



The New Zealand
Positive
Ageing
Strategy

Annual Report

1 July 2004 to 30 June 2005



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Government action on the New Zealand Positive Ageing Strategy: ANNUAL REPORT 2004/2005

The New Zealand 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 where they have continuing opportunities for participation. The aim of the Strategy is to ensure Government policies support this vision.

The New Zealand Positive Ageing Strategy establishes 10 goals for Government action. These goals have the common aim of improving opportunities for older people and are wide ranging in their application. They include goals for secure and adequate incomes, accessible services, personal growth, and the elimination of age discrimination. In addition, 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 to advance the key actions of the New Zealand Positive Ageing Strategy. Their contributions are co-ordinated through annual Positive Ageing Action Plans. In the fourth Action Plan, for the period 1 July 2004 to 30 June 2005, departments identified 164 work items contributing to the Strategy, across 41 government agencies and four local authorities. A new Action Plan for 2005/2006 has been produced to continue the momentum for the next year.

This is a report on the action plan for 2004/2005. It sets out what progress has been achieved on the specific work items departments undertook from 1 July 2004 to 30 June 2005. In the report, achievements are recorded for each work item in the Action Plan 2004/2005. The following information is provided for each work item:

- project name
- objective(s) of the project
- relevance to the goals of the New Zealand Positive Ageing Strategy
- measures of achieving the project objective
- achievements for 1 July 2004 to 30 June 2005.

Highlights of government action on the New Zealand Positive Ageing Strategy for 2004/2005 include:

- *Guidelines for Specialist Health Services for Older People* published September 2004
- the New Zealand Superannuation and Retirement Income Amendment Act 2005 passed in April 2005, allowing for a three-yearly review of Government's retirement income policy
- increases in the number of students 65 years and older in tertiary education and in Adult and Community Education courses
- 45,000 copies of *PeoplePower—Successful Diversity at Work* advocating employment strategies for older workers distributed to employers by the Department of Labour in conjunction with the EEO Trust
- Social Security (Long Term Residential Care) Amendment Act 2004 came into force on 1 July 2005.

The Goals of the New Zealand 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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New Zealand Positive Ageing Strategy Annual Report 1 July 2004 to 30 June 2005

Forty-one agencies at central, local and regional levels have identified 164 work items for the New Zealand Positive Ageing Strategy Action Plan 2004/2005. This includes actions from central and regional government agencies, four local government authorities and a Crown entity. The work items for central and regional government agencies are listed in alphabetical order according to agency. Local government authorities are grouped in the middle of the document.

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA/MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2004 TO 30 JUNE 2005
Accident Compensation Corporation	Ageing carers	<ul style="list-style-type: none"> Improve support services and service links for older people 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> The needs and issues of ageing carers are identified by focus groups Services and service links are improved 	<ul style="list-style-type: none"> Project deferred to 2005/2006
Accident Compensation Corporation	Ageing with a serious injury	<ul style="list-style-type: none"> Increase knowledge of the impact of an ageing population on future service planning and delivery 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> The needs and issues of older claimants with a serious injury are identified and solutions generated 	<ul style="list-style-type: none"> Project deferred. Wider project on service guidelines under consideration
Accident Compensation Corporation	Assessment processes for older people	<ul style="list-style-type: none"> Work collaboratively with the Ministry of Health to prevent the reoccurrence of falls 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Claimants in pilot areas with a fall-related claim are referred to a health professional for a free fall-risk assessment and treatment Assessment processes evaluated following piloting of initiative 	<ul style="list-style-type: none"> This project now part of improve knowledge and delivery of ACC and related services project

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Accident Compensation Corporation	Fall prevention programmes for older people	<ul style="list-style-type: none"> • Reduce the number of falls and the severity of injury among older people 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Community exercise programmes increased • Factors that reduce or eliminate falls and risks are identified through programme evaluation • Safer lifestyles for older people promoted through improved knowledge and assistance with injury prevention 	<ul style="list-style-type: none"> ■ 22 Older Exercise programmes held in 19 locations ■ 25 providers delivered modified Tai Chi programmes in 53 locations ■ Quality assurance testing of initial Tai Chi providers commenced May 2005 ■ Otago exercise programme reached 2% of older people aged 80 years and over assessed as being at risk of injury from falls
Accident Compensation Corporation and Health Research Council	Falls, function and quality of life: an intervention in residential care	<ul style="list-style-type: none"> • Assess the impact of an intervention programme on falls, injuries and quality of life in residential care for older people 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> • Functional status, quality of life, adverse effects, falls and cost-effectiveness of the intervention programme are measured for six months and assessed for positive change 	<ul style="list-style-type: none"> ■ Preparatory work for study on measures to reduce the number and severity of falls in older people completed February 2005 ■ 22 rest homes in Auckland and 19 rest homes in Christchurch have been recruited to participate in study on intervention programme on falls, injuries and quality of life
Accident Compensation Corporation	Hip protector compliance demonstration sites	<ul style="list-style-type: none"> • Reduce the number and severity of hip fracture injuries in high risk, frail older adults living in long-term care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Rates of hip fracture injuries at pilot sites are lower for those wearing hip protectors 	<ul style="list-style-type: none"> ■ Evaluation of hip protectors completed September 2004. Hip protectors made available to residents of 30 new rest homes

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Accident Compensation Corporation	Implications for ACC of an ageing population	<ul style="list-style-type: none"> • ACC is informed of the likely impacts on costs and services, of an ageing population 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Factors that determine how long older people take to recover from injury are understood 	<ul style="list-style-type: none"> ■ Work in progress for older ACC claimants on potential impacts of older people's recovery time from injury
Accident Compensation Corporation	Improve knowledge and delivery of ACC and related services	<ul style="list-style-type: none"> • Improve older claimants' access to ACC and related services 	Goal 1: <i>Secure and adequate income for older people</i> Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> • Factors considered most helpful in rehabilitation and injury prevention are identified • Feedback from older claimants is used to improve information material and delivery of services 	<ul style="list-style-type: none"> ■ Factors considered to be helpful in rehabilitation and injury prevention have not yet been determined ■ Feedback showed older ACC claimants have limited detailed knowledge about ACC provisions and entitlements. Improved information and services to be addressed in the 2005/2006 year
Accident Compensation Corporation	Lifetime rehabilitation planning	<ul style="list-style-type: none"> • Improve planning of rehabilitation for severely-injured older people 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Lifetime rehabilitation plans are used to inform long-term planning of entitlements 	<ul style="list-style-type: none"> ■ Lifetime rehabilitation planning given to 32 older people to inform clients and their families of available entitlements
Accident Compensation Corporation	Older People's working group	<ul style="list-style-type: none"> • Share information within ACC on issues relating to ageing 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Working group informed policy development by providing strategic advice and oversight on issues relating to ageing 	<ul style="list-style-type: none"> ■ Older People's working group met throughout the reporting period to discuss and co-ordinate the reporting of current projects for older people, and new projects to benefit older ACC clients

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Accident Compensation Corporation	Rehabilitation pathway for fractured neck of femur	<ul style="list-style-type: none"> • Improve the rehabilitation of older people with fractured neck of femur injuries 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Rehabilitation pathway action plan developed 	<ul style="list-style-type: none"> ■ Rehabilitation pathway action plan has not yet been developed. This project has been extended by three months so that more data can be included
Accident Compensation Corporation	Response mechanism for multiple injuries	<ul style="list-style-type: none"> • Improve the response to claimants aged 65 years and older who experience multiple injuries 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Response mechanism is piloted and evaluated 	<ul style="list-style-type: none"> ■ Evaluation of the pilot showed improvements in response times for older claimants with multiple injuries and a high level of GP support. A further trial is being held from March 2005 to February 2006 ■ Partnership with Pegasus Health Group in Christchurch to deliver services to older people with multiple injuries has been extended by a further 12 months
Accident Compensation Corporation	Review of home-based rehabilitation packages of care	<ul style="list-style-type: none"> • Provide effective home-based rehabilitation care packages for older people 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Additional care packages developed in response to recommendations 	<ul style="list-style-type: none"> ■ Review of home-based rehabilitation packages, completed August 2004, identified need for greater flexibility to address older claimants with significant co-morbidities. Recommendations for improvements to packages of care approved for implementation in 2005/2006

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Archives New Zealand	Human Resources – family-friendly policy	<ul style="list-style-type: none"> Archives family-friendly policy is appropriate for all staff 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Family-friendly policy is positively received by staff 	<ul style="list-style-type: none"> Work, Life and Family/Whānau policy approved by Archives New Zealand Strategic Management Group April 2005 Guidelines for Work, Life and Family/Whānau policy include options for phased retirement, and flexibility of work hours for employees with older-aged dependents Work, Life and Family/Whānau policy promoted to staff May 2005
Ministry for Culture and Heritage	Establishment of an online <i>Encyclopedia of New Zealand</i>	<ul style="list-style-type: none"> Provide an online record of the memories of New Zealanders 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> The <i>Encyclopedia of New Zealand</i> is available online and increasingly used 	<ul style="list-style-type: none"> The <i>Encyclopedia of New Zealand</i> launched online with television coverage February 2005

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<p>Ministry for Culture and Heritage</p>	<p>Establishment of the Tomb of the Unknown Warrior</p>	<ul style="list-style-type: none"> • Create a memorial symbolising the 27,000 New Zealand servicemen and women buried overseas while on active service 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Commemoration services recognise the contributions made to New Zealand's development as a nation and honour and remember all those New Zealanders lost to their families while on active service • The remains of the Unknown New Zealand Warrior are interred in the new tomb on 11 November 2004 (Armistice Day) 	<ul style="list-style-type: none"> ■ Ceremony held in France 6 November 2004 to mark the Commonwealth War Graves Commission returning the Unknown Warrior into the care of a New Zealand delegation ■ Memorial service held 11 November 2004 at St Paul's Cathedral Wellington followed by a funeral procession to the National War Memorial where the remains of the Unknown Warrior were interred in the new tomb

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<p>Ministry for Culture and Heritage</p>	<p>History group publications</p>	<ul style="list-style-type: none"> • Enhance the awareness and knowledge of New Zealand war and social histories 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • New Zealanders have an enhanced awareness and knowledge of New Zealand history 	<ul style="list-style-type: none"> ■ <i>From Memory</i> oral history programme (collected the histories of New Zealand war veterans from the Second World War and subsequent conflicts) commenced July 2004 ■ <i>From Memory</i> website launched May 2005, included advice on how to interview war veterans ■ 13 interviews conducted by February 2005, with New Zealand's D-Day veterans for the <i>From Memory</i> project ■ Collection of oral histories by Second World War veterans <i>The Desert Road: New Zealanders Remember the North African Campaign</i> published April 2005 ■ <i>Gallipoli: A Guide to New Zealand Battlefields and Memorials</i> published April 2005 ■ 10 public seminars held on historical projects from July 2004 to April 2005 ■ Four seminars held June 2005 on New Zealand and the Second World War for the University of the Third Age ■ <i>History of State Housing in New Zealand</i>, published June 2005, includes interviews with former state house tenants ■ Weekly history article shown on the <i>Good Morning</i> show on TV1 from July to December 2004 ■ ANZAC-related website on resources, including guides to organising events in local communities, launched April 2005 www.anzac.govt.nz

