

**New Zealand Positive Ageing Strategy**  
**Positive ageing in central government - 1 July 2008 – 30 June 2010**

Agency	Project name & goals	Objective	Achievements from 2008-2010
<a href="#">Accident Compensation Corporation</a> (ACC)	Implementation of Injury Prevention, Rehabilitation, and Compensation ACT (IPRC) Amendment <sup>1</sup>  Goals 2, 5, 9 & 10	Older people aged 65 and over have easy access to vocational rehabilitation to help them with employment and to participate in the community	The <a href="#">amendment to Accident Compensation Act 2001</a> was passed and provides vocational rehabilitation for older injured people aged 65 and over to return to work.
	Accessible Communications policy  Goals 2 & 5	Older clients have easy access to our information	We increased the font size of ACC publications, forms and our website to make it easier for older clients to access our information.
	Falls Prevention programme  Goals 2, 5 & 10	Prevent falls by improving strength and balance for the wellbeing of older people	To reduce the incidence and severity of falls, we delivered modified Tai Chi to older people around the country to improve strength and balance, and worked with DHBs to provide Vitamin D supplements to older people in residential care to increase muscle strength and bone density. This programme is free to all New Zealanders over 65 years and free for Māori and Pacific people over 55 years.
<a href="#">Accident Compensation Corporation</a> <i>and</i> <a href="#">Age Concern New Zealand</a>	Older People's Advisory Group  Goals 2, 5 & 10	Older people contribute to policies that affect them	In partnership with Age Concern New Zealand, we established an Older Persons' Advisory Group that meets regularly to discuss older people's needs and to plan policies that respond to the changing needs of an ageing population.

<sup>1</sup> In March 2010, the existing Injury Prevention, Rehabilitation and Compensation (IPRC) Act 2001 had its name changed to the Accident Compensation (AC) Act 2001.

	Recognising cultural diversity Goal 6	Needs of older ethnic peoples are addressed so they have easy access to entitlements	Pacific, Māori, Asian and Chinese older people are represented on the Older Persons' Advisory Group to ensure the views of these ethnic minorities can be heard and that issues about access to entitlements are addressed.
	Residential Assessment Instrument InterRAI Goals 2 & 5	Improve the quality of assessments for older people	The InterRAI assessment tool specifically designed to improve the quality of assessments for older people is currently being used in partnership with Canterbury and Capital Coast DHBs. InterRAI will be progressively rolled out to other DHBs as budget and resources allow.
<a href="#">Ministry of Agriculture and Forestry</a>	Annual Staff Wellness Challenge Goals 2 & 8	Staff are aware of wellbeing initiatives through the promotion of activities	We have updated staff welfare initiatives and published a suite of options including retirement seminars, and flexible work plans for employees planning to retire. As part of a wellness programme, older employees were encouraged to participate in quizzes and plant growing contests.
	Flexible transition from employment Goal 9	Older employees are retained in the Ministry and contribute to the organisation	We have reviewed recruitment procedures and guidelines and put in place mechanisms that ensure older employees can access flexible pre-retirement employment arrangements, and are not discouraged from seeking new career directions or roles later in their working life.
<a href="#">Archives New Zealand</a>	Facilities and services Goal 5	Older users have easy access to information	To improve the services in our reading rooms, we captured older users' feedback using customer feedback forms and a customer survey.
	Flexible transition to retirement Goal 9	Staff are supported in planning for their retirement	Retirement guidelines are identified in Work, Life and Family policy and continue to be evaluated. Staff have taken up flexible or reduced hours as part of phased retirement
	Recruitment and retention of older workers Goal 9	Older workers are encouraged to remain in the department's workforce	We identified key issues relating to the recruitment and retention of older staff in the workplace based on information from the engagement survey. Issues and information in this area are informing engagement planning.

	Volunteering at Archives New Zealand  Goal 10	Opportunities are provided for older people to contribute their knowledge and expertise	Volunteers are supported by employees and continue to play a key role in major projects, for example, indexing information for the <a href="#">digitisation of the shipping list</a> of all migrants that came to New Zealand between circa 1839 to 1973.
<a href="#">New Zealand Artificial Limb Board</a>	Donning and Doffing posters  Goals 2 & 5	Older people and carers know how to put on and remove artificial limbs to achieve maximum safety and comfort	We distributed <a href="#">posters</a> to older clients, health professionals and residential care providers to provide information on how to put on and remove artificial limbs, to improve the wellbeing of older amputees.
	National annual amputation statistics  Goals 2 & 5	Older people are referred to the New Zealand Artificial Limb Board for assessment	We worked with the Ministry of Health to establish a monitoring process to measure the number of older people with an amputated limb not referred to a limb centre. The rate of referral of older amputees to a limb centre in 2010 was 81.6 per cent.
	Pain resource  Goals 2 & 5	Older people experiencing pain resulting from an amputated limb are attended to by health professionals skilled in pain issues	We developed a presentation on pain and pain management to benefit older amputees and delivered this to a range of health professionals, mainly physiotherapists and hospital registrars.
<a href="#">Department of Building and Housing</a>	Retirement Villages Act 2003  Goal 3	Rights and interests of older people in retirement villages are protected and understood by residents, intending residents and operators of retirement villages	We published the <a href="#">Retirement Villages Code of Practice</a> providing residents and intending residents of retirement villages with better consumer protection in line with the Retirement Villages Act 2003.

