

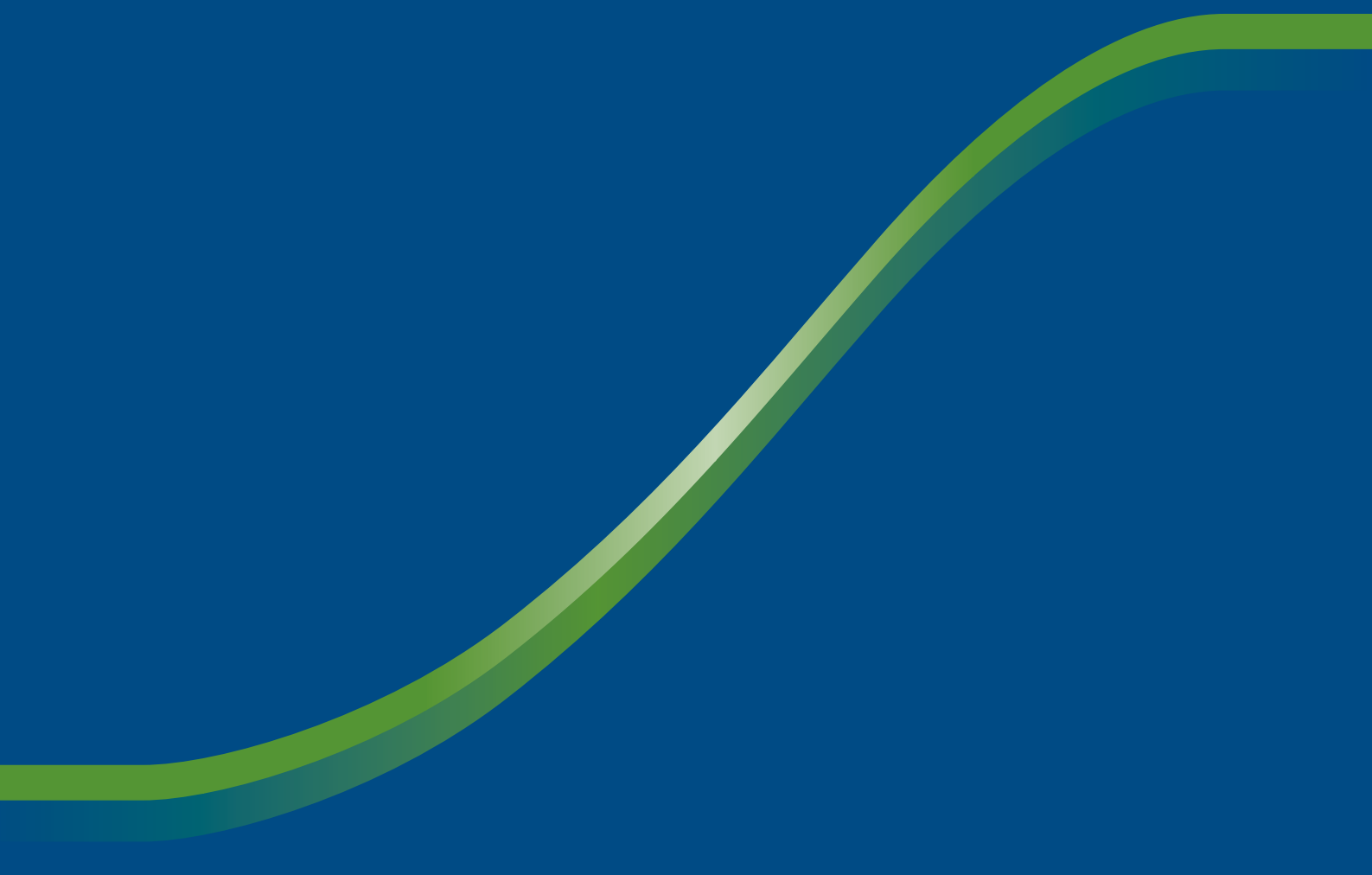


The New Zealand
Positive
Ageing
Strategy



Annual Report

1 July 2003 to 30 June 2004



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www.osc.govt.nz/strategy/

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Government action on the Positive Ageing Strategy: ANNUAL REPORT 2003/2004

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 ten goals for government action. The ten goals have the common aim of improving opportunities for older people and are wide ranging in their application. They include goals for safe and secure incomes, accessible services, personal growth and 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 key actions of the New Zealand Positive Ageing Strategy. Their contributions are co-ordinated through annual Positive Ageing Strategy Action Plans. In the third action plan, for the period 1 July 2003 to 30 June 2004, departments identified more than 150 work items contributing to the Strategy, across 36 government portfolios. A new action plan for 2004/2005 has been produced to continue the momentum for the next year.

This is a report on the action plan for 2003/2004. It sets out what progress has been achieved on the specific work items departments undertook from 1 July 2003 to 30 June 2004. In the report, achievements are recorded for each work item in the Action Plan 2003/2004. The following information for each work item is provided:

- project name and brief description
- objective(s) of the project
- relevance to the Positive Ageing Strategy
- measure of achieving the project objective
- achievements for 1 July 2003 to 30 June 2004.

Highlights of government action on the New Zealand Positive Ageing Strategy for 2003/2004 include:

- legislation to progressively remove asset testing from residential care introduced to Parliament
- guidelines for multidisciplinary, comprehensive and integrated assessment processes for older people and their carers developed and released publicly October 2003
- funding provided from the Housing Innovation Fund to three community groups specifically for 20 new housing units for older people
- Retirement Villages Act 2003 passed into legislation 30 October 2003
- University of Waikato and the Family Centre Social Policy Research Unit awarded research funding of \$4m over the next five years to study wellbeing and ageing.

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. People of all ages have positive attitudes to ageing and older people
8. Older people living in rural communities are not disadvantaged when accessing services
9. Elimination of ageism and the promotion of flexible work options
10. Increasing opportunities for personal growth and community participation.

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Positive Ageing Strategy Report 1 July 2003 to 30 June 2004

Thirty-six agencies at central, regional and local level have reported on a total of 152 work items for the New Zealand Positive Ageing Action Plan 2003/2004. This includes actions from central government, a local government authority and a crown entity. The work items are listed in alphabetical order according to agency.

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
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 can 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"> Initial planning undertaken for focus groups to identify the need and issues of ageing carers Further work on the project deferred until 2004/2005 due to funding constraints
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"> ACC claimants in pilot areas with a “fall” related claim referred to a health professional for a free fall-risk assessment and intervention as required Assessment processes evaluated following pilot of initiative 	<ul style="list-style-type: none"> Ongoing work with Ministry of Health on assessment guidelines completed by June 2004 Work continuing with Ministry of Health to evaluate international models for assessment
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 	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"> 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"> Community exercise programmes ongoing with 41 Tai Chi programmes developed in 15 areas nationwide July 2003 to June 2004 Proposals for evaluation received with evaluations due for completion July 2004 Otago exercise programme purchased and established in four sites by June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
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"> Programme making hip protectors available is ongoing Hip protector compliance demonstration sites established with 900 participants involved in 21 sites by June 2004 Contract signed for project evaluation to commence in the 2004/2005 year
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 	<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 10: <i>Increasing opportunity for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Factors that claimants and support people perceive as contributing to their injuries are identified 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"> Programme to improve older people’s knowledge and delivery of ACC and related services is ongoing Initial planning to identify the key factors in rehabilitation, injury prevention and service delivery completed for focus groups with claimants, support people, and advocacy groups Development of information packages on services and access to services deferred until feedback and reports from other programmes received
Accident Compensation Corporation	Intervention following wrist fractures in older people	<ul style="list-style-type: none"> Prevent further fractures in older people who have fractured their wrist 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Scoping paper is comprehensive and identifies the cost effectiveness of a range of interventions 	<ul style="list-style-type: none"> Scoping paper investigating cost effectiveness of bone density scans and other options to prevent further fractures in older people completed by June 2004 Findings concluded insufficient grounds for project to continue

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
Accident Compensation Corporation	Lifetime rehabilitation planning (LRP)	<ul style="list-style-type: none"> • Improve the rehabilitation of severely injured older people 	<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>	<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 ongoing ■ 16 lifetime rehabilitation plans developed for claimants over 65 years completed by June 2004
Accident Compensation Corporation	Older people's working group [ongoing]	<ul style="list-style-type: none"> • Share information within ACC on issues relating to ageing 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> • Working group informed the development of policy by providing strategic advice and oversight on issues relating to ageing 	<ul style="list-style-type: none"> ■ Older people's working group programme continued ■ Working group monitored quarterly progress against Positive Ageing Strategy actions July 2003 to June 2004
Accident Compensation Corporation	Rehabilitation pathway for fractured neck of femur (RPI)	<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>	<ul style="list-style-type: none"> • Rehabilitation experts and other reference groups consulted on evidence-based best practice • Rehabilitation pathways developed 	<ul style="list-style-type: none"> ■ Rehabilitation pathway programme for fractured neck of femur ongoing ■ Contract negotiated by June 2004 for research on effectiveness of a clinical pathway for fractures to the neck of femur for people aged 64 years and over
Accident Compensation Corporation	Residential rehabilitation and support options for older claimants	<ul style="list-style-type: none"> • Improve the rehabilitation of older people especially those with brain injuries 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p> <p>Goal 5: <i>Older people feel safe and can "age in place"</i></p>	<ul style="list-style-type: none"> • The extent of need for residential rehabilitation and support for older people with brain injuries established through data analysis • Findings from the scoping report informed service planning 	<ul style="list-style-type: none"> ■ Residential rehabilitation and support options for older claimants project is ongoing ■ Project plan for scoping report approved and report completed by June 2004 ■ Findings from report indicated that available options for residential care cater well for older people with brain injuries

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Accident Compensation Corporation	Response mechanism for multiple injuries	<ul style="list-style-type: none"> • Improve the response to claimants aged over 65 who experience multiple injuries 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Response mechanism is piloted and evaluated 	<ul style="list-style-type: none"> ■ Pilot site established June 2004 for specific intervention for people 65 and over who experience multiple injuries ■ Evaluation of the pilot intervention to be completed in 2004/2005 year
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 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i> Goal 5: <i>Older people feel secure and can “age in place”</i>	<ul style="list-style-type: none"> • Care packages reviewed to determine effectiveness • Additional care packages developed in response to recommendations 	<ul style="list-style-type: none"> ■ Review of home-based rehabilitation packages of care project ongoing ■ Review commenced in October 2003 with report completed July 2004 ■ Planning with General Practitioners commenced to assess the viability of using referrals to avoid unnecessary hospital admissions
Ministry of Agriculture and Forestry	Publicity material review	<ul style="list-style-type: none"> • Older people are represented as active and contributing members of the community 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> • Publications and service information that could include positive images of older people are identified 	<ul style="list-style-type: none"> ■ Photos featuring older people now available to be used in future publications