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA/MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2004 TO 30 JUNE 2005
Office for Disability Issues, Ministry of Social Development	Review of payments to and support of family caregivers of people with disabilities	<ul style="list-style-type: none"> Review options for meeting costs associated with family caregiving of people with disabilities, including older people as caregivers and as recipients of care 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Policy options identified, assessed, consulted on with the disability sector and developed further 	<ul style="list-style-type: none"> Timeframe for the review has been extended to the 2005/2006 year due to difficulties in determining the effects of draft options on the family caregivers of people with disabilities
Ministry of Education and Tertiary Education Commission	Enabling lifelong learning	<ul style="list-style-type: none"> Improve access to education for older people 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Data on the number of enrolled students aged 65 years and over is included in enrolment statistics Enrolment statistics for tertiary providers indicate increased age and ethnic diversity in the student population 	<ul style="list-style-type: none"> Data on the number of students aged 65 years and over enrolled in education, included in the Ministry of Education’s annual <i>Profile and Trends</i> published November 2004 Comparative data between 2002 and 2003 shows that: <ul style="list-style-type: none"> participation by students aged 65+ in tertiary education increased by 59% As a proportion of all students, participation by students aged 65+ rose from 0.7% in 2002 to 1.1% in 2003 <ul style="list-style-type: none"> participation by Māori aged 65+ in tertiary education increased by 26% participation by Pacific peoples in tertiary education aged 65+ increased by 59% participation by students aged 65+ in Adult and Community Education (ACE) courses at Tertiary Education Institutions (TEIs) increased by 97% As a proportion of all students enrolled in ACE and TEIs, participation by students aged 65+ increased from 7.7% in 2002 to 8.0% in 2003

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Office of Ethnic Affairs, Department of Internal Affairs	Promotion of awareness of ethnic diversity and needs of older ethnic people	<ul style="list-style-type: none"> • Increase awareness of ethnic diversity among older people 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> • Government agencies develop ethnic responsiveness plans that recognise the need to provide for older ethnic people 	<ul style="list-style-type: none"> ■ Presentations given to Department of Labour, Ministry of Health, Ministry of Social Development and Department of Internal Affairs to assist them to develop responsiveness plans on ethnic diversity
Ministry of Health	Ageing in place initiatives	<ul style="list-style-type: none"> • Older people have community support options as an alternative to residential care 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Evidence-based report will inform future decisions on development of long-term care services for older people with high needs 	<ul style="list-style-type: none"> ■ First evaluation report on trial of three “ageing in place” community initiatives in Hamilton, Lower Hutt and Christchurch completed March 2005 with further report on outcome of evaluation due after November 2005
Ministry of Health	Befriending services	<ul style="list-style-type: none"> • Befriending services are provided for older people 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Evaluation of impacts of accredited befriending services is used by district health boards (DHBs) to inform future purchase decisions 	<ul style="list-style-type: none"> ■ Evaluation report on befriending services completed October 2004. Findings will inform policy decisions for the national purchasing of services by district health boards
Ministry of Health	Dementia care	<ul style="list-style-type: none"> • Improve the quality and safety of care for older people who have dementia 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Dementia-specific residential care standard in place and used • Families of older people with dementia support document and are involved in planning and provision of care 	<ul style="list-style-type: none"> ■ <i>Audit Work Book – Guidance for Residential Services for Older People with Dementia</i> published April 2005 ■ <i>Dementia Community Care Audit Work Book</i> commenced November 2004 by Standards New Zealand in consultation with consumers, families and service providers. Completion expected in October 2005 ■ Information brochure produced on dementia care for consumers and their families June 2005

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Ministry of Health	Discussion paper on workforce responses to population ageing	<ul style="list-style-type: none"> • Identify future demand and issues an ageing population will place on the health and disability support services workforce 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Discussion document identifies issues for developing health and disability support services workforce in the context of an ageing population 	<ul style="list-style-type: none"> ■ Discussion document addressing health sector workforce demands issued December 2004 ■ Analysis of submissions commenced April 2005
Ministry of Health – Disability Services Directorate	Environmental Support Services Framework project	<ul style="list-style-type: none"> • Establish an Environmental Support Services (ESS) framework to support people with disabilities in their environment, which ensures efficiency and equity, and is developed in consultation with disability consumers 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Older people and their families participate in planning process to develop framework to support people with disabilities in their environment • Report submitted to the Ministry of Health offers recommendations for a policy and service framework consistent with New Zealand Positive Ageing Strategy and New Zealand Disability Strategy 	<ul style="list-style-type: none"> ■ Older people and their families were consulted, through regional meetings, on the development of a framework to support people with disabilities ■ Draft report received June 2005 on the proposed Environmental Support Services Framework for ongoing funding and provision of support to people with disabilities

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Ministry of Health	Health of Older People Strategy – progressive implementation	<ul style="list-style-type: none"> Continuum of care programmes for older people are implemented nationwide by 2010 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> District health boards’ (DHBs) annual plans include specific actions to progress a continuum of care programmes for older people 	<ul style="list-style-type: none"> All district health boards’ annual plans identified work underway on development of an integrated continuum of care programme for older people, as part of implementing the Health of Older People Strategy
Ministry of Health	Managing the hospital and community interface for older people	<ul style="list-style-type: none"> Support older people who require a mix of hospital, community-based or residential care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Draft policy paper identifies and assesses options to manage hospital and community interface for older people 	<ul style="list-style-type: none"> Paper on assessing options for services that manage hospital/community interface completed June 2005
Ministry of Health	National service specifications for specialist health services for older people	<ul style="list-style-type: none"> Older people have specialised and integrated services for their care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Specialist Health Services provide integrated continuum of care programmes for older people based on guideline Service specifications review is commenced 	<ul style="list-style-type: none"> <i>Guideline for Specialist Health Services for Older People</i> published September 2004 Ongoing review on service specifications for assessment, treatment and rehabilitation services, and mental health services for older people commenced November 2004

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Ministry of Health	Quality and safety of support services in the community and residential care settings	<ul style="list-style-type: none"> • Community and residential support services for older people meet safety and quality standards 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Policy and service framework is developed to provide safe, quality, community and residential support services for older people • Identify quality and safety issues affecting the delivery of support services for older people in the community and in long-term residential care • Joint funding project between Ministry of Health, district health boards and Accident Compensation Corporation identifies and implements practical measures to improve the purchasing framework for home-based support services 	<ul style="list-style-type: none"> ■ Recommendations provided to Government December 2004 on developing a policy and service framework for support services for older people in the community and in long-term residential care ■ Findings from three surveys identifying health providers, workforce, and service users’ perceptions of quality and safety issues were published August and September 2004 ■ Policy recommendations provided to the Minister of Health and Associate Minister of Health on the purchasing framework of home-based support services 30 June 2005
Ministry of Health	Removal of asset testing for long-term care	<ul style="list-style-type: none"> • Remove asset testing of older people in long-term residential care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> • Social Security (Long-Term Residential Care) Amendment Bill progressed through all stages and passed into law • Implementation of changes to income and asset testing regime from 1 July 2005 • Asset testing for residential care is progressively removed • Information provided to the public is clear and comprehensive 	<ul style="list-style-type: none"> ■ Social Security (Long-Term Residential Care) Amendment Act passed December 2004 comes into force on 1 July 2005

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Department of Building and Housing <i>(formerly Ministry of Housing)</i>	Review of the Residential Tenancies Act 1986	<ul style="list-style-type: none"> Older people living in rental accommodation have security and affordable rental options available 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Key government and older people's advocacy groups are consulted and provide comments on contents of discussion paper Review of the Residential Tenancies Act 1986 (RTA) discussion paper highlights need for appropriate and affordable rental housing for older people Needs of older people are identified and considered in policy development stage of review 	<ul style="list-style-type: none"> Public consultations on the Review of the Residential Tenancies Act completed February 2005 Policy paper with recommendations to the Minister has been deferred to the second half of 2005
Housing New Zealand Corporation	Energy Efficient Retrofit and Modernisation programmes	<ul style="list-style-type: none"> Provide appropriate housing to meet the needs of older tenants 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Well-insulated modern homes are available to older tenants in social housing 	<ul style="list-style-type: none"> 773 modernisation projects completed by 30 June 2005 2,317 housing units completed with energy efficiency retrofit programme by 30 June 2005
Housing New Zealand Corporation	Generic design briefs	<ul style="list-style-type: none"> Provide appropriate housing for older tenants 	Goal 3: <i>Affordable and appropriate housing options for older people</i> Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Appropriately designed Housing New Zealand Corporation dwellings are provided for older tenants 	<ul style="list-style-type: none"> Draft generic brief developed for the Post Family Unit on design requirements for older people completed June 2005 External review completed May 2005
Inland Revenue Department	Health and Safety strategy	<ul style="list-style-type: none"> Older people are safe and well at work 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Initiatives for older workers around wellbeing, work-life balance and superannuation are identified and prioritised for action 	<ul style="list-style-type: none"> Initial ongoing review of Safety and Wellbeing Strategy 2004–2006 on safety and wellness initiatives to support older workers was undertaken

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Inland Revenue Department	Leadership Framework – mentoring in the workplace	<ul style="list-style-type: none"> • Provide opportunities within the Department for older workers to be active as mentors 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Opportunities for the mentoring programme are implemented as part of Leadership Framework 	<ul style="list-style-type: none"> ■ Mentoring programme designed and piloted in national office from June 2004. The pilot has been extended until October 2005
Inland Revenue Department	Savings Product working group	<ul style="list-style-type: none"> • All employees have access to a superannuation scheme as a result of their employment 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Employees are automatically enrolled in scheme unless they decline • Contributions to the scheme are locked-in until retirement except in limited circumstances • Portability of contributions is provided for between approved products 	<ul style="list-style-type: none"> ■ KiwiSaver superannuation scheme design agreed by Government and announced in May 2005 Budget
Inland Revenue Department	Taxation of investment consultations	<ul style="list-style-type: none"> • Develop options for reform of taxation of investment income, both domestically and offshore 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Domestic and international investment income taxation reviewed and problems identified • Options identify advantages and disadvantages and are consistent with consensus • Best options reported to Government 	<ul style="list-style-type: none"> ■ Consultation process for the taxation of investment income completed November 2004. Proposals under consideration by Government
Inland Revenue Department	Workforce planning	<ul style="list-style-type: none"> • Encourage older workers to remain in the Department's workforce 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • The recruitment and retention strategy includes specific measures relating to the employment of older workers 	<ul style="list-style-type: none"> ■ Data collected on age demographics, and risk factors that contribute to older employees exiting the workforce ■ Findings will inform policy decisions for retaining older employees

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<p>Department of Internal Affairs</p>	<p>Community Organisation Grants Scheme (COGS)</p>	<ul style="list-style-type: none"> • Older New Zealanders participate in COGS 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Older people are represented on committees • Grants are made to community organisations that support older people in the community, including grants for culturally-specific programmes and services for older people, and to support isolated older people in rural communities 	<ul style="list-style-type: none"> ■ 80% of COGS committees that allocated grants in 2004/2005 had at least one member aged over 65 ■ Requests for nominations for regional COGS committees sent to senior citizen networks for membership elections held in May 2005 ■ \$730,778 distributed in grants to 214 community organisations that identified ‘seniors/older people’ as the main community sector to benefit from the grant