<a href="#">Ministry for Culture and Heritage</a>	History Group publications  Goals 8 & 10	Knowledge of New Zealand's history is enhanced through preserving memories and experiences of New Zealanders involved in war	We held monthly seminars on historical publications to provide an opportunity for the public to learn about New Zealand's history. We continued work on <a href="#">From Memory, the war oral history programme</a> , with the publication of <i>Home: civilian New Zealanders remember the Second World War</i> , based on interviews with 18 older New Zealanders. We completed interviews with members of J-force.  We released a wide range of features on <a href="#">NZhistory.net.nz</a> including a site dedicated to the First World War and the launch of the 28 Māori Battalion website for people to contribute stories of battalion veterans.
	Te Ara Encyclopaedia of New Zealand	Older people's memory of New Zealand is captured in the online encyclopaedia <a href="#">Te Ara</a>	We continued work on the <a href="#">From Memory</a> oral history programme to ensure that our older people's memories and stories are included in the online Encyclopaedia of New Zealand.
<a href="#">New Zealand Customs Service</a>	Flexible work arrangements and phased retirement  Goal 9	Continue to encourage the recruitment and retention of older workers	The economic downturn since late 2008 reduced staff turnover and the need for recruitment. We ensured that our recruitment strategy is designed to recruit a range of people to meet the demands of working in an enforcement agency.
	Valuing older workers  Goal 9	Older workers' contributions are acknowledged	We continued to recognise staff that have reached significant service milestones, and recognised skills and expertise among staff and management. Since 1 July 2008, we awarded 127 Long Service awards and 368 officers were awarded <i>New Zealand Customs Service</i> medals and clasps.
<a href="#">Ministry of Economic Development</a>	Employment of older workers  Goal 9	Encourage the employment of older workers	We recognised the value that more experienced applicants can bring to the workplace with their maturity, commonsense and ability to coach others by reviewing our recruitment processes to ensure they do not discriminate in any way.
<a href="#">Ministry of Education and Tertiary Education Commission</a>	Enabling life-long learning  Goal 10	Improve access to education for older people	We collected and published enrolment <a href="#">statistics</a> by age for people in tertiary education and life-long learning programmes to monitor older peoples participation rates.

<a href="#">Ministry of Education</a>	Implement fair and inclusive wellbeing policies  Goal 9	Review wellbeing policies and identify initiatives for older workers	Following a review of wellbeing policies, a number of older employees chose to work 3-4 days a week to transition from full time work to retirement.
	Promote the continuation of paid employment into later years for those who wish to remain in the labour force  Goal 9	Review human resource policies to achieve flexible work arrangements including flexible transition from employment	Flexible Departure Arrangements within the Ministry's field staff collective provided an opportunity for field staff transitioning into retirement to propose a research project on a particular field of interest that will benefit the Ministry.  We facilitated a number of internal retirement planning seminars and also assisted staff wishing to attend external retirement planning seminars.
<a href="#">Ministry for the Environment</a>	Elimination of ageism and promotion of flexible work options  Goal 9	Older employees' health issues are managed well and the benefits of health and fitness are promoted	We reviewed all job descriptions particularly role requirements in terms of the <a href="#">Lominger competencies</a> . We trained managers in recruitment skills, and the dangers of stereotypical thinking and appointing based on age instead of skills for the job. We commenced a rewrite of our health and safety policies.
	Increasing opportunities for personal growth  Goal 10	Educational opportunities are available for older workers	We introduced an annual process for all staff to have updated learning and development plans that are aligned to the requirements of their role.
<a href="#">Families Commission</a>	Research on changing role of grandparents in New Zealand  Goals, 5, 8, 9 & 10	Research on the changing role of grandparents in New Zealand informs policies and supports services that consider their needs	We published a report on the changing roles of <a href="#">grandparenting</a> in New Zealand that paints an intricate picture of grandparents' lives, views, and needs.
<a href="#">New Zealand Fire Service Commission</a>	Fire Awareness and Risk Reduction programme –	Caregivers are trained to prevent fire deaths and injuries	We developed a database of at-risk older people and their caregivers in the <a href="#">Eastern Fire region</a> to target training to caregivers. We carried out training to promote good fire safe practice for caregivers in residential care and the community.

