pacific communities in identifying appropriate strategies to promote intergenerational activity</li> </ul>	<ul style="list-style-type: none"> <li>■ This work is in progress with the Office for Senior Citizens</li> <li>■ Report to be completed by the end of 2003</li> </ul>

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<p><b>Pacific Island Affairs</b></p>	<p><b>Pacific Capacity Building Strategy</b></p> <ul style="list-style-type: none"> <li>• Monitor Pacific Capacity Building Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthen the capabilities and capacity of Pacific families and communities to achieve their own aspirations, which are consistent with the Government's objectives</li> </ul>	<p>Goals: 1, 2, 3, 6, 7</p> <p>Emerging Issues for Cultural Diversity: Older Pacific people:</p> <p><i>The increasing proportion of Pacific people in the older population requires health and social services that meet their needs</i></p> <p><i>Improving outcomes for younger Māori and Pacific people is essential to prevent material disadvantage extending into old age</i></p> <p><i>Providing services that improve the health and well-being of older Māori and their whānau, and older Pacific people, will increase the life expectancy of these groups</i></p>	<ul style="list-style-type: none"> <li>• An evaluation strategy is developed by an inter-agency advisory group to evaluate the effectiveness of the Pacific Capacity Building Strategy. This includes an indicator to evaluate the Strategy's effectiveness for older Pacific people and their families</li> </ul>	<ul style="list-style-type: none"> <li>■ Finalisation of the evaluation criteria for Pacific Capacity Building work is continued with input from other government agencies</li> <li>■ Continued monitoring and evaluation of Pacific Capacity Building effectiveness for older Pacific people and their families</li> </ul>

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Pacific Island Affairs	<p><b>Strategies for Pacific peoples</b></p> <ul style="list-style-type: none"> <li>• Monitor strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Work collaboratively and in partnership with other government agencies on Pacific strategies</li> </ul>	<p>Goals: 1, 2, 3, 6, 7</p> <p>Emerging Issues for Cultural Diversity: Older Pacific people</p> <p><i>Improving outcomes for younger Māori and Pacific people is essential to prevent material disadvantage extending into old age</i></p> <p><i>Providing services that improve the health and well-being of older Māori and their whānau, and older Pacific people will increase the life expectancy of these groups</i></p>	<ul style="list-style-type: none"> <li>• Criteria and measures are developed for each strategy and monitored by responsible agencies</li> <li>• MPIA monitors strategies against agreed milestones from the Pacific Capacity Building Strategy</li> </ul>	<ul style="list-style-type: none"> <li>■ Ongoing work with government agencies to ensure milestones from the Pacific Capacity Building Strategy are beneficial for older Pacific peoples</li> <li>■ Work with the Ministries of Social Development and of Foreign Affairs and Trade to progress government strategies on superannuation for older Pacific peoples</li> <li>■ In co-operation with the Office of Disability Issues, Ministry of Health and Ministry of Economic Development, working on strategic policy issues that affect older Pacific people</li> </ul>
Pacific Island Affairs	<p><b>Volunteer Community Co-ordinators (VCCs)</b></p> <ul style="list-style-type: none"> <li>• Participate in Office for Senior Citizens policy forum for VCCs</li> <li>• Provide input into Office for Senior Citizens' report on tasks completed by VCCs in 2002/03</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information and policy advice to the Office for Senior Citizens on the VCCs programme</li> </ul>	<p>Goals: 1, 2, 3, 4, 6, 7</p> <p>Emerging issues for Cultural Diversity:</p> <p><i>Greater ethnic diversity in the older population requires different opportunities for participation</i></p> <p><i>As the ethnic diversity of our population increases, cultural influences on attitudes to ageing will become more apparent</i></p>	<ul style="list-style-type: none"> <li>• Regular feedback to the Office for Senior Citizens on issues pertaining to older Pacific people and their communities</li> </ul>	<ul style="list-style-type: none"> <li>■ In October 2002 the Ministry participated in the Office for Senior Citizens policy forum for VCCs, providing advice on Pacific policy issues</li> </ul>

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<p><b>Ministry of Research, Science and Technology</b></p>	<p><b>Research, science and technology (RS&amp;T) sector</b></p> <ul style="list-style-type: none"> <li>• Provide advice to the RS&amp;T sector</li> </ul>	<ul style="list-style-type: none"> <li>• Manage overall government funding for RS&amp;T and provide advice to the RS&amp;T sector</li> </ul>	<p>Goals: 1-10</p> <p>Key Action 8.3: <i>Foster collaborative relationships between central and local government, business, non-government and community sectors that promote positive ageing</i></p>	<ul style="list-style-type: none"> <li>• The RS&amp;T sector underpins the Positive Ageing Strategy with high-quality research</li> </ul>	<ul style="list-style-type: none"> <li>■ In 2002 Prof. John Campbell University of Otago was awarded \$309,877 from the Health Research Council for a project involving 265 interventions to prevent falls and injury in elderly people with impaired vision</li> </ul>

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<p><b>Rural Affairs, Ministry of Agriculture and Forestry (MAF)</b></p>	<p><b>Provision of policy advice concerning rural residents and rural communities</b></p> <ul style="list-style-type: none"> <li>• Provide information, analysis and policy advice to the Minister for Rural Affairs, government agencies, community organisations, and the general public on issues and policies as they affect rural communities</li> <li>• In the 2002/03 year, key work areas include telecommunications (broadband roll-out), Community Information Communications and Technology (ICT) access, e-government, Heartland Services and Outreach, rural health, rural education and primary sector employment initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Provide timely, objective and quality information, analysis and advice on rural policy issues</li> <li>• Encourage other agencies to consult effectively with rural groups</li> <li>• Where appropriate, ensure the perspectives of rural communities are taken into account in policy development, and make these known to Cabinet</li> <li>• Enhance social and economic inclusion for rural communities</li> </ul>	<p>Goals: 2-10</p> <p>Key Actions: 2.2, 3.1, 3.4, 4.2, 5.4, 6.1, 6.3, 7.1 - 7.4</p> <p>Links to Emerging Issues:</p> <p><i>Health - community and home support services to assist older people to age in place</i></p> <p><i>Housing - affordable housing options; support Statistics New Zealand's intention to survey housing stock; support other research connecting housing and health</i></p> <p><i>Transport - specific road safety strategies for older drivers; local access to driver-licensing facilities</i></p> <p><i>Rural - research opportunities to counter the declining number of volunteers in rural communities; contribute to the development of community ICT access, enhanced telecommunications and broadband Internet services; raise awareness and uptake of e-government services; contribute to development of additional Heartland Service and Outreach centres throughout the country</i></p>	<ul style="list-style-type: none"> <li>• Attainment of performance criteria as set out in the MAF Purchase Agreement 2002/03 between the Minister for Rural Affairs and the Director-General of MAF</li> <li>• Specific performance criteria include quality, coverage and timeliness of policy advice</li> </ul>	<ul style="list-style-type: none"> <li>■ Supported establishment of new Heartland Service and Outreach centres in several locations</li> <li>■ Worked with the relevant central and local government agencies and regional groups in planning the roll-out of broadband Internet to schools and rural communities</li> <li>■ Two rural pilot programmes (Southland and South Waikato) established under the Connecting Communities ICT Access Action Plan</li> <li>■ With Ministry of Health, achieved dispensation from new driver and vehicle licensing requirements for those providing home health support services</li> <li>■ Created a rural Internet portal designed to provide ready access to central, local government, and government-funded research information pertaining to rural residents and agriculture</li> <li>■ Provided rural communities perspective when commenting on health issues; eg, proposed new Public Health Bill, patient transport assistance, and the proposed new Health (Drinking Water) Amendment Bill</li> <li>■ Final draft report completed on volunteers providing emergency fire and ambulance services in rural communities</li> </ul>