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Agriculture and Forestry	Review Human Resources policies and procedures [ongoing]	<ul style="list-style-type: none"> Human Resources policies and practices promote a positive attitude to ageing among staff 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Policies are updated as necessary to reflect Positive Ageing Strategy principles Positive feedback is received from staff on retirement and financial planning seminars Staff survey completed to verify “age” and this data is used to identify initiatives for the employment of older people 	<ul style="list-style-type: none"> Human Resources policies and procedures reviewed by June 2004 77 retirement planning seminars held from Whangarei to Invercargill July 2003 to June 2004 Three financial planning seminars held in Wellington and Christchurch June 2004 Report on a Wellbeing Initiatives Survey conducted in April 2003 with 609 employees responding Staff survey findings showed employer contribution to medical checks, healthcare and superannuation plans were most valuable to employees with subsidised flu vaccinations also important Results of age related survey showed 25% of MAF employees aged 50 years and over in April 2004 Inclusion of MAF supported eldercare or specific sick leave provisions for eldercare in human resources policies valued by some survey respondents
Archives New Zealand	Human Resources – family-friendly policy	<ul style="list-style-type: none"> Archives family-friendly policy is appropriate for all staff 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Updated family-friendly policy is positively received by staff 	<ul style="list-style-type: none"> Draft family-friendly policy developed and available to staff by 30 June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
<p>Department of Child, Youth & Family Services</p>	<p>Elder abuse and neglect prevention services</p>	<ul style="list-style-type: none"> • Provide funding for elder abuse and neglect prevention 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>	<ul style="list-style-type: none"> • Elder abuse and neglect prevention services respond to reported cases of elder abuse and neglect • Education programmes raise the awareness of elder abuse and neglect • Contracts require providers to submit accurate statistical data on a quarterly basis 	<ul style="list-style-type: none"> ■ Contracts negotiated for 22 elder abuse and neglect prevention services and delivery of education programmes by June 2004 ■ Quarterly reports on elder abuse and neglect prevention services and community education programmes received and used to inform the service model evaluation
<p>Ministry for Culture and Heritage</p>	<p>Establishment of an online Encyclopaedia of New Zealand</p>	<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"> • An Encyclopaedia of New Zealand is available online to the New Zealand public 	<ul style="list-style-type: none"> ■ Work well underway to establish online access to the first theme of the Encyclopaedia of New Zealand <i>People of New Zealand</i> to be launched on 20 October 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
Culture and Heritage	History group publications	<ul style="list-style-type: none"> Enhance the awareness and knowledge of war and social histories of New Zealand 	<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"> Awareness and knowledge of New Zealand history is enhanced through oral histories, advice, grants and seminars 	<ul style="list-style-type: none"> Veterans' oral history of the Italian campaign <i>A Fair Sort of Battering</i> published April 2004 <i>New Zealand and the Second World War – the People, the Battles and the Legacy</i> published April 2004 Two Culture and Heritage historians conducted a battlefield tour at Cassino for veterans May 2004 History group members discussed New Zealand history on the Good Morning programme on Television One at 11.20am every Thursday July 2003 to June 2004 Information currently being gathered from veterans of the D Day campaign and the Pacific campaign for further oral histories
Culture and Heritage	Human Resources – recruitment strategy and financial planning seminars	<ul style="list-style-type: none"> Reduce barriers to recruiting older people and assist staff with financial planning 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Financial planning seminars are received positively by Ministry staff Recruitment strategy review completed 	<ul style="list-style-type: none"> Financial planning seminars held and well received by staff A number of staff established financial plans for their retirement Recruitment strategy reviewed to remove any implicit ageism June 2004 Recruitment processes monitored to prevent discrimination on the basis of age, gender or ethnicity July 2003 to June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
Office for Disability Issues, Ministry of Social Development	Review of payments and support to family caregivers of people with disabilities	<ul style="list-style-type: none"> Disability sector, including older people, are consulted on government proposals for meeting the costs associated with family caregiving 	<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"> Government approved draft options as a basis for consultation Consultation with disability sector on draft options completed Recommendations to Cabinet are informed by consultation feedback 	<ul style="list-style-type: none"> Due to changes in the timeframe for this Review, these actions are scheduled for the 2004/2005 year
Ministry of Education	Enabling lifelong learning	<ul style="list-style-type: none"> Collect information about older people’s participation in tertiary education as part of an access and participation strategy 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Enrolment statistics include data on the number of enrolled students aged 65 years and over Enrolment statistics for tertiary providers indicate increased age and ethnic diversity in the student population 	<ul style="list-style-type: none"> Senior citizens participated in formal tertiary education in greater numbers than ever in 2003, with 4,633 students aged 65 or over, making up 1% of the total student population, compared with 542 (or 0.2%) in 1998 Adult and Community Education (ACE) was an important source of learning opportunities for senior citizens, with approximately 18,000 over the age of 60 participating in ACE through schools in 2003, making up almost 9% of learners in these programmes
Office of Ethnic Affairs, Department of Internal Affairs	Ethnic Perspective Framework	<ul style="list-style-type: none"> Government agencies use the Ethnic Perspective Framework and guidelines to develop relevant policy and services for older ethnic people 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Government agencies use the Ethnic Perspective Framework to develop policy 	<ul style="list-style-type: none"> Ten ethnic perspectives presentations made July 2003 to June 2004 Ten government agencies committed to developing ethnic responsiveness plans by June 2004

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
New Zealand Fire Service Commission	Fire Safety Programme for frail and disabled older people living in private homes	<ul style="list-style-type: none"> • Reduce fire hazards in private homes to improve the safety of older people 	<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"> • Consultation with key groups informs the development of an intervention programme trialled in a specified region to provide an information database • Database records specialist intervention to inform support and follow-up services 	<ul style="list-style-type: none"> ■ Fire Safety Ambassadors for Te Kotahitanga trained and provided advice to mitigate potential fire hazards in private homes during the reporting period ■ Falls and Fire Prevention pilots targeting older people 65 plus completed in specific fire regions by June 2003 ■ Database established by June 2003 to record specialist interventions, follow up and ongoing support
New Zealand Fire Service Commission	Neighbourhood Support (Fire Safety) Programme	<ul style="list-style-type: none"> • Increase older people’s awareness of security as a fire safety issue 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Neighbourhood Support (Fire Safety) Programme co-ordinators are appointed and trained to advise older people in a target area on maintaining personal security alongside fire safety 	<ul style="list-style-type: none"> ■ In partnership with Neighbourhood Support and older people’s organisations Fire Wise programmes were delivered at older people’s meetings July 2003 to June 2004
Ministry of Foreign Affairs and Trade	Implementation of New Zealand’s international human rights obligations	<ul style="list-style-type: none"> • Implement New Zealand’s international human rights obligations relating to older women 	<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"> • New Zealand report on the Convention for the Elimination of Discrimination Against Women (CEDAW) making specific reference to older women is positively received at the United Nations 	<ul style="list-style-type: none"> ■ New Zealand presented the Convention for the Elimination of Discrimination Against Women (CEDAW) report to the United Nations on 14 July 2003 ■ The United Nations Committee received the report and welcomed New Zealand’s recognition of the various needs of its ageing population, and the development of policies to address those needs
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 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Analysis of the trial is used to develop community support services for older people as an alternative to residential care 	<ul style="list-style-type: none"> ■ Collection of data for evaluation commenced October 2003 from three ageing in place community initiatives in Hamilton, Lower Hutt and Christchurch

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
Health	Assessment processes for older people	<ul style="list-style-type: none"> • Multidisciplinary, comprehensive, integrated assessment processes are available for older people and their carers 	<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"> • National evidence-based guidelines lead to more consistent assessment processes and are incorporated into the Nationwide Service Framework 	<ul style="list-style-type: none"> ■ Guidelines for multidisciplinary, comprehensive and integrated assessment processes for older people and their carers developed and released to the public October 2003 ■ Guidelines Steering group established March 2004 ■ Project plan for implementation of recommendations finalised March 2004
Health	Dementia care	<ul style="list-style-type: none"> • Improve the quality and safety of care for older people who have dementia 	<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"> • Dementia-specific residential care standards comply with safety standards and reflect quality practices • Families of older people with dementia are involved in planning and provision of care • Audit processes for all aged care services identify providers who do not meet dementia-specific residential care standards 	<ul style="list-style-type: none"> ■ Development of the Residential Care Dementia Standard commenced by Standards New Zealand ■ Residential Care Dementia Standard due to be published January 2005 ■ Community Dementia Care Standard to be published March 2005 ■ Work underway for brochure on dementia care for people with dementia and their families

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Health	Development of a national service framework for organised stroke services	<ul style="list-style-type: none"> • Introduce a national service framework for organised stroke services 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Life after Stroke Guidelines and a national specification for organised stroke services are used by District Health Boards and providers 	<ul style="list-style-type: none"> ■ Life after Stroke Guidelines published and available on the Stroke Foundation website ■ Guidelines sent to District Health Boards and other key stakeholders by June 2004 ■ Non-mandatory service specifications developed and included in the appendix to medical and surgical services specifications on the Nationwide Service Framework by June 2004
Health	Discussion paper on workforce responses to population ageing	<ul style="list-style-type: none"> • Produce a workforce plan to meet the future demand an ageing population will place on the health and disability support services workforce 	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"> • Draft discussion paper identifies options for developing the health and disability services workforce in the context of an ageing population 	<ul style="list-style-type: none"> ■ Discussion paper completed June 2004 modelling changing demand for health and disability support services to 2021 and considering the implications for the health and disability workforce resulting from population ageing
Health	Extension of the age range for women to access the national breast screening programme	<ul style="list-style-type: none"> • Extend the age limit for free breast screening for older women from 64 to 69 years 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> • Background policy paper canvasses options to expand the national breast screening programme to more older women 	<ul style="list-style-type: none"> ■ In February 2004 Government announced an extension from 1 July 2004 to the BreastScreen Aotearoa programme for women 45 and up to their 70th birthday ■ Expert Advisory Group established by June 2004 to advise on implementation of age extension

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Health	Health of Older People Strategy - progressive implementation	<ul style="list-style-type: none"> Disability Support Services funding for older people is smoothly transferred from the Ministry of Health to District Health Boards 	<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 will have sufficient support, capability and capacity to effectively manage the devolved disability support services funding for older people Information, knowledge and expertise will be provided through mediums such as the regular updating of the Ministry’s web page, forums, workshops and newsletters District Health Board annual plans will include specific actions to progress a continuum of care for older people 	<ul style="list-style-type: none"> Disability Support Services for older people’s funding devolved to District Health Boards October 2003 Regular technical advisory meetings held fortnightly up to 1 October 2003 and after as required with regional forums held quarterly Work undertaken by District Health Boards on an integrated continuum of care plan to implement the Health of Older People Strategy District Annual Plans approved by the Minister of Health by June 2004
Health	Home-based support services project	<ul style="list-style-type: none"> Provide home-based support services 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"> Guidelines developed for home-based support service providers following impact analysis 	<ul style="list-style-type: none"> Report to Minister of Health on the progress of the Home and Community Sector Support Standard June 2004

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Health	Improving service access to primary health care	<ul style="list-style-type: none"> Older people have improved access to intensive primary care management 	<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"> Funding arrangements for Primary Health Organisations (PHOs) enable older people to have access to low patient fees 	<ul style="list-style-type: none"> Access to low or reduced cost primary health care for older people enrolled in a PHO provided from 1 July 2004 Care Plus services for older people available through some PHOs from 1 July 2004 to be extended to all PHOs in time
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 the hospital and community interface for older people 	<ul style="list-style-type: none"> Paper assessing options for services to manage the hospital/community interface completed by June 2004 with findings to inform discussions with District Health Boards on the development of these options

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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 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> A policy and service framework is developed to provide safe, quality, community and residential support services for older people 	<ul style="list-style-type: none"> Policy work completed December 2003 National survey of aged care providers completed December 2003 Report on survey findings released to the public May 2004
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 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Asset testing for residential care is progressively removed 	<ul style="list-style-type: none"> Legislation introduced to Parliament February 2004 Select Committee hearings and submissions held in May and June 2004 Proposed legislation to be enacted 1 July 2005
Health	Specialist health services	<ul style="list-style-type: none"> Develop a service design and delivery framework for specialist services for older people. This includes the ACC requirements for rehabilitation following accident and injury and is integrated with other services 	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"> Health services provide a specialist integrated continuum of care for older people 	<ul style="list-style-type: none"> Guideline for Specialist Health Services for Older People finalised 30 June 2004 for sign-off by the Ministry of Health, ACC and District Health Boards
Housing New Zealand Corporation	Better matching of housing stock to the needs of tenants [ongoing]	<ul style="list-style-type: none"> Well-insulated modern homes are available to older social housing tenants 	Goal 3: <i>Affordable and appropriate housing options for older people</i>	<ul style="list-style-type: none"> Appropriate housing provided to meet the needs of older people 	<ul style="list-style-type: none"> 570 Housing New Zealand Corporation units modernised during July 2003 to June 2004 3,038 Housing New Zealand Corporation units retrofitted by June 2004 85 older people, aged 65 years and over, transferred to more suitable houses to better utilise stock by June 2004