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<p>Department of Internal Affairs</p>	<p>Lottery funding</p>	<ul style="list-style-type: none"> • Encourage older New Zealanders to participate in their communities 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Senior citizens' targeted projects are considered by lottery community committees as part of their funding decisions • Grants made to organisations supporting older people ageing in place; providing culturally-specific programmes for older people; and supporting older people in isolated rural communities 	<ul style="list-style-type: none"> ■ One national lottery community committee and 11 regional lottery community committees provided funding targeted at senior citizens' projects ■ Over 600 grants made to organisations that supported older people ageing in place; provided culturally-specific programmes for older people; and supported older people in isolated rural communities
<p>Department of Internal Affairs</p>	<p>Review of the Rates Rebates Act 1973</p>	<ul style="list-style-type: none"> • Support low income property owners including older people 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p>	<ul style="list-style-type: none"> • Policy options and appropriate thresholds for the Rates Rebate Scheme are developed and approved 	<ul style="list-style-type: none"> ■ Cabinet paper on amendments to Rates Rebate Act 1973 prepared in consultation with Office of Senior Citizens, Treasury, Ministry of Social and Development and Te Puni Kōkiri. Adjustments to Rates Rebate Scheme were announced by the Prime Minister on 12 April 2005

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Department of Labour	Equal Employment Opportunities (EEO) Trust	<ul style="list-style-type: none"> Find solutions to issues relating to the ageing workforce 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Workforce initiatives to promote positive ageing are supported through presentations, awards and publications University research proposals relating to ageing workforce are well supported 	<ul style="list-style-type: none"> ■ <i>Diversity Index 2004</i> published October 2004 on diversity of New Zealand workplaces and practices ■ Presentation of annual Work & Life Awards September 2004 ■ Article on workplaces that creatively retain older workers published in the December 2004 issue of <i>Work & Life Bulletin</i> ■ Research on part-time work presented at the Social Policy Research and Evaluation conference November 2004 ■ Nine case studies on diverse workplaces involving older workers completed as part of <i>PeoplePower</i> project September 2004 ■ United Kingdom expert on older people Dr Mary Davies briefed EEO Employers' group members April 2005
Department of Labour	Future of Work strategy group	<ul style="list-style-type: none"> Employers, employees and the public have a better understanding of older people's employment issues 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Positive initiatives for older workers are in place Good information is available to employers, employees and the public on matters relating to older people's employment 	<ul style="list-style-type: none"> ■ <i>PeoplePower – Successful Diversity at Work</i> (with EEO Trust) which provides information for older workers and employment strategies, completed August 2004 ■ 45,000 copies of <i>PeoplePower – Successful Diversity at Work</i> publication distributed to employers ■ Web-based information as part of the <i>PeoplePower – Successful Diversity at Work</i> established by EEO Trust

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Department of Labour	Workplace issues for older employees	<ul style="list-style-type: none"> • Clarify and provide options to respond to workplace issues for older employees 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Current workplace issues for older employees identified through existing research and further consultation • Options for better information and services for older employees developed 	<ul style="list-style-type: none"> ■ Older people are identified as a priority group in draft Workplace Health and Safety strategy ■ Work in progress on improved options for older employees
Land Transport New Zealand (formerly Land Transport Safety Authority)	Austrroads project on highway design for older people	<ul style="list-style-type: none"> • Road safety for older people is improved 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> • Territorial local authorities receive standard information on the process for implementing <i>Road Safety Guidelines for Older People</i> 	<ul style="list-style-type: none"> ■ Work in progress on draft copy of <i>Road Safety Guidelines for Older People</i> to be sent to territorial local authorities for comment
Land Transport New Zealand and Accident Compensation Corporation and Ministry of Health	Driver assessment information project	<ul style="list-style-type: none"> • Provide information on the driver assessment process to be used by health professionals 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> • Clear and concise information on medical driving assessment process is available to GPs, occupational therapists and older people 	<ul style="list-style-type: none"> ■ Resource constraints meant that the project did not proceed

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Land Transport New Zealand	Improvements to older driver re-licensing system	<ul style="list-style-type: none"> The older driver re-licensing system is improved 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Review completed of Minister of Transport's decisions on older driver conditional licence, automatic-only licence and up to six-monthly renewal provisions of draft Driver Licence Amendment Rule 	<ul style="list-style-type: none"> Minister for Transport Safety approved changes impacting on older drivers. Removal of automatic-only licence, to be included in the Land Transport (Driver Licensing) Amendment Rule 2005
Land Transport New Zealand	Strategic review and development of Safe with Age course	<ul style="list-style-type: none"> Older drivers drive safely for as long as possible 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Revised video and course materials disseminated to Safe with Age course facilitators 	<ul style="list-style-type: none"> Revised video and course material sent to Safe with Age course facilitators
Land Transport New Zealand	Telephone and internet booking of licence tests	<ul style="list-style-type: none"> Improved communication access for booking licence tests 	<p>Goal 4: <i>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"> Reduce number of visits required to licensing agent for older drivers wanting to book Older Driver Licence test 	<ul style="list-style-type: none"> Telephone booking for testing older drivers increased from 2.1% to 7.07% in first six months Internet bookings for testing older drivers increased from 0.07% to 0.39% in first six months

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<p>National Library of New Zealand</p>	<p>Human Resources – policies and practices</p>	<ul style="list-style-type: none"> • Staff have relevant and appropriate opportunities for growth and development in the workplace 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Training and development budget caters for appropriate and relevant upskilling and training opportunities for staff 	<ul style="list-style-type: none"> ■ Policies introduced to provide staff with opportunities for personal development included: <ul style="list-style-type: none"> – work-life initiatives – family-friendly initiatives – flexible work practices – workplace culture – health and wellbeing – personal and professional development ■ Training opportunities for upskilling staff included: <ul style="list-style-type: none"> – performance development training – facilitation – basic and advanced – Clio training – internal information management system

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Health workshop</p>	<ul style="list-style-type: none"> Older people are represented and able to express their views about their future health needs and care 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Representatives of the New Plymouth Positive Ageing Trust and other key stakeholders meet regularly to assess key health initiatives within the district and ensure older people are well represented on health matters Progress made by health workshop is reported monthly to the Trust 	<ul style="list-style-type: none"> New Plymouth health committee met monthly and reported to the Positive Ageing Trust Positive Ageing Trust Health Committee held a public forum in November 2004 attended by approximately 200 older people including service providers Positive Ageing Trust attended District Health Board focus group meetings to plan the Health of Older People Strategy
<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Housing for Older People – information and resource pack</p>	<ul style="list-style-type: none"> Older people in New Plymouth District Council housing have access to information regarding tenants' rights, responsibilities and key social service contacts 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> All current and future older housing tenants receive a directory of key social services and the resource pack provides clear information on tenants' rights and responsibilities 	<ul style="list-style-type: none"> An information and resource pack was developed following consultation with local service providers Resource packs delivered to all Housing for Older People tenants

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>New Plymouth Positive Ageing Trust</p>	<ul style="list-style-type: none"> Older people in New Plymouth district are actively involved in planning for and promoting positive ageing 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to 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"> Representatives of older people's community organisations participate as active members of New Plymouth Positive Ageing Trust Older people in New Plymouth district are able to access information on, and contribute to, positive ageing issues 	<ul style="list-style-type: none"> Minister for Senior Citizens launched the New Plymouth Positive Ageing Trust April 2005 Positive Ageing Trust met monthly during the reporting period A working group representing the Positive Ageing Trust met with the New Plymouth District Council to provide input into policy decisions Four public Positive Ageing forums and two interactive public workshops held.
<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Wider communication and development project</p>	<ul style="list-style-type: none"> Extend opportunities to older Māori and ethnic groups in New Plymouth to discuss positive ageing issues of relevance to them 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Meetings with territorial local authorities in Taranaki, local kaumātua and representatives of key multi-ethnic groups are well attended and views of participants are incorporated into local planning 	<ul style="list-style-type: none"> Meetings held July 2004 and April 2005 with South Taranaki District Council and Stratford District Council to discuss approaches to positive ageing Two meetings held with kaumātua to discuss projects specific to the needs of older Māori July 2004 and November 2004 President of New Plymouth Chinese Association joined the Positive Ageing Trust February 2005 Meeting held with Multi-Ethnic Council June 2005 to discuss positive ageing support for ethnic communities

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust</p>	<p>Positive Ageing centre – One Stop Shop</p>	<ul style="list-style-type: none"> Older people in New Plymouth district are actively involved in determining how support services are delivered to them 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to 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"> Older people and older people’s service providers are consulted about creating a One-Stop Shop positive ageing centre and have the opportunity to ensure such a centre would be designed to meet their needs 	<ul style="list-style-type: none"> Funding for feasibility study on older people’s support services obtained September 2004 Consultation undertaken with key stakeholders during October and November 2004 Report on findings of feasibility study circulated in February 2005
<p>New Plymouth District Council and New Plymouth Positive Ageing Trust and Western Institute of Technology at Taranaki</p>	<p>Positive Ageing centre of excellence – Economic Living Standards research project</p>	<ul style="list-style-type: none"> Organisations and agencies in New Plymouth receive evidence-based information and advice to inform their practices and services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to 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"> Findings from questionnaire are disseminated to stakeholders Research results used to identify support needs of older people in the district 	<ul style="list-style-type: none"> The Economic Living Standards research project has been deferred

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<p>New Plymouth District Council and New Plymouth Positive Ageing Trust and Western Institute of Technology at Taranaki</p>	<p>Positive Ageing Centre of Excellence – Retirement research project</p>	<ul style="list-style-type: none"> Older people in New Plymouth are informed and prepared for retirement 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Findings of questionnaire disseminated to stakeholders Outcome of research is used to develop a retirement preparation seminar series 	<ul style="list-style-type: none"> Two questionnaire-based surveys on retirement issues undertaken with retired older people and people approaching retirement Report on findings of surveys disseminated through a Positive Ageing forum in June 2005 In partnership with the Western Institute of Technology at Taranaki, planning has commenced on a seminar series on retirement to be delivered in September 2005
<p>South Taranaki District Council</p>	<p>Housing for older people</p>	<ul style="list-style-type: none"> South Taranaki District Council’s housing for older people is well maintained and appropriate to the needs of older people in the district 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Older people’s housing is assessed and priorities established for reconfiguration and modification Implementation of the four-year staged upgrade of the Council’s older people’s housing is commenced 	<ul style="list-style-type: none"> Initial assessment of housing stock completed November 2004 High priority maintenance issues were addressed including replacement of roofing and floor coverings for houses occupied by older people Planning for new management model for older persons’ housing commenced January 2005

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<p>South Taranaki District Council</p>	<p>Positive Ageing strategy</p>	<ul style="list-style-type: none"> • Current and future needs of older people are considered in Council planning and operational processes 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • The South Taranaki District Council’s Positive Ageing strategy takes into consideration the New Zealand Positive Ageing Strategy principles and is endorsed by Council and stakeholder groups • The Council’s Positive Ageing strategy is printed and widely available throughout the district 	<ul style="list-style-type: none"> ■ South Taranaki District Council’s positive ageing policy adopted by Council February 2005 ■ The Positive Ageing strategy distributed to key stakeholders and older people’s organisations March 2005
<p>Taupo District Council</p>	<p>Access to library services</p>	<ul style="list-style-type: none"> • Older people who cannot easily access library services are provided with reading material of their choice 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Increased numbers of housebound older people access library services 	<ul style="list-style-type: none"> ■ An increase in the number of older housebound people accessing library services in their home was reported by the volunteers, who are older people who help provide library services