	Eastern Fire Region		
	Goal 5		
	Fire safety education	Older people have a raised awareness of the incidence and consequences of fires to help reduce the occurrence of fires	We installed 15,400 smoke alarms into homes of people in New Zealand aged 65 years and over. We delivered approximately 1,000 Fire Awareness and risk reduction programmes, reaching 11,400 older people. We delivered fire safety education into 8,650 homes so older people were more aware of fire safety and could live safely in their homes.
	Goal 5		
	Promotion of flexible work options	Older staff have flexible work options	We completed the trial for flexible work arrangements so that job sharing arrangements can now be used for non operational positions.
	Goal 9		
<a href="#">Ministry of Health</a>	InterRAI	Older people have improved quality of assessment through the InterRAI tool	We completed the <a href="#">InterRAI</a> project plan, national guidelines and funding policy to provide high quality assessments for older people.
	Goals 2 & 5		
	Respite care review	Increase the flexibility and reliability of respite care provision for informal carers	Funding was allocated in Budget 2009 to boost residential respite services for older people so that their informal carers could take a break.
	Goals 2 & 5		
<a href="#">Ministry of Health and District Health Boards</a>	Service cover review	Identify improvements for effective use of resources in community-based and residential care settings	The <a href="#">Health of Older People Service Specifications</a> were finalised, outlining the minimum standards for services that DHBs are required to provide for older people.
	Goals 2, 5 & 8		
<a href="#">Housing New Zealand Corporation</a>	Energy efficiency retrofit and modernisation programme	Older people live in modern, safe and energy efficient state housing properties	As part of a <a href="#">long-term programme</a> of retrofits and modernisation, we insulated 20,623 state houses and modernised 16,794 homes to make them warmer and more energy efficient Some of the houses were both insulated and modernised.
	Goal 3		
	Housing Innovation	Older people on low incomes have	We provided <a href="#">loans and grants</a> of \$20 million to build 173 new homes, with a further \$41 million of co-funding by community housing organisations.

	Fund Goals 3 & 5	affordable housing through funding not-for-profit community groups and the local government housing sector	
	Income-related rents policy for state housing Goal 3	Maintain income-related rents policy for state housing	We maintained the income-related rent threshold at 25% of the New Zealand Superannuation rate.
	Shared Equity and Welcome Home Loans Goals 3 & 5	Promote positive ageing by delivering programmes to enable people to enjoy the benefits of home ownership as they age	We insured 2,932 loans through the <a href="#">Welcome Home Loan Scheme</a> that superseded the Shared Equity loans programme. This assisted people to become home owners to improve their financial security in old age.
<a href="#">Inland Revenue</a>	KiwiSaver Evaluation Goal 1	Monitor general and retirement savings behaviour over time.	We evaluated KiwiSaver to assess any changes in New Zealanders' savings habits and asset accumulation in preparation for retirement, and published the findings - KiwiSaver Annual Report <a href="#">July 2008 to June 2009</a> KiwiSaver Annual Report <a href="#">July 2009 to June 2010</a>
<a href="#">Department of Internal Affairs - Office of Ethnic Affairs</a>	Awareness of ethnic diversity and needs of older ethnic people Goal 6	People in New Zealand are aware of the ethnic diversity of older people	We held forums and workshops that were attended by older ethnic people. The Minister for Ethnic Affairs met with the Office for Senior Citizens' Volunteer Community Co-ordinators to identify and consider issues faced by ethnic older people.

<a href="#">Department of Internal Affairs</a> Business Services (Strategic HR)	Development of a mature-aged worker employment strategy  Goal 9	Mature workers are attracted and are retained in the department through the development of a mature-aged worker employment strategy	We developed a mature worker strategy in consultation with representatives of the Department's mature workforce and achieved the strategy's three objectives to <ul style="list-style-type: none"> <li>- ensure age is not a barrier in recruitment processes</li> <li>- promote options for pre and post retirement and flexible working hours on the intranet</li> <li>- provide in-house workshops on financial planning and retirement.</li> </ul>
<a href="#">Department of Internal Affairs</a> Local Government and Community Branch	Community Organisation Grants Scheme (COGS)  Goals 6, 7 & 10	Older New Zealanders participate in COGS	We distributed over \$14 million of funding to more than 3,000 community groups each year, and reminded the 37 Local Distribution Committees on their role in making funding decisions consistent with the New Zealand Positive Ageing Strategy. We promoted the <a href="#">COGS annual funding round</a> and provided information to organisations and groups providing services and projects for older people to assist them in applying for grants.
	Lottery funding  Goals 4, 7, 8 & 10	Enable older New Zealanders to participate in their communities	We provided lottery grant funding of \$953,000 in 2008 and \$921,700 in 2009 to Age Concern to finance salaries, administration and volunteer costs. We also provided funding for mobility scooters through the <a href="#">Lottery Individuals with Disabilities Committee</a> to assist older people remain active and mobile in their community.
<a href="#">Department of Labour</a>	New Zealand Carers' Strategy Action Plan  Goals 2 & 5	Older carers and older people's carers are supported	We provided input into a Carers' information pack that was published in 2009.
	Older workers and labour productivity research  Goal 9	Increase awareness of older workers research and labour productivity	We published a report on the working patterns of <a href="#">older workers</a> and developed a <a href="#">webpage</a> and a <a href="#">brochure</a> highlighting the positive aspects of older workers employment and their productivity.  We also published some <a href="#">research papers</a> on issues like employability and job mobility of older workers.