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Housing	Participating in the Third Sector [ongoing]	<ul style="list-style-type: none"> Develop new partnerships to provide and maintain social housing including older people's housing 	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"> Demonstrated increase in Third Sector housing capacity and Housing New Zealand Corporation's ability to assist the sector In collaboration with local government, implement purchase and leasing policies that result in appropriate social housing being available to older tenants 	<ul style="list-style-type: none"> Partnership framework established to work with community based organisations, iwi and local government to develop social housing for Third Sector by June 2004 Three community groups received funding from the \$63m Housing Innovation Fund specifically for older people including: <ul style="list-style-type: none"> Pukeroa Oruwata Trust, Rotorua, building five two-bedroom units for Ngati Whakauae kaumātua, Abbeyfield New Zealand Incorporated, Hamilton, building a 10-unit complex for older people Lutheran Homes, Palmerston North, building five one-bedroom units for older people
Housing	Rural housing [ongoing]	<ul style="list-style-type: none"> Implement initiatives to address sub-standard rural dwellings including households that include older people with health or disability issues 	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"> Rural housing initiatives developed in conjunction with Third Sector organisations include proposals for addressing substandard rural housing including kaumātua housing 	<ul style="list-style-type: none"> 322 suspensory loans provided to households in the Northland, East Coast, and Bay of Plenty areas, and a further 66 loans were made for other rural communities by June 2004 Loan provided to a community organisation for seven units for kaumātua and 41 grants made to assess households for improvement plans by June 2004

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Housing	<p>State housing income related rents and needs based allocation of tenancies</p> <p>[ongoing]</p>	<ul style="list-style-type: none"> Older state housing tenants on a low income, pay income related rents, and newly acquired state housing is allocated to older people on the basis of need 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> Tenancy allocations meet operational measures Older people in need are among those allocated the newly acquired state housing in Auckland 	<ul style="list-style-type: none"> 96% of older tenants pay income related rents with 321 older people housed in the Auckland area during July 2003 to June 2004 Of 1,666 units purchased from ACC that house older tenants, 198 units were either reconfigured, modernised and redeveloped during July 2003 to June 2004
Inland Revenue Department	<p>Leadership Framework - mentoring in the workplace</p>	<ul style="list-style-type: none"> Provide opportunities within the Department for older workers to be active as mentors 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Older workers are active as mentors in the Department's workplace 	<ul style="list-style-type: none"> Leadership Framework implemented including the introduction of a mentoring programme for older workers July 2003 Planning undertaken for further development of mentoring programme in 2004/2005 year
Inland Revenue	<p>Specified Superannuation Contribution Withholding Tax</p>	<ul style="list-style-type: none"> Employer contributions to a superannuation fund are not taxed at a higher rate for employees, including older workers, whose income is less than \$38,000 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> Legislation enacted to allow employers to elect that contributions to superannuation funds for employees, including older workers, are taxed at a lower rate for those whose taxable income is less than \$38,000 	<ul style="list-style-type: none"> As part of the Taxation (GST, Trans-Tasman Imputation and Miscellaneous Provisions) Act 2003, Specified Superannuation Contribution Withholding Tax legislation passed to allow employers to elect that contributions to superannuation funds for employees, including older workers, are taxed at a lower rate for those whose taxable income is less than \$38,000 New tax rules took effect from 1 April 2004
Inland Revenue	<p>Workforce planning</p>	<ul style="list-style-type: none"> Encourage older workers to remain in the Department's workforce 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> The recruitment and retention strategy encourages older workers to remain in the workforce 	<ul style="list-style-type: none"> Work on defining the Department's future workforce to encourage older workers to remain will be completed in 2004/2005 year

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Department of Internal Affairs	Community Organisation Grants Scheme	<ul style="list-style-type: none"> Older New Zealanders participate in the Community Organisation Grants Scheme 	<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 people are represented on the Community Organisation Grants Scheme committee Grants that are made to projects supporting older people and advancing the goals of the Positive Ageing Strategy are increased 	<ul style="list-style-type: none"> The National Community Organisations Grants Scheme (COGS) committee had three older people represented on the 11 member committee at June 2004 Information regarding the criteria for funding from COGS was distributed through Age Concern New Zealand Inc in addition to general information channels July 2003 to June 2004 Grants totalling over \$800,000 made to 230 community organisations supporting older people by June 2004 Grant recipients included SeniorNet in several communities
Internal Affairs	Lottery Seniors funding	<ul style="list-style-type: none"> Encourage older New Zealanders to participate in their communities 	<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> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Lottery Seniors funding benefits those who are aged over 60 years Grants allocated to projects for frail older people, disability support, and social and recreational purposes 	<ul style="list-style-type: none"> \$2,966,198 distributed to 437 community groups in the not-for-profit sector that work with older people by June 2004

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Internal Affairs	Review of the Rates Rebate Act 1973	<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> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Policy options and appropriate thresholds for the Rates Rebate Scheme are approved 	<ul style="list-style-type: none"> Consideration of policy options will be completed in June 2005
Ministry of Justice	Guardianship review	<ul style="list-style-type: none"> Review and amend the laws relating to guardianship, custody and access, including the role of grandparents and other older family members 	<p>Goal 6: <i>A range of culturally appropriate services allows choices for older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> New guardianship legislation Care of Children Bill progressed through all stages in the House and passed 	<ul style="list-style-type: none"> Submission on the Care of Children Bill to the Justice and Electoral Committee completed Select Committee reported to the House on 30 June 2004 Second reading of the Bill delayed for consideration of amendments recommended by Select Committee Bill to take effect seven and a half months after enactment, which is anticipated to be after October 2004

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Justice	Legal recognition of same sex and de facto couples	<ul style="list-style-type: none"> Identify laws that need amendment to give same sex and de facto couples, including older couples, the same rights, protections and responsibilities as married couples 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> Legal recognition of same sex and de facto couples is progressed to the point of drafting legislative amendments 	<ul style="list-style-type: none"> The Civil Union Bill and Relationships (Statutory References) Bill tabled in the House on 19 June 2004 First readings were completed on 22 and 27 June 2004 Both Bills referred to the Justice and Electoral Committee to hear public submissions by 6 August 2004
Department of Labour	ACC monitoring	<ul style="list-style-type: none"> Monitor ACC's work on injury prevention and rehabilitation 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> Monitoring assists in improving ACC's injury prevention work and rehabilitation outcomes for older claimants 	<ul style="list-style-type: none"> ACC's performance in meeting its injury prevention and rehabilitation objectives monitored and reported quarterly during July 2003 to June 2004 Injury prevention initiatives extended during the 2003/2004 year by including a programme targeted at falls of older adults
Labour	Connecting Communities Strategy - implementation measures	<ul style="list-style-type: none"> Give all New Zealanders, including older people, access to current and emerging information and communication technologies 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> More older people have access to communication technology 	<ul style="list-style-type: none"> 450 people attended the national <i>Connecting Communities</i> conference in November 2003 and identified priorities for community Information and Communication Technology (ICT) work for the next five years Community consultations for the Government's draft Digital (<i>Connecting Communities</i>) Strategy commenced June 2004 Review of three communities piloting the <i>Making the Net Work</i> planning tool commenced June 2004 Progress report on the pilots delayed until review completed

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Labour	Equal Employment Opportunities (EEO) Trust	<ul style="list-style-type: none"> • Help employers adapt to and embrace the diversity of the workforce including older workers 	<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"> • Research publications, Best Practice Guides, and educational materials are produced • An annual measure of diversity in New Zealand workplaces and places of influence is produced • Research and liaison with key New Zealand researchers included work on ageing issues • Work & Life Awards presented to best practice employers 	<ul style="list-style-type: none"> ■ Range of published resources relevant to older employees available June 2004 ■ <i>Diversity Index 2003</i> published and available on website www.eeo.co.nz ■ Research and Information Manager appointed with responsibility to liaise with researchers on ageing issues ■ In September 2003 Work & Life Awards were presented to eight companies that were winners in five different categories
Labour	Future of Work Project	<ul style="list-style-type: none"> • Research the nature of future working lives for all New Zealanders including older people 	<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"> • Future trends in work researched and information disseminated to increase awareness of the implications of long-term labour market trends, including population ageing • Results of media survey show increased awareness of long-term labour market trends 	<ul style="list-style-type: none"> ■ Future of Work Research Fund report <i>Combining Work and Care – Older Workers, Eldercare and the Work-Life Balance</i> completed June 2004 ■ Quarterly media survey completed June 2004 showed increasing public awareness of long-term labour market trends, including ageing workforce implications

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Labour	Holidays Bill	<ul style="list-style-type: none"> • Provide improved entitlements to leave for workers, including older workers, to care for dependants 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Transport and Industrial Relations Select Committee public consultation on the Holidays Bill completed • Bill progressed in the House through all stages to enactment of legislation 	<ul style="list-style-type: none"> ■ Holidays Act 2003 included provisions for separate bereavement and sick leave provisions which took effect on 1 April 2004
Labour	Information and employment relationship services [ongoing]	<ul style="list-style-type: none"> • Provide effective relationship and resolution services 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • Employees, employers and unions are well informed about employment relationships and problem resolution services 	<ul style="list-style-type: none"> ■ Labour inspectors, mediators and Infoline staff participated in 417 presentations to a wide range of groups ■ The free quarterly publication <i>Employment Relations Authority Info</i> provided information about collective bargaining outcomes as well as other current topics such as the new Holidays Act 2003 ■ The Employment Relations Service's website received 290,106 visits ■ 213 employment relations education courses were approved or re-approved by 30 June 2004 ■ Infoline received and responded to 12,208 written enquiries and 219,933 telephone calls ■ The Labour Inspectorate received 1,742 complaints ■ 9,297 requests for mediation and 1,800 applications were received by the Employment Relations Authority

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Labour	Work-life balance	<ul style="list-style-type: none"> Promote workplace practices in New Zealand that take into account the need for work to be balanced with other aspects of life 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> A process for progressing further work on work-life balance issues is defined and submitted to Cabinet 	<ul style="list-style-type: none"> Public consultation completed and summary document on work-life balance issues approved by Cabinet on 5 July 2004
Land Transport Safety Authority	Austroads project on highway design for older people	<ul style="list-style-type: none"> Road safety for older people is improved 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Territorial Local Authorities receive standard information on the process for implementing Road Safety Guidelines for Older People 	<ul style="list-style-type: none"> Kapiti Coast District Council commenced development of draft Road Safety Guidelines for Older People
Land Transport Safety Authority	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"> Minister of Transport's decisions on proposals for changes to older driver re-licensing improve the system 	<ul style="list-style-type: none"> Options to improve the older driver re-licensing system currently before the Minister of Transport for decision Options include proposals for a conditional older driver licence and removal of the automatic-only rule under the Driver Licensing Amendment Rule Older people stakeholder representatives consulted extensively in the design and development of a customer service training course for testing officers The training course with a particular focus on the needs of older drivers was delivered to almost all driver testing officers by March 2004

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Land Transport Safety Authority and Ministry of Transport	Older People and Transport – alternative mobility options project	<ul style="list-style-type: none"> Improved access to transport for older people 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Research with older people on their transport needs and related issues used to produce an information kit 	<ul style="list-style-type: none"> Scoping report completed June 2003 by New Zealand Institute for Research on Ageing for public release by Land Transport Safety Authority later in 2004 Land Transport Safety Authority and Ministry of Transport contributed expertise and advice to the Office for Senior Citizens-funded research project with older people July 2003 to June 2004
Land Transport Safety Authority	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"> Review used to inform changes to Safe with Age course structure and content 	<ul style="list-style-type: none"> Review of the Safe with Age course and revisions to course structure and content completed June 2004
National Library	Human Resources – policies and practice	<ul style="list-style-type: none"> Staff in the National Library have a positive attitude to ageing 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Staff have access to flexible work practices and policies that enable older workers to change their work patterns as they age Retirement seminars held Training and development opportunities are extended to older staff 	<ul style="list-style-type: none"> 21.6% of staff were part-timers and three job share positions were held by six staff during the reporting period Audio loop installed in the auditorium to assist with hearing impairments Staff assessments conducted to assess individual needs for extra lighting and modified computer peripherals Government Retirement Savings Scheme offered to staff During the reporting period, training and staff development opportunities were offered to managers and staff as part of Equal Employment Opportunities (EEO) and Human Resources management practices