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Taupo District Council	Community safety	<ul style="list-style-type: none"> Older people feel safe and secure in their communities 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Crime rate in Taupo district is reduced Reduction of graffiti and vandalism in the district Taupo district is recognised as a safe place to live 	<ul style="list-style-type: none"> A security assessment, to address safety concerns of tenants, was completed on one pensioner unit complex, which represented 80% of the total pensioner units Free removal of graffiti on all properties within two days of notification Council property damaged by vandalism dealt with within three days Funding provided by Crime Prevention Unit January 2005 for Neighbourhood Support groups to be set up in Taupo, Turangi and Mangakino with initial work in progress
Taupo District Council	Housing for older people	<ul style="list-style-type: none"> Older people are able to access affordable rental accommodation 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Report completed on accommodation options for older people 	<ul style="list-style-type: none"> Research commenced on housing options for older people December 2004 Housing forum held 12 May 2005
Taupo District Council	Positive Ageing reference group	<ul style="list-style-type: none"> Older people are regularly consulted on issues of concern to them 	Goals 1–10: <i>(see page 1)</i>	<ul style="list-style-type: none"> Older people participate in Council’s decision making Council policy is informed by older people’s views on their issues of concern 	<ul style="list-style-type: none"> Consultation with Age Concern to identify older people’s issues Meetings held with older people following results of Community Outcomes consultation Meeting held April 2005 with Grey Power, Night Owl and Neighbourhood Support groups to discuss security issues for older people living in Council’s pensioner units

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Taupo District Council and Age Concern	Rates Postponement policy	<ul style="list-style-type: none"> Older people are able to remain in their own homes as long as they wish 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Older people are fully informed about Council’s rates and policies and receive a high level of assistance with their application 	<ul style="list-style-type: none"> Information on Rates Postponement policy distributed to all ratepayers in Taupo quarterly newsletter August 2004 Press releases provided for local media to reach the target group Information on Rates Postponement policy included in Rates Newsletter to all ratepayers
Christchurch City Council	Housing provision and activity services	<ul style="list-style-type: none"> Provide appropriate housing, and social and recreational opportunities for older tenants 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Annual performance evaluation of housing services shows the services meet the needs of older people 	<ul style="list-style-type: none"> Residential housing units provided to older people total 2,625 Review of services to tenants deferred to 2005/2006 Action Plan Review of activities programme for Council’s older tenants commenced March 2005
Christchurch City Council	Library and information services	<ul style="list-style-type: none"> Older people access literature and internet services 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Annual performance evaluation shows more older people use the services 	<ul style="list-style-type: none"> Manager appointed August 2004 to implement Lifelong Learning strategy including initiatives and support of library services to older people Older people’s community groups informed of services they can access Community groups contacted by Outreach Services provided older people with access to library services

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Christchurch City Council	Metropolitan Advisor for older adults	<ul style="list-style-type: none"> Review older people's policy and action plan 	Goals 1–10: <i>(see page 1)</i>	<ul style="list-style-type: none"> Council services are appropriate and meet the needs of older residents 	<ul style="list-style-type: none"> Metropolitan Advisor appointed in December 2004 to address the needs of older people
Christchurch City Council	Parks and Waterways Access policy	<ul style="list-style-type: none"> Improve older people's access to parks and open spaces 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Annual performance evaluation shows older people have access to parks and open spaces 	<ul style="list-style-type: none"> Work in progress on upgrade of parks and access to waterways, including the Avon River
Christchurch City Council	Physical activity programmes	<ul style="list-style-type: none"> Older residents are physically active 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Annual performance assessment shows increasing numbers of older people are involved in the programme 	<ul style="list-style-type: none"> Weekly activity programmes facilitated with guidance from Community Recreation Advisors network included: <ul style="list-style-type: none"> – seated exercises – five leisure clubs for social and recreational activities in local community centres – Walk and Talk programmes based at local libraries Funding provided to community agencies to facilitate programmes included Bishopdale Community Centre
Christchurch City Council and Stay on Your Feet Partnership	Stay on Your Feet programme	<ul style="list-style-type: none"> Reduced numbers of older people with fall-related injuries 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Older people have reduced fall injuries as a result of taking part in the programme 	<ul style="list-style-type: none"> Annual funding provided for Stay On Your Feet initiative to promote and implement safety awareness programmes for older people

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<p>New Zealand Artificial Limb Board (Crown Entity)</p>	<p>Model Pathway of Care for Hospital Management of Amputees (formerly Best Practice Guidelines)</p>	<ul style="list-style-type: none"> • Older amputees receive high quality care in Canterbury hospitals 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Produce the Model Pathway of Care for hospital-based amputee management in Canterbury area • Model Pathway of Care is implemented in the Canterbury area 	<ul style="list-style-type: none"> ■ Draft interdisciplinary guidelines introduced to Christchurch Public Hospital and Princess Margaret Hospital January 2005 ■ Final report for interdisciplinary guidelines completed June 2005
<p>Ministry of Pacific Island Affairs</p>	<p>Consultation with older Pacific peoples</p>	<ul style="list-style-type: none"> • Older Pacific peoples are consulted and informed about government policy for older New Zealanders 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> • Pacific communities receive regular communication through radio and newsletters and there is an increase in Pacific people’s awareness of positive ageing issues • The Office for Senior Citizens is well supported by the Ministry of Pacific Island Affairs at fono and other policy forums 	<ul style="list-style-type: none"> ■ Articles on topics affecting older Pacific peoples published by the Ministry in quarterly regional and national newsletters ■ Regional offices provided advice to district health boards, community groups and local councils on issues facing older Pacific peoples ■ In August 2004 the Ministry, on behalf of the Office for Senior Citizens, facilitated consultation with the Wellington Community reference group to discuss changes to the enduring power of attorney regulations

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Ministry of Pacific Island Affairs	Pacific Economic Development	<ul style="list-style-type: none"> Older Pacific peoples' participation in and contribution to the New Zealand economy is increased 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Background paper includes recommendations to government to improve Pacific peoples' participation in and contribution to the New Zealand economy 	<ul style="list-style-type: none"> Ministry's Economic Development Report produced December 2004 highlighted the barriers to participation in the workforce for Pacific peoples, including older Pacific peoples
Ministry of Pacific Island Affairs	Pacific "Linkage" intergenerational initiatives	<ul style="list-style-type: none"> Older Pacific peoples have opportunities to share their cultural knowledge and wisdom with younger people 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to 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"> Pacific peoples' Linkage intergenerational initiatives are published and widely distributed 	<ul style="list-style-type: none"> The Pacific Linkage intergenerational initiative has been deferred until the Ministry of Pacific Island Affairs can assess similar initiatives and activities undertaken by other government agencies

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Ministry of Pacific Island Affairs	Pacific Workforce Development strategy	<ul style="list-style-type: none"> Older Pacific peoples are able to find the work they want and continue working as long as they wish 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Recommendations are made to Cabinet to improve workforce outcomes for Pacific peoples 	<ul style="list-style-type: none"> Work is in progress to provide the Minister of Pacific Island Affairs with information on effective initiatives relating to Pacific workforce health
Ministry of Pacific Island Affairs	Strategies for Pacific peoples	<ul style="list-style-type: none"> Develop and monitor government strategies for older Pacific peoples 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Pacific strategies are developed and monitored 	<ul style="list-style-type: none"> Strategies to improve outcomes for older Pacific peoples have been developed and monitored, with regular consultation with other government agencies

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Ministry of Pacific Island Affairs	Support for the Pacific Volunteer Community Co-ordinators (VCCs)	<ul style="list-style-type: none"> • Provide information and policy advice to Office for Senior Citizens on the Pacific component of Volunteer Community Co-ordinators programme 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> • Office for Senior Citizens received advice and support on Pacific issues at VCC forum 	<ul style="list-style-type: none"> ■ Officials attended the VCC forum held by the Office for Senior Citizens in November 2004
New Zealand Police Community Support	Adult Continuing Education – Neighbourhood Support or Community Patrol	<ul style="list-style-type: none"> • Older people are able to improve their own personal safety, security and confidence through participation in Neighbourhood Support or a Community Patrol 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Older people are able to improve safety and security skills by enrolling in trial adult continuing education (ACE) course • Older people have the opportunity to increase their knowledge of Neighbourhood Support and Community Patrols by participating at national conferences 	<ul style="list-style-type: none"> ■ Preparation for the implementation of ACE programmes completed April 2005 ■ Neighbourhood Support conference held September 2004 ■ National Community Patrol of New Zealand training seminar held May 2005

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Ministry of Research, Science and Technology	Wellbeing and ageing	<ul style="list-style-type: none"> Older New Zealanders are able to age positively, are highly valued and recognised as an integral part of families and communities 	Goals 1–10 (see page 1)	<ul style="list-style-type: none"> Effects of the transition to older age on older people and their families are identified and inform public policy 	<ul style="list-style-type: none"> Funding to University of Waikato Family Centre Social Policy Research Unit for long-term research project on ageing and wellbeing included: <ul style="list-style-type: none"> international literature review on ageing commenced July 2004 work commenced July 2004 on development of national survey of New Zealanders aged between 40–64 years and their interactions with older people global network provided useful link for researchers on ageing
Office for Senior Citizens, Ministry of Social Development	Contribute to research on ageing and ageing issues	<ul style="list-style-type: none"> Older people's interests are represented on the board of New Zealand Institute for Research on Ageing (NZiRA) 	Goals 1–10 (see page 1)	<ul style="list-style-type: none"> Office for Senior Citizens promotes NZiRA as a key institute for research on ageing in New Zealand Positive feedback received about the Tower Fellow's presentation from participants at interdepartmental forum 	<ul style="list-style-type: none"> The work of NZiRA in promoting research on ageing was supported by the Office for Senior Citizens through: <ul style="list-style-type: none"> hosting a presentation to the Ministry of Social Development by Tower Fellow Dr Mary Davies on transitions in later life, in April 2005 a seminar at Victoria University of Wellington on ageing issues setting up meetings for the Director of NZiRA to meet with relevant officials
Office for Senior Citizens and Older People's Policy team, Ministry of Social Development	Elder Abuse and Neglect Prevention Services	<ul style="list-style-type: none"> Support Elder Abuse and Neglect Prevention Services 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Issues raised in review of Elder Abuse and Neglect Prevention Services are considered and policy options developed to enhance service delivery 	<ul style="list-style-type: none"> In conjunction with the Older People's Policy team, provided assistance for the transfer of administration and funding of Elder Abuse and Neglect Prevention Services to Family and Community Services, Ministry of Social Development

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Office for Senior Citizens	Interdepartmental network on policy developments affecting older people	<ul style="list-style-type: none"> • Government officials share information and discuss policy developments affecting older people 	Goals 1–10 (see page 1)	<ul style="list-style-type: none"> • Numbers of participants attending the meetings are consistent or increase • Work and Income Superannuation case managers provide positive feedback on effectiveness of policy meetings 	<ul style="list-style-type: none"> ■ Work and Income Superannuation case managers attended five bi-monthly interdepartmental meetings ■ Positive feedback reported by case managers from policy forums
Office for Senior Citizens	Intergenerational initiatives	<ul style="list-style-type: none"> • Intergenerational initiatives are in place in schools, communities and older people’s organisations 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> • Feedback on the programme shows more schools are involved in intergenerational initiatives 	<ul style="list-style-type: none"> ■ Flyer to schools about Greats and Grands month included in <i>Education Gazette</i> August 2004 ■ Greats and Grands initiatives held October 2004 ■ A variety of activities including choir, speech, drama and dance were reported by schools October 2004
Office for Senior Citizens and Older People’s Policy team, Ministry of Social Development	Misuse of enduring powers of attorney	<ul style="list-style-type: none"> • Older people’s rights and interests are protected through amending Part IX of the Protection of Personal and Property Rights Act 1988 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Cabinet paper approved by Minister 	<ul style="list-style-type: none"> ■ Policy paper to Minister May 2005 ■ Legislative amendments to Part IX of the Protection of Personal and Property Rights Act 1988 will be sought in the second half of 2005