<a href="#">Land Information New Zealand</a>	Retirement planning seminars and flexible work options  Goals 1 & 9	Staff have information to plan and prepare for retirement and have flexible work options to improve work-life balance	We discussed retirement transition arrangements with staff on a case-by-case basis. Two in-house retirement seminars were delivered during this period and staff unable to attend these were assisted to attend public seminars.
<a href="#">Law Commission</a>	Review of War Pensions Act 1954  Goals 1, 2, 5, & 10	War veterans have better access to services and entitlements to meet their needs	We produced a report <a href="#">A New Support Scheme for Veterans: A Report on the Review of the War Pensions Act 1954</a> that has recommendations to improve entitlements and services to war veterans.
<a href="#">National Library of New Zealand</a>	<a href="#">Aotearoa People's Network</a>  Goals 5,6,7,8 & 10	Older people have access to free broadband internet services in public libraries	We worked with our <a href="#">partner libraries</a> to provide free access to broadband internet services in public libraries so that everyone can benefit from accessing, experiencing and creating digital content.
	Retirement seminars  Goals 9 & 10	Staff have information to plan and prepare for retirement	

	Staff Climate survey Goal 9	Obtain information about older workers' job satisfaction	
<a href="#">Ministry of Pacific Island Affairs</a>	Mind your Language Tokelau, Niue and Cook Islands Maori Goals 6, 8 & 10	Pacific languages are valued, used and preserved for future generations	In partnership with community groups we developed three Pacific language resources - Mind Your Language - <a href="#">Cook Island Maori</a> - Mind Your Language - <a href="#">Tokelau</a> - Mind Your Language - <a href="#">Niue</a> Older members of these communities recorded legends and songs for the websites, to help younger people learn their heritage language.
<a href="#">New Zealand Police</a>	Local community safety and crime prevention initiatives Goals 5, 8 & 10	Older people are actively involved in community safety and crime prevention	We held <a href="#">Community Patrols of New Zealand</a> (CPNZ) national training seminars in Wanganui and Taupo with 300 patrollers attending each seminar. Patrollers are able to train towards the CPNZ Certificate in Community Patrolling. A quarter of all patrollers are aged 65 years and over.  We established a national database of volunteers, many of whom are retired, to improve accessibility to Police Volunteer information and published a desk file of volunteers.  NZ Police created the role of <a href="#">Neighbourhood Support</a> police liaison officer to support Neighbourhood Support volunteers.
<a href="#">Department of the Prime Minister and Cabinet</a>	Health and safety Goal 9	Older people are safe and well at work	Workstation assessments took place for all new staff and on request from current staff. We provided appropriate assistive equipment where necessary. There was a high uptake by staff of department subsidised influenza vaccinations
	Learning and development of older workers Goal 9	Older workers have access to learning and development opportunities	We reviewed our Learning and Development framework and provided greater focus on professional development opportunities for all staff including older workers.

	<p>Transition from employment to retirement</p> <p>Goal 9</p>	<p>Older workers are provided with information and support when planning for retirement</p>	<p>We provided staff with superannuation options for retirement and continued to match employer contributions to KiwiSaver and the State Sector Retirement Savings Scheme up to 7.5 per cent. We made flexible working arrangements such as job share or reduced hours available to staff.</p>
<p><a href="#">Ministry of Research, Science and Technology</a> and <a href="#">Foundation for Research, Science and Technology</a> and <a href="#">Centre for Research Evaluation and Social Assessment</a></p>	<p>Ageing in Place</p> <p>A five-year research programme</p> <p>Goals 3 &amp; 5</p>	<p>Research on older people's housing informs improvements to help older people to age in their communities</p>	<p>Results of the <a href="#">Ageing in Place</a> research project have been reported online.</p>
<p><a href="#">Ministry of Research, Science and Technology</a> and <a href="#">Foundation for Research, Science and Technology</a> and <a href="#">University of Waikato</a> and <a href="#">Family Centre Social Policy Research Unit</a></p>	<p>Enhancing wellbeing in an ageing society (EWAS)</p> <p>A five-year research programme 2004–2009</p> <p>Goals 1-10</p>	<p>Older New Zealanders are able to age positively, are highly valued and recognised as an integral part of families and communities</p>	<p>The two main research publications from this five-year research programme increased our knowledge on the socio-economic and demographic aspects of ageing to enable better understanding the multiple causes of variation in social outcomes.</p> <p>Enhancing wellbeing in an ageing society <a href="#">65 – 84 year old New Zealanders</a> .</p> <p>Midlife New Zealanders Aged <a href="#">40 – 64</a> in 2008</p>

