Older New Zealanders
Healthy, independent, connected and respected
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People are living longer and are healthier in their old age, more than in any previous generation. This is what we as New Zealanders want for our parents, their families, their communities and the New Zealand economy.

Our older population is becoming increasingly diverse, offering valuable knowledge, skills and experience. My vision for the future is a place where everyone lives life to the full. This is what we as New Zealanders want for our parents and grandparents, as well as ourselves and our children in years to come. People who lead full and successful lives in their younger years will take this success into their older years.

Older people are key contributors to our economy and our communities. They are our skilled workers, volunteers, caregivers, mentors and leaders. They continue to make a large economic contribution as business leaders, taxpayers and consumers. We need to ensure that there are a range of choices and opportunities to meet the diverse needs of older people in New Zealand.

This Government is committed to the vision and positive ageing principles set out in the New Zealand Positive Ageing Strategy. This Strategy was developed following broad consultation with communities, non-government organisations, aged care sector, local government, and experts.

The New Zealand Positive Ageing Strategy has provided a useful framework for government agencies, local government, the aged care sector and non-government organisations. It has helped to increase awareness in New Zealand communities about positive ageing.

Twelve years on, this document outlines the actions that the Government is taking to demonstrate our commitment to the Strategy’s vision for Positive Ageing in New Zealand.

My intention is that this is a living document that we update as we take new actions to respond to new opportunities and challenges in the future.

Hon Jo Goodhew
Minister for Senior Citizens
The Government is committed to the vision and positive ageing principles outlined in the New Zealand Positive Ageing Strategy.

Our vision is for a society where people can age positively, where older people are highly valued and where they are recognised as an integral part of families and communities. New Zealand will be a positive place in which to age when older people can say that they live in a society that values them, acknowledges their contributions and encourages their participation.
As a Government, we want an environment where older people can live life as healthy, independent, connected and respected members of our communities.

Older people in New Zealand are a diverse group, with different expectations and aspirations for their lives. Some live in cities, while others live in rural communities. There is an increasing proportion of Māori, Pacific and Asian people within our older population.

Older people built our economy and our society. They continue to contribute to our communities and our nation’s prosperity during their later years. They have valuable knowledge, skills and experience. Older people want choices and opportunities to continue to actively participate in the workforce, their families and their communities.

Older people say that financial security and retaining independence are important to them. New Zealand Superannuation, alongside increasing retirement savings options, will mean that there is a guaranteed income into old age.

Some older people may not always be able to remain financially secure. Extra help is available to those in need through targeted assistance such as the Accommodation Supplement.

Good health is vital to an independent, happy life. The Government is making sure older people are well supported to maintain good health and active, safe and connected lives. When health care or social services are needed, we are working to ensure that older people get the right support and services.

It is important that older people can continue to live at home if they are able, and have a range of affordable, attractive and safe options if they cannot.

The Government is committed to age-friendly urban planning with public buildings and services that make our communities more inclusive and accessible. This includes a growing range of affordable, accessible and safe transport options for older people.

It is important that older people, including those for whom English is not their first language, can easily get good information and access effective services to assist them in planning for their future.

Demographic change brings the opportunity to do things differently so we can meet the future needs of older New Zealanders. Collaboration between government agencies and working closely with communities, families, businesses and older people themselves is essential to reach our vision for older people and New Zealand.
Positive ageing principles

The positive ageing principles state that effective ageing policies will:

1. empower older people to make choices that enable them to live a satisfying life and lead a healthy lifestyle
2. provide opportunities for older people to participate in and contribute to family, whānau and community
3. reflect positive attitudes to older people
4. recognise the diversity of older people and ageing as a normal part of the lifecycle
5. affirm the values and strengthen the capabilities of older Māori and their whānau
6. recognise the diversity and strengthen the capabilities of older Pacific People
7. appreciate the diverse cultural identity of older people living in New Zealand
8. recognise the different issues facing men and women
9. ensure older people, in both rural and urban areas, live with confidence in a secure environment and receive the services they need to do so
10. enable older people to take responsibility for their personal growth and development through changing circumstances.

How will we identify progress?

The rest of this document outlines the opportunities created by the ageing population and the actions the Government is taking to deliver on the New Zealand Positive Ageing Strategy vision and principles. People will make smart choices about their future and older people in New Zealand will live safely, independently and with dignity.

We will know we have been successful when:

• older people have better health outcomes
• older people are able to access co-ordinated and personalised care when they need it
• an increasing proportion of older people are choosing to remain in paid work or undertaking voluntary activities
• a lower proportion of older people are solely dependent on New Zealand Superannuation and other financial assistance
• there are increased retirement savings
• older people feel safe and secure in their homes and communities
• there is a range of affordable, accessible, safe and secure housing options for older people
• there are affordable, accessible and safe transport options
• older people are socially connected and participating in their families and communities
• cities and towns, public buildings and services are accessible and support the needs of our changing population
• older people feel valued and respected for their contribution to society.
Opportunities created by our ageing population

In 2011, the first of the baby-boom generation turned 65 years old, signalling an increase in our ageing population.

Figure 1: Population projections for 65+

Trends

New Zealand population trends show:

• the number of people over the age of 65 will double in the next 20 years to around 1.2 million in 2036

• around 23 per cent of the total population will be aged 65 or over in 20 years, compared to 14 per cent now.

Our older population is becoming more diverse:

• by the mid-2020s, 30 per cent of people aged 65 or over are projected to choose to continue to be in paid work, compared to 20 per cent now

• older consumers are projected to spend over $60 billion in 2051, compared to around $13.5 billion in 2011¹

• home ownership rates for people aged 65 or over are expected to decline

• more older people will live alone in the community

• by 2051² the number of older people with a disability is expected to grow by 60 per cent

• our older population will be more ethnically diverse with an increasing proportion of Māori, Pacific and Asian people.

Opportunities created by our ageing population

This changing demographic and social landscape provides New Zealand with opportunities to:

• develop innovative approaches to the provision of healthcare, transport, housing, social and other services

• develop and grow businesses targeting older consumers from a range of cultural backgrounds

• establish long-term, affordable and accessible rental housing for older people and ensure social and supported housing is available for those who need it

• retain experienced and skilled employees to contribute to productivity growth and to mentor young employees

• deliver Better Public Services, including greater creativity in connecting New Zealanders with government information (result 10) and increased opportunities for employment and further education (results five and six)³

• increase co-operation and partnership across government agencies, communities and businesses to develop and enhance services, economic opportunities and living options.

¹ Values are expressed in real 2011 dollars, adjusted for the expected real growth in the value of wages between 2011 and 2051.
³ Government’s priority to deliver Better Public Services through achieving 10 specific results grouped under five themes.
What is the Government doing for older New Zealanders?