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Office for Senior Citizens	New Zealand Positive Ageing Strategy	<ul style="list-style-type: none"> New Zealand Positive Ageing Strategy informs government policy 	Goals 1–10 (see page 1)	<ul style="list-style-type: none"> New Zealand Positive Ageing Strategy action plan and report are approved by Cabinet and distributed to contributing departments and key stakeholders in public sector Three new local government plans are negotiated and included in 2004/2005 Action Plan New Zealand Positive Ageing Strategy reviewed and Cabinet paper with recommendations to government 	<ul style="list-style-type: none"> Positive Ageing Strategy Annual Report 2003/2004 published and distributed November 2004 Positive Ageing Strategy Action Plan 2004/2005 published and distributed December 2004 South Taranaki District Council, Taupo District Council, and Christchurch City Council included in 2004/2005 Action Plan Review of New Zealand Positive Ageing Strategy completed June 2005 by NZiRA
Office for Senior Citizens	Retirement Villages Act 2003	<ul style="list-style-type: none"> Financial and consumer interests of residents and intending residents of retirement villages are protected 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Policy work giving effect to Retirement Villages Act 2003 is completed on time Smooth transition of responsibility for Retirement Villages Act 2003 to the Department of Building and Housing 	<ul style="list-style-type: none"> Led work on the regulations and code of practice for Retirement Villages Act 2003. Responsibility for the Retirement Villages Act 2003 transferred to Department of Building and Housing on 1 July 2005

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Office for Senior Citizens	Volunteer Community Co-ordinators (VCCs)	<ul style="list-style-type: none"> Promote positive ageing in local communities Provide opportunities for older people to express their views 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> VCCs are well supported by Office for Senior Citizens to promote positive ageing in their communities Positive feedback received from VCCs on success of annual forum and the quality of speakers VCCs and their nominating organisations report increase in awareness about positive ageing in their communities 	<ul style="list-style-type: none"> VCC policy forum and workshop held November 2004 with positive response from VCCs Profiles of VCCs featured in the Office for Senior Citizens newsletter VCCs consulted communities on <i>How will you get around when you stop driving?</i> pamphlet Eight focus groups were organised by the VCCs to advise the Older People's Policy team at the Ministry of Social Development on the information needs of older people, for the establishment of an internet portal at the Ministry Over 1,000 Positive Ageing Strategy action plans and reports distributed by VCCs 14 VCCs have worked with officials to encourage local councils to be part of the New Zealand Positive Ageing Strategy
Ministry of Social Development	Living Standards research programme 2004/2005	<ul style="list-style-type: none"> Monitor changes over time in the distribution of living standards and in the incidence and structure of material hardship 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<p>The following reports are completed:</p> <ul style="list-style-type: none"> <i>New Zealand Living Standards 2004</i> report indicating changes in New Zealand living standards and distributions since 2000 Explanatory report highlighting key determinants of variations in New Zealand living standards Descriptive report on Pacific peoples living standards 	<ul style="list-style-type: none"> The complexity of analysis and resources required to complete reports for the Living Standards research programme has extended the timeframe for the final report until 2005/2006

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Ministry of Social Development	Management of mature job seekers	<ul style="list-style-type: none"> • Mature job seekers are able to find suitable work and can continue in employment for as long as they wish 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Findings from Jobs Jolt evaluation enhance employment initiatives for mature job seekers 	<ul style="list-style-type: none"> ■ Work and Income administered initiatives under the Jobs Jolt package to help mature job seekers take advantage of growing employment opportunities ■ Evaluation of Jobs Jolt package by the Centre for Social Research and Evaluation suggests the package has resulted in a 3.9% decrease in the number of 55–59 year old job seekers receiving a benefit for the nine months ending 31 September 2004
Ministry of Social Development	New Zealand Superannuation Amendment Bill	<ul style="list-style-type: none"> • Older people's income is protected 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Bill is passed through all its stages and enacted 	<ul style="list-style-type: none"> ■ New Zealand Superannuation and Retirement Income Amendment Act, passed 14 April 2005, provides for a three-yearly review by the Retirement Commissioner on the Government's retirement income policy
Ministry of Social Development	Older People's Policy team	<ul style="list-style-type: none"> • Issues affecting older people as they age are considered and appropriate policies developed 	Goals 1–10 <i>(see page 1)</i>	<ul style="list-style-type: none"> • Older People's Policy team actively engaged with Office for Senior Citizens and other interested agencies in development of policies related to ageing issues 	<ul style="list-style-type: none"> ■ Older People's Policy team established November 2004 to contribute to policy development for the 65+ population and to identify appropriate policy responses to the ageing population
Ministry of Social Development	Response to the 2003 Periodic Report Group report	<ul style="list-style-type: none"> • Retirement income issues are considered, widely acknowledged and discussed 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Response to Periodic Report Group report developed and approved by Government 	<ul style="list-style-type: none"> ■ Government's response to the report was approved and publicly announced 5 October 2004

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Ministry of Social Development	SAGES – older people as mentors services	<ul style="list-style-type: none"> • Recognise and use the skills and experience older people have to offer and encourage older people's participation in the community 	<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"> • Older volunteers provide one-on-one mentoring to families and individuals in need, in up to six regions 	<ul style="list-style-type: none"> ■ Contracts have been negotiated with eight community organisations in Northland, Bay of Plenty, Manawatu/Wanganui and Otago regions to deliver SAGES mentoring services
Ministry of Social Development	Social Security Agreements with Cyprus, Hungary, Croatia and Malta	<ul style="list-style-type: none"> • Older people in New Zealand and overseas are assured of continuing access to entitlements in either country 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> • Inter-country agreements on entitlements to benefits are concluded, signed and implemented 	<ul style="list-style-type: none"> ■ Progress has commenced on reciprocal social security agreements with Cyprus, Hungary, Croatia and Malta
Work and Income Regional Offices – Auckland Metro	Enhancing staff capacity	<ul style="list-style-type: none"> • Older people in the Auckland region benefit from consistently improved services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • Staff have skills and knowledge to assist older people with information and advice • Consistency of practices and processes improves service to older people in the region 	<ul style="list-style-type: none"> ■ In November 2004 the national training programme was piloted in Auckland for all New Zealand Superannuation case managers involving services for older people and the role of Work and Income staff for working with older people ■ Two regional coaches appointed to focus on consistency of New Zealand Superannuation entitlements ■ Three regional meetings held for all Super sites to discuss measures to implement 'best practice'

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Work and Income – Auckland Metro	Fall Prevention programme	<ul style="list-style-type: none"> Older people are safe from injuries in their own homes 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Increasing numbers of older people are safe in their homes Increasing numbers of older people are aware of agencies in the community who can assist them 	<ul style="list-style-type: none"> Three Kings office met monthly with ACC staff to discuss costs associated with the Disability Allowance for older clients attending the Fall Prevention programme
Work and Income – Auckland Metro	Information to other ethnic communities	<ul style="list-style-type: none"> Provide more information and improve service for this group of people 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Regional superannuation portfolio managers identify and address issues for migrant population Services are responsive to the needs of ethnic communities 	<ul style="list-style-type: none"> Due to changes in priority this project has been deferred to the 2005/2006 Action Plan
Work and Income – Auckland Metro	Information to older Pacific peoples	<ul style="list-style-type: none"> Older Pacific peoples access information and are better informed 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Uptake of supplementary assistance increased Decrease in “one off” assistance through special needs grant or benefit advances for older Pacific peoples 	<ul style="list-style-type: none"> Due to resource constraints this project has been deferred to the 2005/2006 Action Plan
Work and Income – Auckland Metro	Service delivery to senior clients	<ul style="list-style-type: none"> Older people have easy access to information and experience improved services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Older clients in remote and rural areas have improved access to services Older clients report increased information provided through older people’s organisations 	<ul style="list-style-type: none"> Approximately 50 community meetings and seminars held in local communities such as rest homes, and RSAs Panmure office provided weekly services to older clients at St Heliers, Glen Innes and Mt Wellington libraries, and Orakei RSA

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<p>Work and Income – Bay of Plenty</p>	<p>Community liaison with older people’s organisations</p>	<ul style="list-style-type: none"> • Older people have access to information on entitlements 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> • Information on changes to entitlements are provided and access to information is improved 	<ul style="list-style-type: none"> ■ Monthly meetings commenced February 2005 at Rotorua Parksyde Older People’s Community Centre provided information on: <ul style="list-style-type: none"> – elder abuse – enduring power of attorney – Community Services Card – Disability Allowance – residential care – budget advice
<p>Work and Income – Bay of Plenty</p>	<p>Marae services and Pacific peoples’ services</p>	<ul style="list-style-type: none"> • Older Māori and Pacific peoples are provided with a quality service in their communities 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Positive feedback from older Māori, older Pacific peoples and older people from other ethnic groups shows increase in number and quality of services provided in homes and in communities 	<ul style="list-style-type: none"> ■ Positive feedback was received following two marae visits for older Māori on services and the Disability Allowance in Tauranga October 2004 and April 2005 with increased numbers of older Māori now visiting Tauranga Super Centre ■ Tokoroa Work and Income staff attended Pacific Island church meeting to discuss supplementary income, and New Zealand Superannuation portability for older Pacific peoples who wish to live in the Pacific Islands. Older Pacific peoples are now visiting Tokoroa Work and Income office for information

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Work and Income – Bay of Plenty	Rural home visits	<ul style="list-style-type: none"> • Older clients in rural areas receive information on entitlements and services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Clients receive information and are able to access correct entitlements 	<ul style="list-style-type: none"> ■ Work and Income staff, in conjunction with Support Net and the local organisation of Alzheimers New Zealand Inc, presented information on health and disability entitlements for older people in rural communities at Kaharoa November 2004
Work and Income – Bay of Plenty	Transport options for older people	<ul style="list-style-type: none"> • Older clients have access to suitable transport options 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> • Older clients in Bay of Plenty have better access to suitable transport options 	<ul style="list-style-type: none"> ■ Work and Income represented at Older People’s Support Services committee which introduced City Ride bus services to provide more frequent services on smaller buses at a competitive rate from September 2004

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<p>Work and Income – Canterbury</p>	<p>Community liaison</p>	<ul style="list-style-type: none"> • Work in partnership with key organisations to improve services to older people 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Clients receive better services • Evaluation shows 95% client satisfaction rating 	<ul style="list-style-type: none"> ■ Staff participated in 18 community meetings to provide information on services and benefit entitlements available to older people. These included: <ul style="list-style-type: none"> – Making a Difference course held with local organisation of Alzheimers New Zealand Inc October 2004 and February 2005 – Probus Cashmere November 2004 and Probus Cracroft May 2005 – Grey Power October 2004 – Foundation for the Blind April 2005 ■ Work and Income staff attended two-monthly forums with other agencies such as Age Concern and Pegasus Health Group to identify needs of older people ■ Older people 70 years and over identified as requiring additional heating were provided with warmer clothing, home insulation, blankets and safe electric blankets ■ Weekly visits to Princess Margaret Hospital provided information to older people and their families about their entitlements once they are discharged from hospital ■ Quarterly working group meetings, held with Work and Income staff, older people, and Christchurch City Council, identified areas where assistance could be provided, such as improved library services which are more responsive to older peoples’ needs, and making sure different ethnic groups were receiving their entitlements