<a href="#">Ministry of Research, Science and Technology</a> and <a href="#">Foundation for Research, Science and Technology</a> and <a href="#">Massey University</a> and <a href="#">Family Centre Social Policy Research Unit</a>	Longitudinal study of ageing  A five-year research programme  Goals 1-10	Establish a nationally representative longitudinal study of factors that contribute to positive ageing in New Zealand	Work began on this <a href="#">study</a> , which follows 4,000 New Zealanders over five years in order to understand the ongoing factors that promote successful ageing, particularly in the areas of economic participation, social participation, intergenerational transfers and resilience and health.
<a href="#">Retirement Commission</a>	Employment of older workers  Goals 1, 9 & 10	Monitor the effectiveness of projects that encourage the employment of older workers	Together with the Human Rights Commission, the EEO Trust, Business New Zealand, the CTU and the Canterbury Employers' Chamber of Commerce we published <a href="#">Valuing Experience</a> : a practical guide to recruiting and retaining older workers
<a href="#">Retirement Commission</a> and <a href="#">Ministry of Social Development</a>	Financial abuse  Goal 1	Older people's financial rights and interests are protected	We launched a series called <a href="#">Talking Points</a> to help older people and their families discuss sensitive financial subjects. One of the Talking Points is on Financial Abuse.
<a href="#">Retirement Commission</a>	Financial literacy  Goal 1	Improve the financial literacy of older people	We continued to promote our publication <a href="#">Your Money in Retirement</a> . We ran communications campaigns in November 2009 and June 2010 focussing on New Zealanders 65 years and over, to provide relevant information for this age group and improve their financial knowledge.
<a href="#">Ministry of Social Development</a> Centre for Social Research and Evaluation	Future Services for Seniors Model evaluation	Provide feedback on the Services for Seniors Model to determine future roll-out of	We completed evaluation of the Services for Seniors Model. The evaluation found that intensive programmes like the Services for Seniors Model help clients with high needs and limited support or ability to self assist.

	Goal 1	services	
	Older New Zealanders living in relative hardship  Goal 1	Identify characteristics and needs of older people in relative material hardship, to explore the extent of existing services and identify key areas for future policy and service development	We completed research on older people living in relative material hardship and have suggested that one priority in addressing hardship is in raising awareness of services and supports available to older people and their families
	Turning 65: Reflecting Back – employment experiences and plans for the future  Goal 9	Provide information about how and why older New Zealanders make particular decisions about workforce participation, withdrawal and the barriers that prohibit their involvement in paid work	We surveyed over 1700 people turning 65 to provide information on what motivates older people to continue in paid work or retire from it. We published two research reports <a href="#">To work or not to work</a> and <a href="#">Maturity Matters</a> which give nationally representative information on motivations, barriers and enablers for working.
<a href="#">Ministry of Social Development</a> Family and Community Services	Campaign for Action on Family Violence  Goals 5 & 8	People change the way they think and act about violence in families in relation to older people	Six community projects relating to protecting older people and raising awareness of elder abuse received funding from round 4 of the Community Action Fund. We produced <a href="#">Take the Time...Value Older People</a> in consultation with Age Concern New Zealand to encourage people to think about how life is for older people, to listen to them and respect their wishes. A <a href="#">poster</a> aimed at Pacific audiences, developed in partnership with TOA Pacific Inc., was launched at the same time.

	EANP (Elder Abuse and Neglect Prevention) services  Goals 5 & 8	Older people, their families and carers have access to information and services to prevent elder abuse and neglect	We continued to fund, support and monitor 24 non-government agencies to deliver <a href="#">EANP</a> services in their communities. We also funded a National EANP Coordinator who works with all providers to promote consistency and best practice.
	Heartland Services  Goal 7	Older people in rural and provincial areas have easy access to government services	<a href="#">Heartland Service Centres</a> responded to the needs of their local communities by providing links to both government agencies and NGOs. Heartland co-ordinators have been involved in seeking agencies to provide services required by older people.
	SAGES (older people as mentors)  Goals 8 & 10	Older people use their skills and experiences in their communities to help families and people in need	We continued to fund and monitor the 17 <a href="#">SAGES</a> services throughout the country. SAGES is a community-based mentoring programme where older New Zealanders share their life experiences and knowledge to help families and individuals in their community.
<a href="#">Ministry of Social Development</a> Office for the Community and Voluntary Sector	Promoting Generosity  Goal 10	Encourage giving in all its forms to communities: giving of time, money, in-kind and through acts of generosity	We established the <a href="#">Generosity Hub</a> that includes representatives from business, philanthropy, voluntary, community and government to promote the giving of time, money and acts of generosity in-kind to the community. Projects have included payroll giving to encourage donations to charities and <a href="#">research</a> on how New Zealanders give, which shows that many older people are volunteers.

<a href="#">Ministry of Social Development</a> Office for Disability Issues	New Zealand Disability Strategy reporting framework  Goals 2, 5 & 10	Improve reporting against the New Zealand Disability Strategy	We intended to develop a framework by December 2008 for longer-term planning and reporting against the <a href="#">New Zealand Disability Strategy</a> , including disability supports for older people with disabilities. This will now be done as part of the <a href="#">Ministerial Committee on Disability Issues' Disability Action Plan</a> which sets out three priorities for government to actively implement the <a href="#">UN convention of the Rights of Persons with Disabilities</a> .
<a href="#">Ministry of Social Development</a> Office for Senior Citizens	Amendments to the enduring powers of attorney legislation  Goal 5	Older people's rights and interests are protected	Changes to part 9 of the Protection of Personal and Property Rights Act 1988, relating to <a href="#">enduring powers of attorney</a> , came into effect on 26 September 2008 to provide better protections for older people requiring an attorney to act on their behalf.
	Home equity release schemes  Goal 5	Older people's financial rights and interests are protected	We published a voluntary <a href="#">Code of Practice</a> for Home Equity Release schemes in September 2008 to set guidelines for the industry and provide protections for older people considering drawing on the equity in their homes.
<a href="#">Ministry of Social Development</a> Older People's and International Policy	Elder abuse and neglect  Goals 5 & 8	Older people receive increased support and advice to prevent elder abuse and neglect	We presented, jointly with Age Concern New Zealand, a proposed plan of action to respond to elder abuse and neglect to the Family Violence Taskforce and reported on progress at the meeting in September 2010.
	Population ageing  Goals 1–10	Assess the sustainability and adequacy of current policy taking into account the implications of population ageing	Our Business of Ageing project seeks to change attitudes through highlighting the contributions of older people to the New Zealand economy. We commissioned research that focuses on the projected economic contribution of older New Zealanders over the next 40 years. Information from this research has been used in Ministerial speeches and to inform business and others about the value of older people's participation.

	Portability of New Zealand Superannuation  Goal 1	Older people are able to retire in the country of their choice	Legislation to amend general portability rules to enable older people to retire in the country of their choice was enacted and new portability rules implemented on 5 January 2010.
	Social Security Agreements  Goal 1	Implement new social security agreements	International negotiations on the social security agreements continued to progress.
<a href="#">Ministry of Social Development</a> Senior Services and Older People's and International Policy	SuperGold Card  Goals 1 & 10	Older people have access to business discounts and services and public sector concessions	We continued to work with businesses to become <a href="#">SuperGold Card</a> business partners providing older New Zealanders with a wide range of discounts and concessions throughout the country. We increased the number of participating business and discounts available to cardholders from 873 in July 2008 to 1,212 businesses, represented by 5,293 business outlets as at June 2010.
<a href="#">Ministry of Social Development</a> Senior Services and Older People's Policy and Office for Senior Citizens	Transformation of services for seniors  Goals 1, 2, 3, 4, 5 & 7	Transform services for seniors to tailor services to meet the needs of current and future seniors cohorts	In August 2009 Senior Services merged the <a href="#">Community Services Card</a> , <a href="#">SuperGold Card</a> , <a href="#">Residential Care Subsidy Unit</a> , <a href="#">International Services</a> and <a href="#">Veteran's Pensions</a> into a new structure comprising of a Seniors Support Centre in Wellington, Specialised Processing Services in Wellington and Whangarei and, the Service Development and Support in Wellington.  In March 2010 the transfer of administration of NZS from Work and Income to Senior Services was completed.  We launched the <a href="#">Seniors</a> website featuring an ' <a href="#">Ask a Question</a> ' tool so that clients can receive specific responses about MSD information and services for seniors. Since April 2010 clients have been able to apply online for their New Zealand Superannuation and check eligibility to entitlements using the online eligibility tool.



<a href="#">Ministry of Social Development</a> Senior Services	Employment for older people	Older people are supported with employment choices	We provided employment links to work on the <a href="#">Seniors</a> website.
	Goals 8, 9 & 10		
	Secure and adequate income for older people	Full and correct entitlements for older people	We improved communications and service delivery practice for the Living Alone Payment for older clients. We carried out home visits where required and our Local Services Managers liaised with other agencies to promote joint services for clients in need.
	Goal 1		
<a href="#">Ministry of Social Development</a> Working Age People's Policy <i>and</i> Ministry of Health <i>and</i> Department of Labour <i>and</i> Accident Compensation Corporation	The New Zealand Carers' Strategy	Improve support for family and other informal carers through the national Carers' Strategy	We developed a health and wellbeing programme for carers and also published an information <a href="#">Guide for Carers</a> . We developed outreach events and new publications to promote access to financial support for people with significant caring responsibilities. This will contribute to the wellbeing of older carers and older people's carers.
<a href="#">Ministry of Social Development</a> Work and Income Auckland	Accessing transport	Older people have access to information on alternative transport options	We promoted affordable transport options for older people at a local level.
	Goal 4		
	Affordable housing	Older people are better informed of their entitlements and options for affordable housing	<a href="#">Housing New Zealand</a> (HNZ) staff have been based in central Auckland service centres to provide information to New Zealand Superannuation clients on affordable housing options and to take applications for HNZ housing.
	Goal 3		

	Services to older people Goal 7	Older people not living in central locations have access to information and services	We visited public libraries, the RSA and rest homes in eastern and central Auckland to provide information about work and income assistance, to give advice and check documents.
<a href="#">Ministry of Social Development</a> Work and Income Bay of Plenty	Services to seniors Goals 1, 2, 3, 4, 5 & 10	Older people receive their full and correct entitlements	A survey of senior clients was carried out from the Te Puke office to check Accommodation Supplement entitlements. The survey found that the majority of clients were receiving appropriate entitlements
<a href="#">Ministry of Social Development</a> Work and Income Canterbury	Accessible information for older people Goals 1 & 5	Maintain good networks with older people's organisations in the community	Each month at our Papanui office, the central hub for Christchurch Senior Services, we displayed community information on services in the region and opportunities for older people to participate in the community.
	Community education Goals 1, 5 & 7	Older clients in the community access information and services	We gave presentations on <a href="#">Work and Income</a> entitlements and services to older clients at six Christchurch City Council housing complexes.
	Warmer Homes project Goals 2 & 5	Older people in the region have warmer homes	We worked with the Bishopdale Rotary Club to ask New Zealand Superannuation clients whether they were in need of assistance to insulate or make their homes warmer for winter. We then worked with Community Energy Action to ensure work was completed
<a href="#">Ministry of Social Development</a> Work and Income Central	Elder abuse and neglect prevention Goal 5	Staff can recognise and respond to elder abuse and neglect issues, and older clients are more aware of elder abuse and neglect issues and the services available to them	We held a workshop with staff to raise awareness of elder abuse and neglect and developed a process to refer suspected cases of abuse to elder abuse service providers.

<a href="#">Ministry of Social Development</a> Work and Income East Coast	Employment opportunities for older people  Goal 9	Older people are supported to find employment and are aware of employment opportunities	We provided links to work on the <a href="#">Seniors</a> website.
<a href="#">Ministry of Social Development</a> Work and Income Nelson, Marlborough and West Coast	New Zealand Superannuation clients caring for children  Goals 1, 6, 8 & 10	Older people who have full-time care of children know about and have access to integrated co-ordinated services	We identified 40 New Zealand Superannuation clients with children in their care and provided them with information to assist them to access their full entitlements
	Retirement seminars  Goals 1, 5 & 10	Older people have information to make informed choices for their retirement	In addition to the Ministry of Social Development led expos held in our communities we supported the Marlborough District Council with media releases on seniors information.
	Working with health providers  Goals 2 & 7	Continue to strengthen relationships with health providers to share knowledge about each other's services to improve older people's health and wellbeing	Our Local Health and Disability Coordinator met regularly with health professionals to discuss Work and Income services and entitlements which may be relevant to older people, such as assistance for medical alarms and Disability Allowance.
<a href="#">Ministry of Social Development</a> Work and Income Northland and Age Concern Whangarei	Eliminating family violence  Goal 5	Older people remain in their homes in a safe environment	We held a workshop with staff to raise awareness of elder abuse and neglect and developed a process to refer suspected cases of abuse to elder abuse service providers.

<a href="#">Ministry of Social Development</a> Work and Income Southern	Full and correct entitlement  Goal 1	Review income support provided to ensure clients are receiving payments appropriate to their circumstances	Our Dunedin office was part of a programme testing how to deliver enhanced services targeted at older clients with high levels of need. This included making home visits where necessary.
<a href="#">Ministry of Social Development</a> Work and Income Taranaki, King country and Wanganui	Services for older people  Goals 1, 5 & 10	Older people in the community access information about available assistance and services	We held a Positive Ageing Expo in the South Taranaki District that included more than 45 stallholders from surrounding community agencies.
<a href="#">Ministry of Social Development</a> Work and Income Waikato and Age Concern Hamilton	Older people's expertise adding value to their rural community  Goals 7, 8, 9 & 10	Older people's knowledge, skills and experience are recognised in rural communities	Our process to establish a <a href="#">Community Link</a> involved significant consultation with local community services and senior citizens groups.
<a href="#">Ministry of Social Development</a> Work and Income Wellington	Affordable housing  Goal 3	Older people are better informed of their entitlements and options for affordable housing	We liaised with <a href="#">Housing New Zealand</a> case managers and <a href="#">Hutt City Council</a> Urbanplus to ensure older clients were adequately housed.
	Income  Goal 1	Older people are informed about Work and Income services	We worked with Lower <a href="#">Hutt City Council</a> to promote Senior Services through working groups and public meetings.
	Keeping safe  Goal 5	Older people are more aware of services that keep them safe at home and in the community	We regularly updated our notice boards and pamphlet stands in our waiting areas with new information about organisations that help keep older people safe in their communities.
<a href="#">Sport and Recreation New Zealand (SPARC)</a>	Active New Zealand	Develop a profile of older New Zealanders'	We completed and analysed a profile of older adult <a href="#">New Zealanders participating in sport and recreation</a> and will use this information to consider future initiatives.

