MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

16 September 2024

Tēnā koe

Official Information Act request

Thank you for your email of 1 July 2024 relating to aged care, and for your refinement of 9 July 2024. On 6 August 2024, you were advised we needed more time to respond to your request, and the Ministry's decision would be with you no later than 6 September.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

1. *A list of the stakeholders that the Minister has visited, and a summary of the key messages used to support her visits, along with copies of at least two aides-mémoires for reference.*

The following is a list of stakeholders the Minister has visited:

- Saturday 24 February 2024: New Zealand Federation of Multicultural Councils
- Friday 1 March: Grey Power North Shore
- Friday 21 March: Alzheimer's NZ Conference
- Thursday 4 April: St Andrews Seniors Group, Waiuku
- Wednesday 17 April: Age Concern AGM
- Thursday 9 May: Summerset Residents Group, Trentham, Upper Hutt
- Wednesday 5 June – Grey Power Cambridge
- Wednesday 19 June: Rauawaawa Kaumātua Charitable Trust launch
- Wednesday 19 June: Grey Power AGM dinner.

Regarding your request for a summary of the Minister's key messages, the Appendix below provides the talking points provided by the Office for Seniors to the Minister for each visit/engagement she has done since taking office from 27 November 2023 to 1 July 2024.

To answer the third part of your request, please find attached two Aides Memoire that reflect the type of stakeholder meeting/visit the Minister has done.

- 1. **REP/24/1/001** Aide-Memoire, *Meeting with the Eldernet Group*, dated 19 January 2024
- 2. **REP/24/1/049** Aide-Memoire, *Visit to Cedar Manor Retirement Village and Care Home*, dated 17 April 2024

2. *The three supplementary BIMs provided to the Minister.*

The main Briefing to the Incoming Minister is publicly available here: Briefing-to-the-Incoming-Minister-BIM-November-2023.pdf (officeforseniors.govt.nz).

There are only two supplementary briefings, which are attached:

- 4. **REP-24-5-483** - Addressing ageism – supplementary BIM report
- 13. **REP-23-12-916** Supplementary Report – Age friendly Aotearoa New Zealand programme, dated 8 December 2023.

One reference in document 13 is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

3. *A list of events (excluding media interviews or conferences) that the Minister has spoken at from 27th November 2023 to 1 July 2024, including a summary of the recurring talking points.*

The list of stakeholders provided in response to Question 1 includes the events (including media interviews or conferences) that the Minister has spoken to, from 27 November 2023 to 1 July 2024.

As with Question 1, the talking points provided to the Minister for each event she has attended is provided as an Appendix.

4. *Updates on reports referring to aged care, including the development of the Action Plan to implement the Better Later Life Strategy*

The development of the new action plan is currently under active consideration by the Minister. The Minister has publicised that she has work underway to develop a new action plan, and that there are 3 priority areas (cost of living, housing and care and health services). Please see the talking points provided in the Appendix that mentions this intention.

The report entitled *Better Later Life Action Plan – Narrative and Potential Actions,* is withheld in full under section 9(2)(f)(iv) of the Act to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials. The release of this information is likely to prejudice the ability of government to consider advice and the wider public interest of effective government would not be served.

I am providing one report which outlines the process to update the action plan as well as potential actions the Minister may wish to include that meet her priority areas, with some parts redacted as they are out of scope of your request:

- 5. **REP-24-5-409** BLL Implementation Attachment 3: Update report on implementation of Better Later Life-He Oranga Kaumātua Action Plan-He Mahere Hohenga 2021 ki 2024, dated 18 March 2024.

5. *All correspondences and updates on reviews, reports and/or plans that mention aged **residential** care or its synonyms thereof including care homes (but not retirement villages)*

Please see attached emails and documents that address your request for correspondences and updates on reviews, reports and/or plans that mention aged **residential** care or its synonyms thereof including care homes (but not retirement villages).

- 3. Cedar Manor, Appendix 1: Frequently Asked Questions
- 6. Vote Seniors Estimates 2024/25 – Reactive Questions, undated
- 7. Social Services and Community Committee 2024/2015 Estimates Examination, Vote Social Development (Seniors) Information pack, dated 19 June 2024
- 8. Summary of key Appropriations, Supplementary Estimates material, undated.
- 9. Ministerial One Pager- Aged Care Funding Service Models Review
- 10. Release of the aged care review report, email entitled FW: COMMS PRODUCT: Aged Care Review Stage One Report, dated 21 March 2024

You will note that contact information regarding some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

In document 7, one section is withheld in full under section 9(2)(f)(iv) of the Act to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials. The release of this information is likely to prejudice the ability of government to consider advice and the wider public interest of effective government would not be served.

- 11. Report, *Potential Visit to Aged care facility in the UK – Minister Costello,* undated but likely around 4 March 2024.

One paragraph on page 3 is withheld under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions. I believe the greater public interest is in the ability of individuals to express opinions in the course of their duty.

- 12. Email Visit to Aged care facility in the UK, dated 4 March 2024

You will note that contact information regarding some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

- 14. **REP/23/12/906** Seniors Sector Engagement and Communications, report to Minister for Seniors, dated 1 December 2023.

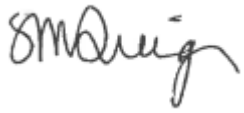
You will note that contact information regarding some individuals is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp. 

Magnus O'Neill
General Manager
Ministerial and Executive Services

APPENDIX: Relevant talking points used by the Minister at stakeholder meetings/visits

- We are currently going through a review of Aged Care.
- The first phase of the Review, which was done last year, highlighted some major challenges facing older people, families as well as providers and workers. For a long time, various agencies have been looking at the issues. We now need to find some solutions not only for aged residential care but also for home and community support services as the demand for both is expected to grow as our demographics change.
- The second phase of this review is about to begin and incorporates working with the aged care community and sector to identify and assess funding and service model options for aged care along the aged care continuum from home care to funding for dementia beds.
- I am very keen to see this work progress. We need a long term and sustainable funding path that can deal with future pressures, while maintaining current capacity.
- I'm hoping we can work through all of these issues – including building what's called a business case for an improved funding system – by the end of the year. This isn't just about process though. What we're talking about here is peoples' lives.
- I want our spending to be targeted – especially in early investment – that can help to improve long term health results and improve peoples' quality of life.
- I am also keen to ensure that there is bipartisan agreement on the funding of aged and dementia care long term.
- This is an issue that we need to deal with as a country, and where long-term investment is required, and I'd like to think we can work together in Parliament and provide some certainty for those who will need care as well as for the industry.

Aide-mémoire

Te Tari Kaumātua
Office for Seniors

Meeting

Date: 19 January 2024 **Security Level:** IN CONFIDENCE

For: Hon Casey Costello, Minister for Seniors

File Reference: REP/24/1/001

Meeting with The Eldernet Group (Eldernet)

Meeting/visit details	11:00am-11:45am, Thursday 25 January, 2.061 Parliament House
Expected attendees	• Eleanor Bodger QSO (Director, Eldernet) • Esther Perriam (Director, Eldernet) • Diane Turner (Director, Office for Seniors) Biographies are included as Appendix 1
Purpose of meeting/visit	You agreed to meet with representatives from Eldernet to discuss your priorities, learn about Eldernet's work and discuss ways they can support you.
Key issues and discussion topics	**Aged Residential Care** Aged care provides important physical, mental and social support services for older people in New Zealand. There has been growing pressure to address challenges in the aged care sector. Eldernet has a thorough understanding of aged care issues in New Zealand. Eleanor and Esther are likely to want to discuss: • aged residential care in relation to respite and short stay services • an appropriate supply of beds as the older population increases • review of the asset thresholds to ensure those who need funding support can access the facilities. You may wish to discuss the Government policy priorities Eldernet has noted as being of particular interest. These include amendments to the Building Act and Resource Consent system, progressing the Retirement Villages Act review, reviewing asset threshold for support funding, and investigating the funding formula for residential care beds.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

The Aurora Centre, 56 The Terrace, PO Box 1556, Wellington
– Telephone 04-916 3300 – Facsimile 04-918 0099

Government Priorities in Coalition Agreements

You may wish to outline your priorities as Minister for Seniors and how these align with Eldernet initiatives and can be supported by them. In their request to meet with you they indicated support for amendments to the Building Act and Resource Consent system to help whānau to live together and progressing the Retirement Villages Act review.

Eldernet Initiatives

You may wish to discuss Eleanor and Esther's current activities and priorities are at Eldernet. These include:

- *Residential Care Web Portal*

  The residential care section of Eldernet's website allows users to access a report showing vacant care beds throughout the country, updated every weekday morning. The tool allows older people and their families to access free, unbiased, and comprehensive information about moving to aged residential care.

- *Making Life Easier*

  The "Making Life Easier" tool enables users to explore a large range of care and support options, community and advocacy groups, service providers throughout the country and home help services and other "third age" services for older people.

- *retirementvillages.co.nz*

  www.retirementvillages.co.nz is New Zealand's most comprehensive guide to retirement villages. The website provides customer information, including checklists, upcoming open days, and listings for village units currently on the market.

- *Knowledge Lab*

  Knowledge Lab is an online information and video library that provides information on a wide range of topics, including health and wellbeing, ageism and home support.

- *Eldernet Quick Response System*

  Health New Zealand – Te Whatu Ora contracts Eldernet to provide software that deploys and consolidates communication with aged residential care facilities in the event of an emergency.

Background

Eldernet is a Christchurch-based business, established 26 years ago that provides an online information service for older people, their families and sector professionals. The Eldernet website covers residential care, retirement villages, home support and products and services. Representatives of the company regularly visit aged residential care facilities and retirement villages across the country and have a very good knowledge of the sector and its operations.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

	Eldernet aims to empower older people to make informed decisions by providing accessible information in both digital and non-digital form. The company publishes a series of handbooks *Where from Here - He Ara Whakamua* to provide information in printed form for those who cannot access online information. The handbooks cover topics related to ageing, including information on government and NGO support and services. There are four regional publications in the series which are refreshed on a regular cycle. The Eldernet website has approximately 2 million page visits per month. A monthly industry newsletter is sent to more than 1,000 aged care service providers. We understand that funding for their work is mainly from Government contracts and advertising. The Office has a good relationship with this organisation and regularly meets with senior executives.
Next steps	Advise the Office of any actions you wish to be followed up arising from the meeting.

Author: Peta Ranieri, Advisor, Office for Seniors

Responsible manager: George Minton, Manager, Office for Seniors

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 1 – Biography of Attendees

Eleanor Bodger QSO, Director Eleanor co-founded Eldernet and is currently co-director. She is also the Director of Care Publications. Eleanor's background is as a Registered Nurse and social worker and she has significant experience in both public and private sectors. Eleanor was recognised for her services to seniors in 2019 when she was made a Companion of the Queens Service Order.	
Esther Perriam, Director Esther is the co-director of Eldernet and has been in the business for over 15 years. Esther has deep knowledge of the older adult's sector and often shares her knowledge by writing articles for the Knowledge Lab on the Eldernet website.	

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Aide-mémoire

Te Tari Kaumātua
Office for Seniors

Meeting

Date: 25 January 2024 **Security Level:** IN CONFIDENCE

For: Hon Casey Costello, Minister for Seniors

File Reference: REP/24/1/049

Visit to the Cedar Manor Retirement Village and Care Home

Meeting/visit details	9:00am - 10:30am, Friday 26 January, 30 Sixth Avenue, Tauranga 3110
Expected attendees	• Alma Casey, Manager, s9(2)(a) • Linda Dubbledam, Regional Operations Manager • Staff and residents
Purpose of visit	To gain an understanding of the retirement village and aged care sector and the experiences of older people living in them.
Key issues	While the purpose of the visit is to familiarise yourself with the sector, staff or residents could raise policy matters with you. A set of "frequently asked questions" is attached below as Appendix 1. **Coalition Agreement commitments** The New Zealand National Party and New Zealand First Coalition Agreement includes several commitments that relate to the retirement village and aged care sectors: • work on establishing bipartisan agreement to fund both care and dementia beds that New Zealand needs now and with a focus on long-term needs by 2040 • undertake a select committee inquiry into aged care provision to include supporting people with early onset conditions and what asset thresholds are appropriate in 2023/24 • investigate the funding formula for new residential care beds • engage openly and constructively with the aged-care sector • progress the review of the Retirement Villages Act • liaise with retirement village owners and occupiers to seek a mutually agreed way forward to safeguard the interests of the 50,000 plus New Zealanders living in retirement villages.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Key issues in the aged care sector

There has been growing pressure to address challenges in the aged care sector, such as providing for an ageing population, financial pressures, workforce shortages and demand pressures, pay disparities across the workforce, variable access to services, inequitable outcomes and lack of culturally appropriate services.

Growing demand in the aged care sector

The number of people aged over 75 is expected to increase by 75 percent over the next 15 years – from 384,000 in 2023 to 675,000 in 2038. This is the age where people tend to require more support from the health system.

The incidence of dementia is expected to more than double to approximately 167,500 people in 2050: comprising 2.7 percent of the total population and 10.8 percent of the population aged over 65.

Trends suggest that while overall ageing and aged care services generally meet current demand, an additional 16,000 Aged Residential Care (ARC) beds will be needed by 2030 to support our ageing population. Forecasted demand indicates that dementia beds will need to increase from the current 4,700 to 9,000 by 2040.

It will be important to ensure that any increased ARC capacity meets the needs of Māori. The demand for ARC care for Māori is expected to increase fourfold between 2019 and 2030.

Funding

Health New Zealand - Te Whatu Ora advise that aged care providers are reporting that financial unsustainability is impacting their ability to provide quality care. The Aged Care Funding and Service Models Review aims to improve the sustainability of services and ensure equity of access and outcome. This review includes consideration of what support is required for the sector to be financially sustainable, deliver quality of care and to be able to expand the number of ARC beds, to meet the expected growth in demand. It also includes examination of how policy and regulatory settings can enable financial sustainability of the aged care system, for example by looking at how much an individual is required to pay towards the cost of their ARC. Given the scale and projected growth of the sector, any significant changes are like to have major fiscal implications.

Standard and availability of aged care

Previous reports have identified issues regarding the standard and availability of aged care in New Zealand. Issues that have been identified include:

- poor understanding of complaints processes, which leads to difficulties in making complaints to the appropriate agencies
- people being fearful of repercussions when they make a complaint about a system they rely on for care

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- inadequate supervision of care and its delegation to assistants by registered nurses
- a lack of regulation of Health and Community Support Services placing consumers at risk of inadequate care and poor health outcomes, and concerns about the quality and competence of workers providing end-of-life care
- challenges with the discharge of older people from acute services to other settings such as ARC. This relates to workforce shortages, needs assessment service coordination, and lack of integration with primary and community and ARC services.

You may wish to discuss the work of the Aged Care Commissioner, Carolyn Cooper, who you met in December 2023 (REP/23/12/919 refers). The Aged Care Commissioner role was established in 2021 to provide oversight and advocacy for older people receiving aged care services.

The Commissioner is responsible for:

- advocating for quality health and disability services for older people
- investigating and reporting complaints about aged care services
- monitoring the responsiveness of the health and disability system to the needs of older people, and
- publishing an annual report identifying emerging issues and improvements in the aged care sector. The Commissioner will release her first Annual Report early in 2024.

Workforce

ARC providers can struggle to recruit, train and retain health professionals to the sector, for a number of reasons:

- there are shortages in the health sector of carers and qualified nurses. In some instances, a lack of registered nurses has led to the closure of aged residential care beds. Health New Zealand - Te Whatu Ora is working to attract international health professionals, current students, or those interested in returning to practice
- the aged care sector relies heavily on overseas-trained staff (as does most of the health workforce). Efforts have been made to retain and retrain to reduce turnover and reduce reliance on a migrant workforce in the long-term
- ARC providers directly employ nurses and many are not able to match the pay rates of Health New Zealand - Te Whatu Ora nurses, despite recent government investment. ARC providers report that this disparity can lead to their staff moving to public hospital services, soon after registration.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Background

BUPA Cedar Manor Retirement Village and Care Home

BUPA Cedar Manor is a long-established facility that provides a range of accommodation and care ranging from independent accommodation to support from health professionals on a daily basis. The Retirement Village component includes 5 studio units, 17 one-bedroom apartments and 26 two-bedroom units. The facility's ARC component comprises 15 dedicated rest home beds, 60 hospital level care beds, and a secure dementia unit that can accommodate 20 residents. This range of services provides the opportunity for residents to transfer between different levels of care, based on assessment and availability. However, standard ARC rooms that do not have a premium room rate are very limited in the region, which is a challenge for older people who cannot afford to pay additional charges.

The facility also provides long-term support for people with complex chronic health conditions that are under 65, and short-term residential respite care, to support giving carers a break, transitions from hospital to home, or end of life palliative care.

BUPA currently owns and operates 36 retirement villages and 44 care homes throughout New Zealand, with about 5,000 residents. BUPA is one the "big six" retirement village operators (alongside Ryman Healthcare, Metlifecare, Summerset, Arvida, and Oceania) that together own an estimated 48% of retirement villages throughout the country.

The ARC sector

ARC covers four levels of care which are often provided by the same facility, as is the case at BUPA Cedar Manor Retirement Village and Care Home: rest home, hospital care, secure dementia wards, and specialised psychogeriatric care.

Entry into ARC is based on a clinical assessment. Most aged residential care is supported by an asset and income tested government subsidy but can also be funded privately (or additional services can be paid for on a supplementary basis).

There were 40,941 aged residential care beds in New Zealand in September 2021, located in 674 facilities. At the same time there were 35,254 residents. The difference in these figures is likely due to the use of some beds for short-term and respite care purposes, as well as natural churn in occupation.

The nature of ARC means that residents tend to be towards the end of their lives, and the average age of residents in September 2021 was reported as 85. Figures from 2018 gave a median duration of stay in rest home care of 1.7 years.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

The Retirement Village Sector

Over 50,000 New Zealanders now live in retirement villages. The main focus of the sector at the moment is the review of the Retirement Villages Act 2003. The scope of the review is to consider whether the current Act and all its parts remain fit for purpose to ensure:

- adequate consumer protections for residents and intending residents of retirement villages
- an effective balance between the rights and responsibilities of residents and operators of retirement villages
- the on-going viability of the retirement village sector and its ability to provide a range of retirement housing options and consumer choice
- the rights and responsibilities of residents and operators are appropriately defined, including where they may differ for different occupancy rights.

You have canvased the views of the sector in recent meetings:

- Retirement Commissioner, Jane Wrightson (REP/23/12/938 refers)
- representatives from the Retirement Villages Residents Association of New Zealand (REP/24/1/025 refers)
- representatives of the Retirement Villages Association, the industry body (REP/24/1/024 refers).

Risks

Whilst there are clear links with the Seniors portfolio, both aged residential care and retirement villages fall outside of your portfolio responsibilities (sitting within the Housing and Health portfolios respectively). You may wish to make this distinction in responsibilities clear to meeting participants.

Next steps

Advise the Office of any actions arising from this visit.

Author: Katharine Haddock, Senior Advisor, Office for Seniors

Responsible manager: George Minton, Manager, Office for Seniors

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 1: Frequently Asked Questions

Aged care 2
Aged Care Commissioner 4
Review of retirement villages legislation 5
Financial support for Older People 6
SuperGold Card 9
Identification for older people 9
Banking services 10
Better Later Life Strategy and Action Plan 10
Digital inclusion 10
Housing 11
Health 11
Ageism 12
Elder Abuse 13

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Aged care

Entering Aged Residential Care (ARC)

What are the criteria for entry into ARC?

- People can enter ARC of their own accord without having a needs assessment by Health New Zealand - Te Whatu Ora or a Needs Assessment Service Co-ordination agency (NASC), but if they do they will have to pay the full cost of their care.
- To enter funded ARC:
    - the person must be needs assessed by Health New Zealand - Te Whatu Ora or NASC as having high, or very high needs which are indefinite (ie, the person's condition cannot be reversed)
    - Health New Zealand - Te Whatu Ora or NASC must determine that the person cannot be safely supported within the community
    - the person must be aged 65 or over; or aged between 50 and 64, unmarried and with no dependent children
    - the person must be eligible for publicly funded health and disability services (a New Zealand citizen or permanent resident, or eligible under the Eligibility Direction made under the New Zealand Public Health and Disability Act 2000).

How does a person apply for funded aged residential care?

- If a person believes they can no longer live at home even with support, the first step is to apply for a needs assessment from a Health New Zealand – Te Whatu Ora, or a locally Health New Zealand – Te Whatu Ora funded NASC. Alternatively, a person may be needs assessed by a specialist while a patient in a public hospital.
- A needs assessment will determine the level of need the person has. During the service coordination process it will then be determined:
    - whether or not the person has a condition that can be reversed
    - whether or not the person can be safely supported in the community; or
    - if the person needs long-term residential care indefinitely, what level of care is needed in a rest home or hospital.
- The Ministry of Social Development then carries out a financial means assessment that considers the person's assets and income, and any gifting that has occurred.
- If the person has assets above the applicable asset threshold, then the person is liable to pay for the costs of their care up to the maximum contribution.
- If the person's assets are equal to or below the applicable asset threshold, they qualify for Government funding (the residential care subsidy) to pay for most of the cost of their care. An income test will then determine what the person must contribute to the cost of their care. The level of subsidy will depend on the type of care the person is assessed as requiring.
- A weekly personal allowance and an annual clothing allowance are paid separately to the person.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Workforce shortages

What is the government doing to address the shortage of nurses in aged residential care (ARC) in New Zealand?

- Since 1 April 2023, the ARC sector is being paid $63.6 million yearly to enable them to increase their nurses' pay rates. This is part of a wider effort to help alleviate workforce pressures and service impacts by reducing the flow of community-employed nurses and other healthcare roles to higher-paid roles within Health New Zealand - Te Whatu Ora.
- Health New Zealand - Te Whatu Ora has also implemented a number of initiatives to attract international healthcare professionals to New Zealand and to retain the current workforce.

What is the government doing to address the reliance in ARC (and HCSS) reliance on overseas-trained staff?

- In an effort to increase the healthcare workforce, additional resources have been provided to recruit and retain nurses in New Zealand.
- A strengthened focus on supporting the upskilling of healthcare assistant and carer roles, particularly within Māori and Pacific communities, is a significant focus of Te Pae Tata Interim New Zealand Health Plan.
- A number of health practitioner roles that are in shortage, including some nurses, have been added to the Green List – a list of occupations that are able to enter a work-to-residence or fast-tracked pathway to residence in New Zealand.
- Health New Zealand - Te Whatu Ora has set up a streamlined International Recruitment Centre to support health professionals coming to live and work in New Zealand.

Home and Community Support Services for Older People

What is the Government doing to address existing issues in the home and community support service (HCSS) sector?

- There are a number of initiatives underway that will contribute to improving the quality of HCSS:
    - **Aged Care Service and Funding Model Review:** A review of aged care support services is being undertaken by Health New Zealand - Te Whatu Ora. The review will incorporate Pae Ora legislation health system principles and address the priorities of Te Pae Tata, the interim New Zealand Health Plan. Funding, service, and operating model issues identified by Government partners, service providers and whānau will be addressed through this review.
    - **Dementia Action Plan:** Seven new dementia support pilot services are being delivered over four years. These cover post-diagnostic support, navigation support and innovative respite.
    - **Pay disparities funding:** HCSS providers have been included in the first tranche of the recent pay disparities initiative and will receive more than $8.3 million of additional funding each year (since 1 April 2023) to lift pay rates.
    - **Paid Family Care Policy Extension:** In December 2022, Health New Zealand - Te Whatu Ora implemented an extension to the

RELEASED UNDER THE OFFICIAL INFORMATION ACT

existing Paid Whānau and Family Carer policy. This policy allows family members to be paid for the HCSS they provide to an eligible family member. The policy extension allows people assessed as having low to moderate need to choose to have their care provided by a paid whānau or family member. Previously this was only an option for people assessed as having high and very high needs.
    - **InterRAI (Resident Assessment Instrument) Assessments:** assessments are used to determine a person's allocation of care based on assessed need. Work is underway to strengthen this process including the implementation of more culturally appropriate assessment.
    - **Ensuring the sustainability of HCSS services:** Work is ongoing to improve the financial sustainability of HCSS providers. Ministry of Health records indicate that expenditure on HCSS (excluding that for disabled people) has grown 146 percent over ten years to reach $562 million in 2020.

What is the government doing to address Needs Assessment Service Coordination (NASC) Wait Times?

- Improving the reporting and monitoring of services for older people is a priority, and Health New Zealand - Te Whatu Ora has commissioned work to develop a future monitoring framework.

Aged Care Commissioner

Why was the Aged Care Commissioner role established?

- Aged care services support a large and vulnerable population in New Zealand. Previous reports have identified issues regarding the standard and availability of aged care in New Zealand, including:
    - poor understanding of complaints processes, which leads to difficulties in making complaints to the appropriate agencies
    - people being fearful of repercussions when they make complaints about a system they rely on for care
    - inadequate supervision of care and its delegation to assistants by registered nurses
    - a lack of regulation of home and community support services placing consumers at risk of inadequate care and poor health outcomes, and
    - the quality and competence of workers providing end-of-life care.
- In March 2022 Carolyn Cooper was appointed as the inaugural Aged Care Commissioner. Her current term will end in 2027.

What is the Aged Care Commissioner responsible for?

- The Aged Care Commissioner has oversight of the aged care system, including:
    - formal needs assessments for aged care services
    - respite support for carers
    - rehabilitation involving a multi-disciplinary approach
    - HCSS that enable older people to remain at home, and
    - over 660 aged residential care facilities.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- The Aged Care Commissioner is responsible for:
    - advocating for quality health and disability services for older people
    - investigating and reporting complaints about aged care services
    - monitoring the responsiveness of the health and disability system to the needs of older people, and
    - publishing an annual report identifying emerging issues and improvements in the aged care sector.
- The Aged Care Commissioner monitors the responsiveness of the health and disability system to the needs of older people, including those most vulnerable to poor health outcomes. As a Deputy Health and Disability Commissioner, the Aged Care Commissioner is a statutory decision-maker on complaints and formal investigations about older people's health and disability services, and whether their rights have been breached.

Review of retirement villages legislation

What is happening with the review of the Retirement Villages Act 2003?

- The Retirement Villages regulatory framework is the responsibility of the Minister of Housing and is being managed by the Ministry of Housing and Urban Development (MHUD).
- The Government has committed to progress a review of legislation and regulations governing the retirement village sector. It aims to examine the balance of rights and responsibilities of retirement village residents and operators.
- In December 2022 the Ministry of Housing and Urban Development (MHUD) announced the commencement of a review of the Act. The scope of the review is to consider whether the current Act and all its parts remain fit for purpose to ensure:
    - adequate consumer protections for residents and intending residents of retirement villages
    - an effective balance between the rights and responsibilities of residents and operators of retirement villages
    - the on-going viability of the retirement village sector and its ability to provide a range of retirement housing options and consumer choice
    - the rights and responsibilities of residents and operators are appropriately defined, including where they may differ for different occupancy rights.
- MHUD released a discussion document for public consultation in August 2023 outlining these key issues and sought feedback on a proposed range of options for change.
- Public consultation on the discussion document was held between 2 August and 20 November 2023, attracting around 11,000 submissions (although many of these were form submissions organised by the Retirement Villages Residents Association).

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- MHUD will report back to the Minister for Housing on the key themes arising from the submissions process and advice on next steps. I will continue to work with the Minister for Housing on the review.

Financial support for Older People

NZ Superannuation and Cost of Living

What action is the Government taking to ensure older people can keep up with the increasing cost of living?

- The rates of NZ Superannuation and Veteran's Pension are adjusted annually, to reflect increases in the cost of living and the average wage.
- Rates of NZ Superannuation are updated annually on 1 April.
- The Government has committed to keeping the NZ Super eligibility age at 65 years, and to maintaining the current approach to annual adjustments.

What are the current rates of NZ Superannuation?

	1 April 2022		**1 April 2023**	
Pension Type	**Net**	**Gross**	**Net**	**Gross**
Single Living Alone	$462.94	$538.24	$496.37	$578.67
Single Sharing	$427.33	$495.10	$458.18	$532.43
Married person or partner in a civil union or de facto relationship (each)	$356.11	$408.66	$381.82	$439.79
Married, civil union or de facto couple: one partner qualifies and the other is included[1] (total)	$676.96	$774.70	$725.84	$834.08

Note: Weekly rates are based on tax code M. NZ Superannuation is paid fortnightly. The tax code used will affect the amount received.

Supplementary assistance

What additional supports are available to those who are struggling on NZ Superannuation alone?

- Anyone who is struggling to meet their essential costs should contact the MSD Seniors Line on 0800 552 002. They're open Monday to Friday from 7am-6pm, and on Saturday 8am-1pm (see also Seniors Line p15).
- You can also go online to check your entitlements at https://check.msd.govt.nz/.

[1] Not available unless the non-qualified partner was included prior to 9 November 2020.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- Supplementary and hardship assistance are available. These forms of assistance are income and/or asset tested and can provide help with accommodation, costs associated with disability, and/or essential costs:
    - **Accommodation Supplement** is a weekly payment that helps with rent, board, or the cost of owning a home, when recipients have high housing costs. It is income and asset tested.
    - The **Disability Allowance** is a weekly payment for those with regular, ongoing costs because of a disability, such as visits to the doctor or hospital, medicines, extra clothing or travel. It is income tested.
    - **Hardship assistance** is available in the form of one-off grants or Temporary Additional Support to help with immediate, emergency, or essential costs that are unable to be met by current income or assets. One-off grants provide a mix of recoverable and non-recoverable assistance. This is income and asset tested.
    - The **Funeral Grant** can help with funeral costs. It is income and asset tested for the deceased person and the partner, parent or guardian applying.
    - The main caregiver of a dependent child may be able to get extra help. Financial help to care for a child will not affect eligibility for NZ Superannuation but could affect any extra help received.
- The **Winter Energy Payment** is available in the winter months for those receiving NZ Superannuation. The government has committed to continuing the winter energy payment.
- The **Rates Rebate Scheme** is managed by local councils and provides a subsidy for eligible households.
- The **SuperGold card** offers instant savings on everyday essentials like electricity, insurance, food and healthcare. It also provides free off-peak travel on public transport.
- More information on can be found in the Services for Seniors brochure available from Work and Income.

MSD Seniors Line

What is being done to ensure reduced wait times for older people needing to access the MSD Senior Contact Centre?

- The Seniors Line continues to operate extended opening hours between 7am and 6pm Monday to Friday and 8am to 1pm Saturday. I recommend that people try to call early in the morning as it is less likely to be busy.
- A call back service is offered when expected wait times are greater than seven minutes. It provides callers with the option to either wait in the queue, or to be called back when their call would have been answered. Clients need their Client Identification Number on hand when they call to access this service and need to call from a phone number that is not private or withheld.
- For those who are able to use a computer, MyMSD (www.my.msd.govt.nz) is a great option for some services such as checking upcoming payments, applying for NZ Superannuation, and updating contact information.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

SuperGold Card

What is the SuperGold Card?

- The Government has a stated priority to upgrade the SuperGold card and maximise its potential benefit for SuperGold card holders.
- The SuperGold Card grants concessions and discounts to governmental and business services available to older people in New Zealand. It is intended to recognise the previous, and continued, contribution older people make to New Zealand.
- All New Zealand residents aged 65+, or those who qualify for superannuation, are eligible for the SuperGold Card. Automatic enrolment occurs with commencement of NZ Superannuation or Veterans Pension.
- The SuperGold website provides a platform for older people to find more information about the scheme and associated concessions (www.supergold.govt.nz). The SuperGold app launched in 2019 provides the same information but with localised concessions.

Identification for older people

What is your opinion on making The SuperGold Card into a form of legal identification?/Travel card/entitlement access?

- The SuperGold Card was not originally intended to be a primary form of identification (but is a valid form of secondary identification). A photograph can be added to the SuperGold Card at no cost.
- Where people currently encounter issues with identification, we encourage use of the Kiwi Access Card (see also Kiwi Access Card, p13).
- Legislative constraints, security concerns, and rollout practicalities means changing the function of the SuperGold Card would be difficult and very costly.

Many older people no longer hold driving licences or passports, so can struggle with having a form of identification. What should they do?

- Launched by Hospitality New Zealand, the Kiwi Access Card (which replaced the 18+ card) has been created to better facilitate access to goods and services for everyone in New Zealand. The card is a recognised form of photographic identification that is also designed to be used by adults who do not have a driver's licence or passport.
- The Kiwi Access Card can be applied for at an NZ Post shop or AA Centre, or online. All new card applications cost $60.

How can you justify asking an older person to spend $60 on an additional form of identification?

- The $60 retail cost is set by Hospitality New Zealand to meet the cost of the card's security features as well as processing costs. The card is valid for 10 years. I understand some people have criticised the cost of this card, but there are also costs associated with maintaining a current passport or driver's license.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Banking services

What is being done to ensure continuing access to banking services where branches are closed?

- Regulation of the banking sector is the responsibility of the Minister of Commerce and Consumer Affairs. Decisions about branch closures are ultimately commercial decisions for individual banks – although I expect and hope that they will consider their responsibilities to wider society as they implement these decisions.
- I understand that older people are most likely to be affected by these decisions to close branches and move away from cheques. This issue has previously been raised with the Bankers Association by advocacy groups.
- I encourage anyone impacted by the closure of a bank branch to contact their bank to discuss their banking options. Banks have specialists who can help familiarise customers with their internet and phone banking options. Customers can also contact their bank's contact centre to discuss their banking. Some banks have established dedicated phone lines for their older customers.
- Age Concern New Zealand has information on how individual New Zealand banks are working to meet the needs of older people, as well as information about avoiding scams and staying safe online - https://www.ageconcern.org.nz/Public/Public/Info/Money_and_Legal/Banking.aspx.

Better Later Life Strategy and Action Plan

What is your view of the Better Later Strategy?

- The Better Later Life Strategy sets out a long-term vision for New Zealand as a whole to respond to our ageing population. It is a useful tool for aligning the work of central and local government with that of the private and voluntary sectors.
- Implementation of many aspects of the strategy rest with other government and non-government agencies and communities.
- I have asked officials to develop an Action Plan to implement the Strategy going forward.

Digital inclusion

What is being done about digital inclusion of older people?

- The Office for Seniors is continuing its work to provide digital literacy training for seniors. The Office contracted six organisations to provide essential digital skills and literacy training to older people across New Zealand. Interim evaluation results show that people who participated in the training course have gained skills and confidence to be online as well as increased their social connectedness.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Where can older people access training?

- Many local libraries and community centres run digital literacy programmes free of charge for Seniors.

What support is available for people who do not want to be online, but need to be in order to access services?

- While government is supporting older people to be online, we recognise that some older people cannot or do not use digital technology (for example due to decline in cognitive ability or a decision not to) and will still need to access the services they need through non-digital platforms.
- Face-to-face appointments are available at all Work and Income sites. A case manager will be available to listen and answer any queries or accessibility needs of MSD clients.
- To book an appointment please contact the Seniors Line on 0800 552 002. They're open Monday to Friday from 7am-6pm, and on Saturday 8am-1pm (see also Seniors Line, p15).

Housing

What is being done about the housing needs of older people?

- The Government has committed to several actions related to older people's housing:
    - Progressing the review of retirement villages legislation
    - Making it easier to construct ancillary dwellings ("granny flats")
    - Supporting Community Housing Providers.
- The Office for Seniors has a Homeshare pilot underway, run by Age Concern Auckland. This is a model of shared living for older people which is well known overseas, and has benefits both for older homeowners, and the home sharer. In this programme, an older homeowner offers low-cost accommodation to another person (a homesharer) in exchange for an agreed level of support. The support could include companionship, shopping, household tasks, gardening, care of pets, and help to use digital technology. A homesharer is not a live-in carer, housekeeper or replacement for government or private personal care arrangements. Age Concern Auckland undertakes vetting and matching and helps to maintain the home sharing agreement.

Health

Shingles vaccine

Why can't everyone over 65 get a Shingles vaccine for free? Why is the shingles vaccine so expensive?

- The shingles vaccine is free for 12 months after your 65th birthday. You need 2 doses, 2 to 6 months apart. As long as you receive your first dose

RELEASED UNDER THE OFFICIAL INFORMATION ACT

when you are 65, your second dose will still be free, even if you get it after you turn 66.

- In 2017, Pharmac made the decision to fund shingles vaccines for all New Zealanders aged 65, which came into effect from 1 April 2018. Alongside this was the decision to fund a catch-up programme for people aged 66 to 80 to capture older New Zealanders who might have missed out on a free shingles vaccine.
- The catch-up programme was originally planned to run from 1 April 2018 until March 2020 but was extended until 28 February 2022. The extended catch-up programme meant that many older adults could access the shingles vaccine free of charge through their General Practitioner.
- I understand that some people were not made aware of this process and have missed out on receiving a funded shingles vaccine.
- Any further catch-up programs will be a Pharmac decision. Further information about Shingles vaccine eligibility is available on the Pharmac website.
- Pricing for the vaccines varies between pharmacies and medical centres as they set their own charges. Pharmac has no visibility or control over cost and availability of unfunded medicines, so we encourage people to contact different medical centres or pharmacies to obtain a quote on how much the vaccine will cost.

Why can my long-term medications only be prescribed for 3 months at a time?

- Prescription medications being funded for only three months is a Pharmac funding decision. In some cases medication can be quite toxic and can be excluded from longer prescribing periods, even overseas.
- Repeat prescribing involves an assessment for each prescription and is more than just an administrative exercise. There is a protocol in medical practice which involves checking when the patient was last seen, whether relevant blood pressure and other tests are up to date and checking if the patient is overdue for other screening.
- If you are having difficulties with ongoing medical costs, you may like to contact Work and Income New Zealand about whether you qualify for a Disability Allowance. The Disability Allowance is a weekly payment for people who have regular, ongoing costs because of a disability. This includes visits to the doctor or hospital and medicines.

Ageism

What is being done to address ageism?

- The Office for Seniors addresses ageism through raising awareness of age discrimination. It does this by working to create age-friendly communities, commissioning research (such as the Attitudes Towards Ageing survey), challenging stereotypes and addressing ageism in some of the areas it shows up most (such as workplaces).
- Individual instances of age discrimination can be reported to the Human Rights Commission.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Elder Abuse

What is being done to address elder abuse?

- Elder abuse is a serious issue in New Zealand. It affects around 1 in 10 older people. The Office for Seniors raises awareness about elder abuse through an annual campaign that lines up with World Elder Abuse Awareness Day (15 June). It produces brochures, posters and videos, which are distributed to partners across the country, and shared through paid advertising on social media, TV, radio and community newspapers.
- The Office for Seniors also has two initiatives focused on prevention of elder abuse: the Elder Abuse Prevention Fund, and regional elder abuse networks. Both initiatives support community organisations and older people themselves to identify and address their own prevention needs. These initiatives enable innovative approaches for diverse communities across the country.
- There is more work being done to prevent and respond to elder abuse. That work is being led by the Ministry of Social Development and more information can be found on their website.

Where can people get help with elder abuse?

- The Ministry of Social Development funds the Elder Abuse Response Service. This consists of 26 local providers and a national helpline. The national helpline is free, confidential and available 24 hours a day. For support, you can freephone 0800 32 668 65, text 5032 or email support@elderabuse.co.nz. If you are in immediate danger, you should call 111 and ask for the Police.
- The national helpline will assess the situation and provide initial advice. It's likely they will connect you with a local provider who will be able to provide ongoing support.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Report

Te Tari Kaumātua
Office for Seniors

Date: 23 May 2024 **Security Level:** IN CONFIDENCE

To: Hon Casey Costello, Minister for Seniors

Addressing ageism

Purpose of the report

To outline how ageism impacts older people in New Zealand, how the Office for Seniors (the Office) currently addresses it and what more could be done.

Recommended actions

It is recommended that you:

1 **agree** to discuss the contents of this report with officials

AGREE / DISAGREE

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Diane Turner
Director
Office for Seniors

Date

Hon Casey Costello
Minister for Seniors

Date

Background

Ageism affects how we think, feel and act towards older people

1 Ageism is the stereotyping, prejudice and discrimination against people on the basis of their age. It can be experienced at any age and may impact two people of the same age very differently. This is because ageing occurs in a social context that is shaped by cultural and societal norms, relationships and beliefs. While it primarily impacts older people, younger people also experience ageism.

2 Discrimination on the basis of age is illegal in New Zealand under the Human Rights Act 1993. However, in practice ageism can be subtle and hard to prove. In the 2022/23 financial year, the Human Rights Commission received 58 complaints alleging unlawful discrimination on the basis of age, compared to 360 on the basis of disability and 260 for race-related discrimination. Addressing the causes of ageism is more likely to create long-term change at scale than addressing individual instances of ageism.

3 Because of this, ageism is a common thread through much of the Office's work. We look for opportunities to challenge ageism in our priority work programmes and in our communications with older people and the sector. There are opportunities to build on this and take a more targeted approach to addressing ageism.

A range of factors drive ageism

4 The factors that can affect ageist views include:

- anxiety about ageing and death
- negative representation of older people in media (for example, references to "elderly" which has connotations of frailty and vulnerability)
- negative perceptions about the characteristics of older people (for example, viewing older people as forgetful or grumpy)
- negative perceptions about older people's relevance to society and the economy (for example, viewing older people as a burden on society)
- a lack of quality contact between generations (particularly between children, young people and older people).

Ageism occurs in a range of contexts

5 Ageism can be institutional (embedded in laws, rules, societal norms, policies and practices), interpersonal (occurring in the interactions between individuals) or self-directed (internalised ageism that results in modified thinking or behaviour).

6 Some examples of institutional ageism include:

- government contributions to KiwiSaver stop when a person turns 65 and employer contributions are optional
- nurses working in aged residential care settings earn an average of $10,000 less than nurses working in public hospitals, showing that ageism can have a broader impact.

7 Interpersonal ageism could include:

- older people being overlooked in hiring practices because of age

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- the health concerns of older people being viewed as a 'result of old age' rather than related to actual medical conditions.

8 Self-directed ageism could include:

- thinking "I'm too old to learn this"
- blaming forgetfulness on age, rather than recognising that we all forget things from time-to-time.

Ageism negatively impacts individuals and society

9 Ageism is a social determinant of health that has wide-ranging impacts, including on mental and physical health, quality of life, loneliness and social isolation. Ageism also interacts with other forms of disadvantage and discrimination, including having lower levels of education, having limited financial resources, ableism, sexism, racism and queerphobia. As a result, ageism can have a compounding affect.

10 Ageism also impacts society more broadly. For example, New Zealand is not able to fully benefit from the contributions of older workers who are impacted by ageism in the workplace.

The Attitudes towards Ageing survey provides some information on ageism

11 The Office commissioned the Attitudes towards Ageing survey in 2015 and 2021. The most recent survey had 1,780 respondents aged 18+. The research helps the Office to understand individual views on how we value age, our outlook as we age, age-related discrimination, and our preparedness for an ageing population.