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Work and Income – Canterbury	Heartland and outreach services	<ul style="list-style-type: none"> Older clients have access to information on entitlements and services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Services are more accessible More older clients receive comprehensive services 	<ul style="list-style-type: none"> Weekly services provided to older clients in Hornby Heartland’s office Outreach services extended to rural communities
Work and Income – Canterbury	Information to older Māori and other ethnic groups	<ul style="list-style-type: none"> Older Māori clients have access to information and entitlements 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> Older people from different ethnic groups are well informed about their full and correct entitlements Increase in the uptake of ethnic clients receiving supplementary assistance 	<ul style="list-style-type: none"> Hui held at Nga Hui e Wha August 2004 and Rapaki October 2004 provided information to older Māori on their entitlements Pacific Island fono held in Christchurch October 2004 provided information to older Pacific peoples on their entitlements Meeting held in Christchurch in April 2005 to encourage older refugees and migrant people to apply for supplementary assistance
Work and Income – Canterbury	Seminar for people close to entitlement to New Zealand Superannuation	<ul style="list-style-type: none"> Provide older people with good information and advice about their entitlements to New Zealand Superannuation and supplementary assistance 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Survey indicates 95% of clients are satisfied with the information provided Clients are better informed about provisions and services that enable them to age in place 	<ul style="list-style-type: none"> Seminars held February and April 2005 provided information on New Zealand Superannuation to people approaching 65 years

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<p>Work and Income – Central</p>	<p>Community involvement</p>	<ul style="list-style-type: none"> • Older clients participate in local community activities 	<p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Older clients are well informed about activities in local communities 	<ul style="list-style-type: none"> ■ Keeping Independent Now seminars held October 2004 in Eketahuna and Featherston promoted the Disability Allowance ■ Six meetings held October 2004 to February 2005 with Community Women’s Institute groups in Tararua district promoted the Disability Allowance, Living Alone payment, Special Need grants and advances
<p>Work and Income – Central</p>	<p>Facilitation meetings</p>	<ul style="list-style-type: none"> • Older clients receive improved services from local organisations 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Meetings between local organisations and Work and Income result in improved services to older people across agencies 	<ul style="list-style-type: none"> ■ Staff attended two-monthly meetings co-ordinated by Wairarapa District Health Board for the Older Persons’ advisory group addressing transport issues, Elder Net and elder abuse ■ Staff attended two-monthly forums with local groups and agencies organised by the Tararua District Council to discuss services for older people included developing a local Health Services Directory for Tararua district superannuitants ■ Staff attended two-monthly forums co-ordinated by the Kapiti Coast District Council and discussed the positive ageing strategies in the Kapiti community ■ Meeting held January 2005 with Grandparents as Parents group in Palmerston North discussed eligibility for Unsupported Childs Benefit ■ Local and national office staff and Public Trust in Palmerston North discussed changes to the Residential Care Subsidy April 2005 ■ Palmerston North City Council and Work and Income staff discussed strategies to address issues that affect older people in the community May 2005

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Work and Income – Central	Supplementary assistance	<ul style="list-style-type: none"> Older clients are fully informed and receiving their full entitlements 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Monthly reports indicate an increased uptake of additional benefits 	<ul style="list-style-type: none"> The number of older people accessing the Disability Allowance and Accommodation Supplement rose by 4.3%
Work and Income – East Coast	Case manager training	<ul style="list-style-type: none"> Staff are trained to meet the needs of older clients 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Training workshops are designed to identify ways to work positively with older people 	<ul style="list-style-type: none"> Case managers discussed information and issues of concern for older people at staff training forum April 2005
Work and Income – East Coast	Client outreach services	<ul style="list-style-type: none"> Improve older clients' access to services in rural areas 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> Number of people who attend monthly outreach service indicates high level of community support 	<ul style="list-style-type: none"> Fortnightly services held by Wairoa service centre staff on information available to older people in Tuai Weekly clinics provided by Kaiti/Ruatoria service centre staff in Te Araroa and three-weekly services at Tokomaru Bay showed greater numbers of older people accessing information on entitlements
Work and Income – East Coast	Health awareness training for staff	<ul style="list-style-type: none"> East Coast staff receive training on older people's health issues 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Relationships established with volunteer organisations and training provided for staff 	<ul style="list-style-type: none"> New Zealand Superannuation staff and Special Benefit/Invalids Benefit staff attended two forums to share information on older people's health issues August 2004 and June 2005
Work and Income – East Coast	Liaison with Elder Abuse and Neglect Prevention Services Co-ordinator	<ul style="list-style-type: none"> East Coast staff have knowledge of elder abuse and neglect prevention issues and the service available to older people 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Good liaison between staff and Elder Abuse and Neglect Prevention Services Co-ordinator Staff receive training on elder abuse issues and know about elder abuse and neglect prevention services 	<ul style="list-style-type: none"> Time constraints have resulted in this project being deferred until the second half of 2005

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Work and Income – East Coast	Low-cost housing	<ul style="list-style-type: none"> Older clients are able to access affordable and appropriate housing options 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Older people report improved housing options available to them in rural areas of East Coast 	<ul style="list-style-type: none"> Initial discussions held with Housing New Zealand Corporation resulted in the project being deferred until second half of 2005
Work and Income – East Coast	Meetings in familiar surroundings	<ul style="list-style-type: none"> Older clients who cannot access their local office have access to services in their own home 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> Improved services to older clients in their own homes 	<ul style="list-style-type: none"> Work commenced in November 2004 on a programme involving visits by Work and Income staff to older people in their homes, or in a place of their choosing, to ensure that older people in Wairoa received their correct entitlements
Work and Income – East Coast	Memorandum of Understanding	<ul style="list-style-type: none"> Older people have access to appropriate housing and health care services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Memorandum of Understanding signed between Work and Income East Coast and local housing authorities, hospitals and general practitioners 	<ul style="list-style-type: none"> Initial work commenced November 2004 on Memorandum of Understanding between Work and Income East Coast, local housing authorities, and health agencies

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Work and Income – East Coast	Pacific Wave/Fono	<ul style="list-style-type: none"> • Mature Pacific peoples are able to access programmes which help them into paid or unpaid work or training 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> • Programme is helping older Pacific peoples to attain paid or unpaid work or training they want 	<ul style="list-style-type: none"> ■ Time constraints have resulted in this project being deferred until the second half of 2005
Work and Income – East Coast	Safety awareness programmes for the older person	<ul style="list-style-type: none"> • Older people are safe and secure in their homes 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Education and safety programmes in place • Fire alarms placed and working correctly in more older people’s homes 	<ul style="list-style-type: none"> ■ In conjunction with the Safer Communities Council, staff from Wairoa participated in a programme for older people to provide them with information on safety in the home
Work and Income – Nelson	Community expos	<ul style="list-style-type: none"> • Older clients have a better quality of life through greater awareness of services for them in the community 	Goal 1: <i>Secure and adequate income for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i> Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> • Older clients are well informed about services available to them in the community 	<ul style="list-style-type: none"> ■ Expo held in Blenheim March 2005 attracted approximately 80 exhibitors and 2,000 people ■ Expo planned for Nelson and Motueka has been deferred until August and October 2005

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Work and Income – Nelson	One Stop Shop	<ul style="list-style-type: none"> • Staff are enabled to provide quality services to older clients 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p>	<ul style="list-style-type: none"> • Staff are successfully integrated into Stoke office • Clients and community agencies have good information about services 	<ul style="list-style-type: none"> ■ Work is in development stage to locate suitable premises to accommodate all the facilities in one building – the One Stop Shop
Work and Income – Nelson	Operation Mail Out Westport	<ul style="list-style-type: none"> • Older people in Westport receive their full entitlements to supplementary assistance 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> • Supplementary benefit numbers for older clients increase and entitlements are full and correct 	<ul style="list-style-type: none"> ■ Older people in Westport were informed of their entitlement to supplementary benefits and this resulted in an increase in applications
Work and Income – Nelson	Rural services	<ul style="list-style-type: none"> • Older people in rural Nelson, West Coast and Marlborough areas have increased quality of life because they receive their full entitlements 	<p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • More older rural clients are using personal services 	<ul style="list-style-type: none"> ■ Number of older people accessing Work and Income services increased in the following areas: <ul style="list-style-type: none"> – daily services available in Kaikoura – Superannuation staff provide weekly service to Hokitika Heartland’s office – fortnightly service provided to Takaka and Reefton from visiting staff – South Westland site visited six-monthly with information on available benefits also provided in local papers – Off-site service provided to Seddon/Havelock June 2005

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<p>Work and Income – Northland</p>	<p>Access to Work and Income services</p>	<ul style="list-style-type: none"> • Older people have access to information on entitlements and safety issues 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Older people who attended KIN seminars are better aware of safety and security issues • Older people in Northland including older Māori have improved access to and quality of services provided for older people • Older people receive full and correct entitlements as shown in the Accuracy Reporting Programme (ARP) statistics 	<ul style="list-style-type: none"> ■ Five Keeping Independent Now (KIN) meetings by Whangarei Super Clinic provided information on entitlements for older people ■ A KIN meeting held at Mokau Marae provided information on entitlements for older Māori clients December 2004 ■ Health Expo for older Māori clients held in Whangarei November 2004 ■ Superannuation staff provided a weekly service to discuss information to older clients at Onerahi and Opononi ■ Mobile service provided to Dargaville clients in their home or hospital
<p>Work and Income – Northland</p>	<p>Development of case manager services</p>	<ul style="list-style-type: none"> • Older people have the information they need about opportunities to participate in their communities 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Good information on community services for older people is available in Work and Income office • Mentoring programmes are promoted and skills and experience of older people are utilised • More older people participate in their communities 	<ul style="list-style-type: none"> ■ Resource folder provided containing information on agencies and services available for older people in the community ■ Liaison established between case managers and work brokers to enable older people to mentor unemployed youth

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<p>Work and Income – Northland</p>	<p>Health services</p>	<ul style="list-style-type: none"> • Better health outcomes for older people 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Improved co-ordination of services across agencies leads to better services for older people 	<ul style="list-style-type: none"> ■ Work and Income and ACC worked together to present exercises such as Tai Chi and back strengthening for fall prevention, to older ACC clients ■ Work and Income, in conjunction with Housing New Zealand Corporation, established a Rural Housing Co-ordinator to: <ul style="list-style-type: none"> – liaise with community doctors and nurses to refer older clients to health services – provide information on income entitlements – identify housing requirements
<p>Work and Income – Northland</p>	<p>Housing</p>	<ul style="list-style-type: none"> • Older people are able to access appropriate and affordable housing options 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Better sustainable housing for older people • Improved co-ordination of services across agencies 	<ul style="list-style-type: none"> ■ Work and Income’s Rural Housing Co-ordinator referred older people to Super Centre Work and Income services for information and advice ■ Older people living in sub-standard conditions identified for retrofit housing and housing solutions ■ Working relationship established with Masonic Trust to provide information on pensioner flats, and refer older people to Work and Income for assessment of correct entitlement of services

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Work and Income – Northland	Interagency and community collaboration	<ul style="list-style-type: none"> Older people in Northland are able to access services and information in areas where they live 	<p>Goal 4: <i>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> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> More older people living in rural areas have access to services Strong working partnerships among agencies result in improved co-ordination of services to older people 	<ul style="list-style-type: none"> Heartland services held in Kaitaia, Kaikohe and Dargaville provided information on issues affecting older people
Work and Income – Northland	Residential Subsidy Unit	<ul style="list-style-type: none"> Older people access the information they need to improve their wellbeing 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Partnerships with health officials and service providers are strengthened and services for older clients are improved Accuracy Reporting Programme statistics show full and correct entitlement received by older clients 	<ul style="list-style-type: none"> Staff provided information on the eligibility criteria for the Residential Care Subsidy and how to apply for the subsidy to community agencies Two meetings held with District Health Board Disability Committee provided general information on resources for clients with disabilities
Work and Income – Northland	Staff training and development	<ul style="list-style-type: none"> New Zealand Superannuation Case Managers are trained to work well with older people 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> New Zealand Superannuation case managers demonstrate best practice Accuracy Reporting Programme statistics show older people receive full and correct entitlements Staff are well informed about older people's issues 	<ul style="list-style-type: none"> One Northland meeting, held in November 2004, for New Zealand Superannuation teams on information sharing, and issues affecting older people included the New Zealand Positive Ageing Strategy

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Work and Income – Southern	Disability Allowance	<ul style="list-style-type: none"> Older people are receiving their full entitlements 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> More older clients have access to Disability Allowance 	<ul style="list-style-type: none"> Review commenced to assess eligibility of supplementary entitlements for older clients with a Community Services Card in Dunedin, Timaru and Invercargill
Work and Income – Southern	Keeping Independent Now (KIN) seminars	<ul style="list-style-type: none"> Older clients in the community have access to information services 	Goal 1: <i>Secure and adequate income for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> More older people are well informed about services available to them to enable them to remain safely in their own homes 	<ul style="list-style-type: none"> Timaru and Oamaru offices, with community groups, held four Keeping Independent Now (KIN) meetings to inform older people about security in the home
Work and Income – Southern	Services to Māori communities	<ul style="list-style-type: none"> Older Māori have greater access to Work and Income services 	Goal 1: <i>Secure and adequate income for older people</i> Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> More older Māori living in rural areas have access to services 	<ul style="list-style-type: none"> Staff held meetings on marae in Gore and Temuka and provided information on services to older Māori
Work and Income – Southern	Services to rural communities	<ul style="list-style-type: none"> Older clients living in rural areas have greater access to the services of Work and Income 	Goal 1: <i>Secure and adequate income for older people</i> Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> More older people living in rural areas have access to services 	<ul style="list-style-type: none"> Information on Work and Income services for older people was provided: <ul style="list-style-type: none"> – weekly to Geraldine, Farlie and Waimate – fortnightly to Palmerston and Waikouaiti

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA/MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2004 TO 30 JUNE 2005
Work and Income – Taranaki, Wanganui and King Country	Community liaison role	<ul style="list-style-type: none"> Older clients are aware of income support entitlements and other support services in the community 	Goal 1: <i>Secure and adequate income for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Clients have better knowledge of their entitlements and other community services Clients receive home visiting services on request Client satisfaction rating for home visiting service is 95% 	<ul style="list-style-type: none"> 34 community presentations held to promote awareness of Work and Income services to senior interest groups included kaumātua, Grey Power, Age Concern, Probus, and Alzheimers New Zealand Information on entitlements and services to older clients provided in clients’ homes, on request Monthly meetings and quarterly forums held with New Plymouth Positive Ageing Trust working group
Work and Income – Taranaki, Wanganui and King Country	Healthy Homes working group	<ul style="list-style-type: none"> Older clients have energy-efficient healthy homes 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Low-income older clients’ homes are included in target group for this project 	<ul style="list-style-type: none"> Working Group which included stakeholders – PHO Pinnacle, Ministry of Social Development, Housing New Zealand Corporation, local councils, and EECA – identified older people on low incomes who have benefited from measures to provide energy efficient homes Strategy developed to provide all Taranaki householders with warm and healthy homes by 2014
Work and Income – Taranaki, Wanganui and King Country	Literacy research project	<ul style="list-style-type: none"> Older clients participate in literacy assessment 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Mature job seeker clients receive literacy assessments 	<ul style="list-style-type: none"> Screening and assessment tools on literacy designed and delivered by literacy specialists with support from Ministry of Social Development 300 Work and Income clients participated in the screening process 275 additional clients received comprehensive individual assessments by literacy professionals

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Work and Income – Taranaki, Wanganui and King Country	Mature employment services	<ul style="list-style-type: none"> • Mature jobseekers are well prepared for employment and have access to appropriate paid employment opportunities 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Mature job seeker clients receive specialist employment services and find jobs 	<ul style="list-style-type: none"> ■ 430 job seeker clients aged 45 to 64 years gained full time work for the year ending March 2005 resulting in a 24% reduction in unemployment benefits for this age group
Work and Income – Taranaki, Wanganui and King Country	Positive Ageing forum	<ul style="list-style-type: none"> • Older clients are informed about extra financial help available 	Goal 1: <i>Secure and adequate income for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Older clients receive information on additional financial help 	<ul style="list-style-type: none"> ■ Work and Income hosted a Positive Ageing forum in New Plymouth November 2004
Work and Income – Waikato	Consistent service to superannuation clients	<ul style="list-style-type: none"> • Superannuitant clients receive high quality service 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Superannuitants receive quality service from frontline staff • Client satisfaction meets or exceeds required service standard 	<ul style="list-style-type: none"> ■ Data from client satisfaction survey showed an average of 95% satisfaction rate with Work and Income services for the year to June 2005

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<p>Work and Income – Waikato</p>	<p>Information brochure for surviving spouses of deceased superannuitants</p>	<ul style="list-style-type: none"> Surviving spouses of deceased superannuitants are better informed about community services, facilities and assistance available through Work and Income 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Older clients are provided with helpful information to assist them 	<ul style="list-style-type: none"> All older clients advised in writing of the full range of entitlements available following death of a spouse Off-site services held every third week at Raglan provided information on all Work and Income services
<p>Work and Income – Waikato</p>	<p>Information services to older Māori Huntly Ngaruawahia</p>	<ul style="list-style-type: none"> Older Māori are well informed and have better access to services 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Older Māori in both urban and rural areas report increased understanding of and satisfaction with Work and Income services 	<ul style="list-style-type: none"> Over 250 Superannuation clients attended sessions provided by the Frankton Dinsdale Rauawaawa Charitable Trust Kaumātua Services. The services covered included computer programmes and health clinics Superannuation staff provided information to older people at the Kaumātua Expo held March 2005 Thames staff provided information on services and entitlements to older Māori at Te Korowai Hauora O Hauraki Health “Promotion Day for the Elderly” held in June 2005

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Work and Income – Waikato	Liaison with local organisations working with older people	<ul style="list-style-type: none"> Older clients are referred to appropriate services 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p> <p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Meetings are attended regularly by high percentage of representatives of invited groups Appropriate referrals result from community organisations understanding each other's processes, aims and capabilities 	<ul style="list-style-type: none"> Six network meetings organised by the Rauawaawa Trust for health providers had 80% attendance In October 2004 the Ministry of Social Development, Waikato District Health Board and Housing New Zealand Corporation signed a Memorandum of Understanding to address housing and health needs. This has resulted in clients accessing appropriate housing
Work and Income – Waikato	Pre-superannuation information dissemination	<ul style="list-style-type: none"> People approaching age 65 are better informed about New Zealand Superannuation and supplementary benefits 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Clients receive full and correct entitlement at the time they are granted New Zealand Superannuation Client satisfaction meets or exceeds required service standard Feedback shows clients found seminars useful 	<ul style="list-style-type: none"> Development of specific information package for pre-superannuitants to be commenced June 2005
Work and Income – Wellington	Relationships with health services	<ul style="list-style-type: none"> Older clients are well informed about assistance available to help meet medical costs 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income and local health services including medical centres and district health boards 	<ul style="list-style-type: none"> Relationship with Sigma, a provider of assessment services for older people, to provide information on entitlements

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Work and Income – Wellington	Relationships with housing agencies	<ul style="list-style-type: none"> Older clients are well informed about supplementary assistance 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income and local housing agencies including rest homes 	<ul style="list-style-type: none"> Partnership established with Housing New Zealand Corporation enabled better information to be provided to older people on access to housing and additional assistance provided by Work and Income
Work and Income – Wellington	Relationships with specialist services	<ul style="list-style-type: none"> Staff are trained to meet the needs of older clients of different ethnic groups 	Goal 1: <i>Secure and adequate income for older people</i> Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Use multilingual line to ensure clients receive correct information 	<ul style="list-style-type: none"> Staff training sessions provided information to staff on the appropriate assistance to offer older clients of differing ethnic backgrounds to access services
Work and Income – Wellington	Staff training	<ul style="list-style-type: none"> Staff are trained to meet the needs of older clients 	Goal 1: <i>Secure and adequate income for older people</i> Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> Training improves staff understanding of older clients in Wellington region Staff provide full and correct information and entitlements to older clients in the first instance 	<ul style="list-style-type: none"> Ongoing training for staff covered measures to assist older people to receive correct entitlements

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Work and Income – Wellington	Working relationships	<ul style="list-style-type: none"> Older clients have the opportunity to remain in employment and undertake volunteer opportunities 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Clients are actively being profiled by work brokers to employment opportunities Older clients are aware of courses designed specifically for them in their communities Clients are aware of opportunities to participate in their communities such as Volunteer Wellington and Super Grans 	<ul style="list-style-type: none"> A good working relationship maintained with local Super Grans groups to assist them to provide information on entitlements to superannuitants
Sport and Recreation New Zealand (SPARC)	Advocacy and sector effectiveness	<ul style="list-style-type: none"> Sport and recreation service planning and development considers older people's needs 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> The national policy framework for physical activity and sport, recognises needs of older people 	<ul style="list-style-type: none"> Progress on the national policy framework for physical activity and sport is continuing Review of SPARC's strategic vision for 2006 onwards commenced May 2005
Sport and Recreation New Zealand	New Zealand Thinksafe Masters Games	<ul style="list-style-type: none"> Older New Zealanders have opportunities to be active in a social and competitive sports environment 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Sport and Recreation New Zealand provides financial support for Push Play component of ACC New Zealand Thinksafe Masters Games 	<ul style="list-style-type: none"> ACC New Zealand Thinksafe Masters Games held in Wanganui February 2005 included 880 participants aged 65 years and older

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State Services Commission	Human Resources – Work-life Balance project	<ul style="list-style-type: none"> Older people in the public service have the choice to continue their working life in ways that suit them as they age 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Information is available to government departments on elimination of ageism and promotion of flexible work practices 	<ul style="list-style-type: none"> Resource document <i>Work-Life Balance: a resource for the State Services</i> launched April 2005, provides measures to help retain employees, including older workers, to remain in the workforce <i>Work-Life Balance: a resource for the State Services</i> and supplementary material made available online at www.ssc.govt.nz/worklifebalance
State Services Commission	State Sector Retirement Savings Scheme (SSRSS)	<ul style="list-style-type: none"> Older workers have the opportunity to contribute to their retirement savings 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Percentage of eligible employees who join SSRSS scheme increased 	<ul style="list-style-type: none"> Launch of SSRSS held 1 July 2004 with an uptake of 50% in Public Service departments for those aged 45 or over including: <ul style="list-style-type: none"> – 38% of eligible employees 60–64 years – 26% of eligible employees 65–69 years – 20% of eligible employees 70–74 years
Te Puni Kōkiri	Capacity building	<ul style="list-style-type: none"> Build the infrastructure of Māori communities to lay the foundations for cultural, economic and social development 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to 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"> Ministry receives quarterly reports on detailed achievements made or milestones reached Regional meetings held regularly and stronger relationships with Māori reported 	<ul style="list-style-type: none"> Older Māori benefited from funding provided to 528 capacity building projects for iwi, hapū, and whānau. Capacity building seeks to build the capacity of Māori collectives to achieve their own objectives Meetings held between regional directors and government agencies addressed Māori capacity building