	survey Goal 2	participation in sport and physical recreation	
<a href="#">State Services Commission</a>	Employee engagement Goal 9	State Services agencies are positive, inclusive workplaces that meet the needs and expectations of older staff	We encouraged government agencies participating in <a href="#">engagement</a> surveys to use the results to determine the profile of older public servants and to develop actions plans for managers and employees to build engagement. In 2009, 21 agencies used the Q12 survey tool to measure engagement for their staff.
<a href="#">Statistics New Zealand</a>	Labour force participation of older people in New Zealand Goal 9	Improve the statistics on the older population and population ageing	We published a report on the <a href="#">labour force participation of those aged 65</a> years and over. This report examines the recent trends in the labour force participation.
	New Zealand Income Survey and Household Economic Survey Goal 1	Monitor living standards for all people including older people	We released New Zealand Income Survey data on the Statistics New Zealand website on 9 October 2008 and 8 October 2009, providing up to date information on the weekly income of individuals. The data can be broken down by age, sex, source of income and other variables to provide reliable data on older peoples' income. <a href="#">2008</a> <a href="#">2009</a>  We released Household Economic Survey (Income) data on the Statistics New Zealand website on 28 November 2008 and 26 November 2009, providing up to date information on household income and expenditure on housing costs, food, clothing and other items. The data can be broken down by age, sex, region and other variables to provide reliable data on older peoples' housing costs and other expenditure. <a href="#">2008</a> <a href="#">2009</a>

<a href="#">Te Puni Kōkiri</a>	By Māori for Māori service delivery to older people  Goal 6	Increase the number of quality services that are designed and delivered by Māori and for Māori	Māori service providers continued to develop a range of services for older people and these included providing a range of health services, respite care, arranging home help and organising social events.
	Special Housing Action Zones (SHAZ) projects  Goals 3,5,6 & 7	Contribute to resolving housing needs for older Māori and promote the development of Kaumātua housing	Three Māori organisations received capacity assistance to manage and co-ordinate insulation to Māori homes, particularly kuia/kaumātua homes in tribal locations.  Special Housing Action Zone funding contributed to projects by Mangatawa Papamoia Inc. (Tauranga) to construct 10 kaumātua units as the first stage of the Papakainga development of 30 homes, and by Pukaki Ahu Whenua Trust (Mangere) to construct six kaumātua houses.
<a href="#">Ministry of Transport</a>	SuperGold Card public transport  Goal 4	Public transport is more accessible and affordable for older people	All regional councils have joined the initiative since October 2008. In 2009/2010, over 9 million trips were taken using the SuperGold Card scheme. To ensure the initiative is sustainable we undertook a <a href="#">review</a> of scheme.
<a href="#">The Treasury</a>	Statement of Long-term Fiscal Position  Goals 1 & 2	Increase the quality of public information and understanding about the long-term consequence of spending and revenue decisions and assist government in making fiscally-sound decisions	We produced a report – <a href="#">Challenges and Choices: New Zealand's Long-term Fiscal Statement</a> . This report provided information on the Government's capacity to meet increased expenditure as well as tax and health expenditure forecasts, which will enable the impact of population ageing to be considered in long-term policy development.
<a href="#">Veterans' Affairs New Zealand (VANZ)</a>	Commemorations  Goals 8 & 10	The community is aware of the contribution made by war veterans to New Zealand as a nation	We provided approximately \$280,000 for 152 veterans to attend <a href="#">commemorations</a> of battles or events, and funding to assist groups to hold reunions. We also funded and supported 22 veterans to travel as part of the official New Zealand contingent attending the 95th anniversary Anzac Day commemorations in Gallipoli in 2010.

<a href="#">Ministry of Women's Affairs</a>	Contribution to central government policies  Goal 1	Older people's needs are considered in policy development	We provided input on retirement income policies for women by having representation on the officials group set up for the Retirement Commissioner's review of retirement income, and contributing to the research stocktake on retirement income issues for women. We were represented on the governance group to monitor implementation of the Carers' Strategy and Action Plan 2008.
	Review of the Action Plan for New Zealand Women  Goals 1–10	Needs of older women are adequately considered in the Action Plan for New Zealand Women	We reviewed the <a href="#">Action Plan for New Zealand Women</a> ; identified progress in all 34 areas outlined in the plan and adopted a new goal and priority for New Zealand Women.