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<p>New Plymouth District Council and Western Institute of Technology at Taranaki and New Plymouth Positive Ageing Working Group</p>	<p>Ageing in the New Plymouth District – community research project – in collaboration with the Office for Senior Citizens, Ministry of Social Development</p>	<ul style="list-style-type: none"> Older people have the choice to age in the community 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Questionnaire undertaken with older people in rest homes and findings disseminated to stakeholders Minutes of stakeholder meetings show changes to infrastructures and support services are being implemented 	<ul style="list-style-type: none"> Housing survey completed with 200 older people in New Plymouth November 2003 International literature review on ageing in place and supported living completed June 2004 Preparatory work for an environmental scan based on the short form of the Economic Living Standards survey completed June 2004
<p>New Plymouth District Council and Western Institute of Technology at Taranaki and New Plymouth Positive Ageing Working Group</p>	<p>Develop a Centre of Excellence</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 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Funding applications made for research on issues related to ageing Director appointed and working collaboratively with New Zealand Institute for Research on Ageing (NZiRA) to ensure complementary practice of high standard research Research proposals received endorsement from the Office for Senior Citizens and Ministry of Social Development 	<ul style="list-style-type: none"> Funding obtained for housing research survey completed in October 2003 Director for Centre of Excellence in New Plymouth appointed November 2003

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<p>New Plymouth District Council and District Health Board and New Plymouth Positive Ageing Working Group</p>	<p>Health of older people project</p>	<ul style="list-style-type: none"> Older people in New Plymouth have the opportunity to participate in long-term health planning in their area 	<p>Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i></p>	<ul style="list-style-type: none"> Minutes of the Health of Older People Steering Group show that representatives from the Positive Ageing Working Group have attended and contributed <ul style="list-style-type: none"> Progress made by the Health of Older People Steering Group is reported monthly to the Positive Ageing Working Group 	<ul style="list-style-type: none"> During the reporting period two representatives from the Positive Ageing Group in New Plymouth participated in the Health of Older People Steering Group Regular updates on the steering group reported to older people via the public Positive Ageing Forums July 2003 to June 2004 Consultation document <i>AgeWell</i> produced by the Health of Older People Steering Group made available to the Positive Ageing Group in February 2004
<p>New Plymouth District Council and Accident Compensation Corporation</p>	<p>Housing for older people – falls prevention project</p>	<ul style="list-style-type: none"> Improve safety standards for older people in council housing 	<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 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> Representative sample of older people living in New Plymouth District Council’s housing units are audited for fall hazards and a Hazard Management plan is developed <ul style="list-style-type: none"> 95% of New Plymouth District Council tenants aged 65 years and over receive advice on falls prevention Fall rate for New Plymouth District Council tenants 65 years and over is 30% lower than that in the general population 65 and over 	<ul style="list-style-type: none"> Audit report for New Plymouth District Council on falls hazards in older people’s housing completed November 2003 Recommendations integrated into the Council’s Housing Hazard Management Plan by June 2004 93% of tenants aged 65 years and over received falls prevention information and advice during the reporting period

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New Plymouth District Council	Positive Ageing Policy for older people – five year plan	<ul style="list-style-type: none"> Promote positive ageing in the New Plymouth district 	Goals 1-10:	<ul style="list-style-type: none"> Positive Ageing Working Group provides opportunities for older people to take an active role in developing a positive ageing policy Draft Positive Ageing Policy for the New Plymouth District Council approved by the Positive Ageing Working Group Positive Ageing Policy Plan available throughout the New Plymouth district 	<ul style="list-style-type: none"> New Plymouth District Council approved the development of a Positive Ageing Policy August 2003 The Positive Ageing group reviewed and endorsed the draft policy The New Plymouth District Council Positive Ageing Policy was formally adopted in October 2003 The Positive Ageing Policy was printed December 2003 and made available through the Positive Ageing Group and on the New Plymouth District Council's website www.newplymouthnz.com
New Plymouth District Council	Positive Ageing Working Group	<ul style="list-style-type: none"> Older people in New Plymouth are actively involved in planning for and promoting positive ageing 	Goals 5, 6, 7, 8, 10:	<ul style="list-style-type: none"> Representatives of older people's community organisations participate as active members of the New Plymouth Positive Ageing Working Group Positive feedback is received by New Plymouth District Council on the seminar series 	<ul style="list-style-type: none"> The New Plymouth District Council provided formal support to the Positive Ageing Working Group through the Council's Community Development Team With support from the New Plymouth District Council the Positive Ageing Group met monthly July 2003 to June 2004 Four public Positive Ageing Forums were organised with the support of the New Plymouth District Council July 2003 to June 2004

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<p>New Zealand Artificial Limb Board (Crown Entity)</p>	<p>Best Practice Guidelines for Hospital Management of Amputees</p>	<ul style="list-style-type: none"> • Produce Best Practice Guidelines for hospital-based amputee management in the Canterbury area 	<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"> • Best Practices Guidelines are accepted and implemented in the Canterbury area 	<ul style="list-style-type: none"> ■ Focus groups with amputees, families, advocacy groups and hospital staff completed by June 2004 ■ Report on findings from focus groups completed March 2004 with New Zealand Artificial Limb Board (NZALB) agreement to extend the project to address identified areas of need ■ Key areas for change in procedures and documentation identified March 2004 ■ Work on draft Best Practice Guidelines delayed due to the extension of the project ■ NZALB regularly updated on progress and scope of project ■ Chief Medical Officer, Chief Executive Officer, vascular surgeons, and other relevant health professionals of Canterbury District Health Board have endorsed planned guidelines ■ Best Practice Guidelines for Physiotherapy implemented in Christchurch by June 2004

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<p>Ministry of Pacific Island Affairs and Office for Senior Citizens</p>	<p>Pacific capacity building partnership project with Office for Senior Citizens</p>	<ul style="list-style-type: none"> • Older Pacific peoples are informed about Government policy for older New Zealanders 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Pacific Volunteer Community Co-ordinators report increased awareness in their area about Government policy for older people 	<ul style="list-style-type: none"> ■ Collaborated with Office for Senior Citizens during September and October 2003 to ensure Pacific input at the Volunteer Community Co-ordinators forum ■ Facilitated the Pacific focus group during the Volunteer Community Co-ordinators forum October 2003 ■ Publicised the translation of the Positive Ageing Strategy into Pacific languages through the Ministry’s quarterly national and regional newsletters ■ Distributed translated summaries of the Positive Ageing Strategy to Pacific Island Affairs regional offices in Auckland and Christchurch by June 2004 ■ Worked closely with Office for Senior Citizens to provide advice on older Pacific peoples issues that arose during the reporting period ■ Finalised work on the Pacific Workforce Development Strategy, working towards improving older Pacific peoples workforce opportunities by June 2004

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Pacific Island Affairs and Office for Senior Citizens	Pacific intergenerational programme in partnership with Office for Senior Citizens	<ul style="list-style-type: none"> • Develop Pacific intergenerational activities 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> • Intergenerational initiatives are developed through older Pacific peoples sharing their wisdom and cultural knowledge 	<ul style="list-style-type: none"> ■ Held consultation meetings with an older Pacific peoples' group November 2003 to further develop intergenerational programmes for Pacific peoples
New Zealand Police	Community partnerships [Ongoing community initiatives]	<ul style="list-style-type: none"> • Older people are encouraged and supported to improve their own personal safety and security and to contribute to crime prevention initiatives in their communities 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> • Community partnerships between the Police and older people continued and crime prevention programmes increased safety and security • Neighbourhood Support meetings are well attended and supported • A high participation in community patrols and attendance at the national Community Patrol conference is achieved 	<ul style="list-style-type: none"> ■ Police supported Neighbourhood Support New Zealand to hold national workshops in Rotorua in September 2003 ■ Police officers attended many Neighbourhood Support meetings, especially new groups, to advise on residents' safety and crime concerns ■ Police supported Community Patrols of New Zealand to hold their national training seminar in Christchurch in June 2004
New Zealand Police	Publication of crime prevention material	<ul style="list-style-type: none"> • Older people are well informed about community safety 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> • The value of crime prevention publications is measured through public satisfaction surveys 	<ul style="list-style-type: none"> ■ Police supported the production of a new introductory video for Neighbourhood Support and a new internet site www.ns.org.nz with a section on law and the older person ■ Public satisfaction surveys were not completed on crime prevention publications due to lack of capacity and resources

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Ministry of Research, Science and Technology	Investment signals for social research	<ul style="list-style-type: none"> Older people are considered as a social research investment priority 	<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 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> Funded research examines factors that contribute to older people’s engagement with and exclusion from paid work Funded research examines ways of maximising social participation and minimising exclusion in older age 	<ul style="list-style-type: none"> Foundation for Research Science and Technology (FRST) supported research proposals that focused on enhanced wellbeing in an ageing society University of Waikato and the Family Centre Social Policy Research Unit received \$4m over five years to study wellbeing and ageing This research is focused on improved participation of older people in the community, the effect of transitions to older age on older people and families, and any resource implications for the wider community Particular attention paid to the implications of ageing among the Māori and Pacific populations and support systems available to older people
Rural Affairs, Ministry of Agriculture and Forestry	Provision of advice and support to rural communities	<ul style="list-style-type: none"> Rural communities receive information, policy advice and support 	<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 in pilot (rural) areas are trained in the use of Information and Communication Technologies (ICTs) National Conference supported and workshop facilitated The policy development, consultation and planning associated with the new Patient Travel and Accommodation Policy is completed 	<ul style="list-style-type: none"> During reporting period two ICT Access pilot projects in Tokoroa and Southland were supported to provide training and information on ICTs to rural residents, including older people Contributed to planning and facilitated a rural workshop at the <i>Connecting Communities</i> National Conference in Wellington, November 2003 During the reporting period collaborated with the Ministry of Health (and Rural Women New Zealand) to develop the new Patient Travel and Accommodation Policy to benefit those with specialist health needs, including older rural patients

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Office for Senior Citizens, Ministry of Social Development	Contribute to research on ageing and ageing issues [Ongoing]	<ul style="list-style-type: none"> Older people's interests are represented on the board of the New Zealand Institute for Research on Ageing (NZiRA) 	Goals 1-10: (See page 1)	<ul style="list-style-type: none"> The Director of NZiRA is satisfied with the contribution made by the Office for Senior Citizens to the Institute Positive feedback received about the Tower Fellow from participants at the interdepartmental forum 	<ul style="list-style-type: none"> Membership of NZiRA confirmed for third term Tower Fellow 2003 Dr Norah Keating, Gerontologist, addressed an Interdepartmental policy meeting November 2003 In March 2004 Gerontologist and Tower Fellow Dr Tom Kirkwood presented a policy paper as part of the Ministry of Social Development seminar series
Senior Citizens	Elder Abuse and Neglect Prevention Services	<ul style="list-style-type: none"> Manage an evaluation of 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"> Seminar hosted with key community and government sector stakeholders contributed to information required for the evaluation Evaluation of the current model for the delivery of elder abuse and neglect prevention services completed within project timeframes 	<ul style="list-style-type: none"> A seminar for providers of Elder Abuse and Neglect Prevention Services held November 2003 Evaluation report <i>A Review of Elder Abuse and Neglect Prevention Services</i> released 30 April 2004 Forum with the Minister for Senior Citizens and key stakeholders held 5 May 2004 to discuss findings of the evaluation report
Senior Citizens	Interdepartmental network on policy developments affecting older people [Ongoing Programme]	<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"> Attendance records for subsequent meetings indicate consistent or increased attendance rates Survey of network members indicates positive response to network meetings 	<ul style="list-style-type: none"> Quarterly meetings during the reporting period provided a forum for key speakers to address policy issues and for the exchange of information Satisfaction survey showed a consistent number of attendees and satisfaction with the content and purpose of the meetings

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Senior Citizens	Intergenerational initiatives [Ongoing Programme]	<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 showed more schools are involved in intergenerational initiatives 	<ul style="list-style-type: none"> A flyer reminding schools about Greats and Grands month was included in the <i>Education Gazette</i> in July 2003 Schools reported a variety of intergenerational activities such as debates and sports days, buddy reading, and displays of art, craft and flowers in October 2003
Senior Citizens	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"> Consultations with key stakeholders informed policy recommendations Key timelines met and project progressed to legislative drafting stage 	<ul style="list-style-type: none"> Consultation with key stakeholders on Part IX of the Protection of Personal and Property Rights Act 1988 completed August 2004 Preparatory work on policy paper completed June 2004
Senior Citizens	New Zealand Positive Ageing Strategy [Ongoing Programme]	<ul style="list-style-type: none"> The New Zealand Positive Ageing Strategy informs government policy 	Goals 1-10: (See page 1)	<ul style="list-style-type: none"> Annual Report on the New Zealand Positive Ageing Strategy Action Plan 2002/2003 approved by Cabinet New Zealand Positive Ageing Strategy Action Plan for 2003/2004 approved by Cabinet Annual Report 2002/2003 and the Action Plan 2003/2004 distributed to contributing departments and to stakeholders in the public sector Local Government Plan included in the 2003/2004 Action Plan 	<ul style="list-style-type: none"> Positive Ageing Annual Report 2002/2003 published and distributed October 2003 Positive Ageing Strategy Action Plan 2003/2004 published and distributed December 2003 Translation of a summary of the New Zealand Positive Ageing Strategy available in Māori and six Pacific languages on the website www.osc.govt.nz June 2004 Meetings held with Christchurch, South Taranaki and Stratford local government authorities to promote positive ageing policies in those areas

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Senior Citizens and Ministry of Transport	Older people and transport – Coping Without a Car research project	<ul style="list-style-type: none"> Older people have the opportunity to identify how they cope with the loss of access to private transport 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Research identifies the issues and transport needs of older people who do not have access to private transport 	<ul style="list-style-type: none"> Final report received on <i>Coping Without a Car</i> by 30 June 2004 Preparation for the publication of the summary report completed
Senior Citizens	Retirement villages legislation [Ongoing]	<ul style="list-style-type: none"> The 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"> Retirement Villages Bill progressed through Committee and third reading stages and passed into law Associated implementation matters are progressed subject to the Bill becoming an Act within the timeframe of the 2003/2004 Action Plan 	<ul style="list-style-type: none"> Retirement Villages Act 2003 was passed into legislation on 30 October 2003
Senior Citizens	Volunteer Community Co-ordinators (VCCs) [Ongoing]	<ul style="list-style-type: none"> Positive ageing in local communities is promoted and communities have input into policy development for older people 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i> Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> VCCs continue to report to Office for Senior Citizens on their positive ageing promotional activities and undertake tasks as negotiated with the Office 	<ul style="list-style-type: none"> Regular feedback from VCCs on positive ageing initiatives included links being developed with local government VCC policy forum with Minister and officials, 12, 13, 14 October 2003 VCCs identified and briefed older people to take part in the Coping Without a Car survey during February to March 2004 Over 4,000 Positive Ageing Strategy Action Plans and Reports distributed by the VCCs Profiles of VCCs featured in the Office for Senior Citizens newsletter Minister briefed on tasks undertaken by the VCCs

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Ministry of Social Development	Ageing in the community	<ul style="list-style-type: none"> Clarify the Ministry's role in supporting older people to remain in their own homes as long as possible 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Ministry of Social Development's role clarified, internal resources and service requirements identified 	<ul style="list-style-type: none"> Options paper on the role of the Ministry of Social Development to address ageing in the community completed October 2003
Social Development	Convene Periodic Report Group	<ul style="list-style-type: none"> New Zealand's retirement income policies are reviewed six-yearly 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> The Periodic Report Group completes its report in accordance with its terms of reference and the requirements of the Retirement Income Act 1993 	<ul style="list-style-type: none"> Report completed, published and delivered to the Minister for Social Development and Employment December 2003
Social Development	Human Resources [Ongoing]	<ul style="list-style-type: none"> Human Resources policies and practices are consistent with the employment goal of the Positive Ageing Strategy 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p> <p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> The recruitment strategies and procedures are reviewed and updated to ensure consistency with the Positive Ageing Strategy Retirement information available and financial planning seminars held to help staff make informed retirement planning decisions Employers' contribution to employees' superannuation scheme encourages retirement saving among staff 	<ul style="list-style-type: none"> Recruitment procedures reviewed and updated including comprehensive screening process to ensure no age bias in the process Application forms for employment revised and users trained to ensure information collected does not introduce age bias Photographs highlighting diversity in the Ministry introduced into new job advertisement templates by June 2004 Financial planning included as part of retirement planning with three regional seminars held Ongoing retirement planning including State Sector Retirement Savings Scheme information included in orientation packs and available to staff on the Ministry of Social Development intranet site

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Social Development	Living Standards Research Programme 2003-2004	<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 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Framework for generic explanatory model developed within project timeframe A nationwide sample survey of 5,000 New Zealand households conducted Report on the living standards of population sub-groups focuses on the factors that explain their living standards 	<ul style="list-style-type: none"> Explanatory framework completed following expert questionnaire development workshop October 2003 Pilot survey completed February 2004 Nationwide survey of 5,000 New Zealanders completed June 2004 Contract for Pacific Living Standards study awarded to Koloto & Associates March 2004 Pacific Living Standards questionnaire development workshop held June 2004
Social Development	Management of mature job seekers	<ul style="list-style-type: none"> More opportunities for mature job seekers to move into employment 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Changes to relevant legislation and computer systems completed to remove the work test exemption for Unemployment Benefit recipients aged 55-59 years Focused case management results in increased employment outcomes for older people 	Service for mature job seekers improved by: <ul style="list-style-type: none"> work test exemption removed for Unemployment Benefit recipients aged 55-59 years in December 2003 clients aged 55-59 years with work test exemption contacted by May 2004 to discuss their situation and to remove their work test exemption Mature Focused Case Management practice introduced in December 2003 to ensure all clients aged 45-59 years receive support through management by specialised case managers
Social Development	Mature job seekers initiatives	<ul style="list-style-type: none"> Improve services for mature job seekers to help them into sustainable employment 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> The labour market participation rate for mature job seekers is increased in the reporting period 	<ul style="list-style-type: none"> Mature Focused Case Management service was introduced to help mature job seekers into sustainable employment through skill assessments, profiling, mentoring and skill enhancement programmes

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Social Development	Monitoring the Retirement Commission	<ul style="list-style-type: none"> Monitor the performance of the Retirement Commission 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Performance meets targets set out in the Purchase Agreement signed between the Minister for Social Development and Employment and the Retirement Commission 	<p>Quarterly monitoring reports on the work of the Retirement Commission in September, December, March and June 2004 included:</p> <ul style="list-style-type: none"> ■ development of a 60 plus section of the Sorted website www.sorted.govt.nz launched May 2004 providing information to older people on how to manage their assets over their retirement ■ preparations for assumption of new functions provided for under the Retirement Villages Act 2003, in particular the introduction of a code of practice and disputes process for residents
Social Development	New Zealand Superannuation portability review	<ul style="list-style-type: none"> Improve the treatment of pension portability within the international social security framework 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Options to improve pension portability policy developed and submitted to Ministers 	<ul style="list-style-type: none"> ■ Policy options paper to improve pension portability policy was submitted to the Minister for Social Development and Employment and the Minister of Finance for decisions May 2004
Social Development	Residential Care Subsidy	<ul style="list-style-type: none"> The removal of asset testing from residential care is smoothly effected 	Goal 2: <i>Equitable, timely, affordable and accessible health services for older people</i>	<ul style="list-style-type: none"> Ministry of Social Development meets all requested timeframes for input into Ministry of Health papers on the removal of asset testing 	<ul style="list-style-type: none"> ■ Work completed on progressive removal of asset testing with legislation reported back from Select Committee August 2004 coming into effect on 1 July 2005
Social Development	Review of personal and clothing allowance	<ul style="list-style-type: none"> Older people in residential care receive adequate personal and clothing allowances 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> Recommendations on changes to personal and clothing allowance rates are based on detailed information 	<ul style="list-style-type: none"> ■ Personal and clothing allowance rates providing wider eligibility included in the Social Security (Long-term Residential Care) Amendment Bill June 2004

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<p>Social Development</p>	<p><i>Te Rito, NZ Family Violence Prevention Strategy</i></p>	<ul style="list-style-type: none"> • Reduce violence in families and whānau including Māori and Pacific communities 	<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"> • A comprehensive family violence prevention, education awareness strategy developed • An action plan for Māori communities completed • An action plan for Pacific communities completed • Measures developed to address identified shortfalls in service capacity • Measures to enhance screening and risk assessment developed • Research and evaluation programme developed 	<ul style="list-style-type: none"> ■ <i>Te Rito</i> Family Violence Prevention Public Education Framework completed May 2004 ■ Funds provided for Project Mauriora to promote zero tolerance of Māori whānau violence through building the capability of Māori practitioners to provide culturally appropriate interventions to victims, perpetrators and their whānau ■ The Framework for Preventing Family Violence in Pacific Communities and action plan developed by Ministry of Social Development and Ministry of Pacific Island Affairs in consultation with Pacific communities completed by June 2004 ■ Funding approved May 2004 to provide information resource kits and workshops for three years to leaders of Pacific communities to promote safer communities and a culture free of family violence ■ Report completed by June 2004 on screening and risk assessment mechanisms used by agencies working with children and families to identify family violence, with research findings and recommendations for future action presented to Ministers in June 2004 ■ Funding approved in May 2004 to establish a research and best practice information service, to co-ordinate, promote and disseminate information on family violence ■ Funding approved in May 2004 for national non-government organisations to develop and maintain datasets on family violence

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<p>Social Development</p>	<p>Telephone relay system</p>	<ul style="list-style-type: none"> The Telephone Relay System (TRS) will facilitate telephone communications between deaf, hearing impaired and speech impaired people and anyone else who is able to use a standard telephone 	<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"> Consultation with key stakeholders representatives, including the telecommunications services industry and a reference group comprising representatives of the disability community, on TRS implementation issues completed Public consultation on the service description for a TRS completed A “text phone pool” is funded to provide specialised phone equipment free to users who hold a Community Services Card and at a subsidised rate for other users 	<ul style="list-style-type: none"> Work completed with the Ministry of Economic Development on recommendations to Ministers for the Telephone Relay System (TRS) Ministerial approval received for an approved vendor to supply the TRS by June 2004 The service is due to be launched in November 2004

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<p>Work and Income Regional Offices - Auckland</p>	<p>Activities in the community</p> <p>[Ongoing]</p>	<ul style="list-style-type: none"> • Older people in the Auckland region receive information about available services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> • Senior clients receive up-to-date information on Work and Income services • Keeping Independent Now (KIN) seminars are reviewed within project timelines • Super Centre staff visits to non-Super Centre sites provide expert advice to senior clients 	<ul style="list-style-type: none"> ■ To provide clients with correct information about entitlements, community-based meetings were held and presentations given to a wide range of organisations with an interest in older people including Age Concern, Returned Servicemen’s Associations, retirement villages, hospices, health providers, health organisations, ACC, Housing New Zealand Corporation, Pacific groups and representatives from ethnic communities ■ Weekly Work and Income service provided at East Auckland libraries ■ Keeping Independent Now (KIN) seminars held regularly throughout the region July 2003 to June 2004 ■ KIN programme review delayed to the 2004/2005 year ■ Super Centre staff from Queen Street and Pukekohe visited other service centres weekly to provide clients with information, advice and assistance
<p>Work and Income - Auckland</p>	<p>Community collaboration</p>	<ul style="list-style-type: none"> • Open communications with communities and organisations with an interest in older people’s issues 	<p>Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i></p>	<ul style="list-style-type: none"> • Relationships with Auckland based Volunteer Community Co-ordinators (VCCs) are enhanced 	<ul style="list-style-type: none"> ■ Super Case Managers met regularly with a wide range of community organisations, government agencies and other key stakeholders to exchange information about issues affecting senior clients and the services available to them

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<p>Work and Income - Auckland</p>	<p>Enhancing staff capacity</p>	<ul style="list-style-type: none"> • Staff have the skills and knowledge to assist senior clients 	<p>Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i></p>	<ul style="list-style-type: none"> • Positive feedback on internal information seminar received from the Super Centre staff • A team coach position for Super Centre staff established 	<ul style="list-style-type: none"> ■ Best practice meetings were held regularly in the region during the reporting period ■ Staff attended planning days which provided information about issues affecting clients and identified ways to improve service delivery ■ Team coach appointed to support Super Centre staff in the region by June 2004
<p>Work and Income - Auckland</p>	<p>Service delivery to senior clients</p> <p>[ongoing]</p>	<ul style="list-style-type: none"> • Older clients receive their full and correct entitlements 	<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"> • Senior clients received information to assist them to complete renewal forms and application forms for entitlements • Older people in remote and rural communities in the Auckland region regularly receive Work and Income services in their communities 	<ul style="list-style-type: none"> ■ Super clients not receiving Disability Allowance were contacted to advise them of their entitlements and encourage them to test their eligibility ■ Brochures about extra assistance were provided to clients at renewal time as well as to new applicants for New Zealand Superannuation (NZS) ■ Auckland staff participated in a national project to ensure senior clients are receiving their full and correct entitlement to NZS and any overseas pensions ■ Twice weekly service provided at the Waiuku service centre for clients living in the Waiuku/Awhitu Peninsula area ■ Heartlands Services provided at the Pukekohe service centre ■ Weekly services provided to clients on Waiheke Island and as required on Great Barrier Island ■ Weekly service provided to older clients in Wellsford

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Work and Income - Auckland	Training pilot for frontline staff	<ul style="list-style-type: none"> • Provide appropriate training resources for trainers of staff working with older clients, to enhance client relationships 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> • Liaison and meetings with the Office for Senior Citizens provided opportunities for exchange of information on older people's issues 	<ul style="list-style-type: none"> ■ Auckland staff worked with Office for Senior Citizens on a reference group during the 2003/2004 year to develop a training package for Work and Income staff trainers
Work and Income - Canterbury	Client outreach services [ongoing]	<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 attended the monthly outreach service indicates a high level of community support • Weekly services at Princess Margaret Hospital achieved 95% client satisfaction rating 	<ul style="list-style-type: none"> ■ Monthly service provided at Akaroa, Darfield and Lincoln July 2003 to June 2004 ■ Weekly service at Princess Margaret Hospital received excellent feedback from hospital and community clients, with numbers increasing each week
Work and Income - Canterbury	Community liaison role [ongoing]	<ul style="list-style-type: none"> • Older clients are aware of Income Support entitlements and other support services in the community 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> • Clients have a better knowledge of their entitlements and other community services • Home visit service achieved 95% client satisfaction rating 	<ul style="list-style-type: none"> ■ Older clients provided with information on entitlements and services at two or more presentations each month ■ Home visits increased with up to seven new older clients visited each week ■ Home visits achieved an average 95% client satisfaction rating for July 2003 to June 2004 year
Work and Income - Canterbury	Disability Allowance review [ongoing]	<ul style="list-style-type: none"> • Older recipients of Disability Allowance receive their full and correct entitlement for medical and health related travel 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> • Regular reviews of older clients' medical and health related travel costs ensure that they receive their full entitlement • 95% of clients are satisfied with the reviews of their Disability Allowance entitlements 	<ul style="list-style-type: none"> ■ Information on entitlements to Disability Allowance given at seminars and presentations to older people's groups resulted in increased uptake by older clients especially those aged 70 plus ■ Client satisfaction with Disability Allowance reviews averaged 95% for the year to June 2004

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Work and Income - Canterbury	Relationship development with Māori [ongoing]	<ul style="list-style-type: none"> Older Māori clients receive effective Work and Income services 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Older Māori receive full and correct entitlement in the reporting period Client services survey indicates 90% satisfaction among older Māori clients 	<ul style="list-style-type: none"> Staff provided information at Nurse Maude workshop for older Māori regarding entitlements and services May 2004 Staff responded to questions at the Rehua Marae community day held for older Māori June 2004 Presented information on entitlements at Ngā Hau e Whā Marae lunch for older people August 2003
Work and Income - Canterbury	Relationship with Pacific peoples [ongoing]	<ul style="list-style-type: none"> Older Pacific peoples receive effective provision of Work and Income services 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Information provided at older Pacific peoples' fono ensures Pacific clients are fully aware of their entitlements Client services survey indicates 90% satisfaction among older Pacific peoples 	<ul style="list-style-type: none"> Conducted interviews with older Pacific clients alongside the Pacific Peoples' Coordinator and received excellent feedback from the Pacific community
Work and Income - Canterbury	Staff training	<ul style="list-style-type: none"> Staff are trained to work more effectively with older clients 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> Training programme results in more effective services for older Pacific peoples 	<ul style="list-style-type: none"> During the reporting period speakers from Age Concern, Canterbury Health, and Older Person's Health contributed to training staff to work more effectively with older people

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<p>Work and Income - Central</p>	<p>Facilitation meetings for local organisations who work with older people</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 	<p>Staff participated in and organised a variety of activities regionally with organisations that work with older people. These included:</p> <ul style="list-style-type: none"> ■ forums hosted by the Tararua District Council involving a range of groups working with older people on a local Positive Ageing Strategy ■ Older Person’s Reference Group meeting hosted by the Palmerston North City Council ■ regional forum held to identify common issues faced by older people and provide training on elder abuse and neglect prevention from Age Concern ■ forums held with two other regions and Mature Employment Support Agency to identify better ways to work with mature job seekers ■ Mature Employment Support Agency, Palmerston North and Levin contracted to deliver services to mature job seekers ■ Mature Case Management Practice implemented to provide intensive case management to mature unemployed

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Work and Income - Central	“Walk in Shoes” partnership with older clients	<ul style="list-style-type: none"> • Work and Income staff are more sensitive to issues faced by older clients 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • “Walk in Shoes” seminars for staff improve the services provided to older clients 	Staff participated in a variety of regional forums for clients in conjunction with other agencies focused on issues faced by older people including: <ul style="list-style-type: none"> ■ Palmerston North Arthritis Foundation on support for older people with disabilities ■ Probus Tararua on benefit entitlements ■ Wairarapa Health Board public forum on local health issues faced by older people ■ Keeping Independent Now (KIN) seminar in Levin for older clients ■ Mature Case Management Practice implemented and provided intensive case management of mature unemployed ■ Mature Employment Support Agency and staff focused on working with mature clients
Work and Income - Southern	Community liaison	<ul style="list-style-type: none"> • Increased accessibility to services for clients who have difficulty visiting a service centre 	Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i>	<ul style="list-style-type: none"> • Ongoing attendance records at outreach services indicate increasing uptake of services in rural areas 	<ul style="list-style-type: none"> ■ Outreach service provided weekly at Temuka, Geraldine, Waimate, Palmerston and Waikouaiti ■ Fortnightly outreach service provided at Twizel, Fairlie and Arowhenua Marae ■ Invercargill rural team visited older clients regularly in their homes
Work and Income - Southern	Disability Allowance review [ongoing]	<ul style="list-style-type: none"> • Older Southern clients receive their full entitlement to Disability Allowance for health related transport, power, and heating costs 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> • Correct entitlements are paid with regard to transport costs and electricity expenses • An ongoing client satisfaction rating of 95% is achieved 	<ul style="list-style-type: none"> ■ Disability Allowance costs reviewed regularly for Southern clients

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Work and Income - Southern	Living Alone Payment programme [ongoing]	<ul style="list-style-type: none"> Older clients who live alone in Dunedin City receive their entitlement to Living Alone Payment 	Goal 5: <i>Older people feel safe and secure and can “age in place”</i>	<ul style="list-style-type: none"> Older clients who live alone in Dunedin City are identified and receive their entitlement to a Living Alone Payment Survey of client satisfaction achieved 95% rating in Dunedin City 	<ul style="list-style-type: none"> During the reporting period all clients receiving single rate of New Zealand Super without the Living Alone Payment were invited to make Living Alone Payment applications
Work and Income - Southern	Marae service [ongoing]	<ul style="list-style-type: none"> Older Māori clients receive their full and correct entitlement 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> The outreach service provided at the Gore marae attracts an increasing number of older Māori clients 	<ul style="list-style-type: none"> Six-weekly outreach services provided at the Gore marae during the reporting period were well received by older clients and older people’s organisations
Work and Income - Taranaki, Wanganui, King Country	Age Concern & Work and Income seminar – Wanganui pilot	<ul style="list-style-type: none"> Older beneficiaries and superannuitants in specific Wanganui suburbs are fully informed about Work and Income 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"> Positive feedback is received from clients who attended the pilot seminar Evaluation of pilot seminar indicates that further seminars would be valuable 	<ul style="list-style-type: none"> Positive feedback received from attendees at Wanganui pilot seminar for older beneficiaries and superannuitants on entitlements and extra help August 2003 Preparatory work completed on planning for further seminars in Wanganui suburbs of Castlecliff, Aramoho, Gonville, Durie Hill and Central City
Work and Income - Taranaki, Wanganui, King Country	Adult learning	<ul style="list-style-type: none"> Clients are more aware of adult learning opportunities 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Feedback from older clients indicates that Adult Learners’ Week increased their awareness of adult learning opportunities 	<ul style="list-style-type: none"> Older clients indicated increased awareness of learning opportunities following support for Adult Learners’ Week September 2003 with an advertisement in the community newspaper

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<p>Work and Income - Taranaki, Wanganui, King Country</p>	<p>Better Homes Retrofit Project [ongoing]</p>	<ul style="list-style-type: none"> • The skills of local unemployed people are utilised to modify the homes of low income people for increased energy efficiency 	<p>Goal 3: <i>Affordable and appropriate housing options for older people</i></p>	<ul style="list-style-type: none"> • Increased number of older people's homes are energy efficient • An increased number of local unemployed people receive work training opportunities through involvement in the energy efficiency programme 	<ul style="list-style-type: none"> ■ During the reporting period valuable work experience and skills were gained by local unemployed people recruited to retrofit low income residents' houses including the houses of superannuitants in South Taranaki, Taumarunui and Te Awamutu
<p>Work and Income - Taranaki, Wanganui, King Country</p>	<p>Regional community information services for older people</p>	<ul style="list-style-type: none"> • Older beneficiaries and superannuitants are fully informed of services available in their communities 	<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"> • Grey Power, Age Concern, Grandparents Raising Grandchildren Trust, and Returned Services Association report links with Work and Income service centres result in better information and improved services 	<ul style="list-style-type: none"> ■ During the reporting period presentations were made to a wide range of community groups that support older people in Taranaki, Wanganui and the King Country ■ Information on extra help provided to kaumātua in Taranaki and Taumarunui Kōkiri Trust by local and regional Work and Income staff ■ Director of Office for Senior Citizens and staff joined Work and Income staff to visit Taranaki kaumātua and New Plymouth Positive Ageing Group to improve networks ■ MP electorate staff received updates on policy changes and assistance for older people ■ Regular meetings were held with benefit advocate groups throughout the year ■ Regional representative from Work and Income participated in monthly meetings of the New Plymouth Positive Ageing Group and quarterly information public forums for older people

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Work and Income - Taranaki, Wanganui, King Country	Very long-term unemployed pilot	<ul style="list-style-type: none"> • Long-term registered job seekers who are older people are prepared for employment and appropriate job opportunities are found for them 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> • 70% of pilot participants are placed in employment or positive employment related activities 	<ul style="list-style-type: none"> ■ Assessments with 30 long-term unemployed including older clients completed September 2003 ■ Joint meetings held with pilot participants' case managers and assessors to develop training and employment plans ■ All pilot clients were in or progressing towards employment-related activities and work readiness by June 2004
Work and Income - Waikato	Information programme for clients aged 70 years and over	<ul style="list-style-type: none"> • Older superannuitants receive their full and correct entitlement to assistance such as Disability Allowance and Accommodation Supplement 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Older clients in the targeted information programme report an increased capacity to access entitlements 	<ul style="list-style-type: none"> ■ Hamilton held three-monthly network meetings with 21 community organisations working with older people ■ Increased uptake of Disability Allowance following promotion through local doctors to older clients in Hauraki ■ Uptake of Supplementary Assistance increased in Thames after promotion to older clients at renewal of Living Alone Payment July 2003 to June 2004
Work and Income - Waikato	Information to older Māori	<ul style="list-style-type: none"> • Older Māori are well informed and have better access to services 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> • Older Māori in rural areas report increased satisfaction with Work and Income services 	<ul style="list-style-type: none"> ■ Preparatory planning completed in Huntly and Ngaruawahia for delivery of services to local marae by June 2004 ■ Huntly and Ngaruawahia provided services once a month to community groups in Huntly and Te Kauwhata, and at kaumātua meetings at local marae ■ Regular monthly liaison visits provided information to older people and groups of elders at Kirikiriroa and Te Puna O Te Ora

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Work and Income - Waikato	Information to older Pacific peoples and other ethnic communities	<ul style="list-style-type: none"> Older Pacific peoples and other ethnic communities are well informed about benefit entitlements 	Goal 6: <i>A range of culturally appropriate services allows choices for older people</i>	<ul style="list-style-type: none"> Older Pacific peoples access information and are better informed Clients who have English as a second language are better informed about entitlements and assistance Older people from other ethnic communities are provided with case management services 	<ul style="list-style-type: none"> Proactive use of the multilingual telephone service provided improved communication of information on services where a language barrier existed between case managers and older Pacific peoples Working relationships established with K'uta Pasifika, successfully improved relationships with Pacific clients Designated Pacific Case Manager worked alongside older Pacific peoples and the Super Team
Work and Income - Waikato	Relationships with driver licensing agencies	<ul style="list-style-type: none"> Clients benefit from information sharing between Work and Income Waikato and older driver licensing agencies 	Goal 4: <i>Affordable and accessible transport options for older people</i>	<ul style="list-style-type: none"> Clients have improved access to information about assistance available for driver licensing costs 	<ul style="list-style-type: none"> Information brochures on entitlements made available to older drivers at Work and Income service centres and distributed to community organisations

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<p>Work and Income - Waikato</p>	<p>Relationships with health authorities</p>	<ul style="list-style-type: none"> • Clients benefit from information sharing between Work and Income Waikato and local health professionals 	<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 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • Health providers and hospital social workers provide clients with correct information about entitlements 	<ul style="list-style-type: none"> ■ During the reporting period regular network meetings were held with Agewise, Ministry of Social Development and Health Authorities to provide rural people in the Waikato area with advice on their income support entitlements ■ Off-site Super services provided at Agewise, a community agency for older people in Hamilton ■ Offsite Super service for older people provided monthly at Raglan ■ Visits were made to local health providers and rest homes in the Huntly and Ngaruawahia area to provide information on products and services ■ Huntly and Ngaruawahia provided off-site services once a month to community groups in Huntly and Te Kauwhata ■ Relationships established with local medical centres and rest homes in Paeroa ■ Fortnightly service provided at Thames Hospital to ensure support is accessible for those in need, including older people
<p>Work and Income - Waikato</p>	<p>Relationships with housing agencies</p>	<ul style="list-style-type: none"> • Clients benefit from information sharing between Work and Income Waikato and local social housing agencies 	<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"> • Older clients are well informed about accommodation assistance 	<ul style="list-style-type: none"> ■ Regular information meetings held with Housing New Zealand Corporation, Hamilton City Council and Neighbourhood Watch Committees ■ Ministry of Social Development, Housing New Zealand Corporation and Disability Support Link signed a Memorandum of Understanding for Waikato Intersect Housing to address the housing needs of older people July 2004

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Work and Income - Waikato	Staff training	<ul style="list-style-type: none"> • Staff are trained to meet the needs of older clients 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> • National and regional training programmes are specifically designed to identify ways to work positively with older people 	<ul style="list-style-type: none"> ■ New Zealand Super staff attended liaison meetings to improve information sharing, ensuring that older people received a quality service ■ Super Case Managers attended regular group meetings to discuss issues of concern and information on older people ■ Three-monthly regional Super team meetings held to increase knowledge of older clients July 2003 to June 2004
Work and Income - Wellington	Home visits	<ul style="list-style-type: none"> • Reach older people who cannot easily access a Work and Income office to be informed about services and Work and Income entitlements 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> • Older clients are visited in their homes and are better informed about their entitlements and other assistance available 	<ul style="list-style-type: none"> ■ Home visits including hospital visits were made available to clients who could not visit Service Centres
Work and Income - Wellington	Keeping Older People Safe Programme	<ul style="list-style-type: none"> • Work collaboratively with other agencies to keep older clients safe and informed 	Goal 5: <i>Older people feel safe and secure and can "age in place"</i>	<ul style="list-style-type: none"> • Older clients attending the programme agree that the seminars are useful and informative 	<ul style="list-style-type: none"> ■ Lower Hutt service centre Super team participated in a joint Hutt Valley initiative Keeping Older People Safe programme with other agencies ■ The Keeping Older People Safe programme was specifically targeted to help older people and older Pacific clients in the Lower Hutt area

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Work and Income - Wellington	Mature job seekers	<ul style="list-style-type: none"> Older job seekers access employment or training 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"> The evaluation of contracted services shows increased employment participation among older job seekers 	<ul style="list-style-type: none"> Contract with Mature Services Positive Employment and Business Porirua to assist 45 older job seekers was finalised Initial work on contract with Mature Employment Services – Porirua & Hutt Valley to encourage older job seekers’ participation in employment completed Contracted services will be evaluated in the 2004/2005 year
Work and Income - Wellington	<p>Regional community information services for older people</p> <p>[ongoing]</p>	<ul style="list-style-type: none"> Older clients are better informed about community groups delivering services in their communities 	<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 Regional Public Relations Communications Strategy for 2003/2004 included initiatives to promote information about services available to older clients 	<p>Presentations were made to:</p> <ul style="list-style-type: none"> Citizens Advice Bureau on Supplementary Allowances, Special Needs Grants and Advances, and for medical alarms Wesleycare covering Residential Support Subsidy and supplementary assistance for older people in care Grey Power, to inform their members about eligibility to Superannuation, supplementary assistance including Living Alone Payment, Special Needs Grant and Advances, and for medical alarms
Work and Income - Wellington	Working relationships	<ul style="list-style-type: none"> Older clients are encouraged and supported to seek employment to increase their financial base prior to retirement 	<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>	<ul style="list-style-type: none"> Workbridge, Mature Employment Service Hutt, and Business Porirua, report increased employment assistance to older clients 	<ul style="list-style-type: none"> Networks were established with Mature Employment services and Workbridge for employment opportunities, with older job seekers approaching retirement age dealt with on a case by case basis Development work completed on establishing relationships with other local employment agencies

AGENCY	PROJECT NAME	OBJECTIVE	LINK TO POSITIVE AGEING GOALS	CRITERIA / MEASURES OF ACHIEVEMENT OF OBJECTIVE	ACHIEVEMENTS FOR 1 JULY 2003 TO 30 JUNE 2004
Work and Income - Whangarei Super Centre	Home visits	<ul style="list-style-type: none"> Housebound Super Centre clients to access Work and Income products and services 	<p>Goal 5: <i>Older people feel safe and secure and can “age in place”</i></p>	<ul style="list-style-type: none"> Home visits are made within 48 hours of a request received, or on a date suiting the superannuitant 	<ul style="list-style-type: none"> 12 home visits were completed with older clients with disabilities (such as sight) who were unable to travel into the Work and Income office
Work and Income - Whangarei Super Centre	Keeping Independent Now (KIN) Seminars	<ul style="list-style-type: none"> Older people live independently at home 	<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"> Feedback from seminars shows that the information clients received about products and services assisted them to safely remain in their own homes 	<ul style="list-style-type: none"> 13 Keeping Independent Now seminars were held by June 2004, including one on a marae, to provide older clients with information on entitlements and extra help available to assist them to live independently in the community
Work and Income - Whangarei Super Centre	Onerahi Day Agency [ongoing]	<ul style="list-style-type: none"> Super Centre clients in the Onerahi and Whangarei Heads area access Work and Income products and services 	<p>Goal 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> Day Agency continues to average at least 10 clients per day of operation 	<ul style="list-style-type: none"> The Day Agency in the Onerahi and Whangarei Heads area was well attended with up to 20 older clients meeting with a New Zealand Super Case Manager
Sport and Recreation New Zealand	Advocacy and sector effectiveness	<ul style="list-style-type: none"> Sport and recreation service planning and development considers older peoples’ 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"> National policy framework for sport and recreation includes recognition of the needs of older people 	<ul style="list-style-type: none"> Specific policy to encourage older people’s participation in physical activity was addressed in the National Policy Framework, providing a collaborative model for government and private sector to follow in working towards the goal of an active and healthy New Zealand The Draft National Policy Framework completed and distributed for public comment June 2004

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Sport and Recreation New Zealand	ACC Thinksafe New Zealand Masters Games	<ul style="list-style-type: none"> Older New Zealanders have opportunities to be active in a social and competitive sports environment 	Goal 8: <i>People of all ages have positive attitudes to ageing and older people</i>	<ul style="list-style-type: none"> Sport and Recreation New Zealand provide financial support for the Push Play component of ACC Thinksafe New Zealand Masters Games 	<ul style="list-style-type: none"> ACC Thinksafe New Zealand Masters Games Push Play walks supported by SPARC funding with approximately 7,000 participants at Games held in Dunedin February 2004
Sport and Recreation New Zealand	Older volunteers in sporting and physical activity	<ul style="list-style-type: none"> Produce a snapshot of older volunteers in sporting organisations 	Goal 10: <i>Increasing opportunities for personal growth and community participation</i>	<ul style="list-style-type: none"> Information gathering is completed and made available 	<ul style="list-style-type: none"> Data collected on activity levels of older New Zealanders as part of the New Zealand Sport and Physical Activity Survey by June 2004 In collaboration with the Cancer Society a major study, <i>Obstacles to Action</i>, considered the barriers and motivation to being physically active Report on the study available on the web at www.sparc.org.nz
State Services Commission	Human Resources	<ul style="list-style-type: none"> Government departments have access to human resource and EEO brokerage and advice 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> Relevant and useful information is available to government departments on managing an ageing workforce 	<ul style="list-style-type: none"> A report, <i>Facing an Ageing Workforce: Information for Public Service HR Managers</i>, completed April 2004 and published on the SSC website www.ssc.govt.nz Work underway on publication <i>Work/Life Balance in the Public Service</i> to address issues for older workers among other groups

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Statistics New Zealand	Human Resources	<ul style="list-style-type: none"> The Positive Ageing Strategy is applied to human resources planning and policy 	Goal 9: <i>Elimination of ageism and the promotion of flexible work options</i>	<ul style="list-style-type: none"> The needs and contributions of older employees are reflected in the Human Resource Strategy 	<p>Initial planning is completed to develop policies and programmes that support positive ageing including:</p> <ul style="list-style-type: none"> a policy for staff to be paid out for extra unused annual leave providing up-to-date ergonomic furniture encouraging planned exercise programmes during unpaid breaks in the working week encouraging involvement in community services organisations flexible work arrangements that include casual or part-time work following retirement offering employment opportunities for people in our Respondent Management business area where non-standard hours are prevalent
Statistics New Zealand	Changing Demographics	<ul style="list-style-type: none"> Provide information on the changing demographics of the population aged 65 plus 	Goals 1-10:	<ul style="list-style-type: none"> Characteristics of older people are able to be considered in planning and policy work 	<ul style="list-style-type: none"> <i>Older New Zealanders - 65 and beyond</i> published in April 2004 presented a statistical picture of the population and how it is changing

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Te Puni Kōkiri	Capacity building [ongoing]	<ul style="list-style-type: none"> • Build the infrastructure of Māori communities to lay the foundations for cultural, economic and social development 	<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 older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> • Quarterly reports received by the Ministry on the detailed achievements made or milestones reached during the reporting period • Regional meetings held regularly to co-ordinate assistance and to build relationships with Māori communities with report back to Capacity Building Senior Officials Group 	<ul style="list-style-type: none"> ■ Funding was provided for 658 capacity building projects in Māori communities, including projects related to assessing the needs of kaumātua, the provision of kaumātua services, and the use of kaumātua to reaffirm tikanga and kawa to their people ■ Approximately 50 regional meetings held to develop a whole of government approach to the needs of Māori communities, including those of kaumātua July 2003 to June 2004