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Te Puni Kōkiri	Governance and appointments	<ul style="list-style-type: none"> Facilitate effective Māori participation on boards and committees 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8: <i>People of all ages have positive attitudes to 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"> Six-monthly reporting shows appropriate representation of Māori appointed to boards and committees 	<ul style="list-style-type: none"> Advice provided to the Office for Senior Citizens resulted in the appointment of kaumātua to the Minister's Advisory Council for Senior Citizens
Te Puni Kōkiri	Special Housing Action Zones	<ul style="list-style-type: none"> Resolve serious housing needs within a designated area 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p>	<ul style="list-style-type: none"> Monitoring and quarterly reports show progress and identify achievements for Māori communities 	<ul style="list-style-type: none"> Two Special Housing Action Zone projects in the Far North and Eastern Bay of Plenty to meet the housing needs of older Māori, were developed during the year

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Te Puni Kōkiri	Whānau development	<ul style="list-style-type: none"> • Recognise the special and unique role of elders in whānau development 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 8 <i>People of all ages have positive attitudes to 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"> • A broad national strategy for whānau developed 	<ul style="list-style-type: none"> ■ Whānau development initiatives commenced April 2005 to inform ongoing whānau-based development and policies
Ministry of Transport	Review of Older Driver Licensing policy	<ul style="list-style-type: none"> • Older people's key stakeholder groups have input into the policy framework and operational aspects of older driver licensing policy 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> • Minister is provided with robust advice on options for future of older driver re-licensing • Advice addresses key New Zealand Transport Strategy objectives to improve access and mobility and improving safety and security 	<ul style="list-style-type: none"> ■ Stakeholder Consultative Group identified policy options for Review of Older Driver Licensing Policy and presented recommendations to Ministers in June 2005 ■ One recommendation proposed an older driver licensing system without mandatory age-based on-road testing

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Ministry of Transport and Transfund New Zealand	Total Mobility review	<ul style="list-style-type: none"> Older people are able to access suitable public transport options 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Review will identify policy options for improving Total Mobility scheme 	<ul style="list-style-type: none"> ■ Consultation with stakeholders completed May 2005 ■ Interim report on progress due to Minister August 2005
Ministry of Transport	Health Screen for Drivers project	<ul style="list-style-type: none"> Older people will be medically fit to drive 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> GPs have access to a voluntary health screen for drivers assessment tool that allows them to better assess medical fitness to drive 	<ul style="list-style-type: none"> ■ Further work on voluntary health screen for drivers to be decided in second half of 2005 following final report on Older Driver Licensing Policy
Ministry of Transport	Older People and Transport – alternative mobility options project	<ul style="list-style-type: none"> Improve access to transport for older people 	Goal 4: <i>Affordable and accessible transport options for older people</i> Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Older People and Transport scoping paper readily available to the public 	<ul style="list-style-type: none"> ■ Scoping paper Older People and Transport released to public September 2004 and published on Ministry website http://www.transport.govt.nz/business/land/land-transport/older-licence-qa.php

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Veterans' Affairs New Zealand	Commemorations	<ul style="list-style-type: none"> The community continues to be aware of the contribution made by war veterans to New Zealand as a nation 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Increased participation in commemorative activities by veterans Public awareness of role played by veterans Veterans' experiences are acknowledged by their communities 	<ul style="list-style-type: none"> Funding provided for veterans to attend commemorations of battles or events that they were involved in and to assist veterans groups to hold reunions Funding provided for assistance with redevelopment of local memorials that act as a focal point for recognition of veterans in the community Educational resource material developed for secondary schools to support Prime Minister's essay competition to select students to accompany veteran party to the commemorations at Gallipoli in April 2005
Veterans' Affairs New Zealand	Development of service delivery	<ul style="list-style-type: none"> Veterans can access services to meet their needs 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Veterans feel more empowered to take responsibility for managing their quality of life Maximise veterans' use of available community services and supports 	<ul style="list-style-type: none"> Case management services have been established and have delivered community-based services focused on the individual needs of 2,221 veterans and their families Case management service provided services and supports focused on the health and wellbeing needs of veterans and concerns the veterans identified as impacting on their quality of life Through case management services, veterans are empowered by being involved in identifying and monitoring services provided for them

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Ministry of Women's Affairs	Implementation of the five-year Action Plan for New Zealand Women	<ul style="list-style-type: none"> • Retirement savings and other issues relevant to older women are considered in policy development • Women are better informed about saving for retirement 	<p>Goal 1: <i>Secure and adequate income for older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Ministry of Women's Affairs input leads to better informed decision making on policies for older women 	<ul style="list-style-type: none"> ■ Contributed towards interagency work developing a work-based savings scheme to increase women's retirement savings ■ Assisted the Retirement Commission to provide information for women about saving for retirement ■ In collaboration with Ministry of Social Development and other government agencies, work commenced on improving research and policy advice to improve outcomes for women in retirement ■ Focus groups held with women to inform policy development on women saving for retirement October 2004 ■ In October 2004 co-hosted breakfast forum in partnership with the Retirement Commission for key women's organisations to promote information for women via the Sorted website

KEY ACHIEVEMENTS AND ACTIONS FOR THE TEN POSITIVE AGEING STRATEGY GOALS

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2004/2005
<p>1. Secure and adequate income for older people</p>	<ul style="list-style-type: none"> • Ministry of Social Development – The New Zealand Superannuation and Retirement Income Amendment Act 2005 provides for a three-yearly review by the Retirement Commissioner of Government’s retirement income policy • Work and Income regions, Ministry of Social Development – Increasing numbers of older clients accessing services • State Services Commission – Launch of State Sector Retirement Savings Scheme (SSRSS) with one third of 60 years plus eligible public service employees taking up the scheme
<p>2. Equitable, timely, affordable and accessible health services for older people</p>	<ul style="list-style-type: none"> • Ministry of Health – Audit Work Book for services for older people with dementia published in April 2005 • Ministry of Health – <i>Guideline for Specialist Health Services for Older People</i> published September 2004 • Ministry of Health – Social Security (Long Term Residential Care) Amendment Act passed December 2004, into force July 2005 • New Zealand Artificial Limb Board – Guidelines are in place in Christchurch Public and Princess Margaret Hospitals to ensure that older amputees receive high quality post-operative care following amputations • Work and Income regions, Ministry of Social Development – Community-based forums and meetings held to share information on older people’s health issues and establish relationships with health care providers
<p>3. Affordable and appropriate housing options for older people</p>	<ul style="list-style-type: none"> • Housing New Zealand Corporation – Modernisation and energy efficiency retrofits for older tenants • Department of Internal Affairs – enhancements to the thresholds for the rates rebate scheme announced April 2005 to become effective from 1 July 2006 • Work and Income Taranaki, Ministry of Social Development, Pinnacle PHO, Housing New Zealand and local councils – Older people on low incomes identified for measures to achieve energy efficient homes
<p>4. Affordable and accessible transport options for older people</p>	<ul style="list-style-type: none"> • Ministry of Transport – Review of Older Driver Licensing Policy report completed June 2005. One recommendation proposed an older driver licensing system without mandatory age-based on-road testing • Land Transport New Zealand (formerly Land Transport Safety Authority) – changes including the removal of the automatic-only licence, and the six-monthly renewal of licence prior to driver licence expiring approved by Minister for Transport Safety to be included in the Land Transport (Driver Licensing) Amendment Rule 2005 • Ministry of Transport – Consultation with stakeholders completed for Total Mobility scheme. Interim report to Minister
<p>5. Older people feel safe and secure and can “age in place”</p>	<ul style="list-style-type: none"> • Accident Compensation Corporation – Evaluation completed and hip protectors made available to residents in 30 new rest homes • Ministry of Health – Support provided to district health boards on the development of an integrated continuum of care for older people as part of the Health of Older People strategy • Office for Senior Citizens; Older People’s Policy team; and Family and Community Services, Ministry of Social Development – Worked together to support the transfer of funding of Elder Abuse and Neglect Prevention Services from Child, Youth and Family Services to Family and Community Services, Ministry of Social Development • Work and Income regions, Ministry of Social Development – Meetings, visits and seminars organised and staff forums held, to provide information and advice for older people • Veterans’ Affairs – Established a case management service to co-ordinate delivery of community-based services for 2,221 veterans and their families

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2004/2005
<p>6. A range of culturally appropriate services allows choices for older people</p>	<ul style="list-style-type: none"> • Ministry of Pacific Island Affairs – Articles on issues affecting older Pacific peoples published in the Ministry’s quarterly newsletters • Work and Income, Canterbury region, Ministry of Social Development – Hui held to provide information to older Māori on their entitlements and Fono held for older Pacific peoples • Te Puni Kōkiri – Older Māori have benefited from 528 capacity building projects for iwi, hapū and whānau
<p>7. Older people living in rural communities are not disadvantaged when accessing services</p>	<ul style="list-style-type: none"> • Department of Internal Affairs – Community Organisation Grants Scheme (COGS) grants to organisations that support older people including those in rural communities • Work and Income, Bay of Plenty region, Ministry of Social Development – Information on health and disability entitlements for older people in rural communities • Work and Income, Northland region, Ministry of Social Development – in conjunction with Housing New Zealand Corporation, established a Rural Housing Co-ordinator and referrals to Super Centre services
<p>8. People of all ages have positive attitudes to ageing and older people</p>	<ul style="list-style-type: none"> • Ministry for Culture and Heritage – New Zealand’s war oral history programme <i>From Memory</i> collecting oral histories of New Zealand war veterans is available at the Alexander Turnbull Library’s oral history archives, and a website launched May 2005 • Department of Labour – <i>Diversity Index 2004</i> on diversity of New Zealand workplaces and practices published October • Sport and Recreation New Zealand – ACC Thinksafe Masters Games held in Wanganui February 2005 involved 73 events • Work and Income, Auckland Metro, Ministry of Social Development – National training programme piloted for all New Zealand Superannuation case managers
<p>9. Elimination of ageism and the promotion of flexible work options</p>	<ul style="list-style-type: none"> • Archives New Zealand – Work, Life and Family/Whānau policy including options for phased retirement and flexible hours for staff with older dependents, promoted to staff May 2005 • Inland Revenue Department – Review of Safety and Wellbeing Strategy on safety and wellness initiatives to support older workers • Department of Labour with the EEO Trust – 45,000 copies of <i>PeoplePower – Successful Diversity at Work</i> distributed to employers. Employment strategies for older workers advocated • State Services Commission – <i>Work-Life Balance: A Resource for the State Services</i> launched April 2005 provides measures to help retain employees, including older workers, to remain in the workforce
<p>10. Increasing opportunities for personal growth and community participation</p>	<ul style="list-style-type: none"> • New Plymouth District Council and New Plymouth Positive Ageing Trust – The New Plymouth Positive Ageing Trust was launched in April 2005 to provide a forum where older people can participate in planning services and promoting positive ageing issues, both as an independent body, and in conjunction with the New Plymouth District Council • Christchurch City Council – Manager appointed to implement Lifelong Learning strategy, a service which provides initiatives and support to library services for older people • Ministry of Social Development – SAGES, a programme where older people mentor younger people, has contracts with eight community organisations to deliver mentoring services in Northland, Bay of Plenty, Manawatu/Wanganui and Otago regions





OFFICE FOR SENIOR CITIZENS

TE TARI KAUMĀTUA

Administered by the Ministry of Social Development



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora