

# ANNUAL IMPACT REPORT

## 2022-2023



Serving the needs of older people

# Introduction / Kupu Whakataki



## MESSAGE FROM THE MANAGER

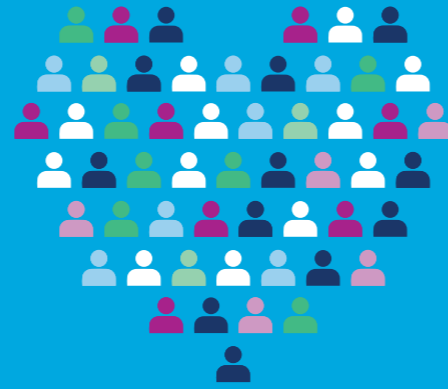
**Kia Ora**

As we mark the end of another financial year, it's been heartening yet again to look back and reflect on the positive impact that our mahi/work continues to have. We've had such positive feedback this year from clients, members and organisations that we work alongside, and that's down to the amazing team of staff and volunteers and their commitment to older adults across the region.

Personally, as I marked five years as Manager, I was very proud of the way we came through Covid during 2022, and were able to support older adults as they navigated their way back to social connection, events and activities.

I'd like to thank all our generous funders, members and supporters who've helped us continue to grow our services and reach, which in turn helps us make the region a great place to age.

Ngā mihi nui **Caroline Budge**



Nelson Tasman is a great place to live. Together we can make it a region that is also **a great place to age!**



# ABOUT US / Mō Matou

**We love bringing people together to connect, share stories and laugh.**

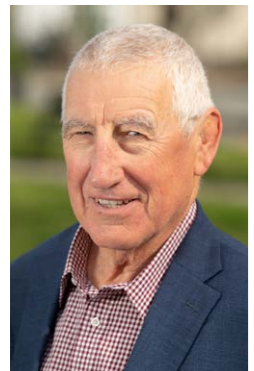
Our agency has two main streams: social connection; and care and advice, and within these we offer many services. Our vision is that all older people live a meaningful life in an inclusive society, and we greatly enjoy providing opportunities for older people to maximise their quality of life.

Age Concern Nelson Tasman is a registered charity, established in 1976 to provide support, advice, and advocacy to people over the age of 65. Over the years our services have evolved and expanded into a thriving agency with eleven dedicated staff.

2022-23 has been a year of growth. The demand for our core services of elder abuse response, visiting service, carer relief, Care & Repair, driving workshops and social activities

have all grown and our Nelson office has become a vibrant dynamic hub full of events, laughter, and connections. We have appointed a Nelson Office Coordinator to provide a friendly welcome and manage this growth. Our rural reach has extended, with the introduction of Tea & Talk in Pakawau and driving workshops running in several rural townships. We have continued to have a clinic in Motueka every fortnight and visit Golden Bay roughly every six weeks. In response to an identified need we have introduced cooking classes which have become incredibly popular and greatly valued by those attending.

We are incredibly proud of the wide range of professional and highly meaningful work we do in the Nelson Tasman community to support older people having a life full of opportunity and free from harm.



## MESSAGE FROM THE CHAIR

Ngā mihi nui. It's difficult to comprehend how a microscopic creature like Covid could be so disruptive to our day-to-day functioning – personally and the organisation. However, now it's under control, we're in full swing working towards our mission: To create connections and promote wellbeing, rights, respect and dignity with older people in our region. This report offers a brief overview of our happenings in 2022-23 and while numbers tell part of the story, the critical part is making a difference in people's lives. It's pleasing to note that the 'formal' reviews, personal feedback and unsolicited 'stories' that filter back to the office suggest we're being true to our mission.

Becoming a reputable organisation requires having well-qualified staff who situate their work in the reality of people's needs. Thank you for your compassion and commitment. But for the staff to continually perform at the 'top of their game' they must be empowered, trusted and know their endeavours are valued. This task belongs to Caroline Budge, our admirable Manager. Beyond her managerial skills which are highly valued, she is constantly exploring ways for Age Concern to connect with even more 'older' people in the region. For this to happen Caroline and the staff require and receive the genuine support of a competent and committed Board.

What occurs under the umbrella of ACNT is made possible because of the generous financial support from our many funders (listed in the report). Of course some of our programmes require volunteers. Thank you to the many people who unselfishly give of their time to support ACNT. We are also very grateful for the increasing number of donations and bequeaths we receive. These sources of support coupled with prudent management means ACNT is in a position that allows us to continue enriching the wellbeing and lifestyles of many people in Nelson Tasman.

Hei konei rā. **Bevan C Grant - Chairperson**



# It's about staying connected

**Helping build friendships and community connections** is at the heart of all of our mahi (work).

Being socially connected is incredibly beneficial for a person's physical and mental health and at Age Concern we have achieved this in many ways:

- Our visiting service has facilitated wonderful friendships for **104** people.
- Eight Tea & Talks across the region provided weekly, or in some cases monthly, social contact for more than **100** people.
- Sing Yourself Well and SpinPoi improved the health and wellbeing of **48** and **22** people respectively.
- Wellby has reached over **558** people through **61** Talking Cafes with one new location in Golden Bay starting during the year. **95** people trained as Community Signposters at **14** training sessions. There are over **300** people trained to signpost and use the Found directory.
- International Day of the Older Person was celebrated by over **120** members.
- The Volunteer Expo and Nelson Connects reached hundreds of people and brought several new volunteers to the agency.
- Our Summer Activities programme gave **171** people the opportunity to try a new activity.
- Our Cooking Classes were introduced in August 2022 and have been an overwhelming success providing new skills and social connections to **42** people.



**Cooking**  
 "Great learning simple, healthy quick meals for one plus social contact – amazing."



# Here with a **helping hand**

The second strand to our services is providing care and advice to older people to ensure they are safe from harm and able to gain the help and support they need to live the life of their choice:

- We listened to and supported **107** people reporting elder abuse. There has been a sharp increase in the complexity of these cases.
- We also assisted **21** people who were living in self-neglect situations.
- **165** older drivers benefited from our Staying Safe and **46** from our CarFit driving workshops. **51** people gained an insight into staying independent via our Life Without a Car courses.
- We completed **338** Total Mobility Scheme assessments to allow people access to reduced taxi fares and there are now **1906** active registrations.
- Over **34** families received valuable respite via our Carer Relief service from **25** volunteers, allowing them some time out knowing their loved one was well looked after.
- We introduced a shopping service and **4** shopping volunteers provided weekly trips to the supermarket for **5** clients.
- Over **90** people benefited from our winter warmth and Xmas care packages.
- Care & Repair has grown exponentially, and we had **321** people utilise this service with numbers being relatively evenly split across gardening, cleaning/home support and handy person.
- We ran one Living Well course – an eight-week course which focused on the different components of wellbeing such as wellbeing, movement, sleep, eating, etc. It was attended by **19** people.



**Staying Safe**  
"Excellent course – a must do for people in our age group."



**Care and Repair**  
"The support we have received through care and repair providers has meant we have been able to stay in our own home rather than move."



**Elder Abuse Response**  
"Outstanding support from Age Concern. What an amazing service to the community. The guidance given has helped us to move forward."

# Working for you



Dignity



Wellbeing



Equity



Respect

**Age Concern Nelson Tasman truly consists of a group** amazing volunteers and hard-working staff who strive to improve the quality of life of older people in our region.

## Volunteers

So much of what we do would not be possible without our volunteers. They help deliver some of our core services such as the visiting service, carer relief, hosting Tea & Talks, rickshaw riders and drivers. While Age Concern could not function without them, our volunteers tell us they get an enormous amount of satisfaction through their roles – it helps add to their sense of social connection and being part of a community.

Over the past year we have had **163** volunteers across all our services. **52** volunteers are over the age of **70** and the oldest volunteer is **90!** Several volunteers have more than one role in the agency. Breakdown per service is:

- **114** volunteers across our visiting service, shopping and phone a friend
- **22** Tea & Talk hosts across the region from Nelson to Golden Bay
- **13** Rickshaw Riders
- **8** Drivers to Tea & Talk and special events

From the very bottom of our heart would like to say

**THANK YOU SO VERY MUCH!**



Volunteers Wendy, Barbara & Pat.

### Volunteering

“I find volunteering an uplifting experience and knowing that I can use skills/past-experience to the benefit of my clients. I am surprised by how much I get from it. I hadn't expected it to be so equal. I'm the lucky one! I believe volunteering has given me a sense of happiness and a feel-good role in the community. It keeps me mentally stimulated.”

## Members

Age Concern exists for the benefit of our **791** members and all those utilising our services. Over the course of any year there are nearly **1000** older adults associated with Age Concern.

We thank you very much for your support and have greatly appreciated the opportunity to add value to your life.

# Working for you

## Staff

We now have a very dedicated team of 11: a full-time Manager, two Elder Abuse/Neglect Response advisors, two Social Workers who deliver our Visitor Service and Carer Relief Service, a Funding and Communications Officer, a Community Support Coordinator, a Social Connection and Project Coordinator, a Giving and Donor Relations Coordinator, a Richmond Office Administration and a Nelson Office Coordinator. We are fortunate in having a stable staff base with most of our staff being long term. In the past year we have welcomed Liz Gillespie as Office Administrator and Megan Cole as Nelson Office Coordinator.

Staff from left to right: Caroline Budge, Megan Cole, Liz Gillespie, Marnie Brown, Kate Millar, Susan Arrowsmith, Jackie MacIntyre, Miriam Clark, Joleen McEvoy, Ruth Collingham, Mal Drummond.



## Board

We are very fortunate at Age Concern Nelson Tasman to have the support and input of a wonderful Board, expertly chaired by Bevan Grant. They fully support our kaupapa and our work and are there to provide help and support if we need it. Thank you—we really appreciate all you do!

The Board comprises: Bevan Grant (Chairperson), Lester Oakes (vice-chair), Dave Ashcroft (Treasurer) and Rev Harvey Ruru (Kaumatua), Sharon Blackbeard, Rev Charles Tyrell, and Lynley Lee (Secretary).

# Just in Case

**In June 2023 we launched a fundraising campaign to help older adults prepare for future emergencies.** Our 'Just in Case' Emergency Kits campaign aims to equip older adults with a special emergency bag that can be used in the event of flooding, earthquakes, etc.

We introduced these kits because recent regional and national emergencies highlighted the need to be prepared. The impact of emergencies can be worse on older adults, and we identified a number of people who could benefit from the bags.

Each bag contains the usual emergency gear such as a torch, whistle, first aid kit, blanket, etc. However, we've also included items specifically for older adults such as easy-to-prepare meals and drinks, medication packs and a small gas cooker. The idea is to provide people with enough to help them get through the immediate challenges of any emergency situation, and they're useable both in the home and as a grab bag in case of evacuation.

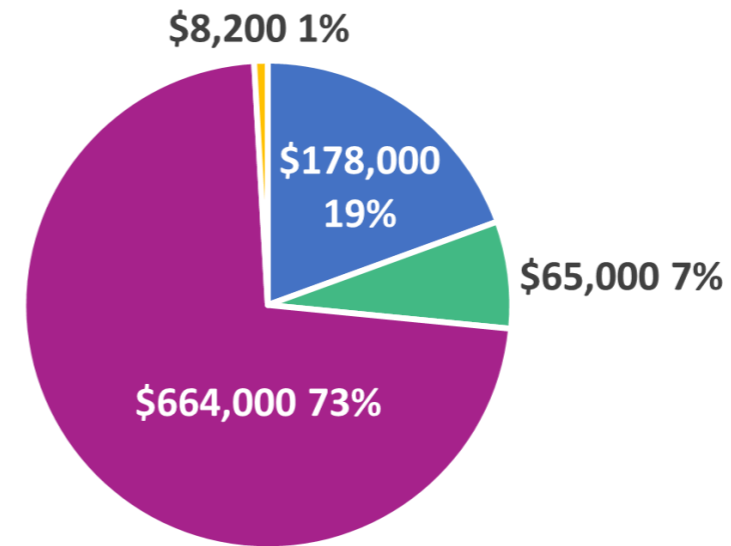
Each kit costs **\$250** to put together and once they have been created, we hand them over to people we have identified as benefitting from them. As part of the campaign, staff from Age Concern works with people to help them make safety plans in the case of an emergency.



Jo Kent/Waimea Weekly

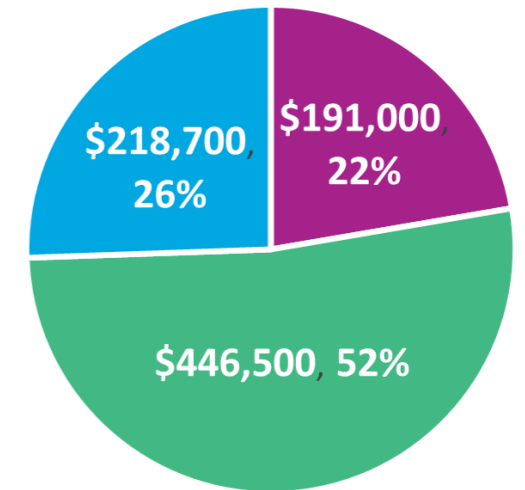
# Financial report

## Income 22-23



■ Bequests ■ Membership & Donations  
■ Contracts & Grants ■ Interest

## Expenses 22-23



■ Service Delivery  
■ Employee & Volunteer expenses  
■ Other Expenses

Full copies of our financial audit and Performance Report for 22-23 are available separately. Highlights are:

- Operating revenue: **\$915,910**
- Operating expenses: **\$856,667**
- Net Surplus for year: **\$59,242**
- Total assets: **\$509,787**
- Net assets: **\$418,450**
- Total Equity: **\$418,450**

We would like to thank and acknowledge **all our supporters.**



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**Health New Zealand**  
Nelson Marlborough

**Nelson City Council**  
te kaunihera o whakatū



**Frimley Foundation**

**McKee Trust**

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