This diagram summarises many of the actions the Government is taking to deliver on the vision outlined in the Positive Ageing Strategy to enable older people in New Zealand to be healthy, independent, connected and respected.

Our vision for older New Zealanders

Healthy
- Support to stay well
- Falls prevention
- Support for people with chronic conditions
- Shorter waiting times for treatment
- Greater support for people with dementia
- More specialist services in the community

Independent
- New Zealand Superannuation and Veteran’s Pension
- Income assistance for people in hardship
- Providing people with flexible work options
- Support with self care
- Housing options
- Universal housing design
- Support and protection from becoming victims of crime

Flexible and affordable transport options
- Connecting people to government services and information
- Connecting older people with their communities
- Supporting family carers
- Going digital and broadband rollout
- Planning for inclusive towns and cities

Respected
- Recognising older consumers
- Preventing and responding to elder abuse and neglect
- Ensuring effective Enduring Powers of Attorney
- Promoting information and good practice examples
- Ensuring the perspectives of older people are considered
Healthy

Support to stay well

Supporting older people to maintain their health means that they can enjoy a good quality of life and are able to contribute positively to their families, whānau and communities.

Assistance with health costs

People who go to the doctor frequently (a minimum of 12 times in 12 months) may be eligible for a High Use Health Card. This card provides access to lower fees for prescription medicines and casual doctor visits, such as appointments with a different general practice or at an after-hours clinic. In May 2013 approximately 26,000 people had a High Use Health Card, of which 55 per cent were aged 65 or over.

There is also a Pharmaceutical Subsidy Card (PSC) to help people who face high prescription costs. Once a person or family has collected 20 new prescription items a year they can get a PSC. This ensures prescription charges are capped at $100 a year.

There is no means test for either the High Use Health Card or the Pharmaceutical Subsidy Card.

The Government has expanded access to medicines. Funding for PHARMAC has increased from $653 million in 2008/2009, to $783.6 million in 2012/2013. In the year ending 30 June 2012, PHARMAC achieved savings of $57.4 million. These savings allowed 14 new medicines to be funded and ten existing medicines to have their access widened.

For New Zealanders who have permanent hearing loss, financial assistance is available through the Ministry of Health’s Hearing Aid Funding Scheme and Hearing Aid Subsidy Scheme for the purchase and repair of hearing aids. Between 1 July 2012 and 30 April 2013, 9,562 people received a hearing aid subsidy for one or two hearing aids. Approximately 77 per cent were aged 65 or over.

Nutrition and physical activity

People may become less physically active as they grow older. Lack of activity contributes to obesity and other chronic health conditions, as well as increasing the risk of falls. In January 2013, the Ministry of Health published:

- *Food and Nutrition Guidelines for Healthy Older People* aimed at supporting health professionals, educators and caregivers to give advice to older people and their families on healthy eating

- *Guidelines on Physical Activity for Older People (aged 65 or over)* providing information to health professionals on physical activity to reduce the risk of older people developing a range of health conditions.
Oral health

In 2010, the Ministry of Health funded the New Zealand Dental Association (NZDA) to develop Healthy Mouth, Healthy Ageing: Oral Health Guidelines for Caregivers of Older People. The guidelines provide caregivers with the information they need to help frail older people maintain good oral health, including cleaning their teeth or dentures.

The Ministry of Health also funds NZDA to run free half-day workshops on oral hygiene for caregivers in aged residential care and home support services. Around 20 workshops are provided each year and since September 2011 over 1,500 support workers have attended.

The Ministry of Social Development provides targeted financial assistance to help people on low incomes with the cost of urgent dental treatment.

Falls prevention

Falls are common in older people and can result in serious injury, loss of independence and entry to aged residential care. There were 7,500 falls-related hospital admissions for people aged 85 and over in 2011/12. In the same year, falls were a contributing factor in over half of Accident Compensation Corporation (ACC) claims made by older people.

Reducing harm from falls is a key goal of the Health Quality & Safety Commission. During April 2013, the Commission ran a month-long April Falls awareness campaign to support District Health Boards (DHBs) with their falls prevention programmes. The Commission also launched a national patient safety campaign in May 2013 with an initial focus on falls.

ACC also funds falls prevention groups around the country, which focus on group exercise and education. People are referred from emergency departments, medical centres and paramedics, and older people can also refer themselves. ACC’s Community Injury Prevention Consultants can also refer people they are working with in the community.
A key part of the Northern Region DHBs’ First Do No Harm patient safety campaign is the Falls and Pressure Injuries Collaborative which brings people together to share learning about what works in reducing harm from falls. It operates in hospitals and aged residential care facilities, focusing on protecting patients at high risk of falling. Elaine’s experience illustrates the value of this approach.

Elaine, aged 87, came to live at a residential care facility in April 2012 following a couple of falls at her home, including one that fractured her hip. She had lost confidence in moving about and feared falling again, but was motivated to regain her sense of independence.

After Elaine’s accident, ACC funded physiotherapy to help restore Elaine’s mobility. The physiotherapist recommended that Elaine join the twice-weekly Balance Exercise Group, which uses recognised exercises to improve balance and muscle strength. Elaine also enjoys going out with the walking group around the facility grounds. There is a gym group on days when the weather is bad.

Since joining the exercise group Elaine is a lot more confident and has not had any more falls. She recently went on a trip with the Garden Club and greatly enjoyed walking round the gardens.
Case Study

‘Upright & Able’ is a community-based falls prevention partnership between the Nelson Bays Primary Health Organisation and ACC.

Older people are referred to a six-week taster programme which includes exercise and education on falls prevention. They are then encouraged to find a community-based activity that meets their needs so they can keep up their exercise on an ongoing basis. Current activities include tai chi, yoga, exercise and fitness classes, swimming, walking, cycling, and sports such as golf, bowls and croquet.

Vitamin D prescriptions
Since 2009, ACC has been working in partnership with DHBs to ensure that older people living in residential homes are prescribed Vitamin D supplementation to reduce the severity of fall-related injuries. This is because older people can be deficient in Vitamin D, which is important for bone health. For most people in New Zealand, sun exposure is the main source of Vitamin D, but older people with limited mobility can have difficulty getting outside.

Fracture Liaison Services
DHBs are developing Fracture Liaison Services. This means that when an older person is admitted to hospital with a fracture due to ‘weak bones’ they will have an assessment of the risk of having another fracture in the future. If they are assessed as having a high risk, a care plan will be developed. Medication may be given for osteoporosis, and the older person’s GP will be contacted to arrange follow-up after they are discharged from hospital.

Supporting people with chronic conditions

Cardiovascular disease and diabetes checks
Cardiovascular disease (CVD) and diabetes are the leading cause of death in New Zealand and are more common in people over the age of 65.

Checking people for CVD (including high blood pressure) and diabetes gives a better chance of catching the condition early and preventing it getting worse or causing other health problems. The Government has set a target of 75 per cent of the eligible population having had a risk assessment for CVD including a check for diabetes in the last five years.

Diabetes Care Improvement Packages (DCIP) were introduced in July 2012 to replace the previous annual assessment. The DCIP encourages GPs and community health providers to develop a tailored approach to managing diabetes, based on the needs of each patient and their circumstances.
Case Study

Keri was diagnosed with diabetes 15 years ago by chance. Her husband was a diabetic and when the nurse visited with some new equipment to check on him, she demonstrated it on Keri, only to find that Keri had diabetes too.

Keri was started on pills for her diabetes, but her remote location meant an hour-long trip every three months to Dunedin hospital to keep an eye on her condition. However, following the introduction of the DCIP, a mobile GP service was started. This meant that even when Keri had to start having insulin injections for her diabetes she was supported to manage her own injections and blood sugar levels, and can now access most additional support locally, avoiding the long trip to Dunedin.

“I’d been in and out of hospital so often – I’m getting older and it saves me having to go to the main city. It’s much more convenient” says Keri.

Stroke services

Stroke is the third most common cause of death after heart disease and all cancers combined. Although most strokes are not fatal they are a major cause of long-term disability in adults. An expert clinical group developed the New Zealand Clinical Guidelines for Stroke Management in 2010. These guidelines describe evidence-based practice covering many aspects of stroke care, such as treatment and management, including pre-hospital, acute, post-acute and community care.

Every DHB now has organised stroke services with patients needing to be hospitalised being admitted either to a stroke unit or to dedicated stroke beds.

Effective early intervention aims to maximise recovery and prevent costly complications and subsequent strokes.

Community pharmacy long-term conditions service

Launched in July 2012, the Pharmacy Long-term Conditions (LTC) Service enables pharmacists to work more closely with people who have long-term conditions like diabetes or high blood pressure and who have difficulty taking their medicine as prescribed.

As part of the LTC Service, the pharmacist may help to keep track of the different medicines that a person needs to take, explaining when they should take each dose and helping them to remember to pick up their next medicine supply or get a new prescription.

Of the approximately 116,000 people enrolled in the programme in March 2013, 63 per cent were aged 65 or over.
Shorter waiting times for treatment

Faster treatment for cancer
Most new cases of cancer are diagnosed in older people. Out of almost 21,000 new cases of cancer diagnosed in 2009, 57 per cent were in people aged 65 or over.

DHBs are consistently meeting the Government’s target for patients who are ready for treatment waiting less than four weeks for radiotherapy or chemotherapy.

The Ministry of Health is implementing the faster cancer treatment programme to further improve timely access to cancer treatment. One initiative is that every DHB will have at least one dedicated nurse to help co-ordinate care and support patients through the course of their cancer. The aim is that over time all patients will have access to the same quality of care within the same timeframes, regardless of where they live.

More elective surgery
Elective surgery is non-urgent surgery that is scheduled in advance for patients who do not need an operation right away. Examples of elective surgery include cataract surgery, and hip and knee replacements. This life-enhancing surgery benefits many older New Zealanders.

Advances in technology and medicines, coupled with people living longer, means that demand for elective surgery is expected to continue to grow.

In 2012, around 63,200 older people received elective surgery, 24,500 more than in 2005. During this time, people receiving elective surgery who were aged 65 or over increased from 36 per cent to 41 per cent, even though they represent only 14 per cent of the total population. This means that the current Ministry of Health target of 4,000 more people receiving elective surgery each year will benefit many older New Zealanders.

Greater support for people with dementia
In 2011, around 48,000 New Zealanders had dementia. Most were older people, with a third of people with dementia aged 90 or over.

In the 2012 Budget, DHBs received $2.5 million a year to develop dementia care pathways to support people with dementia and their families and whānau. The pathways focus on earlier diagnosis, co-ordinating services, and access to appropriate education, health and social support services.

The 2013 Budget provided an extra $2 million over three years to support dementia awareness programmes and to assist clinical teams in early detection of dementia. An additional $1.2 million over three years was also provided for dementia-related training for health care workers.

Funding has been directed to residential dementia services to ensure high-quality services are available. Government has allocated an additional $21.7 million a year for dementia residential care between 2010/11 and 2012/13. This has contributed to a 24 per cent increase in beds in dementia care units. An additional $4 million a year was allocated in the 2013 Budget for dementia residential care.
More specialist services in the community

DHB geriatricians and geriatric nurse specialists are now working in the community, providing advice and support for staff in GP surgeries and aged residential care.

Health Workforce New Zealand is working with the Royal New Zealand College of General Practitioners and the Medical Council of New Zealand to include advanced training on care of older people as part of general practice training.

The Voluntary Bonding Scheme, an incentive-based payment scheme to attract graduates to hard-to-staff communities and/or specialties, now includes graduate nurses choosing to work in aged care.

Case Study

Dr S, a geriatrician, regularly visits local medical centres. He meets some patients to provide specialist clinical opinion and for others he discusses support strategies with the GPs and nurse practitioners based on the patients’ case notes. In this way, GPs get first-hand, timely advice on how to manage their patients better in the community.

This also provides the first specialist appointment for these patients in the community rather than them having to visit the hospital, and can avoid unnecessary hospital admissions.
New Zealand Superannuation

People want to be assured of an income in their later years. The Government is committed to ensuring certainty about New Zealand Superannuation for all people over the age of 65, who meet the qualifying criteria.

People can continue working and receive New Zealand Superannuation because it is not income or asset tested. At the end of June 2013, there were 612,466 people aged 65 or over receiving New Zealand Superannuation. In 2012/2013, expenditure on New Zealand Superannuation was $10.235 billion and is forecast to increase by 24.2 per cent to $12.712 billion in 2016/17.

For older people who do not qualify for New Zealand Superannuation, other forms of financial assistance are available, based on need.

Support for Veterans

The Veteran’s Pension is an alternative to New Zealand Superannuation for veterans. The rate at which a Veteran’s Pension is paid does not reduce as a consequence of long term hospital care, unlike New Zealand Superannuation.

Veterans can access medical and financial support through the War Disablement Pension. Veterans’ Affairs New Zealand provides funding for rehabilitation of injuries as a result of service. Veterans with severe disabilities may access an additional pension payment. Once they turn 60, veterans receive an increased rate of pension. Travel concessions and allowances to assist with attendant care are also available to veterans with disabilities.

Veterans’ Affairs New Zealand operates a Case Management Service which helps veterans access community support services where they are needed. They also fund services that enable veterans to continue to live independently in the community.

The Government is replacing the 1954 War Pensions Act to better meet the needs of modern day veterans, while preserving the benevolence principles of the current Act. This will widen the availability of support services, such as home help and lawn mowing, to 3,000 additional veterans and 1,100 surviving spouses or partners.

Income assistance to people in hardship

The current population of people over the age of 65 have low levels of hardship compared to other age groups. Estimates suggest that between four and seven per cent of older people experience material hardship.

New Zealand Superannuation provides regular income, but there is extra targeted financial support for those in need.

- **Accommodation Supplement** is a weekly payment to help with housing costs. At the end of June 2013, 35,386 older New Zealanders were receiving assistance with their housing costs, with an average payment of $58 per week.

- **Disability Allowance** assists with regular, ongoing costs due to a disability. At the end of June 2013, 129,178 older New Zealanders were receiving assistance with their disability-related costs (including gardening assistance and medical alarms), with an average payment of $25 per week.
• Hardship assistance is available for people who have an immediate or emergency need and who have no other way of meeting that need. This includes Special Needs Grants and Advance Payment of New Zealand Superannuation. In 2012, hardship assistance totalling $12.6 million was paid to people aged over 65. Around $4.7 million was paid to help with costs for dentures, glasses and/or hearing aids.

• Community Services Card gives the holder access to a range of subsidised health-related services.

Providing people with flexible work options

In March 2013, 20.3 per cent of people aged 65 or over were participating in the labour force. This included 25 per cent of males aged 65 or over, and 14 per cent of females aged 65 or over.

More and more older New Zealanders are actively seeking or staying in paid work, but often in changed roles – perhaps moving to part-time or less physically demanding work.

Employers are required to consider requests for flexible working arrangements from people with caring responsibilities after six months of employment. The Government is extending the right to request flexible working arrangements to all workers from their first day on the job.

ACC support

ACC provides vocational rehabilitation to older workers who cannot return to their usual work after an injury. This includes supports like a graduated return to work programme, physical exercise programme, modified equipment, job search techniques and work trials.

Case Study

Brenda works in IT with a large central Auckland organisation for which she has clocked up 18 years of service. She’s now 71, and after experiencing some health issues she cut her hours back to 4 days a week and thought she would have to retire.

“When I suggested this to my line manager, he was genuinely sorry to hear it – he said that I had to do what was right for me, not what the company wanted, but he didn’t want me to go.”

She wasn’t so keen on leaving either: “I need some structure to my day – otherwise I’d sit on the couch and read all day!” She also enjoyed her colleagues who “are all male, mostly young, very bright, interesting and amazing, and wonderful to work with.”

By mutual arrangement she’s now working regular days each week and her employer is more than grateful that she’s willing and able to maintain a particular type of older IT system that none of her colleagues enjoy!”
Welfare Reform – reducing benefit dependency

The Government’s programme of Welfare Reform focuses on helping people in to work so they can achieve a better future for themselves and their families. The benefits of more people in work will see fewer people entering retirement in hardship.

Support with self-care

Support to stay at home

Effective home support services help older people to remain in their own home, for as long as they can safely do so. Most services are provided in the person’s home, but can include activities such as assistance with shopping and maintaining or re-establishing supportive social networks.

People may also be eligible for support to get equipment and/or funding for housing or vehicle modifications if these are needed to help them be safe and independent. For example, they may need a walking frame or wheelchair to support them to get around inside their home safely, or a shower stool or hoist if they are unable to shower themselves safely. Between 1 July 2012 and 30 April 2013, 29,753 people aged 65 or over received assistance with equipment or housing modifications at a cost of $11.2 million.

DHBs are moving to a ‘restorative’ model of home support, which aims to maximise an older person’s independence so they can remain in their own home safely for longer.

Case Study

Ellen was originally referred to the Waikato Enliven home support service in January 2013 after a fall. She emphatically declined any support as she thought that she was managing well. However Ellen was subsequently admitted to hospital with confusion due to the pain medication she was taking. She was re-referred to Enliven in March 2013. A plan was agreed with her and her family to provide assistance with personal care, household tasks, and oversight for medication and breakfast, while Ellen’s family made sure she had an evening meal.

Ellen has responded extremely well to her care plan. She is enthusiastic about the exercise programme that the physiotherapist set up for her. She is now venturing out to the shops and hairdresser and for social visits with her support workers. The occupational therapist is looking into funding options for a mobility scooter to give her more independence.

Ellen is now independent with her personal care and can prepare light food and drinks as well as manage her medication from her blister pack.
Government spending on home support for older people has been increasing each year and is expected to reach $269 million in 2012/13. This enabled DHBs to purchase approximately 10 million hours of home support over the year, which was 0.7 million hours more than in 2008/09. The Government allocated an additional $5 million a year in the 2013 Budget for home support, which will enable DHBs to ensure the ongoing quality and availability of home support services.

ACC also funds home support services for people who require support after injury.

**Respite care**

Respite care gives carers a short break from their caring responsibilities. DHBs have been given greater flexibility in the type of respite care that can be funded and more options are available, including short-term residential care, community activity programmes and in-home respite care.

DHBs spent $40.7 million on respite care in 2009/2010. Government allocated an additional $5 million a year for respite care in 2010 and a further $1 million a year specifically for dementia respite care in 2011.

**Community rehabilitation**

DHBs are increasingly using community rehabilitation teams to help older people discharged from hospital to return home safely, or to avoid unnecessary admission to hospital or an aged care facility. The Waikato DHB Specialist Treatment and Rehabilitation Team (START) and the Canterbury DHB Community Rehabilitation, Enablement and Support Team (CREST) are two examples of this.

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**Case Study**

Anne was admitted to hospital after breaking her hip. When she was discharged from hospital she still needed a lot of help looking after herself and CREST staff identified her as a good candidate for its specialist support and rehabilitation service.

The CREST team of health specialists and support workers worked with Anne to identify what she needed and how best to help her become more independent. Anne initially received four visits a day to help with personal care, household tasks and an exercise programme that included walking with support.

Within a few weeks Anne’s strength and balance had improved so much that she only needed two to three visits a week. From being highly dependent, she can now make her own bed and shower herself. “I just try to do a bit more each day, and CREST has helped me regain greater independence” says Anne.
Aged residential care when home support is no longer an option

For some people, remaining in their own home is no longer a safe option. If an older person is assessed as needing long-term residential care in a rest home or hospital, they may be able to get a Residential Care Subsidy from the Ministry of Health to contribute towards the cost of their care. There is an income and assets test for the residential care subsidy. The 2013 Budget provided an additional $11.3 million a year for aged residential care subsidies.

Aged residential care is also available to people who do not qualify for the Residential Care Subsidy. Older people with assets that exceed the limit may be able to get a Residential Care Loan to assist with the cost of their care, if they still own their own home and have limited other assets. The loan is secured by a caveat over the person’s home and becomes payable to the Government when the person dies or the house is sold.

Between July 2007 and August 2013, 26 new aged residential care facilities opened with 1,800 beds and 77 existing facilities have expanded, adding over 1,300 beds. In 2012/2013, the Government spent $928 million on aged residential care, $184 million more than was spent four years previously.

Ensuring quality services

The Home and Community Support Sector Standard was revised in 2012. From 1 September 2013, home support services that have a contract with a DHB, ACC or the Ministry of Health’s Disability Support Services will be required to comply with the 2012 Standard or be working towards compliance.

Aged residential care facilities are audited regularly and the length of certification depends on how well the facility meets the certification standards. Complaints about a facility can trigger an unannounced audit and the Ministry of Health will then take appropriate action if the complaint is substantiated. Audit summaries are also published on the Ministry of Health website in an easy to read format that highlights how well the facility is doing. The introduction of the interRAI assessment tool will further strengthen the quality of care by providing information on residents’ support needs over time.

Assessing health and support needs

All DHBs are now using Comprehensive Clinical Assessment (interRAI) for older people referred for home support services. This means older people receive a full and nationally consistent assessment of their support needs that may also identify relevant health needs. The information is collected electronically and can be shared between health professionals so that the person only needs to tell their story once and changes over time can be recorded.

The interRAI assessment tool is now being rolled out into aged residential care facilities so that their residents also receive the benefits of Comprehensive Clinical Assessment. By June 2014 all aged residential care facilities in New Zealand will be participating in the roll out, with use of the tool becoming a requirement from July 2015. The 2013 Budget allocated $1.5 million to contribute to costs for training aged care staff to use the assessment tool.
Housing options

Government is committed to ensuring that older New Zealanders have access to affordable housing options that are appropriate to their needs.

State housing

Housing New Zealand has a specific role and focus in providing good quality, subsidised rental housing to people in the greatest need of housing, for the duration of their need. Approximately 20 per cent of Housing New Zealand tenants are aged 65 or over, with almost half of older tenants housed in Auckland.

Housing New Zealand owns or manages around 69,000 state houses nationwide. Around 50 per cent of tenants 65 years and over are housed in standalone houses, with the remainder housed in flats.

Social housing

The Government is giving priority to development of social and affordable housing for those in most need. A range of social housing providers are funded to offer affordable homes for people with limited incomes who are unable to afford housing in the private market, or who face barriers in accessing the open housing market.

Around 11,000 social housing units are administered by councils throughout the country and most tenants are older people. Several councils provide housing units for older people.

- Auckland Council has around 1,300 pensioner housing units.
- Christchurch City Council had a pre-earthquake portfolio of 2,649 social housing rental units of which 2,238 remained habitable after the earthquakes. A significant repair and rebuild programme is underway with a view to return to pre-earthquake numbers by 2016/17.
- Wellington City Council has a social housing portfolio of 2,352 units, most with long tenancies. The Council is undertaking a 10 year upgrade programme with significant funding from central government.
- Dunedin City Council has a portfolio of just under 1,000 social housing units with predominantly low-income elderly tenants. A significant refurbishment programme is underway, and an additional five to seven new units are being added each year.

The Community Housing Sector currently owns or manages around 5,000 houses throughout New Zealand. It comprises a range of innovative not-for-profit and iwi organisations providing social and affordable housing targeted at specific client groups and areas of housing need. Examples include Abbeyfield, a charitable organisation offering companionship and affordable homes for older people, and marae-based Kaumātua housing.

The Social Housing Unit, within the Ministry of Business, Innovation and Employment, works in partnership with a range of organisations, including not-for-profit groups, iwi, and private sector providers, to provide social and affordable housing for both rental and ownership. As part of its commitment to expanding housing supply, the Government has allocated $139 million to supporting the growth of non-government social and affordable housing providers between 2011 and 2015.
Tenancy services

Many older New Zealanders own a rental property or continue to rent the home they live in. Government information, support and advice for landlords and tenants are provided from Tenancy Services within the Ministry of Business, Innovation and Employment. This includes provision of forms, advice and one-to-one help and assistance.

The service also provides a dispute resolution service to help landlords and tenants resolve disputes.

Home ownership support

For the majority of older New Zealanders home ownership provides security and certainty. The Government provides support for home ownership for people to secure lending while they are able.

Assistance includes the partial withdrawal of KiwiSaver funds and a deposit subsidy of up to $5,000 for an individual or $10,000 for a couple. The Government also provides insurance through Welcome Home Loan and Kainga Whenua to support borrowers who may otherwise have difficulty getting a mortgage.

In October 2013, the Government made changes to the eligibility criteria for the KiwiSaver deposit subsidy and the Welcome Home Loan. These changes improved access to these schemes, particularly for people buying a first home in Auckland.

The Accommodation Supplement provides eligible homeowners with assistance with their housing costs.
Rates rebate
The Government, through the Department of Internal Affairs, funds local councils to provide a rates rebate each year for low-income homeowners, such as older people solely dependent on New Zealand Superannuation. The maximum rates rebate for 2013/2014 is $595. Applications for a rebate must be made to local councils.

Rates deferral
Some local councils allow homeowners to defer their rates indefinitely if they choose. The accrued rates and charges are then paid back when the property is sold or from the person’s estate.

Retirement villages
The term ‘retirement village’ covers an increasing variety of accommodation and services for people over 55 years of age. Retirement villages range from not-for-profit operators to commercial villages operated by listed companies, from small to large. Some have an emphasis on ‘lifestyle’ with resort-style accommodation and facilities.

Some villages provide a full range of care options so residents can remain living in a village for as long as they want.

There is also a variety of tenure options for residents, the most common being a ‘licence to occupy’ which gives residents the right to live in a unit without full ownership rights.

The Government supports older people living in retirement villages through advice, information and ongoing sector meetings. There is legislation, regulation and a plain English code of practice that provides minimum requirements that village operators must meet. The Code includes the rights and obligations of residents and operators, and the statutory supervisors of villages.

The Companies Office registers retirement villages. The Commission for Financial Literacy and Retirement Income provides administration of a disputes process.
Universal housing design
A new service is being trialled in Christchurch to provide free advice about housing design to meet the lifelong needs of people in Canterbury as they repair damaged homes and build new ones.

Universal design principles include aspects such as safe and easy access into and around the home, and easy to use bathroom and kitchen layouts. Well-designed houses help people live safely and independently in their own homes as they get older.

A number of social housing suppliers have undertaken to adopt lifelong design principles, including the Salvation Army and other community housing organisations.

Support and protection from becoming victims of crime
Older people must feel safe in their homes and in their communities. The Government is committed to protecting communities, preventing crime and putting victims first.

In 2012, crime statistics fell for the third year in a row and recorded offences reached their lowest level for 24 years. With 600 additional frontline police officers since November 2008 and the rollout of new technology, more Police are out in communities working with partner organisations, families and individuals to prevent and tackle crime. Police remain focused on meeting their 2012 Better Public Services target of a reduction in crime of 15 per cent by 2017 (result seven).
Connected

Flexible and affordable transport options

Helping people to remain independently mobile and connected

Maintaining mobility for older people is crucial for their wellbeing, their ability to access services and their continued connection to their community. The Government is committed to enabling older people to maintain their driver licence for as long as they can drive safely. Transport agencies are supporting older people to continue to be mobile through safe road use, accessible parking options, safe use of mobility scooters and by using public transport and alternative transport schemes.

Information

The New Zealand Transport Agency provides booklets and website resources for older drivers. These include advice about safety and mobility features available in cars.

Staying Safe workshops are held throughout New Zealand and self-assessment guides encourage older people to better use the transport system.

Signage

Road signage is being adapted using the requirements of older drivers including a default standard for size of lettering and lighting standards.

Accessibility

The New Zealand Transport Agency sets guidelines for public transport and infrastructure requirements including accessibility. The Agency's Pedestrian Planning Design Guide and Requirements for Urban Buses include access requirements and advice.

Urban buses that are funded by the Government and councils must have low floors, wide aisles, priority seating areas and take account of visual impairment.

The planning, design and provision of pedestrian access and public transport is undertaken by local and regional councils and includes consultation on provisions for older people and those with disabilities.


In July 2012, the Canterbury Earthquake Recovery Authority released the Christchurch Central Recovery Plan for the rebuild of Christchurch city. This plan identified a key priority for the city rebuild to be fully accessible for everyone, including access to public buildings, public places, pathways and roads, parks and playgrounds, and public transport systems.

Total Mobility Scheme

The Total Mobility Scheme helps people with limited mobility access appropriate transport. It provides subsidised taxis, and can provide grants for the installation of wheelchair hoists in taxis.
Connecting people to Government services and information

Services for Seniors

Senior Services in the Ministry of Social Development connects older New Zealanders to information about services offered by government and non-government agencies. This includes online news updates and newsletters, Services for Seniors brochure, and information for community organisations.

Every month, around 4,000 people use the online services, around 59,000 people ring Senior Services and frontline staff work face-to-face with around 12,000 people.

The Auckland DHB provides a Seniorline phone and web service for people living in the Auckland, Counties Manukau, Waitemata and Northern DHB areas. Some national advice is also available. The service helps older people to navigate the health system. It also provides information on support to stay at home, accommodation (including retirement villages and aged residential care), and planning for the future.

Booklets and pamphlets are also available from the Ministry of Health:

- Needs Assessment and Support Services for Older People: What you need to know: 2011
- What you can expect from Home Support Services

Connecting older people with their communities

Napier Connects

Since June 2012, community groups in Napier have been working on new ways to reduce and prevent social isolation among older people through the Napier Connects initiative. The aim is to inspire service providers, community groups and older people to develop new initiatives and projects to encourage social connectedness.

Case Study

A resident at a complex of Napier City Council rental accommodation for older people started a walking group because she wanted to feel safe while out walking.

What she did not expect was how this walking group brought the neighbours closer together and created a greater sense of community.

The group regularly go out on walks, have meals together and are thinking about forming a book club.
Supporting family carers

People, families, whānau and aiga who support older people needing assistance are a vital part of our health and social care systems. By supporting these carers, the Government helps older people to continue to participate in family and community life. Family carers reduce older people’s dependence on paid care and help older people to be active and connected in their communities and families.

Carers’ Strategy

A new Carers’ Strategy Action Plan for 2013 to 2018 builds on current work across government and non-government agencies and the Carers Alliance to support and value carers.

CarersAir

CarersAir is an online wellbeing and learning website developed by Carers New Zealand for family, whānau and aiga carers and friends. Carers are able to log-on and access a wide range of learning resources, information, interviews and videos and keep up to date with what’s going on nationally and internationally for carers.

The site also provides a range of social media communication for carers to connect with other people and share experiences, discussion points and information.

Going digital and broadband rollout

Going Digital

The Ministry for Culture and Heritage’s Going Digital programme started in 2010 to promote the uptake and smooth switchover to digital television. The move to digital television will be completed by December 2013. There has been a wide public information campaign about the digital changeover and the Going Digital website provides a range of online information in accessible formats. There has also been a significant community outreach programme that has seen Going Digital actively engage with groups supporting older New Zealanders.

For people who do not already have access to digital television, a targeted assistance package is available for people aged 75 years or over who have a Community Services Card, and to recipients of a Veteran’s Pension, a Supported Living Payment for health reasons (formerly the Invalid’s Benefit), and former recipients of the Invalid’s Benefit or Veteran’s Pension who converted to New Zealand Superannuation at age 65 or after. The package is available for three months following each region’s switchover, and includes the supply and installation of the required equipment, training and access to a support line for 12 months.

Broadband rollout

The Government is making faster broadband available to over 97 per cent of homes and businesses. The Rural Broadband Initiative will be completed by 2016 and ultra-fast fibre broadband will be available to 75 per cent of New Zealanders by the end of 2019.

The significant investment in broadband infrastructure will provide easier and more affordable access to online services and information in urban and rural areas throughout New Zealand. This will help older people participate in and contribute to family, whānau and community in the modern world.
Case Study

Following the WHO Age-Friendly Cities framework, Tauranga City is working with Tauranga Elders’ Forum and local agencies such as Tauranga Age Concern and the Bay of Plenty District Health Board to develop an Age-Friendly City strategy.

The strategy is intended to support and enable ‘active ageing’ – older people living safely and securely, enjoying good health and continuing to participate fully in the life of their city. The goal is for people to ‘age in place’ – living independently as they grow older, for as long as they can, in their own home and community.

The Council has engaged with older people through a series of community workshops held throughout the city to explore what would make Tauranga more age-friendly.

Key issues and ideas identified from the workshop feedback informed the draft Tauranga City Age-Friendly City Strategy that was developed for public consultation in August 2013.

Once completed and adopted, actions from the Strategy will be incorporated into the Council’s Ten Year Plan and Annual Plans.
Planning for inclusive towns and cities

Age-friendly cities

The Global Age-Friendly Cities framework is promoted by the World Health Organization as a guide for local governments to plan for an ageing population.

In New Zealand, Tauranga is the first city to start a process to become an Age-Friendly City. Planning for the rebuild of Christchurch city is also incorporating principles of the Age-Friendly Cities framework.

Local government planning and services

Local councils have developed a range of responses to meet the needs of their own communities. Several have established their own positive ageing strategies, policies and/or action plans to guide and inform their planning and services for inclusion of older people.

Some councils also have their own advisory groups of older people, or connect with local community advisory groups, that provide advice and inform the councils on issues affecting planning and policy developments and issues affecting older people.

- Rotorua District Council developed the Older Persons Policy as a strategic response to the district’s ageing population. The policy has a strong bicultural focus and identifies four Council priority areas: political voice, housing and security, mobility and transport, and keeping active.

- The Kāpiti Coast District Council has an established Older Persons’ Council, an advisory group of individuals who bring a community perspective to policy and strategies within Council and across the wider district. The Older Persons’ Council played a key role in developing the district’s Positive Ageing Strategy.

The Older Persons’ Council co-ordinates either a community forum or an expo for older people annually.

- Whangarei District Council’s Positive Ageing Strategy – Ageing in our Place was developed to reflect the Council’s long-term vision for the district 2005–2015, in line with the key themes of the New Zealand Positive Ageing Strategy. A Positive Ageing Advisory Group (PAAG) of local older people and older people’s organisations, assists with the implementation of the strategy by providing advice to Council on issues affecting older people in the community.

- Wellington City Council’s Positive Ageing Policy provides direction for the Council to consider and plan for the impacts of an ageing population in Wellington City. The term ‘positive ageing’ reflects the Council’s desire for older people to remain engaged with the wider community and to contribute to Wellington’s vitality. The policy focuses on engagement with older people, including kaumātua, Pacific people and the wider range of other cultures in the city, in Council planning and actions affecting economic, social and service activities in the city.

- Hastings District Council has a long term Positive Ageing Strategy and implementation plan. Under this strategy, the Council meets monthly with the local community Positive Ageing Forum to engage on issues affecting older people and the Council’s policies, services, and facilities. The Forum comprises local older people, older peoples’ networks and groups, service providers, local kaumātua and other ethnic groups.
Recognising older consumers

Business of Ageing report
The 2013 update to the 2011 Business of Ageing report sets out projections of the economic contribution of older New Zealanders between 2011 and 2051. This provides information for government agencies, non-government agencies, business groups, employers and individuals for policy development and business planning.

It is projected that older New Zealanders’ earnings from paid employment will rise from just over $2 billion in 2011 to about $13.4 billion by 2051. The total amount of tax paid by older New Zealanders is projected to increase from about $3.5 billion in 2011 to around $15.6 billion in 2051. Older consumers are projected to spend over $60 billion in 2051, compared to around $13.5 billion in 2011.

Economic contribution of women
Changes in the labour market, including an ageing workforce are increasing the demand for skilled workers. Women are responding to this demand through increased participation in the labour market and increasing rates of attainment of tertiary qualifications. In December 2012, the overall labour force participation rate for males was 73.2 per cent and for females 62.8 per cent.

Women of working age and all ethnicities are increasingly likely to hold a post-school qualification and young women are obtaining qualifications at a higher rate than men. The earnings gap between men and women is narrowing and average time in the workforce is converging for women and men.

5 Values are expressed in real 2011 dollars, adjusted for the expected real growth in the value of wages between 2011 and 2051.
Financial literacy

The Government provides support for financial literacy to assist New Zealanders make informed financial decisions throughout their lives.

The government-funded Commission for Financial Literacy and Retirement Income has developed the National Strategy for Financial Literacy which includes specific direction for improving planning for retirement. The National Strategy supports and encourages partnerships with Māori, Pacific communities and other ethnic groups to extend the delivery of relevant and culturally appropriate programmes.

New Zealand has led the world in having an independent government-funded agency with the main objective of promoting financial literacy.

The SuperGold Card

The SuperGold Card offers discounts and special offers from a range of businesses, government concessions such as free off-peak public transport, and discounted services from local councils.

Between 2009 and 2013, the reach of the SuperGold Card has been significantly extended. In 2013, more than 5,600 businesses representing over 10,000 outlets offered discounts for older New Zealanders.

A particular focus is to increase the number of participating businesses in provincial or rural areas. A recruitment drive in May/June 2012 attracted 2,000 new businesses of which two-thirds came from these areas.

The SuperGold Card can also be used at participating Seniors Card businesses in participating states throughout Australia.
Preventing and responding to elder abuse and neglect

As they age, some people become more vulnerable to deliberate neglect or abuse, whether that is physical, financial, emotional or sexual.

The Ministry of Social Development works with Age Concern and other government and non-government agencies to improve knowledge of elder abuse and how to respond to it. It raises awareness using the media, websites and resources for community groups and family violence networks.

Elder abuse and neglect prevention services

Age Concern New Zealand provides national co-ordination and professional development for all the Ministry of Social Development-funded elder abuse and neglect prevention services. Currently community organisations are funded to provide services in 24 locations throughout New Zealand, with Age Concern providing services in 19 locations.

The services include:

- training and education for professionals, carers and others who work with older people and their family/whānau
- raising public awareness about the early identification and prevention of elder abuse and neglect
- information, advice and advocacy on a one-to-one or family basis
- assessment of suspected elder abuse or neglect
- intervention in cases of elder abuse or neglect.

Internet safety

The Consumer Affairs team at the Ministry of Business, Innovation and Employment has developed a guide to help older people avoid online scams. The guide Scams – Get Online Savvy – A Guide for Seniors contains a wealth of information on the types of scams targeting older people and tips on how to surf the internet safely.
Case Study

Eric is 77 and lives in his own home, with a separate unit downstairs.

His 38-year-old grandson Michael does shift work and when he is on night duty, he stays in the downstairs unit. Michael has invited his girlfriend to live in the unit without his grandfather’s consent.

Eric pays the electricity bill for both units without contribution from Michael or his girlfriend. Michael sometimes helps his grandfather with shopping and other small chores, but does this begrudgingly, telling him “You’re useless. No-one needs you. Why don’t you do the world a favour – don’t wake up tomorrow.”

Eric contacted the Age Concern Elder Abuse and Neglect Co-ordinator feeling extremely distressed and frightened after Michael threatened to break the windows following a conversation about the situation.

Eric told the Co-ordinator that he does get a bit forgetful and confused at times. He doesn’t have many friends or other family members he can turn to for support.

The Co-ordinator facilitated a meeting between Eric and Michael which resulted in Michael agreeing to pay his grandfather board whenever he stays and his girlfriend moved out.

With encouragement from the Co-ordinator, Eric has started going to the local seniors’ centre, transported by an Age Concern mini-bus service.
Ensuring effective enduring powers of attorney

Enduring powers of attorney help protect people when they are unable to manage their own personal and property affairs. It makes provision for a person to appoint someone else to act on their behalf.

The Government is reviewing the effectiveness of amendments to the enduring powers of attorney provisions in the Protection of Personal and Property Rights Act 1988.

Case Study

Mary is 87 and lives in her own villa in a retirement village, carefully managing within the means of her limited income. She maintains good health but was worried about what would happen if things changed and she was not able to make decisions for herself.

Her retirement village hosted a seminar run by the local Public Health Organisation about Enduring Powers of Attorney (EPOA) which she asked her daughter to attend with her. Neither she nor her daughter really understood what an EPOA was about, or what they should have in place.

As a result of the seminar, Mary talked through the information with both her daughter and son. They all agreed that it would be good for her to have an EPOA in place as a safeguard if her health deteriorated or she became incapacitated.

After talking to her lawyer, Mary visited the local Public Trust Office. They discussed her requirements, outlined the process for putting the EPOA in place, drafted up the documents and made arrangements for her son and daughter to sign them.

“I was so relieved to find out how simple and inexpensive it was to do, and that my daughter and my son could both be listed as having the power of attorney. It’s given me real peace of mind.”
Promoting information and good practice examples

Sharing information and stories about positive initiatives for older people helps communities and organisations learn from each other.

Local councils and DHBs feature many of these initiatives on their websites and promote local events, workshops and activities engaging with and involving older people. These include council expos and workshops, elder councils, citizen’s awards, road safety and vehicle safety workshops, recreation and fitness activity programmes, community and neighbourhood social events, and local surveys, newsletters and information brochures.

The Ministry of Social Development’s Positive Ageing website includes information about older people in New Zealand, as well as links to national and international reports and initiatives about older people and demographic trends.

Case Study

In Auckland a day-activity programme for Pacific elders and carers is run by TOA Pacific, funded through the Ministry of Social Development’s Elder Abuse and Neglect Funding programme.

The programme brings older people together to participate in activities, share information and exercise, as a way of keeping them connected to their community, and preventing social isolation.

“We undertake an initial assessment with clients referred to TOA Pacific before they start on the weekly programmes. Then we run 10 weekly programmes for our older people to come together, enjoy games, exercise to Pacific music and listen to health and safety information. They have a great time!”

Each session in the weekly programme takes four hours and transport is provided for some sessions.

The Counties Manukau District Health Board also provides support.

The programmes have been running since 2010 with steady attendance rates and new people continuing to join the programme.
Providing information in different languages

A range of published information on Government services, online and in paper copy, is available in other languages to connect people with public services. Some examples are:

- A Guide for Carers brochures have been printed in a number of languages including: Māori, Cook Island Māori, Niuean, Samoan, Tongan, simplified Chinese, Korean, and the latest three languages are Hindi, Farsi and Arabic.

- The Ministry of Social Development has worked in partnership with Age Concern to make the enduring powers of attorney booklets available in Hindi and Chinese (simplified and traditional), as well as a version in Māori. Age Concern is also developing a mixed ethnicity enduring powers of attorney poster.

- A one page SuperGold Card factsheet, targeted at the Auckland region, has been translated into Chinese (simplified and traditional), Hindi, Punjabi, Gujarati, Korean, Samoan and Tongan languages.

Ensuring the perspectives of older people are considered

Volunteer Community Co-ordinator (VCC) Programme

The VCC programme is a network of volunteers working with the Office for Senior Citizens to promote positive ageing and to inform central and local government about matters affecting older people.

Cultural diversity and geographic spread are important aspects of the VCC programme. VCCs have links to a wide range of voices and communities including urban and rural, Māori, Pacific, Indian and Chinese.

The volunteers are selected because of their experience and expertise in issues concerning older people, their wide range of community networks, and their cultural diversity. There are 30 volunteers in the programme.

Neighbourhood Policing Teams

Neighbourhood Policing Teams have been set up by the Police in priority areas around New Zealand. The Office for Senior Citizens has connected 16 of their VCCs with their local policing teams to help with information and advice about older people in their community. This includes raising awareness about elder abuse and neglect.
Case Study

The Office for Senior Citizens’ Volunteer Community Co-ordinators in the Auckland Pacific community have established connections with local Neighbourhood Policing Teams.

“We have met and got to know the local Neighbourhood Policing Team and have started looking at ways that we can work together.”

They share information and the VCCs provide advice to the Police to assist them to better understand issues of importance to older Pacific people in their local community.

Connections like this provide the basis for engaging with other specialised areas in the Police such as Family Violence Teams.
Useful contacts

**Accident Compensation Corporation**
www.acc.co.nz
0800 101 996

**Age-Friendly Cities**
www.who.int/ageing/age_friendly_cities_network/en/

**Better Public Services – Government’s Ten Result Areas**
www.ssc.govt.nz/bps-results-for-nzers

**CarersAir**
www.carersair.net.nz

**Carers’ Strategy and Five Year Action Plan**

**Commission for Financial Literacy and Retirement Income**
www.cfiri.org.nz
www.sorted.org.nz

**Consumer Affairs – Get Online Savvy – A Guide for Seniors**

**Housing New Zealand Corporation**
www.hnzc.co.nz
0800 801 601
Ministry of Health – Publications for Older People
www.healthed.govt.nz/resource/eating-healthy-older-people-te-kai-t%C5%8Dtika-e-ora-ai-te-hunga-kaum%C4%81tua

Ministry of Health – Residential Care Audits

Ministry of Health – Services for Older People
www.health.govt.nz/your-health/services-and-support/health-care-services/services-older-people/support-services-older-people/what-you-can-expect-home-support-services
0800 555 066

Ministry of Social Development – A Guide for Carers
www.msd.govt.nz/what-we-can-do/community/carers/

Ministry of Social Development – Business of Ageing Report

Ministry of Social Development – Senior Services
www.msd.govt.nz/what-we-can-do/seniorcitizens/
0800 552 002 (New Zealand Superannuation)
0800 650 656 (Veteran’s Pension)

New Zealand Positive Ageing Strategy
www.msd.govt.nz/what-we-can-do/seniorcitizens/positive-ageing/strategy/

Rates Rebate Scheme
www.dia.govt.nz/ratesrebates

Retirement Villages
www.dbh.govt.nz/thinking-living-retirement-village
www.cfiri.org.nz/retirement-villages
**Total Mobility Scheme**
www.nzta.govt.nz/resources/total-mobilityscheme/

**Universal Housing Design**
www.branz.co.nz/universal_design
www.lifemark.co.nz/home.aspx

**Veterans’ Affairs New Zealand**
www.veteransaffairs.mil.nz
0800 483 8372