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Office for Senior Citizens, Ministry of Social Development	<p><b>Interdepartmental network on policy developments affecting older people</b></p> <ul style="list-style-type: none"> <li>• Host quarterly meetings of officials interested in positive ageing and older people's issues</li> </ul>	<ul style="list-style-type: none"> <li>• Provide an established forum for officials to share information and discuss policy developments affecting older people</li> </ul>	<p>Goals: 1-10</p> <p><i>Network meetings increase information sharing and knowledge about ageing issues among government officials</i></p>	<ul style="list-style-type: none"> <li>• Survey undertaken of network members, seeking feedback on network meetings</li> </ul>	<ul style="list-style-type: none"> <li>■ Quarterly meetings provided useful forums for exchange of information on current projects.</li> <li>■ A satisfaction survey will be undertaken in August 2003</li> </ul>
Senior Citizens	<p><b>Intergenerational initiatives</b></p> <ul style="list-style-type: none"> <li>• Provide information to schools and older people's organisations on developing inter-generational programmes</li> <li>• Work with Ministry of Pacific Island Affairs to identify appropriate strategies for promoting intergenerational activities in Pacific communities</li> </ul>	<ul style="list-style-type: none"> <li>• Promote inter-generational initiatives, particularly Greats and Grands Month during October 2002</li> </ul>	<p>Goals: 3, 4, 5, 6, 7</p> <p><i>Attitudes about ageing start developing in childhood</i></p>	<ul style="list-style-type: none"> <li>• Feedback is received from schools</li> <li>• Pacific communities are involved in the development of Pacific resources</li> </ul>	<ul style="list-style-type: none"> <li>■ Flyer promoting Greats and Grands Month to approximately 2,900 primary, intermediate and secondary schools in the <i>Education Gazette</i> July 2002</li> <li>■ Work commenced with West Auckland Pacific community to identify strategies for promoting intergenerational activities</li> </ul>
Senior Citizens	<p><b>Positive Ageing Strategy</b></p> <ul style="list-style-type: none"> <li>• Monitor and review 2002/03 action plan</li> <li>• Develop 2003/04 action plan</li> </ul>	<ul style="list-style-type: none"> <li>• Assess progress on the implementation of the Positive Ageing action plan</li> <li>• Demonstrate Government's ongoing commitment to the Positive Ageing Strategy</li> </ul>	<p>Goals: 1-10</p> <p><i>Ongoing monitoring, reporting and review of action plans will ensure effectiveness of Strategy</i></p>	<ul style="list-style-type: none"> <li>• Annual report on 2002/03 Positive Ageing action plan is published</li> <li>• Positive Ageing action plan for 2003/04 is approved</li> </ul>	<ul style="list-style-type: none"> <li>■ Annual Report on 2002/03 Positive Ageing Action Plan completed</li> <li>■ 2003/04 Positive Ageing action plan drafted 30 June 2003</li> </ul>



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<b>Senior Citizens</b>	<p><b>Provision of policy advice</b></p> <ul style="list-style-type: none"> <li>• Provide policy advice on older people and ageing issues for the Minister for Senior Citizens, government agencies, community organisations, older people's advocacy groups and the general public</li> </ul>	<ul style="list-style-type: none"> <li>• Provide accurate and relevant information and advice</li> <li>• Ensure that older people's perspectives and any particular implications for older people are taken into account in policy development</li> </ul>	<p>Goals: 1-10</p> <p><i>Advice on older people's perspectives and the identification of implications for older people is important in ensuring the development of robust policy</i></p> <p><i>Consultation with community groups enhances the Office's capacity to give well-rounded policy advice</i></p>	<ul style="list-style-type: none"> <li>• Requirements of the Purchase Agreement between the Minister for Senior Citizens and the Chief Executive of the Ministry of Social Development are met</li> <li>• Letters from the Minister for Senior Citizens confirm satisfaction with the quality of advice received</li> </ul>	<ul style="list-style-type: none"> <li>■ Reporting requirements met and quality measures exceeded</li> </ul>
<b>Senior Citizens</b>	<p><b>Research on ageing and ageing issues</b></p> <ul style="list-style-type: none"> <li>• Participate as a member on the board of the New Zealand Institute for Research on Ageing (NZIRA)</li> <li>• Participate as an adviser to NZIRA on research and development projects</li> </ul>	<ul style="list-style-type: none"> <li>• Provide advice to NZIRA</li> </ul>	<p>Goals: 1-10</p> <p><i>Will contribute to the development of research on older people's issues</i></p>	<ul style="list-style-type: none"> <li>• Ongoing effectiveness of NZIRA Board</li> <li>• Provision of robust advice to NZIRA</li> </ul>	<ul style="list-style-type: none"> <li>■ Advice provided on research and development projects</li> <li>■ Advice provided on appointment of Tower fellow</li> <li>■ Membership of NZIRA confirmed for second term</li> </ul>

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<b>Senior Citizens</b>	<b>Retirement villages legislation</b> <ul style="list-style-type: none"> <li>• Provide advice to the Select Committee and to the Minister for Senior Citizens during the progress of the Bill through the Select Committee and reporting stages</li> </ul>	<ul style="list-style-type: none"> <li>• Progress the Retirement Villages Bill</li> </ul>	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Key Action 3.3: <i>Strengthen legal protection for retirement village residents</i></p> <p><i>To protect the consumer and financial interests of residents and intending residents of retirement villages</i></p>	<ul style="list-style-type: none"> <li>• Retirement Villages Bill progresses through the Select Committee and House stages</li> <li>• Subject to the timeframe for the passage of the Bill, the Bill is enacted and implementation package developed</li> </ul>	<ul style="list-style-type: none"> <li>■ The Justice and Electoral Select Committee presented their report on the Retirement Villages Bill on 2 May 2003</li> <li>■ Further work in 2003/04 associated with the Bill's enactment is identified in the 2003/04 Positive Ageing Strategy Action Plan</li> </ul>
<b>Senior Citizens</b>	<b>Older People's Transport Snapshot</b> <ul style="list-style-type: none"> <li>• A co-operative project with Land Transport Safety Authority and Ministry of Transport, with NZIRA as research contractor</li> </ul>	<ul style="list-style-type: none"> <li>• Provide baseline knowledge on the current public and private transport usage and transport-related issues facing older people</li> <li>• Identify a number of key projects at central, local, government and community level that are addressing transport issues for older people</li> </ul>	<p>Goal 4: <i>The provision of affordable and accessible transport 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"> <li>• Scoping paper completed May 2003</li> </ul>	<ul style="list-style-type: none"> <li>■ Older People and Transport scoping paper completed May 2003</li> </ul>

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<p><b>Senior Citizens</b></p>	<p><b>Volunteer Community Co-ordinators (VCCs)</b></p> <ul style="list-style-type: none"> <li>• Maintain the nationwide network of VCCs established during the International Year of Older Persons 1999</li> <li>• Work with VCCs on specific projects, as identified by the Minister for Senior Citizens</li> <li>• Meet with the Pacific VCC in Auckland to provide support, in consultation with the local office of the Ministry of Pacific Island Affairs, for an inter-generational programme for Pacific peoples</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitate community input into policy development</li> <li>• Promote local positive ageing initiatives</li> <li>• Facilitate user input into operational policy/service enhancement</li> <li>• Assist older Pacific people to pass on their knowledge and expertise to young Pacific people</li> </ul>	<p>Goals: 1-10</p> <p><i>The VCC network provides an effective conduit between local communities, the Minister for Senior Citizens and the Office for Senior Citizens</i></p>	<p>Report to the Minister for Senior Citizens on the tasks undertaken by VCCs on:</p> <ul style="list-style-type: none"> <li>• community views on Enduring Powers of Attorney provisions</li> <li>• development of best practice guidelines for the VCC programme</li> <li>• community views on services provided to older people</li> </ul>	<ul style="list-style-type: none"> <li>■ VCC policy forum with Minister and officials, October 2002</li> <li>■ VCC workshop to develop best practice guidelines for VCCs, October 2002</li> <li>■ Report to Minister on work undertaken by VCCs, February 2003</li> <li>■ Four regional meetings with VCCs, their nominating organisations and Work and Income Regional Commissioners, March 2003</li> <li>■ VCC programme protocol manual developed and distributed to VCCs and nominating organisation, November 2002</li> <li>■ VCCs distributed 6,000 survey questionnaires in April 2003 as part of MSD's survey to enhance services for older people in Work and Income offices</li> <li>■ Initial discussions held with the Ministry of Pacific Island Affairs on an inter-generational programme for Pacific peoples. Further work on the programme deferred until early 2004</li> </ul>

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<b>Ministry of Social Development, National Office</b>	<b>Ageing in Place</b> <ul style="list-style-type: none"> <li>Review supplementary assistance for ageing in place as part of proposals for improved community- and home-based services</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the range of entitlements and delivery of supplementary assistance to superannuitants meet the needs of current and future cohorts of older people</li> <li>Ensure access to care and support is appropriate to the assessed needs and personal choices of older people through a range of community- and home-based services</li> </ul>	<p>Key Action 5.1: <i>Develop a wide range of services that support ageing in place</i></p> <p>Key Action 5.2: <i>Develop policy options that facilitate ageing in place</i></p>	<ul style="list-style-type: none"> <li>Older people receive assistance that enables them to remain in the community</li> <li>Supplementary assistance for superannuitants meets the needs of older people</li> </ul>	<ul style="list-style-type: none"> <li>Due to resource constraints this project has not been undertaken in the 2002/03 year</li> <li>Work will begin in the 2003/2004 year</li> </ul>
<b>Social Development</b>	<b>Heartland Services</b> <ul style="list-style-type: none"> <li>Establish rural and provincial service centres for co-delivery of government services</li> <li>Deliver combined Outreach services to remote settlements once or twice a month</li> </ul>	<ul style="list-style-type: none"> <li>Return services to provincial and rural New Zealand and provide support for services within communities</li> <li>Enhance social inclusion for rural communities, including support for older volunteers</li> </ul>	<p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p> <p>Key Action 7.2: <i>Improve service delivery to rural areas</i></p> <p>Key Action 10.4: <i>Promote and support volunteer organisations</i></p>	<ul style="list-style-type: none"> <li>Rural communities have increased access to government services</li> <li>Establishment of service centres</li> </ul>	<ul style="list-style-type: none"> <li>13 Heartland Service centres established, taking the total number of centres to 25</li> </ul>

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<b>Social Development</b>	<b>Human Resources</b> <ul style="list-style-type: none"> <li>• Review and update policies and procedures</li> <li>• Investigate flexible employment arrangements for staff as part of the HR strategy by December 2004</li> <li>• Investigate retirement planning information and/or training options for staff</li> <li>• Provide retirement planning information for staff in the orientation pack</li> <li>• Continue to provide access to a superannuation scheme with subsidised fees</li> <li>• Continue to provide an Employee Assistance Programme (EAP)</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure HR policies and practices reflect the aims of the Positive Ageing Strategy</li> <li>• Recognise the importance of appropriate superannuation provision to staff, and the need to encourage staff to save for their retirement</li> <li>• Ensure EAP is provided to support staff and dependants</li> </ul>	Goals: 1, 3, 4, 7, 8, 9, 10 <i>Positive Ageing employment conditions recognise caring responsibilities, support preparation for retirement and enable older people to remain in the workforce</i>	<ul style="list-style-type: none"> <li>• Policies are updated and reflect principles</li> <li>• Staff continue to use the superannuation scheme</li> <li>• Information is provided to staff as part of induction</li> <li>• Information in induction material is kept up-to-date</li> <li>• Other information is provided when required</li> <li>• Appropriate training opportunities are implemented for staff</li> </ul>	<ul style="list-style-type: none"> <li>■ Ministry policies and procedures updated</li> <li>■ Completed new Ministry Code of Conduct and a draft secondment policy that align with the objectives of the Positive Ageing Strategy</li> <li>■ Work initiated on a new Work/Life balance policy, including flexible employment options</li> <li>■ Leave provisions in the new collective agreement for Work and Income and Specialist Services staff amended to include extended leave without pay for the care of dependants who require long-term home assistance. This includes the care of children, partner, parents or grandparents</li> <li>■ Investigated option to provide staff with access to information about retirement planning: this is in addition to information on the Ministry Intranet</li> <li>■ Training for managers on the Human Rights Act by HR consultants reminds them of their HRA responsibilities, including the need to ensure there is no age-based discrimination of staff or clients</li> <li>■ Induction pack for staff provides information and brochures from the Retirement Commission and the MSD subsidised Global Retirement Trust Fund</li> <li>■ MSD meets establishment, administration and management fees for employees who choose to join the Global Retirement Trust retirement saving scheme</li> <li>■ MSD provides EAP services for all staff</li> </ul>

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<b>Social Development</b>	<b>Living standards research</b> <ul style="list-style-type: none"> <li>• Publish data from the supplementary survey of older Māori</li> <li>• Report on development of a living standards scale for the general population using data drawn from existing surveys</li> <li>• Report on the situation of the general population in terms of this scale</li> </ul>	<ul style="list-style-type: none"> <li>• Report on the applicability of the measure of living standards for older people to older Māori, and report on their situation in terms of this measure to inform policy development and advice</li> <li>• Develop living standards measure for the general population</li> <li>• Report on the situation of the general population in terms of this measure</li> </ul>	<p>Key Action 1.3: <i>Monitor changes in living standards for all people</i></p>	<ul style="list-style-type: none"> <li>• Living standards of older Māori are described based on the older persons scale, including analysis of relevance of this scale to older Māori.</li> <li>• Existing survey data is used to develop a living standards measure applicable to the general population</li> <li>• The situation of the general population is described in terms of this scale, allowing comparison between the situations of older people and the general population</li> </ul>	<ul style="list-style-type: none"> <li>■ <i>Ngā Ahuatanga Noho o te Hunga Pakeke Māori: Living Standards of Older Māori</i> published September 2002</li> <li>■ <i>Direct Measurement of Living Standards: The New Zealand ELSI Scale</i> published November 2002</li> <li>■ <i>New Zealand Living Standards 2000</i> published November 2002</li> </ul>
<b>Social Development</b>	<b>Mature employment, mentoring and community participation</b> <ul style="list-style-type: none"> <li>• Develop policy options for mature employment, mentoring and community participation</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure mature-aged people and older people have opportunities to participate in the workplace and community</li> </ul>	<p>Key Action 9.3: <i>Work with local government and the business sector to promote mentoring programmes that harness the skills and experience of older people</i></p> <p>Key Action 10.3: <i>Encourage utilisation of the experience and skills of older people</i></p>	<ul style="list-style-type: none"> <li>• Policy options for mature employment, mentoring and community participation are identified and developed, based on preferences</li> </ul>	<ul style="list-style-type: none"> <li>■ Mature Employment, Mentoring and Community Participation project incorporated into the mature job seekers work programme</li> <li>■ Options are being developed as part of the new budget initiatives and the work services review</li> <li>■ Work services review considering how services are delivered to clients to meet their specific needs</li> </ul>

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Social Development	<b>Mature job seekers</b> <ul style="list-style-type: none"> <li>Investigate the characteristics of mature job seekers and barriers experienced in the NZ labour market</li> </ul>	<ul style="list-style-type: none"> <li>Inform policy development for mature job seekers</li> </ul>	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> <li>Investigation is completed</li> <li>Advice is provided to the Minister</li> </ul>	<ul style="list-style-type: none"> <li>Internal scoping paper prepared, findings reported to Minister for Social Development and Employment</li> <li>Options for assisting mature job seekers into employment identified for Cabinet consideration July 2003</li> </ul>
Social Development	<b>Residential Care Subsidy - clothing allowance</b> <ul style="list-style-type: none"> <li>Review rates of clothing allowance</li> </ul>	<ul style="list-style-type: none"> <li>Ensure adequacy of clothing allowance for recipients of Residential Care Subsidy</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> <li>Empirical basis developed for rates of clothing allowance</li> </ul>	<ul style="list-style-type: none"> <li>Work to reconsider Clothing Allowance provisions will be undertaken jointly by Ministry of Health and MSD, completed by 30 November 2003</li> <li>Work on rates of Personal Allowance has not as yet been included in the work programme</li> </ul>
Social Development	<b>Retirement Commission</b> <ul style="list-style-type: none"> <li>Educate general public about planning and saving for retirement</li> <li>Educate young people about good financial management practices</li> <li>Encourage development of employer-based superannuation schemes</li> <li>Investigate possible financial and other incentives to encourage private provision</li> </ul>	<ul style="list-style-type: none"> <li>Increase the level of private provision for retirement made by New Zealanders</li> </ul>	Goal 1: <i>Secure an adequate income for older people</i>	<ul style="list-style-type: none"> <li>Office of the Retirement Commissioner performance targets as set out in the purchase agreement are met</li> </ul>	<p>The Ministry monitors the Office of the Retirement Commissioner, which is charged with educating people about, and encouraging saving for, retirement. The Office has met its performance targets with initiatives such as:</p> <ul style="list-style-type: none"> <li>the Sorted website: <a href="http://www.sorted.org.nz">www.sorted.org.nz</a></li> <li>research and advice to the 2003 Periodic Reporting Group</li> <li>analysis of the 2002 Survey of Net Worth and Savings</li> <li>education and information programmes targeting specific population groups (retired people and Māori)</li> </ul>

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<b>Social Development</b>	<p><b>Retirement Income Policy - Periodic Report Group</b></p> <ul style="list-style-type: none"> <li>Implement the Retirement Income Act requirement for six yearly reports on the retirement income policies of the New Zealand Government</li> </ul>	<ul style="list-style-type: none"> <li>Ensure Periodic Report Group is established to complete the report on retirement income policies by December 2003</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Key Action 1.2: <i>Review income support provisions to ensure they provide an adequate standard of living</i></p>	<ul style="list-style-type: none"> <li>Agreement to terms of reference</li> <li>Membership of Periodic Report Group is confirmed</li> <li>Secretariat is established</li> </ul>	<ul style="list-style-type: none"> <li>Membership of Periodic Report Group established and Secretariat appointed</li> <li>Terms of reference approved and Periodic Report Group convened</li> </ul>
<b>Social Development</b>	<p><b>Review of asset-testing for Residential Care Subsidy</b></p> <ul style="list-style-type: none"> <li>Provide advice to the Ministry of Health on administrative and legislative requirements</li> </ul>	<ul style="list-style-type: none"> <li>Develop and introduce legislation to remove asset testing for long-term care based on Cabinet decisions on the preferred approach</li> </ul>	<p>Goals: 1, 3, 4, 5, 7</p>	<ul style="list-style-type: none"> <li>Draft legislation is introduced in 2002 (contingent on Cabinet decisions)</li> <li>Administrative guidelines developed and implementation pathways identified</li> </ul>	<ul style="list-style-type: none"> <li>In line with Government's decision to remove asset testing (announced 2 April 2003), work commenced on amendment to the Social Security Act 1964</li> <li>MSD including the Office for Senior Citizens provided input into policy proposals to remove asset testing that were developed by the Ministry of Health</li> </ul>
<b>Social Development</b>	<p><b>Te Rito, NZ Family Violence Prevention Strategy</b></p> <ul style="list-style-type: none"> <li>Implement <i>Te Rito</i></li> </ul>	<ul style="list-style-type: none"> <li>Develop project plans for most of the areas of action identified in <i>Te Rito</i></li> <li>Establish a mechanism to promote cross-sector commitment and consistency to monitor progress</li> <li>Complete areas of action due to be fully implemented by June 2003</li> </ul>	<p>Goal 5: <i>Older people feel safe and secure and can 'age in place'</i></p>	<ul style="list-style-type: none"> <li>Preliminary measures are achieved as set out in <i>Te Rito</i> (lead agencies including MSD, Child, Youth and Family, Police, Te Puni Kōkiri and Ministry of Pacific Island Affairs)</li> </ul>	<ul style="list-style-type: none"> <li>Project plans for most of the actions identified in <i>Te Rito</i> completed</li> <li><i>Te Rito</i> National Executive established in June 2002 as a mechanism to promote cross-sector commitment and consistency, and to monitor progress</li> <li>Areas of action due to be fully implemented by June 2003 on track for completion</li> </ul>



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<b>Social Development</b>	<b>Voluntary savings</b> <ul style="list-style-type: none"> <li>• Educate the general public about planning and saving for retirement</li> <li>• Educate young people about good financial management practices</li> <li>• Encourage development of employer-based superannuation schemes</li> <li>• Investigate possible financial and other incentives to encourage private provision</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the level of private provision for retirement made by New Zealanders</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> <li>• Policy options are identified for encouraging voluntary savings</li> </ul>	This work is being undertaken by the Periodic Reporting Group
<b>Social Development</b>	<b>Whānau Development Project</b> <ul style="list-style-type: none"> <li>• Support 8 services for whānau, designed and delivered within Māori communities</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthen whānau structures and develop whānau self-reliance, including affirming inter-generational support networks and the role of kaumātua, kuia and koroua</li> </ul>	Key Action 6.1: <i>Increase the number of quality services provided by and for Māori</i>	<ul style="list-style-type: none"> <li>• Māori communities develop successful services to meet the needs of their whānau</li> <li>• Services lead to successful outcomes for whānau, including kaumātua, kuia and koroua</li> </ul>	<ul style="list-style-type: none"> <li>■ 12 sites received funding and support under the project as follows:               <ul style="list-style-type: none"> <li>- Te Iringa and Waimea Taitokerau</li> <li>- Manuku South auckland</li> <li>- Tuhoe Bay of Plenty (five sites)</li> <li>- Waitara Taranaki</li> <li>- Raetihi Wanganui area</li> <li>- Arowhenua South Canterbury</li> <li>- Westport and Upper Buller</li> </ul> </li> <li>■ Funding for the project has been extended for an additional year to 30 June 2004</li> <li>■ Examples of whānau development initiatives include: marae-based te reo and tikanga Māori courses, community skills courses, youth programmes, whānau mentoring and counselling services, business and employment support, and organic gardening</li> </ul>

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Work and Income, National Office	<b>Regional Planning for Work and Income services</b> • Identify issues for mature workers, mature beneficiaries and superannuitants	• Ensure appropriate services and provisions for mature workers, mature beneficiaries and superannuitants	Goal 1: <i>Secure and adequate income for older people</i>  Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	• All regional plans identify issues for mature workers, mature beneficiaries and superannuitants	■ Work and Income regional plans 2002/03 contain references to service delivery initiatives for mature workers; copies of these plans are available for viewing on the Work and Income website: <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>
Work and Income, Regional Offices Auckland	<b>Mature workers</b> • Undertake research to evaluate whether existing services are meeting the needs of over 40-year-olds	• Increase understanding of the situation facing mature workers	Key Action 9.2: <i>Ensure those providing services to older people have an understanding and awareness of older people's issues</i>	• Analysis completed for development of appropriate responses	Research completed with the following findings: ■ mature job seekers aged 40 and older were not disproportionately represented as registered job seekers (4.1% of the population, but only 32% of job seekers) ■ the number of mature job seekers in the region fell between 31 March 2000 and 31 March 2003 ■ mature clients were satisfied with the service they received from Work and Income
Work and Income Auckland	<b>Professional advice on accounting issues</b> • Investigate creating an accountancy position for complex accounting cases (eg, family trusts, self-employment)	• Ensure complex accounting cases are considered	Goal 1: <i>Secure and adequate income for older people</i>	• Pilot undertaken	■ Two staff employed nationally to provide professional advice
Work and Income Auckland	<b>Retirement services information pack</b> • Develop a retirement services information pack	• Provide an information pack to cover issues such as tax, going overseas and disability allowance, and to store papers and receipts	Goal 1: <i>Secure and adequate income for older people</i>	• Information pack developed	■ Work has not been carried out due to resource constraints

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<p><b>Work and Income Auckland</b></p>	<p><b>Renewal process for over 80-year-olds</b></p> <ul style="list-style-type: none"> <li>• Research the waiving of Disability Allowance renewals for those clients over 80 years who have disability costs</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information on the waiving of Disability Allowance renewals for those clients over 80 years who have disability costs</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Key Action 8.2: <i>Foster collaborative relationships between central and local government, business, non-government and community sectors that promote positive ageing</i></p>	<ul style="list-style-type: none"> <li>• Research completed</li> </ul>	<ul style="list-style-type: none"> <li>■ Forum held with staff to discuss streamlining options for clients. Issues included stress experienced by clients and difficulty in completing forms</li> <li>■ Streamlining process recommended</li> </ul>
<p><b>Work and Income Auckland</b></p>	<p><b>Stakeholder seminars</b></p> <ul style="list-style-type: none"> <li>• Provide seminars to stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information on support provisions and services available through income support</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Key Action 8.2: <i>Foster collaborative relationships between central and local government, business, non-government and community sectors that promote positive ageing</i></p>	<ul style="list-style-type: none"> <li>• Seminars [RG26] provided on demand to rest homes, proprietors, retirement villages, Grey Power, Age Concern and other community organisations providing services to older people</li> </ul>	<ul style="list-style-type: none"> <li>■ Seminars are being held on an ongoing basis</li> </ul>
<p><b>Work and Income Canterbury</b></p>	<p><b>Basic training for Methodist Mission staff</b></p> <ul style="list-style-type: none"> <li>• Strengthen links with a community-based organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Enable a wider audience that is not normally seen to learn more about their possible entitlements</li> </ul>	<p>Goals: 1, 9</p> <p><i>Will enable staff to ensure that full entitlements are met</i></p>	<p>Training delivered</p>	<ul style="list-style-type: none"> <li>■ Training Completed</li> </ul>

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<b>Work and Income Canterbury</b>	<b>Commitment to developing a relationship with Ngāi Tahu</b> <ul style="list-style-type: none"> <li>• Work with Ngāi Tahu on the Warmer Houses initiative to provide assistance and information on energy-efficient measures in housing to reduce power usage</li> </ul>	<ul style="list-style-type: none"> <li>• Improve quality of life for older Māori by ensuring they are receiving their full and correct entitlement</li> </ul>	Goals: 1, 9 <i>Will enable staff to ensure that full entitlements are met</i>	<ul style="list-style-type: none"> <li>• Work and Income case managers are aware of energy-efficiency issues</li> <li>• Warmer Houses initiative completed</li> <li>• Marae visits undertaken Older Māori receive correct entitlements</li> </ul>	<ul style="list-style-type: none"> <li>■ Currently working through options to hold marae visits</li> </ul>
<b>Work and Income Canterbury</b>	<b>Community liaison role</b>	<ul style="list-style-type: none"> <li>• Ensure the needs of clients are met by having a full knowledge of what is available in the community, and working in co-operation with community groups to inform a wider client audience of their entitlements</li> </ul>	Goals: 1, 9 <i>Will enable staff to ensure that full entitlements are met</i>	<ul style="list-style-type: none"> <li>• Information delivered to clients through community groups</li> </ul>	<ul style="list-style-type: none"> <li>■ Community liaison role increased</li> <li>■ 4-6 external talks per month provided</li> <li>■ Home visits for the 90+ initiative undertaken</li> <li>■ Visits to rest-homes and hospitals undertaken</li> </ul>
<b>Work and Income Canterbury</b>	<b>Home visits</b> <ul style="list-style-type: none"> <li>• Conduct visits to the blind, house-bound and recently out of hospital</li> <li>• Visit four Christchurch rest-home complexes</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the ability of clients to access our services</li> <li>• Improve accuracy of entitlements for clients</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>  Goal 9: <i>Elimination of ageism and promotion of flexible work options</i>  <i>Enabling staff to ensure that full entitlements are met</i>	<ul style="list-style-type: none"> <li>• Home visit service maintained</li> <li>• Four rest-home complexes visited to meet with clients who are independently living to ensure they are aware of their entitlements</li> <li>• Needs identified by visiting appointment when clients call</li> </ul>	<ul style="list-style-type: none"> <li>■ Visits to four rest-home complexes completed and requests from other rest homes scheduled</li> <li>■ New service introduced at Princess Margaret Hospital for a once a week review to ensure clients receive full and correct entitlement on leaving hospital</li> </ul>

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<b>Work and Income Canterbury</b>	<b>Mature job seekers employment initiative</b> <ul style="list-style-type: none"> <li>Develop existing partnership with Canterbury Development Corporation, including Third Age Centre Trust, to further assist mature job seekers into paid employment</li> </ul>	<ul style="list-style-type: none"> <li>Change employer attitudes to mature job seekers</li> <li>Change mature job seekers' attitudes to seeking employment</li> <li>Develop the capacity within Work and Income to service the needs of mature job seekers</li> </ul>	Goal 9: <i>Elimination of ageism and promotion of flexible work options</i>	<ul style="list-style-type: none"> <li>Successful development of partnership objectives for 2002/03 (still being developed)</li> <li>Knowledge of Work and Income staff developed</li> <li>Appropriate programmes developed and delivered within Third Age Centre</li> <li>Appropriate contracted services secured</li> <li>Appropriate training options identified</li> </ul>	<ul style="list-style-type: none"> <li>Litmus survey completed, highlighting specific issues in relation to mature workers</li> <li>Positive results from Regional Industry Marketing Unit (RIMU) team working with employers to address their concerns about employing mature workers</li> <li>Security vacancies specifically targeted mature clients</li> <li>Employer seminars held at CDC informed employers of the wealth of skills and talent available in the mature age groups</li> </ul>
<b>Work and Income Canterbury</b>	<b>90+ years home visits</b> <ul style="list-style-type: none"> <li>Conduct home visits</li> </ul>	<ul style="list-style-type: none"> <li>Ensure older superannuitant clients are receiving their full and correct entitlement, including changing tax codes on NZ Superannuation to appropriate rate, establishing Living Alone payments, Disability Allowance payments, other supplementary assistance, and Community Service Cards</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>  Goal 9: <i>Elimination of ageism and promotion of flexible work options</i>	<ul style="list-style-type: none"> <li>90+ years clients identified</li> <li>Mail-outs sent to clients regarding entitlements</li> <li>Appointments made for home visits</li> <li>Needs identified at home appointment</li> </ul>	<ul style="list-style-type: none"> <li>All 90+ clients identified</li> <li>Weekly mail-out to clients on list almost completed</li> <li>Number of home visits are increasing</li> <li>Analysis is being done on trends</li> </ul>

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<b>Work and Income Canterbury</b>	<b>Specialised case management to NZ Superannuitants</b> <ul style="list-style-type: none"> <li>Proactively case manage all NZ Superannuitants receiving supplementary assistance</li> <li>Facilitate meetings to provide information to NZ Superannuitants</li> </ul>	<ul style="list-style-type: none"> <li>Co-ordinate services for superannuitants at a specialised processing unit (specialised interviewers at 5 urban sites; 2 rural sites serviced by Ashburton and Rangiora service centres; monthly Outreach service at 3 other rural sites and 1 urban site)</li> <li>Provide personal services to older people through specialised Superannuation staff, to ensure they receive the respect and dignity they deserve</li> <li>Co-ordinate meetings for Probus groups, senior citizen groups, war pensions' clinics and housing complexes (local council and HNZC)</li> </ul>	Goals: 1-9 <i>Will enable staff to ensure that full entitlements are met</i>	<ul style="list-style-type: none"> <li>Customer satisfaction indicated through MSD's Key Performance Indicator results</li> </ul>	<ul style="list-style-type: none"> <li>Key Performance Indicator results indicate 98% of clients satisfied with services</li> </ul>
<b>Work and Income Canterbury</b>	<b>Training for staff</b> <ul style="list-style-type: none"> <li>Provide specialist training to meet the needs of older clients</li> </ul>	<ul style="list-style-type: none"> <li>Provide opportunities for staff to learn skills for meeting the needs of older people</li> <li>Participate with public relations person on external talks</li> <li>Age Concern approached to talk to staff on elder abuse</li> </ul>	Goals: 1-9 <i>Will enable staff to ensure that full entitlements are met</i>	<ul style="list-style-type: none"> <li>Improved staff understanding of issues for older people</li> </ul>	<ul style="list-style-type: none"> <li>Staff training provided on Alzheimer's Disease and on elder abuse and neglect prevention</li> <li>Regular meetings with external clients to exchange information</li> </ul>

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<p><b>Work and Income Central</b></p>	<p><b>Explore initiatives to increase NZ Superannuitants' participation and safety in their communities</b></p> <ul style="list-style-type: none"> <li>• Hold KIN (Keeping Independent Now) seminars in conjunction with health agencies, Police, Fire Service and neighbourhood support</li> </ul>	<ul style="list-style-type: none"> <li>• Increase involvement by superannuitants in their local communities</li> </ul>	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p> <p>Key Action 9.2: <i>Ensure those providing services to older people have an understanding and awareness of older people's issues</i></p>	<ul style="list-style-type: none"> <li>• Improved client satisfaction, and positive community feedback</li> </ul>	<ul style="list-style-type: none"> <li>■ Six Keeping Independent Now (KIN) seminars completed in local communities, 30 June 2003</li> </ul>
<p><b>Work and Income Central</b></p>	<p><b>Intensive case management for mature unemployed people</b></p>	<ul style="list-style-type: none"> <li>• Provide a service tailored to the specific needs of mature unemployed people</li> </ul>	<p>Key Action 9.2: <i>Ensure those providing services to older people have an understanding and awareness of older people's issues</i></p> <p>Key Action 9.3: <i>Work with local government and the business sector to promote mentoring programmes that harness the skills and experience of older people</i></p>	<ul style="list-style-type: none"> <li>• Improved client satisfaction, and positive community feedback</li> <li>• Staff training provides a more supportive environment for mature job seekers</li> </ul>	<ul style="list-style-type: none"> <li>■ Alliances developed with Levin Local Employment Coordinator (LEC), Palmerston North Mature Employment Service (contract for mentoring), and Masterton (contract for CVs)</li> <li>■ Household Labour Force Survey for December showed increased participation of mature workers in labour force</li> <li>■ Work Action seminars for approx 48 older people, with 40% placed in work by June 2003</li> <li>■ 43 older people attended Work Action seminars, 31 March 2003</li> </ul>

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<p><b>Work and Income Nelson</b></p>	<p><b>Mature job seekers</b></p> <ul style="list-style-type: none"> <li>Analyse needs and issues facing mature job seekers</li> </ul>	<ul style="list-style-type: none"> <li>Increase the ability of mature job seekers to access services and work towards economic independence</li> </ul>	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> <li>Information gained on needs and issues facing mature job seekers</li> </ul>	<ul style="list-style-type: none"> <li>Work completed 30 June 2003</li> </ul>
<p><b>Work and Income Taranaki, Wanganui and King Country</b></p>	<p><b>Better Homes Retrofit Project</b></p> <ul style="list-style-type: none"> <li>Subsidise registered job seekers in employment retrofitting low-income people's houses, carrying out insulation and other energy-efficiency tasks in selected homes</li> </ul>	<ul style="list-style-type: none"> <li>Ensure local houses are energy efficient</li> <li>Increase skills for local unemployed people</li> </ul>	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Key Action 5.2: <i>Develop a wide range of services that support ageing in place</i></p> <p>Emerging Issue for Housing: <i>To be responsive to the ageing population, housing interventions must be developed in conjunction with policies for health and social services</i></p>	<ul style="list-style-type: none"> <li>Increase in energy-efficient housing in the community, including in older people's houses</li> <li>Continued involvement of Ngāti Apa iwi in Marton in retrofitting houses in Rangitikei</li> <li>Houses in South Taranaki are retrofitted</li> </ul>	<ul style="list-style-type: none"> <li>123 low-income households, including older people's homes throughout Wanganui, King Country and Taranaki, have been retrofitted with further 70 planned to be completed June 2003</li> </ul>



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<p><b>Work and Income</b> <b>Taranaki, Manganui and King Country</b></p>	<p><b>Operation Priority Plus Project</b></p> <ul style="list-style-type: none"> <li>Identify long-term unemployed and provide intensive case management for long-term job seekers to access opportunities in the labour market</li> </ul>	<ul style="list-style-type: none"> <li>Ensure long-term registered job seekers are prepared for employment and appropriate opportunities are sourced with employers</li> </ul> <p>(In Taranaki in March 2002, of those registered as unemployed for 26 weeks or more, 37% were aged 40 years and over. Of those registered as unemployed for 2 years or more, 37% were aged 40 years and over.)</p>	<p><b>Goal 9:</b> <i>Elimination of ageism and the promotion of flexible work options</i></p> <p><i>Continued long-term periods of unemployment for people entering 'mature worker' status impact on their ability to earn and on quality of life in retirement. This indicates the importance of policies aimed at retaining older workers and making employment a realistic goal for unemployed mature workers</i></p>	<ul style="list-style-type: none"> <li>Reduced flow of registered job seekers into the 4-year plus duration band, and reduced number of clients in the 4-year plus band</li> </ul>	<ul style="list-style-type: none"> <li>Intensive case management practice for very long-term unemployed job seekers</li> <li>'Experience Express' project helping mature job seekers into work established in New Plymouth with Job Club facilities commenced January 2003</li> </ul>
<p><b>Work and Income</b> <b>Taranaki, Manganui and King Country</b></p>	<p><b>Regional community information services for older people</b></p> <ul style="list-style-type: none"> <li>Identify information gaps and link these with appropriate groups/agencies</li> <li>Deliver proactive and targeted presentations of information</li> </ul>	<ul style="list-style-type: none"> <li>Ensure mature beneficiaries and superannuitants are fully informed of services available in their communities, to allow them to remain independent for as long as they wish</li> </ul>	<p><b>Goal 1:</b> <i>Secure and adequate income for older people</i></p> <p><b>Goal 5:</b> <i>Older people feel safe and secure and can 'age in place'</i></p>	<ul style="list-style-type: none"> <li>Work and Income service centres have up-to-date links with groups such as Grey Power, Age Concern and Grandparents Raising Grandchildren Trust</li> </ul>	<ul style="list-style-type: none"> <li>Regular contact maintained with local groups and their advocates</li> <li>Senior management participate in positive ageing forums</li> <li>Work undertaken with grandparents groups</li> <li>Information presented to invited community groups, MP's electoral offices and advocates regarding policy changes and "extra help" updates</li> </ul>

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Work and Income Wellington	<b>Community liaison</b> <ul style="list-style-type: none"> <li>• Provide information on community programmes</li> <li>• Work with community groups</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure client needs are met by having a full knowledge of community programmes and working with community groups</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>  <i>Enable staff to ensure clients are receiving their full entitlements in a manner comfortable for the clients. Joint visits from staff and community groups, ensuring complete service</i>	<ul style="list-style-type: none"> <li>• Customer satisfaction indicated through MSD's Key Performance Indicators</li> <li>• Information is provided to community groups</li> </ul>	<ul style="list-style-type: none"> <li>■ Wellington region exceeded the 90% standard for achieving senior client satisfaction, with 96.3% satisfied as at May 2003</li> </ul>
Work and Income Wellington	<b>Home visits</b> <ul style="list-style-type: none"> <li>• Visit older clients in their homes</li> </ul>	<ul style="list-style-type: none"> <li>• Increase awareness of entitlements and assistance available</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> <li>• Customer satisfaction indicated through MSD's Key Performance Indicators</li> <li>• Visits made to older clients</li> </ul>	<ul style="list-style-type: none"> <li>■ Home visits conducted on a monthly basis by superannuation specialists in the region</li> </ul>
Work and Income Wellington	<b>Programme Keeping Older People Safe (KOPS)</b> <ul style="list-style-type: none"> <li>• Participate in a joint Hutt Valley initiative with other agencies to keep ageing clients safe and informed</li> <li>• Attend community meetings with Police and the Fire Service</li> </ul>	<ul style="list-style-type: none"> <li>• Inform the community about personal safety issues, prevention of burglary, fire safety in the home and Work and Income services and entitlements</li> <li>• Bring people together, through home-based meetings, where possible, for peer support and to get to know other people within the community</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>  Key Action 5.2: <i>Develop a wide range of services that support ageing in place</i>	<ul style="list-style-type: none"> <li>• Customer satisfaction indicated through MSD's Key Performance Indicators</li> <li>• Community meetings held</li> </ul>	<ul style="list-style-type: none"> <li>■ Wellington region exceeded the 90% standard for achieving senior client satisfaction with 96.3% satisfaction as at May 2003</li> <li>■ Community meetings held in local service centre areas on a regular basis with community groups including CAB, Super Grans, Age Concern</li> </ul>

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<p><b>Work and Income</b> <b>Western Bay of Plenty</b></p>	<p><b>Working relationships</b></p> <ul style="list-style-type: none"> <li>• Work more closely with the 50+ clients</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage 50+ clients to seek further employment, with the aim of increasing their financial base prior to retirement</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> <li>• Working relationships address health issues, care issues with partners and lifestyle issues</li> <li>• Improved services for mature job seekers, including one-to-one interviews</li> <li>• Increase ongoing working relationships with these clients</li> </ul>	<ul style="list-style-type: none"> <li>■ Contracts for 320 mature clients to participate in Work Confidence programmes, particularly focusing on re-entering the work force</li> <li>■ Additional 34 mature clients attended a Job Search / Work Placement programme</li> </ul>
<p><b>Sport and Recreation</b> <b>New Zealand</b></p>	<p><b>KiwiSeniors Physical Activity Programme</b></p>	<ul style="list-style-type: none"> <li>• Provide opportunities for older New Zealanders to increase activity levels at the regional level through ongoing programmes and events, including walking, exercise to music, water activities, line dancing and sit dancing</li> </ul>	<p>Goals: 1, 3, 4, 10</p> <p><i>The sedentary nature of many lifestyles makes increasing activity levels a priority for present and future older New Zealanders</i></p>	<ul style="list-style-type: none"> <li>• Core KiwiSeniors programmes operational in each of the 17 regional sports trusts</li> </ul>	<ul style="list-style-type: none"> <li>■ All regional sports trusts are involved with physical activity programmes for older adults</li> </ul>
<p><b>Sport and Recreation</b></p>	<p><b>Older volunteers in sporting and physical activity</b></p>	<ul style="list-style-type: none"> <li>• Collect data on involvement by older adults in coaching/administration (unpaid) for sporting and physical activity organisations</li> </ul>	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p> <p>Key Action 10.4: <i>Promote and support volunteer organisations</i></p>	<ul style="list-style-type: none"> <li>• Up-to-date data is available on older volunteers in sports and physical activity</li> </ul>	<ul style="list-style-type: none"> <li>■ Information available on numbers of older volunteers as coaches, referees, administrators and parent helpers</li> </ul>

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<p><b>State Services Commission</b></p>	<p><b>Public service employment practices</b></p> <ul style="list-style-type: none"> <li>• Support practices by chief executives and departments to achieve the goals of the Positive Ageing Strategy through liaison with deputy commissioners and their teams</li> <li>• Report on trends in the employment of older workers in the public service</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that public service employment practices are not ageist</li> </ul>	<p><b>Goal 9:</b> <i>Elimination of ageism and the promotion of flexible work options</i></p> <p><b>Key Action 9.1:</b> <i>Implement human resources policies in the government sector that support employment of older workers; provide family-friendly workplaces by recognising those with caring responsibilities and allowing flexible and reduced hours of work; and ensure entitlements for training are provided to all workers, including older workers</i></p>	<ul style="list-style-type: none"> <li>• Non-ageist employment practices maintained</li> </ul>	<ul style="list-style-type: none"> <li>■ Information collected from departments on fairness in employment as part of the EEO assessment process</li> <li>■ Report to the Minister of State Services on public service employment flows by age group, providing information relating to the ageing of the public service</li> </ul>

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<b>Statistics New Zealand (SNZ)</b>	<b>Data collection</b> <ul style="list-style-type: none"> <li>• Provide interviewing training, including a module on interviewing older people</li> <li>• Collect date of birth or age in SNZ social surveys, where relevant</li> <li>• Household Labour Force Survey (HLFS) uses special letter and shortened interview for respondents over 65 years who are not in paid work</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise older people as a particular group of respondents with their own special needs</li> <li>• Encourage good-quality data collection from older people</li> </ul>	Key Action 10.3: <i>Encourage utilisation of the experience and skills of older people</i>	<ul style="list-style-type: none"> <li>• Acceptable levels of response from older people</li> <li>• Good-quality information collected</li> <li>• Minimal number of complaints from older people or their relatives</li> </ul>	<ul style="list-style-type: none"> <li>■ Monitoring of responses to HLFS and Survey of Family Income and Employment (SoFIE) indicates a very low level of refusals or complaints from people in the 65+ age group in 2002/03</li> <li>■ Special introductory letter, shortened interview for HLFS, and interviewer training for all surveys are effective in reducing respondent burden for 65+ age group</li> <li>■ Birthdate question now included in all Statistics New Zealand social surveys</li> </ul>
<b>Statistics</b>	<b>Data integration</b> <ul style="list-style-type: none"> <li>• Acknowledge date of birth as a key integrating variable, and evaluate its quality as major social administrative data sets are evaluated</li> <li>• Improve consistency between administrative data sets across central government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the quantity and quality of statistical information available on older people from central government's administrative data sets</li> </ul>	Goals: 1-10	<ul style="list-style-type: none"> <li>• Implementation of data integration work programme (as approved by the Minister of Statistics and Minister of Social Services and Employment in July 2000)</li> </ul>	<ul style="list-style-type: none"> <li>■ Birth date question evaluated in recent data integration projects</li> <li>■ Source agencies are informed of quality issues in data sets, including any problems related to key integrating variables. This has raised awareness of the necessity for consistency in key variables</li> </ul>

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<b>Statistics</b>	<b>Human Resources policies</b> <ul style="list-style-type: none"> <li>• Monitor usage of SNZ's family-friendly policy specifically for caring for older people</li> <li>• Undertake any necessary training for managers on the equitable application of the policy</li> <li>• Develop a range of standard reports in new HRMIS (Human Resources Management Information System) on the age of applicants and appointees, age profile by gender/ethnicity, and similar reports on terminations</li> <li>• Develop user-friendly ways of providing information on family-friendly policies</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the family-friendly policy as it relates to older people is understood, utilised and applied equitably within SNZ</li> <li>• Monitor EEO awareness in relation to older people</li> </ul>	<p>Key Action 9.1: <i>Implement human resources policies in the government sector that support employment of older workers; provide family-friendly workplaces by recognising those with caring responsibilities and allowing flexible and reduced hours of work; and ensure entitlements for training are provided to all workers, including older workers</i></p>	<ul style="list-style-type: none"> <li>• Report on usage of the family-friendly policy and identify cases not approved</li> <li>• Training and further information is provided where it is identified that policy is not well understood or not used to the best effect</li> <li>• Data is collected and analysed for emerging trends</li> <li>• Information on family-friendly policies is produced</li> </ul>	<ul style="list-style-type: none"> <li>■ Statistics New Zealand Health and Wellbeing policy incorporating care of older dependants is currently being evaluated</li> <li>■ Training for managers in the equitable application of this policy is planned for inclusion in the HR manager training plan</li> <li>■ Work in progress designing reports on the age profile of applicants and appointees</li> <li>■ Pamphlet is being developed for staff explaining the 'family-friendly' policy including its application to the care of older dependants</li> </ul>

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<p><b>Statistics</b></p>	<p><b>Publication of statistics</b></p> <ul style="list-style-type: none"> <li>• Publish an analytical report on older people</li> <li>• Produce data on older people as part of the standard output from sample surveys, where sample size permits</li> <li>• Produce population estimates and projections by age, sex and ethnicity</li> <li>• Continue the policy of not using the word 'elderly' in published output</li> <li>• Recognise the need to disseminate data to users via a variety of modes</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a comprehensive picture of older people in NZ, built around the themes of diversity and change</li> <li>• Make available good-quality, relevant data on older people</li> <li>• Provide older people with access to official statistical information</li> </ul>	<p>Key Action 10.1: <i>Improve opportunities for education for all</i></p> <p>Key Action 8.1: <i>Ensure government agency advertising and publicity campaigns portray positive images</i></p> <p>Key Action 7.2: <i>Improve service delivery to rural areas</i></p>	<ul style="list-style-type: none"> <li>• An analytical report on older people in NZ is produced, built around the themes of diversity and change</li> <li>• Data on older people is included as standard output for SNZ's social surveys (note: this will be subject to SNZ's data confidentiality provisions)</li> <li>• Population estimates and projections are provided by age, sex and ethnicity and based on 2001 Census data</li> <li>• The word 'elderly' is not used in SNZ publications or published output</li> <li>• Alternatives to website used for dissemination of data including hard copy</li> </ul>	<ul style="list-style-type: none"> <li>■ Major analytical report on older people to be published late 2003</li> <li>■ Produced 2001 Census of Population and Dwellings, quarterly population estimates by age, sex and ethnicity (Māori and non-Māori); the latest published series relates to 31 December 2002</li> <li>■ Population projections for the four main ethnic groups completed and released during May and June 2003</li> <li>■ Publications regularly checked for compliance with the departmental <i>Style Guide</i> so that the term 'elderly' is not used in Statistics New Zealand publications</li> <li>■ Information regularly disseminated through the Web, books in public libraries, community newsletters and at seminars</li> </ul>

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Ministry of Transport	<b>New Zealand Transport Strategy</b> <ul style="list-style-type: none"> <li>Develop Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Develop a Transport Strategy that incorporates the needs of users and providers, and priority strategies to address these needs</li> </ul>	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> <li>Identification of the role transport has to play in achieving the objectives of positive ageing</li> <li>Identification of actions that can respond to transport-related needs for positive ageing</li> </ul>	<ul style="list-style-type: none"> <li>New Zealand Transport Strategy released December 2002 improving access and mobility, including for vulnerable users, is one of five priorities</li> <li>Land Transport Management Bill introduced, expanding the role of transport agencies in line with the objectives of the NZ Transport Strategy</li> <li>Initial research undertaken on <i>Indicators of Accessibility: Transport Factors Affecting Access to Economic and Social Services</i></li> </ul>
Transport	<b>Older Persons and Transport Snapshot project, stages 1 &amp; 2</b>  <b>Collaborative project between MOT, LTSA, and OSC</b>	<ul style="list-style-type: none"> <li>Undertake research (literature review and original research) on perceptions of barriers to mobility using transport other than private car</li> </ul>	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> <li>Research reports</li> </ul>	<ul style="list-style-type: none"> <li>Stage 1 and 1(a) completed and planning for Stage 2 in progress on a collaborative research project between the Office for Senior Citizens, Ministry of Transport and LTSA to assist older persons with alternative transport options</li> </ul>
The Treasury	<b>Determinants of the living standards of older New Zealanders</b> <ul style="list-style-type: none"> <li>Analysis of the association between living standards and current income, accommodation expenses and other factors</li> </ul>	<ul style="list-style-type: none"> <li>Improve understanding of the relative importance of income and other factors in determining living standards in retirement, to inform policy advice</li> </ul>	Goal 1: <i>Secure and adequate income for older people</i>  Key Action 1.3: <i>Monitor changes in living standards for all people</i>  <i>Will inform policy development relating to maintaining adequate living standards for older people</i>	<ul style="list-style-type: none"> <li>Policy advice incorporates new information and perspectives from the Survey of Older New Zealanders</li> </ul>	<ul style="list-style-type: none"> <li>Analysis completed and preliminary results obtained</li> </ul>



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Treasury	<p><b>Economic consequences of ageing</b></p> <ul style="list-style-type: none"> <li>An analysis of the economic and fiscal consequences of population change</li> </ul>	<ul style="list-style-type: none"> <li>Provide information for policy formulation</li> <li>Provide basis for extending the Long Term Fiscal Model for incorporating stochastic projections of population and social expenditures</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Key Action 1.3 <i>Monitor changes in living standards for all people</i></p> <p><i>Will inform policy development relating to maintaining adequate living standards for older people</i></p>	<ul style="list-style-type: none"> <li>Improved estimates of economic impacts of population ageing on savings, investment, the current account balance, fiscal costs, capital flows, labour force participation and economic growth and productivity</li> </ul>	<ul style="list-style-type: none"> <li>Working paper on projections of social expenditure due to population ageing published Working Paper 02/28</li> <li>Draft working paper completed on the macroeconomic consequences of population ageing and its implications for the optimal national saving rate; Working Paper 03/10 published June 2003</li> </ul>
Treasury	<p><b>Transitions to retirement</b></p> <ul style="list-style-type: none"> <li>Estimation of the effect on the employment patterns of older people of changes in NZ Superannuation eligibility age, 1976-2001</li> </ul>	<ul style="list-style-type: none"> <li>Produce robust estimates of size of the effect</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Key Action 1.3 <i>Monitor changes in living standards for all people</i></p> <p><i>Will inform policy development relating to maintaining adequate living standards for older people</i></p>	<ul style="list-style-type: none"> <li>Estimates help inform public understanding and international comparisons</li> </ul>	<ul style="list-style-type: none"> <li>Analysis complete and preliminary results obtained</li> </ul>

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Treasury	<p><b>Understanding household saving behaviour</b></p> <ul style="list-style-type: none"> <li>• Undertake an analysis of the Household Saving Survey (joint study with the Office of the Retirement Commission)</li> </ul>	<ul style="list-style-type: none"> <li>• Improve understanding of the life-time patterns and adequacy of household saving for retirement</li> </ul>	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Key Action 1.3 <i>Monitor changes in living standards for all people</i></p> <p><i>Will help ensure older people have appropriate levels of retirement income to support their lifestyle choices</i></p>	<ul style="list-style-type: none"> <li>• Effect of age, demographic and household characteristics on the determinants of net pension wealth is estimated</li> </ul>	<ul style="list-style-type: none"> <li>■ First stage of analysis completed based on the results for non-partnered individuals</li> <li>■ Conference paper presented to Retirement Commission Symposium June 2003 with paper available on ORC website</li> <li>■ Seminar presentations to the Retirement Commission June 2003</li> </ul>
Veterans' Affairs New Zealand	<p><b>Access to Information</b></p> <ul style="list-style-type: none"> <li>• Work with the Ministry of Social Development to improve the ways in which veterans receive information on programmes, entitlements and benefits</li> <li>• Provide information and training to representatives from veterans' organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Improve the way information is delivered</li> </ul>	<p>Key Action 5.4: <i>Improve delivery of information about provisions and services that enable older people to age in place</i></p> <p>Key Action 10.4: <i>Promote and support volunteer organisations</i></p>	<ul style="list-style-type: none"> <li>• Veterans are able to access information on the range of services available to them</li> </ul>	<ul style="list-style-type: none"> <li>■ Work with the Ministry of Social Development on an outreach programme to provide information on access to and availability of veterans' programmes and services</li> </ul>

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<b>Veterans' Affairs New Zealand</b>	<b>Acknowledge and Commemorate</b> <ul style="list-style-type: none"> <li>Community acknowledgement of the role veterans played and continue to play in developing New Zealand as a nation</li> </ul>	<ul style="list-style-type: none"> <li>Promote understanding of the role veterans played in developing New Zealand as a nation</li> </ul>	<p>Key Action 8.2: <i>Promote intergenerational programmes in schools and communities</i></p> <p>Key Action 10.4: <i>Promote and support volunteer organisations</i></p>	<ul style="list-style-type: none"> <li>Material is provided to schools and cadet units to promote the recording of veterans stories and experiences</li> </ul>	<ul style="list-style-type: none"> <li>Material provided to schools to promote understanding of veterans' experiences</li> <li>Students and Cadets taken to El Alamein with the official party as part of the commemoration of the 60th Anniversary of the Battle of El Alamein</li> </ul>
<b>Veterans' Affairs New Zealand</b>	<b>Health care</b> <ul style="list-style-type: none"> <li>Investigate options for the care of an ageing veteran population</li> </ul>	<ul style="list-style-type: none"> <li>Work with Ministry of Health and community-based health care providers on options for improved access to services</li> </ul>	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Key Action 5.4: <i>Improve delivery of information about provisions and services that enable older people to age in place</i></p> <p>Key Action 6.3: <i>Identify issues of specific concern to older people from ethnic communities and develop options for addressing these</i></p>	<ul style="list-style-type: none"> <li>Veterans are able to access the health care they need</li> </ul>	<ul style="list-style-type: none"> <li>Coordination of case management service to veterans facilitating access to cross agency health care services</li> <li>Support and assistance to allow older veterans to maintain their independence and remain in their own homes</li> </ul>

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<b>Ministry of Women's Affairs</b>	<b>Women's Strategy</b> <ul style="list-style-type: none"> <li>Facilitate a consultation process to confirm an agreed strategy</li> <li>Integrate specific policy priorities for women with the Government's overall vision for NZ</li> <li>Work with the Ministry of Health to ensure a gendered approach is taken with the New Zealand Health Strategy toolkits</li> </ul>	<ul style="list-style-type: none"> <li>Develop a Women's Strategy with priorities for women and actions to address these</li> <li>The consultation process will identify specific priorities for the Women's Strategy - MWA anticipate that the Strategy will identify specific policy priorities for older women</li> <li>MWA will work with the Ministry of Health to ensure the New Zealand Health Strategy toolkits identify policies, programmes and services that are more responsive to the health needs of older women</li> </ul>	Goals: 1-10	<ul style="list-style-type: none"> <li>Consultation is completed</li> <li>Further criteria are set</li> <li>The second phase of the Strategy development will include the development of an action plan for implementation, monitoring of progress and evaluation of success</li> </ul>	<ul style="list-style-type: none"> <li>Information from consultation hui and from submissions received on the Women's Strategy Action Plan is being analysed</li> <li>Preparations underway for the second phase development of the Women's Strategy Action Plan</li> </ul>



## KEY ACHIEVEMENTS AND ACTIONS FOR THE TEN POSITIVE AGEING STRATEGY GOALS

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2002/03
1. Secure and adequate income for older people	<ul style="list-style-type: none"> <li>• <i>Nga Ahuatanga Noho o te Hunga Pakeke Māori</i>: Living Standards of Older Maori published September 2002</li> <li>• Working Paper 03/10 on Economic Consequences of Ageing published June 2003</li> </ul>
2. Equitable, timely, affordable and accessible health services for older people	<ul style="list-style-type: none"> <li>• Home-based rehabilitation 'packages of care' implemented by ACC</li> <li>• Thirty four Primary Health Organisations established with 1 million enrolled</li> </ul>
3. Affordable and appropriate housing options for older people	<ul style="list-style-type: none"> <li>• Rural Housing Programme developed to address substandard housing affecting Māori communities</li> <li>• Fifty-one unit complex for mainly older tenants opened in Lynfield, Auckland</li> <li>• One hundred and ninety three low-income households benefited from retrofit project in Wanganui, King Country and Taranaki through subsidisation of registered job seekers</li> </ul>
4. Affordable and accessible transport options for older people	<ul style="list-style-type: none"> <li>• New Zealand Transport Strategy released December 2002</li> <li>• Inter-agency collaborative project initiated in March 2003 to research older people's transport needs and issues</li> </ul>
5. Older people feel safe and secure and can "age in place"	<ul style="list-style-type: none"> <li>• 'Fall Prevention' programmes were expanded to include eleven districts in the North Island and six districts in the South Island.</li> <li>• Community Patrol National conference held May 2003 and twelve new Community Patrols established</li> <li>• Approximately 6000 smoke alarms programme had been installed by June 2003</li> </ul>
6. A range of culturally appropriate services allows choices for older people	<ul style="list-style-type: none"> <li>• <i>Ethnic Perspectives in Policy</i> launched March 2003</li> <li>• The Pacific Health Workforce Advisory Group formed to provide strategic advice on Pacific workforce planning and appropriate services for older Pacific people</li> </ul>
7. Older people living in rural communities are not disadvantaged when accessing services	<ul style="list-style-type: none"> <li>• Thirteen Heartland Service Centres established taking the total to twenty-five centres</li> <li>• Community Organisation Grants Schemes (COGS) made grants of over \$700,000 to over 200 community organisations focusing on smaller, rural communities and culturally specific groups and projects supporting older people</li> </ul>

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2002/03
<p>8. People of all ages have positive attitudes to ageing and older people</p>	<ul style="list-style-type: none"> <li>• Great and Grands month (October) promoted to primary, intermediate and secondary schools through information to encourage the development of intergenerational initiatives</li> <li>• <i>Inside Stories</i> a collection of interviews with prisoners of war published September 2002</li> <li>• The official party to commemorate the 60th Anniversary of the Battle of El Alamein included students and cadets</li> </ul>
<p>9. Elimination of ageism and promotion of flexible work options</p>	<ul style="list-style-type: none"> <li>• Future of Work website and Future of Work Research Fund launched November 2002</li> <li>• Regional Industry Marketing Unit (RIMU) team achieved positive results through addressing employers concerns about employing mature workers</li> </ul>
<p>10. Increasing opportunities for personal growth and community participation</p>	<ul style="list-style-type: none"> <li>• Archives New Zealand provided free access to the public at their four offices</li> <li>• Adult Literacy Achievement Framework draft Handbook completed with 6-month trial begun in March 2003 with twenty providers involving six hundred learners</li> <li>• Adult Community Education (ACE) funding framework approved March 2003 with encouragement of life-long learning as one of several national priorities for ACE</li> <li>• Population Projections for the four main ethnic groups was released May/June 2003</li> </ul>