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Te Puni Kōkiri	Regional consultations [ongoing]	<ul style="list-style-type: none"> Recognise the importance of elders to Māori as advisors across a wide spectrum of issues 	<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 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"> Elders are invited to attend hui and activities during the year Venues are provided for meetings Information is provided to support elders at hui 	<ul style="list-style-type: none"> Elders played an integral part in all hui hosted or organised by Te Puni Kōkiri and had opportunities to make their views known Regional networks recognised the important role that elders play in Māori communities by supporting opportunities for elders to engage with whānau, hapū, marae and within their respective communities
Te Puni Kōkiri	Special housing action zones [ongoing]	<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 made and identifies achievements for Māori communities 	<ul style="list-style-type: none"> 17 Special Housing Action projects implemented in conjunction with Housing New Zealand Corporation including an internal ablutions project for kaumātua

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Te Puni Kōkiri	Whānau development [ongoing]	<ul style="list-style-type: none"> Recognise the special and unique role of elders in the whānau structure and in whānau development 	<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 8: <i>People of all ages have positive attitudes to older people</i></p> <p>Goal 10: <i>Increasing opportunities for personal growth and community participation</i></p>	<ul style="list-style-type: none"> Whānau development national strategy and action plan are completed 	<ul style="list-style-type: none"> 12 regional hui on whānau development successfully completed with more than 1,000 tangata whenua participating including kaumātua Focus workshops for kaumātua to discuss their perspectives on whānau development held at organised hui July 2003 to December 2003 Following on from hui, three Cabinet papers prepared relating to whānau development Cabinet papers delivered during the reporting period identified and acknowledged the special and unique role and responsibilities for kaumātua within whānau and whānau development for: <ul style="list-style-type: none"> - cultural transmission - preservation of the language - inculcation of tikanga and appropriate role modelling

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Te Puni Kōkiri	Governance and appointments	<ul style="list-style-type: none"> Facilitate effective Māori participation on boards, committees and advisory groups 	<p>Goal 8: <i>People of all ages have positive attitudes to 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</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 and recommendations for appointments and reappointments including older people have been made to 223 statutory boards, committees and advisory groups
Transfund and Ministry of Transport	Passenger Transport Social Services Review	<ul style="list-style-type: none"> Fare concession schemes for older people are included in a review of social transport funding 	<p>Goal 4: <i>Affordable and accessible transport options for older people</i></p>	<ul style="list-style-type: none"> Passenger Transport Social Services funding review completed and reported to the Minister of Transport 	<ul style="list-style-type: none"> The Passenger Transport Social Services Review commenced in March 2002, to consider the targeted transport assistance to disabled people The scope of the review was widened in June 2004 to incorporate the access and mobility objective outlined in the New Zealand Transport Strategy (2002) and a report will be sent to the Minister in 2005
The Treasury	Economic consequences of ageing	<ul style="list-style-type: none"> An analysis of the economic and fiscal consequences of an ageing population is used to formulate fiscal policy 	<p>Goal 1: <i>Secure and adequate income for older people</i></p>	<ul style="list-style-type: none"> Seminars presented by Treasury on the estimates of the economic impacts of an ageing population Estimates used in policy and service planning 	<ul style="list-style-type: none"> Working paper <i>Population Ageing in New Zealand: Implications for Living Standards and the Optimal Rate of Saving</i> published by Treasury December 2003 www.treasury.govt.nz/workingpapers/2003/03-34.asp

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The Treasury	Understanding household saving behaviour	<ul style="list-style-type: none"> The public is educated about retirement saving 	Goal 1: <i>Secure and adequate income for older people</i>	<ul style="list-style-type: none"> All reporting milestones met Estimates of required saving rates for different retirement income levels are included in educational material produced by the Retirement Commission 	<ul style="list-style-type: none"> Reports to the Periodic Reporting Group on issues related to current retirement income and savings policies published December 2003 www.treasury.govt.nz/prg/background.asp Three working papers released in June 2004: <ul style="list-style-type: none"> <i>Saving and Retirement Wealth</i> <i>Workplace Superannuation and Retirement Wealth</i> <i>Household Bargaining and Retirement Wealth</i> Seminars presented to the Retirement Commission, the Investment and Savings Industry and the Association of Superannuation Funds of New Zealand
Veterans' Affairs New Zealand	Commemorations	<ul style="list-style-type: none"> The community is more 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 Greater opportunities to attend commemorative events provided to veterans Public awareness of the role played by veterans Veterans' experiences are acknowledged by their communities 	<ul style="list-style-type: none"> Educational resource material provided to secondary schools to support the Prime Minister's essay competition used to select students to accompany the veteran party to commemorations in Korea and Monte Cassino Support was provided to 30 veterans travelling with the official party to the 50th anniversary of the signing of the armistice for the Korean War 52 veterans travelled with the official party to the 60th anniversary of the battle of Monte Cassino Funding provided for 11 veterans who travelled with the official party to the 60th anniversary of the D Day landings Funding provided for veterans to hold reunions, and to visit battlefields Funding provided to 160 veterans to attend the 60th anniversary of Monte Cassino

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Veterans' Affairs New Zealand	Development of the case management service	<ul style="list-style-type: none"> • Veterans have better access to appropriate services to meet their needs 	<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"> • Veterans report increased use of community services and supports • Veterans feel more empowered to take responsibility for managing their quality of life • Māori veterans have access to services that reflect their needs and priorities 	<ul style="list-style-type: none"> ■ Case management service developed to co-ordinate delivery of community based services and supports to 1,699 veterans and their families ■ Case management services and supports focused on improving the quality of life for veterans and their families ■ Director of Veterans' Affairs attended hui held by 28th Māori Battalion and identified support people able to work with Māori veterans to ensure they have access to appropriate support services
Veterans' Affairs New Zealand	Quality improvement of decision making processes	<ul style="list-style-type: none"> • Veterans understand the basis for decisions relating to their entitlements 	<p>Goal 5: <i>Older people feel safe and secure and can "age in place"</i></p>	<ul style="list-style-type: none"> • The quality of primary level decision making is improved • Decision making is evidence based • Veterans are given clear explanations of all decisions 	<ul style="list-style-type: none"> ■ Primary level decision making monitored to ensure that decision making was evidence based and veterans were given clear explanations of the decisions that were made ■ Training was provided where necessary to ensure the quality of decision making was maintained

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<p>Ministry of Women's Affairs</p>	<p>New Zealand Women's Action Plan</p>	<ul style="list-style-type: none"> • The New Zealand Women's Action Plan addresses issues for older women 	<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 7: <i>Older people living in rural communities are not disadvantaged when accessing services</i></p>	<ul style="list-style-type: none"> • The New Zealand Women's Action Plan includes strategies to address the needs and interest of older women 	<ul style="list-style-type: none"> ■ The Action Plan for New Zealand Women, which was launched in March 2004, included a focus on older women and identified ways to improve the quality of life for older women ■ Worked with Ministry of Social Development on <i>Te Rito</i> New Zealand Family Violence Prevention Strategy, to highlight family violence issues for older women

KEY ACHIEVEMENTS AND ACTIONS FOR THE TEN POSITIVE AGEING STRATEGY GOALS

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2003/2004
<p>1. Secure and adequate income for older people</p>	<ul style="list-style-type: none"> • Ministry of Social Development - legislation to progressively remove asset testing from residential care introduced to Parliament • Retirement Commission - launched a 60 plus section of the Sorted website to provide information to older people on how to manage their assets over the course of their retirement • Work and Income regions, Ministry of Social Development - community information services on entitlements provided to older people
<p>2. Equitable, timely, affordable and accessible health services for older people</p>	<ul style="list-style-type: none"> • Accident Compensation Corporation - 41 Tai Chi programmes developed in 15 areas nationwide • Ministry of Health - guidelines for multidisciplinary, comprehensive and integrated assessment processes for older people and their carers developed and released publicly October 2003 • Ministry of Health - Life after Stroke Guidelines published and available on the Stroke Foundation website • Ministry of Health - development of the Residential Care Dementia Standard commenced • New Zealand Artificial Limb Board - Best Practice Guidelines Physiotherapy implemented for hospital management of amputees in Christchurch
<p>3. Affordable and appropriate housing options for older people</p>	<ul style="list-style-type: none"> • Housing New Zealand Corporation - funding provided from the Housing Innovation Fund to three community groups specifically for 20 new housing units for older people • Housing New Zealand Corporation - 131 former Auckland City Council pensioner units were reconfigured, modernised or redeveloped for older tenants • New Plymouth District Council and Accident Compensation Corporation - audit report completed on falls hazard in older people's housing November 2003 • Office for Senior Citizens, Ministry of Social Development - Retirement Villages Act 2003 passed into legislation 30 October 2003
<p>4. Affordable and accessible transport options for older people</p>	<ul style="list-style-type: none"> • Land Transport Safety Authority - New Zealand Driver Licensing driver testing officers and agent managers attended a training course focused on the needs of older drivers • New Zealand Institute for Research on Ageing (NZiRA) - completed the <i>Coping Without a Car</i> report on how older people cope without access to private transport • Transfund, Ministry of Transport - extended the scope of the Passenger Transport Social Services Review to incorporate the access and mobility objective of the New Zealand Transport Strategy
<p>5. Older people feel safe and secure and can "age in place"</p>	<ul style="list-style-type: none"> • Accident Compensation Corporation - pilot site established for specific intervention for people 65 years and over who experience multiple injuries • New Plymouth District Council and Western Institute of Technology in Taranaki - international literature review on ageing in place and supported living completed in New Plymouth • Ministry of Research, Science and Technology - University of Waikato and the Family Centre Social Policy Research Unit awarded research funding of \$4m over the next five years to study wellbeing and ageing

POSITIVE AGEING GOALS	ACHIEVEMENTS IN 2003/2004
<p>6. A range of culturally appropriate services allows choices for older people</p>	<ul style="list-style-type: none"> • Office for Ethnic Affairs, Department of Internal Affairs - 10 government agencies committed to developing ethnic responsiveness plans • Work and Income, Ministry of Social Development - proactive use of the multilingual contact centre improved communication between Work and Income staff and older Pacific peoples • Work and Income regions, Ministry of Social Development - staff provided services to older Māori on marae
<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 - approximately \$3 million distributed to 437 community groups in the not-for-profit sector by Lottery Seniors funding • Department of Labour - <i>Connecting Communities</i> national conference identified priorities for community Information Communication Technology (ICT) work for the next five years • Ministry of Agriculture and Forestry - two Information and Communication Technologies (ICTs) Access pilots in Tokoroa and Southland supported to provide training and information to rural residents including older people
<p>8. People of all ages have positive attitudes to ageing and older people</p>	<ul style="list-style-type: none"> • Ministry of Culture and Heritage - <i>A Fair Sort of Battering</i> - veterans' oral history of the Italian campaign published April 2004 • Department of Labour - <i>Diversity Index 2003</i> published and available on the EEO Trust website • Work and Income Auckland Region and Office for Senior Citizens, Ministry of Social Development - training package developed for Work and Income staff working with older people • Ministry of Culture and Heritage - <i>New Zealand and the Second World War – the People, the Battles and the Legacy</i> published April 2004
<p>9. Elimination of ageism and promotion of flexible work options</p>	<ul style="list-style-type: none"> • Ministry of Agriculture and Forestry - 77 retirement planning seminars held from Whangarei to Invercargill • Department of Labour - <i>Achieving Balanced Lives and Employment</i> a summary report published on work-life balance • Ministry of Social Development - Mature Focused Case Management practice introduced December 2003 to ensure all Work and Income unemployed clients aged 45 to 59 years receive intensive case management and support to attain sustainable employment
<p>10. Increasing opportunities for personal growth and community participation</p>	<ul style="list-style-type: none"> • Ministry of Education - in 2003, 4,633 students aged 65 years and over participated in formal tertiary education making up 1% of the total student population, up from 542 or 0.2% in 1998 • Ministry of Education - 18,000 older people over 60 years participated in Adult and Community Education (ACE) in 2003 • Veterans' Affairs New Zealand - funding provided to 160 veterans to attend the 60th anniversary of the battle of Monte Cassino and 30 veterans supported to attend the 50th anniversary of the signing of the armistice for the Korean War



OFFICE FOR SENIOR CITIZENS

TE TARI KAUMĀTUA

Administered by the Ministry of Social Development



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora