

**Contract No: CN329833**  
**Period ended : 20/07/2021**

## Outcome Report

***How many clients, if applicable, have been supported with the additional funding? Please explain and if possible provide further details of how the funding was used.***

The pandemic hurled us into an unknown and uncharted territory, resulting in an increase uptake of our services and also an increase in the number of services offered by us. The various stages of Alerts resulted in us maintaining our existing as well as the new services we introduced.

This fund helped us in recruiting staff to support the critical Administrative tasks freeing the more experienced staff to oversee and support new projects that were initiated. Also the additional funding helped us in training our Senior Programme Coordinator (Community) qualifying as a registered social worker through the experience pathway. But for this funding we would not have been able to handle the increased volume of **abuse / perceived abuse** cases that were coming through as well as the increased demand on our services. This fund further helped us in creating a strong platform from where we could connect the community with the services and products that were being provided by the Government and Non government agencies working in the field of Social.

We give below in brief the initiative implemented by us during the quarter ended June 30 2021.

- Increased the hours of the part time staff as well as the hourly rate to help the social work team to respond to queries from seniors and their families. The new staff helps with Advocacy/ Community Connect services, as well as assists the registered social worker with **EARS** admin work.
- Assisting our Senior Program Coordinator (Community) to move towards obtaining **Social Work Registration** through the **experience pathway**. The funding helped us in getting a back up staff to free up 15 hours a week for our Senior Programme Coordinator to pursue the experience pathway course.
- Conducted workshops/talk shows on COVID vaccination by health professionals to more than 400 seniors across Auckland. We further arranged for COVID vaccination bookings and transported about 200 seniors to the vaccination stations.
- Helped us to plan and create awareness of Elder Abuse over the ethnic Radio reaching out to more than 5000 seniors across Auckland.
- The fund further helped in streamlining processes and reporting thereby freeing the General Managers time to work more directly with abuse related cases of seniors and their families

Recruitment of new staff helped us in improving our response to **EARS** by freeing up the registered social worker from Social support services, and Advocacy. Further the move of progressing one of our staff to a Registered Social Worker (experience pathway) has helped us to overcome the difficulty in recruiting culturally appropriate Registered Social Worker.

**The EARS call out has increased by about 100% compared to pre-COVID times. In the quarter ending June 2021 we have processed nearly 20 clients.**

This funding will help us in having 2 dedicated and culturally trained Registered Social Workers and one social support staff with effect from May 2021. It further releases the General Manager from wearing the hat of a Registered Social Worker to mentoring and reviewing the work done by the Social workers. This funding further helped us in transitioning the seniors, providing advocacy and connecting them with other community organisations.

During the COVID pandemic more than **1000\*** seniors and their families have used our services. Our Positive ageing programme saw an increase in new customer registrations. We introduced **Digital Services, Caring Caller service and Annapoorna - Indian Vegetarian Meals On Wheels** during COVID which have been used by more than **475\*** seniors. During COVID we have supported more than **150** seniors who had not used any of our services prior to the pandemic.

The introduction of the new services have further helped us in increasing our reach and creating a platform to build trust with our seniors and help in identifying and responding to issues of neglect and perceived abuse, as well as abuse.

**Note** - \* Is calculated on service used.

***What difference and/or opportunities did this funding provide for whānau and/or your service? An example would be "This funding allowed us to provide alternative triage methods for the assessment of COVID-19 symptoms during Alert Levels 4 and 3" Without this funding we would not have been able to support whānau in need without breaking the lockdown rules regarding "bubbles" that applied during these Alert Levels".***

The funding helped us in overcoming the challenge of increased workloads of the staff. As a result of the COVID pandemic during the lockdown, we initiated new services namely Digital Services, Caring Caller & Annapoorna - Indian Vegetarian Meals on Wheels service. All the three services were initiated to address the needs of the seniors resulting from the Pandemic.

**Digital Service:** The seniors were used to a face to face meeting and interaction, however this was restricted during the Alert levels 3 & 4. The seniors being one of the most vulnerable were reluctant to move out even during Alert level 2. Through our digital services we created groups, video talk shows, games and entertainment activities. This helped our seniors overcoming isolation and providing us a platform to disseminate information through the digital media. We continue to have this service and all seniors are welcome to join and take part. Currently about 15 seniors take part on a daily basis.

**Caring Caller:** During COVID alert levels 3 & 4 where our seniors could not move out comfortably, we initiated our Digital engagement service. However we realised that not all our seniors were comfortable with the internet and hence we came up with the **Caring Caller** service. Volunteers were identified, trained and were then allocated a certain group of seniors to interact. The volunteer would reach out over the phone once a week to check on the seniors. Feedback from the volunteers are collected by a staff and passed on to the social support staff to resolve. By this we were able to reach out to those seniors who were homebound and not internet friendly, engage with them and disseminate information to them. This service has since been modified and today calls are made to those seniors who are unable to come over to our centers and/or require to be called upon.

**Annapoorna Indian Vegetarian Meals on Wheels:** This service was implemented directly in response to the Lockdowns. Many seniors were unable to go out and purchase provisions and/or procure takeaways nor were they able to get a meal cooked due to absence of home support. This apart from seniors not being able to eat a healthy meal was also a cause of stress and despair. We initiated this project where healthy vegetarian meals would be prepared and delivered to seniors through Alert Level 3 and 4. We have cooked and delivered more than 6000 meals and satisfied more than 130 clients over the last one year

**COVID Vaccination Drive:** Apart from the above we conducted talk shows on **COVID Vaccination**, in all our 5 centers across Auckland which was overall attended by more than 400 seniors. The talks were given by health professionals and covered the importance of being vaccinated. The attendees were further informed of the process of getting vaccinated including booking of suitable dates and venues for getting vaccinated.

We further, with Pakuranga Pharmacy conducted a vaccination drive for a week in June where the seniors could get vaccinated. Our staff helped in scheduling and transporting the seniors from our various centers to the vaccination center. The seniors were provided with all information as well as refreshments and sent back home safely post vaccination.