12 The 2021 survey found that 81 percent of respondents under 75 have great respect for older people. Thirty-five percent of respondents rated age discrimination as serious. However, only 12 percent of those aged 75+ rated age discrimination as serious.

13 Almost a quarter of respondents (23 percent) sometimes felt invisible because of their age. Those aged 50 to 64 were most likely to sometimes feel invisible (26 percent).

14 Some younger respondents held negative attitudes towards older people. For example, 23 percent of 18–34-year old's agreed or strongly agreed that "old people have really had their day" and 20 percent agreed or strongly agreed that "I don't have the time or patience needed to work or socialise with older people".

15 These findings are likely to understate the true extent of ageism in New Zealand. The survey mostly tells us about ageism as an interpersonal issue, particularly by younger people towards older people. It's unlikely to reveal more subtle instances of ageism, particularly as a result of unconscious bias.

16 This is consistent with international surveys that aim to measure ageism. The World Health Organisation reports that there is only one reliable and valid scale which measures ageism. It only measures stereotypes, not prejudice or discrimination. The World Health Organisation is working to develop a reliable and valid scale.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Findings from the Business of Ageing report challenge the narrative that older people are a burden on society

17 The Office has commissioned five Business of Ageing reports since 2010. The most recent update was published in 2021, using 2020 population projections. These reports aim to value the economic contributions of New Zealand's older population. This is one way of challenging the narrative that older people are a burden on society.

18 The 2021 report found that older people contributed $5.9 billion to the economy in paid work, $8.95 billion in tax and $13-14 billion in unpaid work. It also noted older people's contribution to the economy as consumers. This data is used by the Office and others to demonstrate the economic value that older people have as workers, volunteers, carers and consumers.

19 We are currently completing a further updated report for publication in the third quarter of 2024. This report will update estimated economic contributions based on 2022 population projections. It will also expand the analysis by:

- including an estimate of GST paid on savings expended by older people (previous estimates have only utilised income), and
- estimating the economic contribution of the 50 – 64 age cohort, in addition to those aged 65+.

The role of the Office for Seniors in addressing ageism

The Office for Seniors currently addresses ageism through Better Later Life – He Oranga Kaumātua

20 Better Later Life – He Oranga Kaumātua 2019 to 2034 (Better Later Life) includes an action to "promote positive attitudes to older people and address ageism through raising awareness of age discrimination". To date we have done this by:

- working to create age-friendly communities that respect the rights of older people, support their participation, and value their contributions
- commissioning research, such as the Attitudes towards Ageing study, to understand how New Zealander's value older people
- researching the experiences of older Māori in work
- challenging stereotypes by using appropriate language and by sharing and promoting positive stories and images of older people through our communication channels
- challenging ageism through other priority areas, for example employment, by working with employers to become age friendly
- annual campaigns to raise awareness about abuse of older people, aligned with World Elder Abuse Awareness Day (abuse is the most extreme way that ageism manifests)
- exploring opportunities for training on ageism and intergenerational activities to reduce ageism (in progress).

21 This work contributes to our response to the United Nations Decade of Healthy Ageing (REP/24/1/021 refers), as combatting ageism is one of the four priority areas. We have been working with in partnership with other

RELEASED UNDER THE OFFICIAL INFORMATION ACT

government agencies and NGOs to develop a response to the Decade. This partnership is called the National Forum for Healthy Ageing.

22 The first action of the National Forum for Healthy Ageing is to develop a media guide, which supports the media to tell realistic stories about older people (including using inclusive language and images).

23 The media guide has been primarily developed by the Office for Seniors and will be owned by the National Forum for Healthy Ageing. There may be an opportunity for you to launch the media guide, should that be of interest.

Progressing work on ageism

24 Ageism is complex and it plays out in a range of settings and contexts. Given this, there are several ways to address it. These include:

- addressing ageism embedded in law and policy (for example, employer contributions to KiwiSaver for people aged 65+)
- challenging ageism in particular settings (for example, working with employers to become age friendly, improve hiring practices and management of older people in the workforce (REP/23/12/922))
- building our understanding of ageism by commissioning research
- developing a campaign to address ageism (this would require budget).

25 You may wish to consider whether and how the Office responds to ageism over the next three years. Ageism cuts across our work for older people and is a driver of poor outcomes in a range of areas. Given this, it could be worth considering ageism in the context of your priority areas of cost-of-living, housing and care and health services. We could bring this lens to a Better Later Life Action Plan, by including actions focused on addressing ageism in each of your priority areas, should that be of interest.

Your role in addressing ageism

26 As the Minister for Seniors, you can use your influencing role to raise awareness about ageism and challenge ageist narratives. This could involve meeting with your colleagues to discuss the need to consider older people in their portfolios, using speaking opportunities to discuss ageism, and discussing ageism in your meetings with the seniors' sector.

27 The way that you speak about older people, the contributions they make and the opportunities that come with an ageing population is also a way of combatting ageism. We can provide you with support to do this, for example by providing talking points, speech notes and Aide Memoires which include reference to ageism.

File ref: REP/24/5/483

Author: Rosie Anderson, Principal Advisor, Office for Seniors

Responsible manager: Diane Turner, Director, Office for Seniors

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Te Tari Kaumātua
Office for Seniors

Attachment 3: Update Report on implementation of Better Later Life-He Oranga Kaumātua Action Plan-He Mahere Hohenga 2021 ki 2024

To:	Hon Casey Costello, Minister for Seniors
Date:	18/03/2024
For the period:	Jul 2023 - Jan 2024
Report Number:	#9

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Out of scope

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Out of scope

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Area of action: Promoting healthy ageing and improving access to services

ACTION	LEAD AGENCY	STATUS	Milestones/ Deliverables	Update on progress from July 2023 to January 2024
ACTION 26: Implement Healthy Ageing Strategy phase 2 actions	Ministry of Health (MOH)	**SOME DELAYS**	• A two-part review of aged care funding and service models is underway. This is a Te Whatu Ora – Health New Zealand (HNZ) are leading this review.	• For the first phase of the review, HNZ commissioned Sapere to conduct a strategic assessment of the current state of aged residential care and home and community support services. Proactive release of the Sapere report (with redactions) is planned for March 2024. Phase two of the review will provide recommendations to inform a more integrated care model, improved efficiency in the application of resources, and regulatory and funding regimes that are more fit-for-purpose. This is set to be completed in quarter three of 2024. • The scope of the review of aged care funding and service models is directly relevant to commitments in the National New Zealand First Coalition agreement on aged care and dementia. The Ministry and HNZ are working together on approach to deliver these. • The Ministry, Te Whatu Ora and Te Aka Whai Ora are considering the findings and recommendations of the report from the Age Care Commissioner, for which we have received an embargoed copy. An official report is set to be published in March 2024.
			• Dementia Mate Wareware Action Plan	• Seven selected trials were announced on 21 July 2023 to deliver post-diagnostic supports, navigation services and respite care for people living with Dementia Mate Wareware, and their whānau and carers. The seven providers are working hard to deliver services as per their contracts. HNZ has worked closely with the Ministry to prepare an application to evaluate the trials. HNZ expects to be advised the outcome of the application in March 2024. The Dementia Leadership and Advisory Group is having its first meeting of the year 1 March 2024[t]. HNZ works closely with the secretariat and the Groups Chairs

ACTION	LEAD AGENCY	STATUS	Milestones/ Deliverables	Update on progress from July 2023 to January 2024

			• Healthy Ageing Strategy progress	• The Healthy Ageing Strategy phase 2 priority actions had a delivery period of 2019-2023, ending on 30 June 2023. For the last BLL reporting period we requested information from contributing agencies on:
				  • key learnings and whether the action(s) they lead on remain a government or lead agency priority,
				  • whether there is a forecast completion date
				  • whether they now form part of business-as-usual work within lead agencies' work programmes.
				Many agencies have advised that work under phase 2 actions remain a government or agency priority and are core business work programmes. We do not intend to request any further progress updates on delivering work that fell within Health Ageing Strategy phase 2 priority actions. However, we will continue to work across government and report to Hon Casey Costello on progress with health work programmes relating to aged care and dementia.

Out of scope

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Out of scope

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Vote Seniors Estimates 2024/25 – Reactive Questions

Contents

General 2
Cost of Living 2
SuperGold Card 4
Housing 6
Aged Residential Care and Home and Community Support Services (HCSS) 7
Aged Care Commissioner 10
Older People Experiencing Vulnerability and Multiple Disadvantage 11
Better Later Life 13
Digital Inclusion 14
Employment 16
Fair Residency Bill 19
Age friendly 21

RELEASED UNDER THE OFFICIAL INFORMATION ACT

General

How will the operation of the Office for Seniors be affected by Budget 2025 public sector funding cuts?

For the Promoting Positive Outcomes for Seniors appropriation, which funds the Office for Seniors, these cuts have been reflected in a $15,000 reduction in the appropriation for 2024/25. The cuts could also result in changes to the allocation of overheads within the Ministry of Social Development (which hosts the Office) that result in a small reduction in the Office's available budget. In both cases this will be absorbed within the Office's project spend. This may limit or delay implementation of some projects but will not materially affect overall operations. There will be no change to the Office's staffing (currently 11 staff).

Cost of Living

What do we know about material hardship for older people?

A recent Treasury report, citing Ministry of Social Development (MSD) figures, found in 2018 (the most recent year for which data is available) 5.12% of those aged 65+ were in poverty. This was significantly lower than the rate of 10.12% for those aged 25 – 64.

This data used a fixed line measure of 50% of the equivalised median income in 2007 as a "poverty line". The report also cites an alternative methodology that put 12.8% of those aged 65+ in the lowest income quintile.

Inflation is having an impact on the cost of living for older New Zealanders. The Annual Adjustment to NZ Super and the Veteran's Pension the Winter Energy Payment and the tax cuts contribute to addressing this issue. is also available and will help older New Zealander's heat their homes over the winter months. Government measures to upgrade the SuperGold Card and looking into rates rebates for SuperGold Card holders may also ease financial pressures.

How is the rate of NZ Super calculated?

The rates of NZ Super and Veteran's Pension are adjusted annually, with effect from 1 April to reflect increases in the cost of living, inflation, and the average wage. This ensures that older New Zealanders are not being left behind.

The net weekly rates are adjusted each year in line with any annual percentage increase in the Consumers Price Index (CPI). The net weekly

RELEASED UNDER THE OFFICIAL INFORMATION ACT

amount payable to a couple must not be less than 66%, or more than 72.5% of the net average wage, and the single living alone and single sharing rates must be respectively adjusted to 65% and 60% of the net amount paid to a couple. It is only if the adjustment falls outside of these percentages in legislation that a second step of adjusting the rates to the net average wage happens.

This further adjustment was not required in the 2024 Annual General Adjustment as the CPI adjustment by 4.66 percent will see this amount exceed the 66 percent minimum requirement. No further adjustment based on the average wage has been required since 2022 due to growth in the CPI.

What are the current rates of NZ Super?

From 1 April fortnightly rates increased by 4.66% to:

- $922.82 each before tax or $799.18 each after 'M' tax, for a married couple who both qualify
- $1,213.34 before tax or $1,038.94 after 'M' tax for a single person living alone
- $1,116.62 before tax or $959.02 after 'M' for a single person sharing accommodation.

How much did NZ Super recipients receive in tax cuts through Budget 2024?

Assuming no other income sources, a couple receiving NZ Superannuation will get an extra $8.62 per fortnight, if they are on the 'M' tax code. For a single person on the 'M' tax code and living alone this would be $4.31 per fortnight.

What support is available to those who struggle to survive on NZ Super alone?

We acknowledge that it can be difficult to make ends meet. Anyone who is struggling to meet their essential costs should contact the MSD Seniors phone line. Supplementary and hardship assistance are available.

These forms of assistance are income and/or asset tested and can provide help with accommodation, costs associated with disability, and/or essential costs:

- Accommodation Supplement is a weekly payment which helps people with their rent, board, or the cost of owning a home, when

RELEASED UNDER THE OFFICIAL INFORMATION ACT

they have high housing costs relative to their income. It is income and asset tested.

- Disability Allowance is a weekly payment for people who have regular, ongoing costs because of a disability, such as visits to the doctor or hospital, medicines, extra clothing or travel.
- Hardship assistance is available in the form of one-off grants or Temporary Additional Support to help people with immediate, emergency, or essential costs that are unable to be met by their current income or assets. One-off grants provide mix of recoverable and non-recoverable assistance.
- The Rates Rebate Scheme, a DIA scheme managed by local councils, provides a subsidy on rates for eligible households of up to $750 per year.

I encourage everyone to check they are getting everything they are entitled to.

What is happening with the Winter Energy Payment this year?

The Winter Energy Payment is paid automatically by MSD to those who are eligible – including NZ Super and Veterans Pension recipients – from 1 May to 1 October.

For a single person with no dependent children the rate is $20.46 a week. For a couple or person with dependent children the rate will be $31.82 a week.

SuperGold Card

What are the benefits of continued funding of the SuperGold Card App?

It provides SuperGold Card holders and businesses with a mobile 'digital platform' to improve their access to information and discounts. It also helps seniors stretch their dollar further by empowering cardholders with up-to-date information on special offers as well as discounts in their local area. For businesses, it provides a valuable channel to reach a dedicated and engaged audience, fostering stronger customer relationships and driving growth.

What benefits does the SuperGold Card offer to holders?

The SuperGold Card helps older people stretch their money further, by offering instant discounts and special offers on everyday essentials and

RELEASED UNDER THE OFFICIAL INFORMATION ACT

other services. Examples include discounts on food, fuel, power, public transport, hearing aids, glasses, dentists and lawyers.

What is your opinion on making the Gold Card into a form of legal identification?

The SuperGold Card was not originally intended to be a primary form of identification (but is a valid form of secondary identification), and legislative constraints mean changing it in this way is not immediately feasible. A photograph can be added to the SuperGold Card at no cost. Where people encounter issues with identification, we encourage use of the Kiwi Access Card.

What is happening with the coalition agreement to upgrade the SuperGold Card?

I am working with the Minister for Social Development and Employment and my officials to explore a range of options to update the SuperGold Card for seniors.

The aim is to broaden the benefits and features of the programme to better serve the needs and preferences of the senior community. This includes the ongoing development of the SuperGold app and website.

What do cardholders value most about the SuperGold programme?

Recent research indicates that an increasing number of seniors recognise the value of discounts on essential items. This demographic finds such savings particularly beneficial, given their typically fixed incomes.

Discounts play a crucial role for seniors within a high cost of living environment as they help them to absorb the impact of inflation and price hikes on everyday essentials like food, fuel and public transport.

Additionally, seniors often face higher healthcare expenses as they age, further straining their limited budgets. Discounts on essential healthcare items and services such as glasses, hearing aids and dentists help mitigate these costs, ensuring that they can maintain their health and well-being without sacrificing other necessities.

The research also revealed that instant discounts, ie those applied at the point of purchase, hold a strong appeal for seniors. This immediacy offers a sense of financial relief and satisfaction.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Housing

What is being done about the housing needs of older people?

Housing is one of my three priority areas in the Seniors portfolio. Within this priority area I am working to support the review of the Retirement Villages Act 2003 and making it easier to build subsidiary dwellings which will increase multigenerational housing options.

What is happening with the review of retirement villages legislation?

The Government has committed to continue the review of legislation and regulations governing the retirement village sector. The review is under the Associate Minister of Housing's portfolio and is being managed by the Ministry of Housing and Urban Development (MHUD).

The review is intended to examine whether the current Act and all its parts remain fit for purpose to ensure:

- adequate consumer protections for residents and intending residents of retirement villages
- an effective balance between the rights and responsibilities of residents and operators of retirement villages
- the on-going viability of the retirement village sector and its ability to provide a range of retirement housing options and consumer choice
- appropriately defined rights and responsibilities of residents and operators, including where they may differ for different occupancy rights.

The review will also consider specific aspects related to the main phases of the retirement village experience, such as moving in, living in and moving on, and some wider issues.

Public consultation on the key issues was held between 2 August and 20 November 2023, attracting around 11,000 submissions (although many of these were form submissions organised by the Retirement Villages Residents Association). MHUD officials will be presenting themes arising from the submissions process and advice on policy options to the responsible Minister later this year. I continue to support the progress of the review.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

What is the Homeshare pilot and what does the Office for Seniors hope to achieve by promoting it?

Homeshare brings together householders – such as older people who have a room to spare – with people who can offer a helping hand and company in exchange for affordable accommodation. While this arrangement is rare in New Zealand, it is common overseas.

The Office has contracted Age Concern Auckland to manage the pilot, following a tender process. Age Concern Auckland has been working hard to establish the programme and to recruit homeowners and homesharers.

How much has the Homeshare programme cost?

The total budget for the pilot is approximately $350,000.

How will the Homeshare programme be evaluated?

The Office has contracted an external researcher to evaluate both the set up and delivery of the programme. It will assess the success of Homeshare placements in meeting the needs of both parties.

As a pilot programme, a significant focus of the evaluation will be on assessing whether Homeshare is a model that could succeed at scale in New Zealand; with a view to informing any future Homeshare initiatives.

s9(2)(f)(iv)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

s9(2)(f)(iv)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

s9(2)(f)(iv)

s9(2)(f)(iv)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

s9(2)(f)(iv)



Aged Care Commissioner

The Minister for Seniors has responsibility for the appointment and oversight of the Aged Care Commissioner and for the appropriation that supports the position, which sits within Vote Health (administered by the Ministry of Health).

What is the role of Aged Care Commissioner intended to achieve?

The Aged Care Commissioner role was created in 2021. The role of the Commissioner is to monitor how well the health and disability system responds to the needs of older people. The Commissioner's role is to advocate for quality health and disability services on behalf of older people and their whānau wherever and whenever needed – in their home, primary care, community care, care home, or public/private hospitals.

Aged care services within the Commissioner's remit include needs assessment, rehabilitation and home and community support services as well as care delivered in aged residential care facilities.

The role is located within the office of the Health and Disability Commissioner. It complements the work of other agencies whose work covers different aspects of older people's well-being, such as the Office for Seniors, the Ministry of Health, the Ministry of Social Development, the Human Rights Commission and the Ombudsman. The Aged Care Commissioner is a role that community workers and those in the seniors sector have lobbied hard to establish.

The Aged Care Commissioner does not have direct responsibility for issues such as family violence, housing, or retirement income, however, elder abuse is a broad concept and there will be some overlap with the

RELEASED UNDER THE OFFICIAL INFORMATION ACT

responsibilities of the Commissioner; for example where elder abuse might be taking place within the aged care setting.

What has the Aged Care Commissioner been focusing on since her appointment?

In March 2024, the Aged Care Commissioner, Carolyn Cooper, released her first annual report on the performance of the health and disability system in response to the needs of older people. The report *Amplifying the voices of older people in Aotearoa New Zealand* provided 20 recommendations to improve health and disability services for older people.

This report was developed following extensive public engagement undertaken by the Commissioner with carers, sector representatives and older people.

Older People Experiencing Vulnerability and Multiple Disadvantage

What is the "Older people experiencing vulnerability and multiple disadvantage in New Zealand" report?

The MSD has partnered with Social Wellbeing Agency[1] (SWA) and the Ministry of Health to understand the size, scale and characteristics of older people experiencing vulnerability in health, housing, finance, social connection, and access. Data from the Integrated Data Infrastructure (IDI) was analysed to learn more about experiences of New Zealanders, aged 65 years or older, across these domains.

Older New Zealanders are often characterised as a homogenous group that experiences better outcomes than the rest of the population. This analysis increases our understanding of the experiences of older New Zealanders and demonstrates where compounding hardship is occurring across different communities.

This report supports the implementation of the Government's Better Later Life Strategy Action Plan 2021-2024 – He Mahere Hohenga.

What were the key insights from the report?

While many older people are doing well by our indicators, experiences of multiple disadvantage are common

[1] Will become the Social Investment Agency from 1 July 2024

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Fifty-four percent of older people are healthy, have liveable housing, are financially secure, and have good social connections, and access. Thirty-three percent of older people experience vulnerability in a single domain and 13 percent experience multiple disadvantage i.e. vulnerability across two or more domains.

Among those who experience multiple disadvantage, there is a complex spectrum of need. For example, there are groups of older people experiencing multiple mental health conditions paired with compounding housing and financial vulnerability.

Multiple disadvantage in two domains is mostly due to poor health and lack of social connection and multiple disadvantage in three domains is mostly due to vulnerability in health, housing, and finance.

Auckland, Gisborne, and the West Coast have the highest proportion of older people who experience multiple disadvantage.

Older people experience vulnerability across many domains

Older people are most likely to experience health vulnerability. A total of 24 percent of older people experience health vulnerability.

Eighteen percent of older people experience housing vulnerability. These older people live in poor quality or/and overcrowded houses. Housing tenure has a significant impact on housing experiences. Older people who rent experience higher proportions of housing vulnerability compared to those with a mortgage or those with no mortgage or no rent.

Eight percent of older people experience financial vulnerability. Some older people receiving superannuation also experience financial vulnerability.

Seventeen percent of older people experience social connection vulnerability and 3 percent older people experience access vulnerability.

Older people who are most underserved by the system experience disproportionately higher levels of vulnerability

The findings of varied experiences of vulnerability in older people are consistent with the inequitable experiences and outcomes of Māori and Pacific peoples across their life course.

Older Pacific peoples experience the highest proportions of housing vulnerability compared to all other ethnicities. Older Pacific peoples, irrespective of sex, were more likely to experience multiple disadvantage

RELEASED UNDER THE OFFICIAL INFORMATION ACT

at 27 percent, compared to all other subgroups we analysed based on sex and ethnicity.

Asian and MELAA (Middle Eastern, Latin American, and African) older people experience the highest proportions of financial vulnerability.

Māori older people experience the highest proportion of health vulnerability and, European older people experience the highest proportion of social connection vulnerability.

Better Later Life

Why do we need a Better Later Life Strategy and Action Plan?

Better Later Life provides a common platform from which central and local government agencies and communities will develop and implement initiatives affecting New Zealand's older population. It provides a clear focus, identifies priorities and conveys a consistent and coordinated approach to promote and maintain the wellbeing of older people now and into the future.

Where the Strategy focuses on the long term, with an end date of 2034, the Action Plan focuses on tangible actions to be taken by central government over the short term. The first Action Plan covered the period 2021 to 2024 and set out 35 actions, mostly focused on the priority areas of employment, digital inclusion and housing.

What progress has been made on the Better Later Life Strategy and Action Plan?

Progress implementing the Strategy and Action Plan is monitored by Officials and progress implementing the specific actions set out in the Action Plan is reported quarterly to me.

Since the Strategy was published, good progress has been made. The Strategy has been supported by an Action Plan for the period 2021 to 2024, and work is underway to develop a second Action Plan for the period 2025 to 2028.

Significant progress has been made against a broad range of areas under the first Action Plan. Examples include:

- delivery of a Senior Enterprise Pilot, to support older people with entrepreneurial ideas to take their ideas to the next stage of development.
- ongoing delivery of a Digital Literacy pilot programme, and an innovative Homeshare pilot.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- publishing Age friendly guidelines for local authorities and growing the New Zealand Aotearoa Age friendly Network.
- research into mortgage stress among older homeowners, and older Māori and work.

Much of the Action Plan is also progressed through other Ministerial portfolios. Highlights of actions from other portfolios progress under the Action Plan include:

- launch of a review process of the Retirement Villages Act and related regulations
- novel research to examine the incidence of overlapping sources of vulnerability and disadvantage for a minority of older people.

A set of indicators tracks progress on the strategy outcomes. These cover, among other things, income adequacy, material hardship, unemployment, physical activity, homelessness and loneliness.

How is Better Later Life funded?

The Office for Seniors appropriate for 2024/25 is $2.335m. This includes $685,000 from Budget 2022 and $490,000 from Budget 2021 allocated for implementing the Better Later Life Strategy. As well as playing a central coordinating role within government and the wider community, the Office works with government and community partners to develop interventions to implement the Strategy. It also monitors and reports on its progress to the Minister on an ongoing basis.

Implementation of many aspects of the strategy rest with other government and non-government agencies and communities and who are funded through the relevant appropriations.

Digital Inclusion

What is being done about digital inclusion of older people?

Digital inclusion is a priority in the first Action Plan so that older people are given the chance to embrace technology as the world moves increasingly online. From 2019-2023, the Office for Seniors delivered its award-winning Digital Literacy Training for Seniors programme, with more than 3,000 learners benefiting from this programme. The programme was then expanded to deliver digital skills training in a way that works for diverse groups of older people, including older Māori, Pacific and East Asian people. This programme is currently underway and aims to deliver

RELEASED UNDER THE OFFICIAL INFORMATION ACT

essential digital skills courses for close to 5,000 learners around the country from 2023 to 2026.

How much does the Digital Literacy for Seniors programme cost?

Budget 2022 allocated $1.341 million over three years for the continuation and expansion of the programme. Previous funding of $600,000 had been allocated in 2019 to the earlier stage of the programme.

How is the effectiveness of the Digital Literacy Training programme being evaluated?

As part of their contracts, providers are obligated to collect demographic information on participants, as well as self-assessments of their skill levels before and after programme participation. Results so far indicate significant improvements for the most participants in areas such as connecting devices and finding information online, managing online payments and transactions and accessing services, communicating with others digitally, and keeping information secure and assessing online risks.

The Office is currently in the process of identifying a provider to conduct more in-depth evaluation of the latest extended programme. In addition to continuing to collect assessments of learner outcomes, the Office aims to conduct more in-depth follow-up to better understand changes to participant behaviour in using digital technology following the course.

I expect an evaluation report will be published in the latter part of 2026 following completion of this phase of the programme.

What is being done to ensure continuing access to banking services where branches are closed?

Regulation of the banking sector is the responsibility of the Minister of Commerce and Consumer Affairs. Decisions about branch closures are ultimately commercial decisions for individual banks – although I expect them to consider their responsibilities to wider society as they implement these decisions.

I encourage anyone or impacted by the closure of a bank branch to contact their bank to discuss their banking options. Banks have specialists who can help familiarise customers with their internet and phone banking options. Phone banking is accessed via a touchtone phone and allows users to make payments, transfer funds and does not require a

RELEASED UNDER THE OFFICIAL INFORMATION ACT

smartphone or internet access. Customers can also contact their bank's contact centre to discuss their banking. Some banks have even established dedicated phone lines for their older customers.

What support is being made available to help seniors adapt to the increasing use of online services (particularly government services?)

The ongoing trend towards digitisation affects both government services and wider society. It is important that we ensure that older people are able to access the benefits of the online world, or that those who are unable or unwilling to do so can still access the services they need and participate meaningfully in society. The Government and other agencies retain a responsibility to ensure services are accessible.

What is being done to ensure older people can navigate the online world safely and avoid scams?

As part of the Office for Seniors Digital literacy training programme, participants develop skills to be safe online. This includes the ability to:

- keep information used to access online accounts secure by using different and secure passwords
- respond appropriately to requests for authentication
- assess risks and threats involved in carrying out online activities – safety is covered in essential skills.

The Office promotes online safety through a range of channels such as social media, the Seniors newsletter and the OfS website – with information, resources and links to reputable sites.

The Office also works with agencies such as New Zealand's Computer Emergency Response Team (CERT) and National Cyber Security Centre (NCSC), and NetSafe to promote safe online participation, develop cyber safety resilience, and report incidents and threats.

Employment

What is the current state of employment for older workers?

Older workers (50+) make up around a third of the New Zealand labour force. Almost half of those aged 65-69 continue to work, and 25% of people aged 65 and older. It is important that older people who wish or choose to work, can do so in a way that fits their needs, which may change as they age.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

While many older people are working in jobs they enjoy and that meet their financial needs, not all have positive outcomes. For example, when older people do lose their jobs, it tends to take them longer than younger age groups to find another. And it's also more likely they will have a noticeable drop in salary from their previous role. As people age this gap, or reduction in income level can have long term negative effects on their ability to save for their future.

Older workers also make up a substantial proportion of MSD Job Seekers – 30 percent are aged 50-64 as at March 2023. For job seekers who have a health condition or disability the proportion aged 50 – 64 is more than 40 percent. Older people who are receiving this type on benefit and have a medical deferral may be at greater risk of long-term unemployment due to the challenges of finding suitable and flexible work options.

What action is being taken to ensure older people have access to work, if they need or want to be in employment?

Given older workers make up such a large proportion of our workforce, it is important to retain their talents, skills, and experience for the benefit of the New Zealand economy. The government, alongside industry and employers, can play a key role in advocating for older workers to access and retain work. The Older Worker Toolkit, developed by the Office for Seniors with the Ministry of Business, Innovation and Employment (MBIE), is an example of how we can do this – to help dispel myths and change perceptions of older workers.

The Senior Enterprise Pilot Programme is another example of this, which supports people aged over 50 with innovative business ideas. The programme enables participants to establish and develop their ideas and potentially get them to market. This support was offered for free across five locations, with the intention of increasing visibility of self-employment as a viable opportunity for people later in life.

The Governments Employment Action Plan reset will focus on providing 'opportunity for all' in employment and supporting people into work. The needs and desires of older workers will need to be reflected in the new plan, to ensure we can still offer tailored and suitable support for our older job seekers, who make up a reasonable portion of job seekers and could still be in paid employment for anywhere between 10-20 years.

Lastly, we plan to investigate options to encourage older workers to stay in work, beyond the age of NZ Superannuation entitlement. We are

RELEASED UNDER THE OFFICIAL INFORMATION ACT

currently exploring options to include in the Better Later Life Action Plan, which may include the policy settings for KiwiSaver and eligibility for employment supports for those aged over 65.

What is the Senior Enterprise Pilot Programme?

The Office for Seniors funded a Senior Enterprise Pilot Programme in 2023. Older people have great entrepreneurial ideas and the purpose of this programme was to provide give them appropriate support to take their ideas to the next stage of development.

The programme was offered for free across five locations by the following providers:

- Creative HQ in Wellington
- Nelson Tasman Regional Chamber of Commerce
- Ngā Toi in Hawkes Bay (with a focus on older Māori entrepreneurs)
- Trust MYRIVR in Pukekohe (with a focus on older Māori and Pacific entrepreneurs)
- Univentures Ltd in Christchurch.

This as an opportunity to tap into the creativity and drive we know exists among older New Zealanders and to help us understand how more older people could be doing so.

How much did the Senior Enterprise programme cost?

The total cost of the programme has been almost $450,000, which has allowed us to help more than 120 people across five pilot programmes. This included a contribution from MSD Pasefika Proud to support the older Pacific people– a cohort who tend to be under-represented in self-employment/entrepreneurship.

How is the effectiveness of the Senior Enterprise programme being evaluated?

The Office contracted an outside provider with expertise in senior entrepreneurship to support our providers throughout the duration of the pilot, and then to evaluate the programme. An evaluation framework is already in place and has been factored in to reporting requirements for contracted providers.

As a pilot initiative, a significant focus of the evaluation has been on assessing the different approaches or programme design features have best supported different cohorts of people with the establishment of sustainable businesses.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

The programme and evaluation report will be publicly available in mid-2024 and will help inform the future design and delivery of similar programmes.

Fair Residency Bill

What effect will the changes made by the Fair Residency Bill have on current and future NZ Super recipients?

Changes made to the New Zealand Superannuation and Retirement Income Act 2001, by the Fair Residency Bill will begin to come in to effect for those who turn 65 from July 2024.

The increase to a 20-year residence requirement will be phased in over time. Only those born on or after 1 July 1977 (currently aged 46 and under) will be subject to the full 20-year residence requirement. Those born between 1959 and 1977 will be subject to a "sliding scale" of residence requirement duration. This is a fairer outcome for those affected and will allow time to plan and prepare for their retirement.

Elder Abuse

What actions are being undertaken to identify incidents of elder abuse, and support the victims?

We want everyone to know about the Elder Abuse Response Service helpline and understand that it is there to help, not only for those experiencing abuse, but for friends and whānau who may be concerned about how an older person they know is being treated and don't know what to do.

If you have concerns about how you or someone you know are being treated or feel frightened or at risk, help is available through the Elder Abuse Response Service. It's free, and available 24 hours a day (on 0800 32 668 65, by texting 5032 or emailing support@elderabuse.nz).

When a person calls the helpline, they will be put in touch with a trained coordinator who works in the region. The coordinator will work with the caller to make sure they are safe, identify and work with other organisations who can help and support them, including police, health providers, lawyers, banks and government agencies.

This service is an MSD funded service and falls under the portfolio of the Minister for Social Development and Employment.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

What is being done to prevent elder abuse?

The Office is continuing to take the lead on raising awareness of elder abuse. Each year the Office runs a national campaign to align with World Elder Abuse Awareness Day on June 15. The Office has created free resources and brochures. Organisations are encouraged to share these online and to make them available to older people. The Office has also created ads for TV and socials, targeting bystanders, who are more likely to refer to the helpline.

In 2023 the Office granted a total of $155,000 to seven organisations across the country through the Elder Abuse Prevention Fund. These organisations are taking innovative approaches to tackling elder abuse in diverse communities. The funding for the Elder Abuse Prevention Fund was provided by MSD.

The Office has also continued to pilot regional elder abuse networks in five regions. This work sits under Action 5 of Te Aorerekura – the National Strategy to Eliminate Family Violence and Sexual Violence. The funding for the networks was provided by Te Puna Aonui. The networks are co-designed by older people, enabling them to identify and address local problems. The networks have included a range of activities, such as intergenerational connection, social connection, improving access to transport and kai, connection to culture and access to services.

MSD has a work programme to prevent the abuse of older people, with $6.25 million from over three years allocated to it. This funding is in addition to the $12.4m for the Elder Abuse Response Service for the 2023/2024 financial year. This work programme focuses on building the evidence base needed to better understand and prevent abuse of older people. This falls under the portfolio of the Minister for Social Development.

Are World Elder Abuse Awareness Day media campaigns successful?

Elder abuse is frequently under-reported due to barriers like dependence, isolation, fear, shame, or dementia. Ageism and ageist attitudes also contribute to under-reporting and may affect how older people's complaints are managed.

While we promote the helpline to older people, we also target a wider audience of bystanders who can support older people.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

The aim of the World Elder Abuse Awareness Day (WEAAD) 2023 campaign was to raise awareness of the various forms of elder abuse with a particular focus on psychological and financial abuse, in addition to promoting the elder abuse helpline.

The World Elder Abuse Awareness Day 2023 campaign had the following outcomes:

- Calls to the EARS helpline more than doubled during the duration of the campaign from 175 in May 2023 to 393 in June 2023.
- The helpline also received 27 SMS contacts and 115 emails. Calls continued to remain high post campaign with 297 in July 2023.
- The campaign saw an estimated 2.7 million digital impressions and 4,000 clicks through to the Office for Seniors website.
- Radio continued to be an effective channel. A mix of existing 30 second and new 15 second adverts were placed on a range of national and foreign language stations. Estimated reach for radio was 43 percent of all people over 18, approximately 1.7 million people.
- It was assessed that 677,000 people listened to the radio advertisements at least three times over the course of the campaign.
- TV was valuable in targeting older people. Targeted media buying meant a 53 percent reach. In the target 30 – 64 year old group an estimated 1.2 million individuals viewed WEAAD TV ads up to 4 times.
- Engagement on social media was good with more than 936 reactions, 128 comments, 52 saves and 185 shares. Overall, commentary was mostly positive.
- Diverse audiences were successfully targeted. Advertising and social media activity were translated into Te Reo Māori, Samoan, Tongan, Hindi, Punjabi, Gujarati, Chinese and Korean.

For 2024 the Office for Seniors received funding of $90,000 from the MSD for the awareness campaign. This year's campaign will be similar to the 2023 campaign and will target a range of platforms to reach diverse audiences.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Age friendly

What is the Age friendly programme?

This programme provides guidance and support for communities that are exploring or committed to becoming age friendly. It supports the vision of

the Better Later Life He Oranga Kaumātua Strategy by empowering local councils and communities to take action within their communities.

There is advice on the Office for Seniors website about creating age friendly communities, businesses and urban places. There is also a toolkit and case studies. The Office for Seniors runs an Age friendly network to bring together people from local councils and organisations that are leading or actively involved in coordinating the development or implementation of age friendly strategies and plans. As at 20 May 2024 there are 33 local councils participating in the network.

What are the Age friendly grants?

The age friendly fund supports communities to become age friendly and funds projects that promote the inclusion and contribution of older people. The grants are available to councils, community organisations and registered NGOs. The fund is for developing and/or implementing new projects. Grants range from $5,000-$15,000, to a total of $150,000 annually.

Who has received Age friendly grants recently?

In October 2023, the following organisations received grants:

- Kerikeri Retirement Village Ltd
- Harataunga Marae Trust
- Age Concern Wellington Region
- Mangawhai Shed Inc
- Featherston Community Centre Charitable Trust
- Palmerston North City Council
- Presbyterian Support Southland
- Waka Eastern Bay
- The Fatimah Foundation
- Upper Hutt Multicultural Council Inc
- Grey Power Marlborough
- Kaikoura District Council
- Tuhura Otago Museum

How are Age friendly grants evaluated?

Organisations undertake their own project evaluations and include these in their final reporting to the Office for Seniors. Evaluations may involve a

RELEASED UNDER THE OFFICIAL INFORMATION ACT

range of methods, including user feedback, surveys and reflective learning.

It is important to note that Age friendly grants are small – a maximum of $15,000 – and often awarded to small community organisations with limited capacity to conduct sophisticated evaluation.

An external evaluation of the Age friendly programme is currently underway to understand the impacts of the programme on enabling councils and communities to become more age friendly.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

ATTENDEES:
Hon Casey Costello, Minister for Seniors
Accompanied by officials:
Diane Turner, Director, Office for Seniors
George Minton, Manager, Office for Seniors

Social Services and Community Committee

2024/2025 Estimates Examination

Vote Social Development

(SENIORS)

Information Pack

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Wednesday 19 June 2024, from 11.35am until 11.55am
Location TBC.

CONTENTS

BUDGET INFORMATION 3
Facts and figures 3
KEY MESSAGES 4
TOP OF MIND 5
Demographic information 5
Implications of the ageing population for our economy, housing, and healthcare services . 5
PRIORITIES FOR SENIORS PORTFOLIO 6
Better Later Life - *He Oranga Kaumātua 2019 to 2034* 6
Stocktake of Services for Seniors 7
Enhancement and Promotion of the SuperGold Card (SGC) 7
Age friendly Cities and Communities 8
United Nations Decade of Healthy Ageing 8
Digital Inclusion and online safety 9
Raising awareness and understanding of older people's issues 9
Combating elder abuse 9
Aged Care Commissioner 9
Appendix 1: Social Services and Community Select Committee membership profiles 11
Appendix 2: 2024/2025 Estimates of Appropriations 13
Appendix 3: Social Services and Community Committee Reports 17

RELEASED UNDER THE OFFICIAL INFORMATION ACT

BUDGET INFORMATION

Facts and figures

- Total funding in the Vote Social Development appropriation Promoting Positive Outcomes for Seniors is **$2.335 million** in 2024/25. This includes **$685,000** from Budget 2022 and **$490,000** from Budget 2021 allocated for Implementing the Better Later Life Strategy. It also includes total reductions of **$15,000** for contractors and consultants, operating funding and workforce reductions.
- Total funding in the Vote Social Development appropriation Enhancement and Promotion of SuperGold Cards is **$1.729 million** in 2024/25. The bulk of the funding in this appropriation – **$1.560 million** - is for Improving Financial Wellbeing through Better Access to Discounts and Concessions.
- Budget 2021 made funding available to develop an Aged Care Commissioner within the Office of the Health and Disability Commissioner. This is included within Vote Health, under the responsibility of the Minister for Seniors. Funding for 2024/25 is for ongoing annual costs and totals **$2.104 million**.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

KEY MESSAGES

- As Minister for Seniors I remain committed to improving the lives of older New Zealanders by enabling them to lead valued, connected and fulfilling lives.
- My priority since taking up the Portfolio has been supporting the advancement of key government priorities relating to older people, including:
    - Making it easier to build subsidiary dwellings
    - Exploring options to build on the Local Government Rates Rebate Scheme for Super Gold Card holders.
    - Progressing the review of the Retirement Villages Act
    - Upgrading the Super Gold Card and Veterans Card
    - Completing the Aged Care Funding Review.
- During 2024/25 I intend to focus on three priorities: cost of living, housing and health and care services. More specifically I will:
    - Develop and launch an updated action plan to implement the Better Later Life – He Oranga Kaumātua Strategy.
    - Complete a stocktake of government services for seniors to better understand the gaps, overlaps and opportunities.
    - Continue to support a range of significant government priority actions to support older people across other portfolios, including:
        - the review of the Retirement Villages legislative framework being led by the Associate Minister of Housing and Urban Development
        - work by the Ministers for Building and Construction, and Housing, to enable the construction of subsidiary dwellings to increase multigenerational housing options for older people
        - upgrading and maximising the benefits of the SuperGold Card and Veterans Card, alongside the Minister for Social Development and Employment
        - working with the Minister of Internal Affairs to explore options to build on the rates rebates scheme
        - complete the Aged Care funding model review, and other work towards improving the sector, in my role as Associate Minister for Health.
    - Continue to tackle matters that affect seniors, especially those that have been amplified by the cost-of-living crisis.
    - Build upon the Age friendly New Zealand network, and support local communities to become more age friendly.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

TOP OF MIND

Demographic information

- In 2001 people aged 65+ accounted for less than 12 percent of the population. By March 2023, this was nearly 17 percent. [2023 Census national and subnational usually resident population counts and dwelling counts]
- By 2034, seniors are expected to make up over 21 percent of the population. [Stats NZ, National population projections, median projection, 2022(base)-2073]
- People are living longer, and they are also staying healthier for longer. This is something to celebrate and also something that we all need to prepare for.
- In March 2023, just under 11 percent of seniors were aged over 85; this is expected to rise to 14 percent in 2034. [Stats NZ, National population projections, median projection, 2022 (base)-2073]
- Our older population will also be more diverse. Between 2020 and 2034, projections indicate that:
    - the number of Māori aged 65+ will more than double to 115,700
    - the number of Asian people aged 65+ will more than double to 139,400
    - the Pacific population aged 65+ will double to 51,200 people. [Stats NZ, National ethnic population projections, median projection, 2018(base)-2043 update]

Implications of the ageing population for our economy, housing, and healthcare services

Addressing cost of living pressures

- Falling rates of mortgage-free home ownership, and cost of living increases are challenging the existing model for financial wellbeing in later life.
- While NZ Super provides a reliable and secure source of income in retirement, there are people struggling to meet day-to-day living expenses, particularly for those who continue to pay mortgages and rent later in life.
- Older people can be limited in their ability to boost their income through employment, although around 1 in 4 New Zealanders over the age of 65 continue to work.

Housing

- With reducing rates of home ownership in the future, more vulnerable seniors may be subject to higher housing costs (particularly rent), lack of security of tenure and poor-quality rental accommodation.
- Older people are currently more likely than other age groups to own their own home, but there has been a steady decline in recent years. The percentage of people aged 65+ who owned their home or had it in a family trust was 65.7 percent in 2018, compared to 70.7 percent in 2013 and 71.3 percent in 2006 [Census data, note 2018 data is not fully comparable].
- Those aged 65+ with mortgages have increased from 6.8 percent in 2004 to 14 percent in 2018 [MSD, Household Incomes Report, using Household Economic Survey data]. Mortgage holders aged 65 and over now hold an average mortgage debt of $185,294, and the age group as a whole now holds a total $25.2 billion in mortgage debt.
- Treasury research shows seniors who pay rent or have a mortgage are more likely than outright owners to spend more than 40 percent of New Zealand superannuation on housing.
- The numbers of older people on the Housing Register are growing steadily. Between September 2018 and September 2023, the number of main applicants aged 65+ grew from

RELEASED UNDER THE OFFICIAL INFORMATION ACT

804 to 2,730. A similar trend is evident in those receiving the Accommodation Supplement, where recipients aged 65+ have grown from 44,086 in 2018 to 49,851 in 2023.

Care and Health services

- Older people are more likely to develop chronic health conditions that can have a significant and lasting impact on their quality of life.
- There has been insufficient investment in health and care services for older people, and this is already resulting in strain on the system. There are major concerns around hospital waiting times, inadequate focus on preventative measures and concerns around providing mental health support that is targeted at older people.
- Te Whatu Ora – Health New Zealand's Aged Care Funding Model Review is currently underway and has revealed a short supply of Aged Residential Care (ARC) places in some communities - particularly in dementia and psychogeriatric care.
- The incidence of dementia is expected to more than double to approximately 167,500 people in 2050: comprising 2.7 percent of the total population and 10.8 percent of the population aged over 65. Interventions to address modifiable risk factors (physical health, diet, hearing loss, education status and social isolation) can reduce the incidence of disease and delay onset of dementia.

PRIORITIES FOR SENIORS PORTFOLIO

Better Later Life - *He Oranga Kaumātua 2019 to 2034*

- Better Later Life – He Oranga Kaumātua provides the strategic direction for New Zealand's growing older population.
- It identifies and addresses the needs and aspirations of older New Zealanders now and into the future.
- It requires central and local government, non-government organisations, businesses and communities to work in a more co-ordinated way to achieve better outcomes for older New Zealanders.
- The Strategy identifies five key areas for action:
    - achieving financial security and economic participation
    - promoting healthy ageing and improving access to services
    - creating diverse housing choices and options
    - enhancing opportunities for participation and social connection
    - making environments accessible.
- Implementation of the Strategy has been funded through baseline Seniors appropriation funding, plus an allocation of $1.086 million from Budget 2022 and $490,000 from Budget 2021.
- The Strategy is supported by an Action Plan. The Action Plan sets out a range of actions to be taken by central government to address portfolio priority areas as well as the Strategy's wider goals. s9(2)(f)(iv)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- s9(2)(f)(iv)

- Two pilot initiatives from the current Better Later Life Action plan are still being delivered:
    - Homeshare pilot
        - this pilot supports older homeowners in Auckland to be paired with adult "homesharers", who receive affordable accommodation in exchange for help around the house and companionship. The pilot programme will test whether the model is viable at scale in New Zealand.
        - the programme is being delivered by Age Concern Auckland and findings of an external evaluation of the pilot will be published in late 2024.
    - Digital Literacy Training for Seniors Programme
        - Budget 2022 funding expanded the successful Digital Literacy Training for Seniors Programme, to support an additional 5,000 learners between 2023 and 2025, with a particular focus on older Māori, Pacific and East Asian people.
        - an evaluation report will be published in the latter part of 2026 following completion of this phase of the programme.

Stocktake of Services for Seniors

- The stocktake will be focused on the role of government agencies and the services funded by the Government specifically for older people in New Zealand. Its purpose is to provide clarity around the agencies in this sector, including their structure, focus areas/work programmes and budget.
- This analysis will identify any areas of duplication, gaps or opportunities for innovation to better meet the needs of our ageing population. I expect to be able to be able to present key findings and recommendations by September this year.

Enhancement and Promotion of the SuperGold Card (SGC)

- Information and discounts using a digital platform assist older people on fixed incomes to stretch their New Zealand Superannuation dollar further and participate in activities to improve social inclusion and wellbeing.
- The funding enables MSD to:
    - maintain and improve a mobile app and SGC website to improve seniors' access to SGC information and discounts
    - promote and market the use and value of this SGC to cardholders and businesses, and raise the profile of available discounts.
- This initiative also requires staff resources to carry out and support the enhancement of the SGC. MSD works on improving the SGC so that it does not become outdated and potentially obsolete.

Key facts and figures about the use of the SGC

- From 1st of July 2023 – 30th of April 2024 there were over 2.6M visits to the SuperGold website (representing over 627,000 users). In the same period 448 new businesses joined the programme.
- As at 30th April 2024:
    - there were 5,982 participating business represented by over 10,637 business outlets
    - there have been 386,945 SuperGold cumulative app downloads (since the app launched on 1st Oct 2019).

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Age friendly Cities and Communities

- I will continue to encourage the uptake of Age friendly Cities and Communities by raising awareness, sharing information, and supporting the development of local networks. These local networks will be a key enabler of initiatives that support the wellbeing of older New Zealanders. The Office for Seniors will also continue to actively support communities wanting to start or progress age friendly strategies or implement action plans.
- I allocate $150,000 per annum to provide grants to councils, non-government organisations and community groups to develop age friendly strategies or implement initiatives in support of an age-friendly plan. The next grants round is due to run from August to October 2024.
- Since the grants programme's inception in 2018 a total of 66 initiatives have been funded. A review of the grants programme is underway and will be completed by the end of the year.

Progress to date

- New Zealand has been an affiliate member of the World Health Organization's (WHO) Global Network for Age friendly Cities and Communities since June 2018. The Office for Seniors is responsible for fulfilling the New Zealand Government's affiliate member obligations which includes promoting and supporting programmes within local communities. As at May 2024, there are 33 local councils who are members of our Age friendly network. Of these seven New Zealand cities and communities have also chosen to join the WHO Global Network. There are now close to 1,400 members of the network, from 44 countries.
- In the last year, through the Age friendly Programme, the Office has:
    - expanded the New Zealand age friendly network mainly for local council staff, leading age friendly work to represent 33 districts and communities. Quarterly Network meetings include guest speakers presenting research conducted in New Zealand and overseas, and members sharing their age friendly initiatives.
    - run the age-friendly fund grants programme and provided $148,416 in small grants to councils and community organisations towards developing thirteen age-friendly plans and projects.
    - piloted an age friendly measurement tool (the Age friendly Cities and Communities Questionnaire) for use in New Zealand. This tool will be able to be used by other cities and communities to assess how age friendly they are or to measure what progress they have made.
- I expect to see the age friendly movement continue to grow in New Zealand through increased participation in both the Global Network and New Zealand network leading to greater commitment and awareness of the importance of age friendly communities and environments.

United Nations Decade of Healthy Ageing

- The UN Decade of Healthy Ageing is a global collaboration covering the period 2021 to 2030. It focuses on four action areas:
    - age-friendly environments
    - combatting ageism
    - integrated care
    - long-term care.
- The Decade encourages collaboration between governments, businesses, media and NGOs.
- In 2023 the Office for Seniors collaborated with community organisations to develop a National Forum for Healthy Ageing. This forms part of New Zealand's response to the UN Decade of Healthy Ageing.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- The Forum is working together to develop New Zealand specific actions, with an initial focus on combatting ageism.

Digital Inclusion and online safety

- A survey completed by BNZ indicated that 700,000 New Zealanders lack essential digital skills. Around 500,000 of those are over the age of 60.
- This is in line with the Office's estimate that up to 25 percent of those over the age of 65 (or around 200,000 people) do not have access to the internet.
- In addition to the delivery of its Digital literacy training programme, the Office promotes online safety through a range of channels and works with relevant agencies to promote safe online participation.

Raising awareness and understanding of older people's issues

- The Office for Seniors has key communications functions that increase awareness of issues facing our ageing population, provide older people with useful information, and engage with stakeholders to support their work.
- The Office for Seniors key communications channels include the:
    - Office for Seniors website
    - bi-monthly Seniors newsletter
    - monthly Office for Seniors stakeholder newsletter
    - Office for Seniors Facebook page
    - @officeseniors X feed
    - Office for Seniors LinkedIn
    - Office for Seniors email account.
- The Seniors newsletter is an important channel for the government for communicating with older people. As at May 2024 the email newsletter was sent to a mailing list of over 498,000 unique email addresses, with an open rate of around 40 percent.
- The Office for Seniors stakeholder newsletter also goes out to around 1200 subscribers including other government agencies, NGO's and academics.
- Social media channels are also used to share information from MSD around entitlements and support such as the winter energy payment and the SuperGold Card.

Combating elder abuse

- The Office is continuing to take the lead on raising awareness of elder abuse. Each year, subject to funding, the Office runs a national campaign to align with World Elder Abuse Awareness Day on June 15. The Office has created free resources and brochures. Organisations were encouraged to share these online and to make them available to older people. The Office has also created ads for TV and socials, targeting bystanders, who are more likely to refer to the helpline.
- In 2023 the Office granted a total of $155,000 to seven organisations across the country through the Elder Abuse Prevention Fund. These organisations are taking innovative approaches to tackling elder abuse in diverse communities.
- The Office has also continued to pilot regional elder abuse networks in five regions. The networks are co-designed by older people and improve access to services, social connection and connection to culture.

Aged Care Commissioner

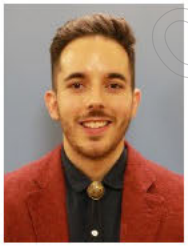
- The Aged Care Commissioner is funded within Vote Health, under the responsibility of the Minister for Seniors. Funding for 2024/25 is for ongoing annual costs and totals $2.104 million.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- The Aged Care Commissioner has been in place since February 2022 and provides sector leadership to drive quality improvement and advocate for better services for older people within the aged care sector.
- The Commissioner released her first Annual Report in March his year, which provides insights into the challenges facing older people in accessing appropriate services.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 1: Social Services and Community Select Committee membership profiles

Committee member	
 **Joseph Mooney**, Chair National, Southland	*BACKGROUND* • Previously a senior trial lawyer and appointed to the Crown Prosecution Panel for the Invercargill Crown Solicitor. • Has held the Southland electorate since the 2020 election. • Appointed Committee chair December 2023.
 **Paulo Garcia**, Deputy Chair National, New Lynn	*BACKGROUND* • Self-employed lawyer, specialising in commercial and immigration law. • The first New Zealand MP of Filipino descent. • Also serves on the Justice Select Committee.
 **Takutai Tarsh Kemp** Te Pāti Māori, Tāmaki Makaurau	*BACKGROUND* • Worked in the health sector for 20 years and is a Governance Board member for a Whanau Ora Commissioning Agency. • Party spokesperson for Kaumātua (Māori elders), social development, Whānau Ora, disabilities, communities & volunteers, statistics, family & sexual violence, mental health, employment & training, workers' rights and community affairs spokesperson portfolios.
 **Ricardo Menéndez March** Green, List (based in Mt Albert)	*BACKGROUND* • Grew up in Tijuana, Mexico. • Previously a community organiser and educator. • Party spokesperson for Auckland Issues, Commerce and Consumer Affairs, Immigration, Social Development and Employment, Workforce Planning and Development and Associate spokesperson for Health (Primary Health).

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Committee member	
 **Willow-Jean Prime** Labour, Northland	*BACKGROUND* • Grew up and attended school in Whangārei. • Has a background as a practising lawyer, specialising in family and criminal. • Previously a Councillor for the Far North District Council. • Party spokesperson for Children and Youth, and Associate Spokesperson for Education (Māori).
 **Maureen Pugh** National, West Coast Tasman	*BACKGROUND* • Previously Westland District Councillor and Mayor. • Has been in Parliament since 2015, previously as a list MP, until winning the electorate of West Coast-Tasman at the 2023 election. • Appointed First Assistant Speaker.
 **Carmel Sepuloni** Labour, Kelston	*BACKGROUND* • Born in Waitara, and of Samoan, Tongan and New Zealand European descent. • Has been in Parliament since 2008, and is now Deputy Leader of the Opposition. • Party spokesperson for Auckland Issues, Child Poverty Reduction, Pacific Peoples and Social Development. • Previously worked over 15 years in social service roles across government, including housing, welfare, education, mental health and disabilities.
 **Laura Trask** ACT Party, List (based in Banks Peninsula)	*BACKGROUND* • Born and raised in Christchurch, stood for the Banks Peninsula electorate. • Has a background in Pharmacy, before running a fire evacuation business. • Entered Parliament at the 2023 election. • Party spokesperson on seniors, education, mental health, small business.
 **Tanya Unkovich** New Zealand First, List based in Epsom)	*BACKGROUND* • Born in Dargaville, of Croatian descent. • Has a background in finance and previously worked as a motivational speaker and life coach. • Also serves on the Economic Development, Science and Innovation Select Committee.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 2: 2024/2025 Estimates of Appropriations

Enhancement and Promotion of SuperGold Cards (M61) (A25)

1) Scope of Appropriation

This appropriation is limited to promoting, enhancing and delivering information about the SuperGold and Veteran SuperGold cards, and enlisting businesses to provide discounts to SuperGold cardholders.

2) Expenses and Revenue

	2023/24		2024/25
	Final Budgeted $000	Estimated Actual $000	Budget $000
Total Appropriation	1,723	1,723	1,729
Revenue from the Crown	1,723	1,723	1,729
Revenue from Others	-	-	-

3) What is Intended to be Achieved with this Appropriation

This appropriation is intended to recognise the valued contribution of older New Zealanders by providing easy access to discounted products and services, and information about the use of the cards.

4) How Performance will be Assessed and End of Year Reporting Requirements

	2023/24		2024/25
Assessment of Performance	Final Budgeted Standard	Estimated Actual	Budget Standard
The number of new businesses joining the SuperGold card programme will be no less than (see Note 1)	375	450	375

Note 1 - The SuperGold Card is a free discounts and concessions card available to all New Zealanders who are aged 65 years or over, and those under 65 years receiving New Zealand Superannuation or the Veteran's Pension.

5) End of Year Performance Reporting

Performance information for this appropriation will be reported by the Ministry of Social Development in the Ministry of Social Development Annual Report.

6) Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2023/24 Final Budgeted $000	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000
Previous Government						

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Policy Initiative	Year of First Impact	2023/24 Final Budgeted $000	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000
Ministry of Social Development Departmental Price Pressures	2023/24	7	8	8	9	9
Ministry of Social Development - Collective Bargaining Commitments	2023/24	3	7	12	12	12
Public Sector Pay adjustment – Ministry of Social Development Remuneration cost Pressure	2023/24	13	14	14	14	14

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Promoting Positive Outcomes for Seniors (M61) (A25)

1) Scope of Appropriation

This appropriation is limited to providing information and facilitation to protect the rights and interests of older people, to promote local community involvement in senior issues, and ministerial services.

2) Expenses and Revenue

	2023/24		2024/25
	Final Budgeted $000	Estimated Actual $000	Budget $000
Total Appropriation	2,875	2,875	2,335
Revenue from the Crown	2,875	2,875	2,335
Revenue from Others	-	-	-

3) What is Intended to be Achieved with this Appropriation

This appropriation is intended to achieve positive outcomes for seniors through supporting their inclusion in a society where older people can age positively, are highly valued and recognised as an integral part of families and communities, and by supporting greater advocacy of their issues by Ministers.

4) How Performance will be Assessed and End of Year Reporting Requirements

	2023/24		2024/25
Assessment of Performance	Final Budgeted Standard	Estimated Actual	Budget Standard
The average service quality rating for support provided to the Minister for Seniors (see Note 1)	3.5	3.5	3.5
The percentage of stakeholders who report being 'satisfied' or 'very satisfied' with the level of engagement of the Office for Seniors (see Note 2) will be no less than	75%	75%	75%
The Minister for Seniors has endorsed a plan by 30 June 2024 that sets out a process for a review of the Better Later Life Action Plan 2021-2024, and development and consultation on a further Action Plan to implement the Better Life Strategy from 2025 (see Note 3)	Achieved	Achieved	Measure expired
The Minister for Seniors has approved the Better Later Life Action Plan 2025-28 by 30 June 2025 (see Note 3)	New measure	New measure	Achieved

Note 1 - Every six months the Minister for Seniors and the Office for Seniors in MSD discuss the quality of service provided to the Minister in the previous half-year and agree a service quality rating. These conversations are used to drive performance improvements in the following six months. The service quality rating is on a five-point scale.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Note 2 - Stakeholders are surveyed annually from seniors sector organisations, and central and local government. The survey uses a five-point scale from 'very dissatisfied' to 'very satisfied'.

Note 3 – The Action Plan sets out the Government's priorities and commitments to deliver the Better Later Life Strategy for 2025-28. The new measure was introduced to replace the previous measure which was time-limited to 30 June 2024.

5) End of Year Performance Reporting

Performance information for this appropriation will be reported by the Ministry of Social Development in the Ministry of Social Development Annual Report.

6) Current and Past Policy Initiatives

Policy Initiative	Year of First Impact	2023/24 Final Budgeted $000	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000
Current Government						
Reduction in Contractors and Consultants – Ministry of Social Development	2024/25	-	(10)	(12)	(12)	(12)
Reduction in Operating funding - Ministry of Social Development	2024/25	-	(2)	(2)	(2)	(2)
Reduction in Workforce - Ministry of Social Development	2024/25	-	(3)	(3)	(3)	(3)

Policy Initiative	Year of First Impact	2023/24 Final Budgeted $000	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000
Previous Government						
Ministry of Social Development Departmental Price Pressures	2023/24	23	27	28	30	30
Ministry of Social Development - Collective Bargaining Commitments	2023/24	11	26	40	40	40
Public Sector Pay adjustment – Ministry of Social Development Remuneration cost Pressure	2023/24	67	74	74	74	74
Better Later Life - Implementing the Strategy	2022/23	1,086	685	270	270	270
Implementation of the Better Later Life Strategy for Seniors	2021/22	490	490	490	490	490

Reasons for Change in Appropriation

The decrease in this appropriation for 2024/25 is mainly due to:

- $401,000 to continue implementing the Better Later Life Strategy: Employment, Housing and Age Friendly, and
- $150,000 for a one-off to increase to the appropriation in 2023/24 to provide for changes in cost drivers in that financial year.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 3: Social Services and Community Committee Reports

The attached reports are also available at these links:

2023/24 Estimates for Vote Social Development
Vote Social Development - Vol 9 Social Services and Community Sector - The Estimates of Appropriations 2023/24 - Budget 2023 (treasury.govt.nz)

2022/23 Social services and community sector annual reviews
2022/23 Annual review of the Ministry of Social Development (selectcommittees.parliament.nz)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Summary of Key Appropriations

Appropriation	FY2024/25
Promoting Positive Outcomes for Seniors	$2,335,000
Enhancement and Promotion of SuperGold Cards	$1,729,000
Aged Care Commissioner	$2,104,000

Promoting Positive Outcomes for Seniors

This appropriation funds the Office for Seniors and totals $2,335,000 in FY 2024/25.

In addition to $1,033,000 that amounts to OfS "baseline", this includes the following elements:

Policy Initiative	Year of First Impact	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000	
Reduction in Contractors and Consultants – Ministry of Social Development	2024/25	(10)	(12)	(12)	(12)	These lines (totalling $15,000) are this appropriations's "share" of wider funding cuts to MSD as part of the Govt's cost saving initiatives.
Reduction in Operating funding - Ministry of Social Development	2024/25	(2)	(2)	(2)	(2)	
Reduction in Workforce - Ministry of Social Development	2024/25	(3)	(3)	(3)	(3)	
Ministry of Social Development Departmental Price Pressures	2023/24	27	28	30	30	These increases are the result of processes from across MSD to account for increased staffing costs.
Ministry of Social Development - Collective Bargaining Commitments	2023/24	26	40	40	40	
Public Sector Pay adjustment – Ministry of Social Development Remuneration cost Pressure	2023/24	74	74	74	74	
Better Later Life - Implementing the Strategy	2022/23	685	270	270	270	These lines are the remainder of funding allocated in B21 and B22 for BLL implementation. They "flatten out" from FY 25/26 and will eventually be absorbed into baseline.
Implementation of the Better Later Life Strategy for Seniors	2021/22	490	490	490	490	

Time limited funding for pilot programmes funded by Budget 2022

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Budget 2022 allocated funding to continue to implement the Better Later Life – He Oranga Kaumātua 2019 to 2034 Strategy. This included the delivery of three pilot initiatives:

- Senior Enterprise Pilot – The programme's total budget is almost $450,000. This includes a contribution of $37,500 from the Ministry of Social Development to support a focus on older Pacific entrepreneurs by one of the providers. The bulk of this expenditure is on contracted providers, but it also includes an evaluation of the programme. This programme has now concluded, and programme findings will be shared publicly soon.
- Digital Literacy Training for Seniors – Budget 2022 allocated a total of $1.341 million over three years to continue and expand the Digital Literacy Training for Seniors programme. This was further supplemented by $100,000 from the Ministry of Social Development to support delivery in Pacific communities. Funding for this programme will expire end of June 2026. Previous funding of $600,000 had been allocated in 2019 to the earlier stage of the programme.
- Homeshare Pilot – The total budget for the Homeshare pilot is approximately $350,000, which includes a programme evaluation to capture learnings from the set up and delivery of the programme. This funding will expire end of June 2025.

By their nature, pilot programmes are designed to test a novel approach in a small-scale way before ongoing funding is considered. Pilot programme funding is time limited, and at the end of the contracted term, providers will need to either seek alternative funding, or wind down their delivery, absorbing any ongoing clients or costs into their baseline.

For these three programmes, an evaluation has been done alongside delivery to provide an assessment of the benefits of the programme that can be used for future funding and policy decisions. In all three cases, the evidence and experience gained through the delivery of these pilot programmes will be released publicly so that it can help to inform the future design and delivery of similar programmes.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Enhancement and Promotion of SuperGold Cards

This appropriation funds the MSD SuperGold team's work to enhance the card, including by enlisting new businesses to provide discounts, and informing cardholders of available discounts. It totals $1,729,000 in FY 24/25.

This appropriation's baseline of $1,700,000 was recently supplemented by the following:

Policy Initiative	Year of First Impact	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000	
Previous Government						
Ministry of Social Development Departmental Price Pressures	2023/24	8	8	9	9	These increases are the result of processes from

Policy Initiative	Year of First Impact	2024/25 Estimated $000	2025/26 Estimated $000	2026/27 Estimated $000	2027/28 Estimated $000	
Ministry of Social Development - Collective Bargaining Commitments	2023/24	7	12	12	12	across MSD to account for increased staffing costs.
Public Sector Pay adjustment – Ministry of Social Development Remuneration cost Pressure	2023/24	14	14	14	14	

The day-to-day administration of the SuperGold card is supported by a different appropriation that is the responsibility of the Minister for Social Development and Employment (Administration of Service Cards, totalling $8,025,000 in FY 24/25) and also covers administration of the Community Services Card.

Aged Care Commissioner (Vote Health)

This appropriation funds the activities of the aged care commissioner. It totals $2,104,000 in FY 24/25. This is the appropriation's baseline funding level.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Additional Questions and Answers

What is your view on those aged 65+ still paying off a student loan?

Publicly reported statistics from 30 June 2023 indicated there were 21,170 student loan borrowers aged 65+, of which just under 16,600 were NZ-based. The age of this cohort means that loans will be for later in life study – tertiary education was largely free during the period this age cohort would have been leaving school.

Student loans must be paid at a rate of 12% on every dollar earned over $24,128. For a single person living alone and relying on NZ Super as their sole source of income, this would mean making repayments of $415 annually or approximately $8 per week.

IRD is responsible for collecting student loan repayments and has a process for reducing repayments where borrowers are in financial hardship. I encourage anyone whose student loan repayments are causing them financial hardship, regardless of age, to consider applying for this.

How is debt to MSD dealt with for NZ Super recipients?

Those on NZ Super with a debt to MSD will work with MSD staff to determine a repayment rate that takes in to account their budget, upcoming expenses, other debts and the duration of repayment.

What is your view of the recommendations made in the Aged Care Commissioner's recent report?

In March, the Aged Care Commissioner released her first report "Amplifying the Voices of Older People". It made 20 recommendations. These largely relate to the Health portfolio.

I agree and am supportive of the majority of the Aged Care Commissioner's recommendations, the direction and general focus. I note that there are existing pieces of work underway that will address many of the recommendations made.

Need for a targeted Strategy for health and disability services for older people.	I do not intend to develop a targeted strategy for health and disability services for older people at this time. We have a range of existing government strategies for the health and wellbeing of older people, such as The Healthy Ageing Strategy 2016 and the Better Later Life 2019 – 2024 Strategy.
Better discharge planning	I support this recommendation. Improved discharge planning is being addressed through the system pressures plan – however this plan has not been signed off yet.
Person-centred, culturally safe communication	Achieving equity in health outcomes among New Zealand's population groups, including by striving to eliminate health disparities, in particular for Māori is one of the core elements of Pae Ora (Healthy Futures) Act 2022
Progress the aged care funding review	I support this recommendation. The Review began in July 2023 and is due to be completed in September 2024.
Focus on aged-care workforces issues	I support this recommendation. The Pay parity work will have a positive impact on the aged-care workforce. However, this will not resolve all issues.
Address shortages in psycho-geriatric care beds	I support this recommendation. Addressing the need for new models of care and appropriate services in the right place is one of the priorities of the aged care funding and services review
Provide kaupapa Māori aged care services	I support this recommendation. A key focus of the aged care funding and services review is understanding the health needs of Māori and addressing these needs in a more connected way, including adoption of Te Ao Māori models that reflect Mātauranga Māori hauora systems.
Primary and community care valued as critical partners	I support this recommendation. Health NZ is undertaking a primary health funding review and intend to create comprehensive community care teams that have the potential to reduce hospital admissions, improve continuity of care, and lift people's access to preventative and integrated care.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Innovation to keep people safer and well for longer in their communities	I support this recommendation.
Role of HCSS in keeping people well in their community	I support this recommendation. HCSS is one of the priority areas of the aged care funding and services review, currently underway. HCSS is a key part of the ageing well team workprogramme.
Consider aspects of HCSS in aged care funding review	I support this recommendation. HCSS is one of the priority areas of the aged care funding and services review. HCSS is a key part of the ageing well team's work programme.
Greater transparency over HCSS care	HCSS is one of the priority areas of the aged care funding and services review currently underway. This includes better visibility and service risk management for the health system, consumers and whānau of patient journeys and associated service provision.
Accurate data on current and projected demand for HCSS	I support this recommendation. HCSS is one of the priority areas of the aged care funding and services review, currently underway.
Single point of contact for primary care	I support this recommendation. Three pieces of work are underway which are consistent with the direction of travel set out by the commissioner. I recognise there are three elements to continuity of care: the same clinician, the same clinical team and the same clinical record and all are equally important components of continuity. Each of the below are either relevant or are referred to in the Commissioner's report. These are: 1. Primary Care Development Programme (PCDP) 2. Uptake of Regional Comprehensive Primary and Community Care Teams 3. Uptake of telehealth solutions
Support initiatives such as the 24-hour rural telehealth line	I support this recommendation. There are three pieces of work underway which are consistent with the direction of travel set out by the commissioner. Each of the below are either relevant or are referred to in the Commissioner's report. These are: 1. Primary Care Development Programme (PCDP) 2. Uptake of Regional Comprehensive Primary and Community Care Teams 3. Uptake of telehealth solutions

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Training and development of community care providers and staff	I support this recommendation.
Preventive actions to reduce dementia mate wareware	I support this recommendation and note that the Dementia Mate Wareware action plan includes a specific action regarding the prevention of dementia /mate wareware.
Public health actions to prevent dementia mate wareware	Whilst there isn't specific public health activity tagged to dementia mate wareware prevention, a number of public health activities are likely to contribute to reducing the 12 risk factors of dementia: • NPHS smoking cessation projects • Nutrition and Physical Activity projects • Mental Health and Wellbeing / Nōku te Ao • Physical Activity projects • Nutrition and Physical Activity projects • Mental Health and Wellbeing / Nōku te Ao • Alcohol Harm reduction projects
Track shortages of workers in HCSS and ARC	I support this recommendation.
National workforce dataset collected and shared	I support this recommendation.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Aged Care Funding and Service Models Review

Background

- In July 2023, Health NZ began a review of funding and service models for aged care services, a commitment under Te Pae Tata | Interim New Zealand Health Plan 2022.
- There are two parts to the review. The first stage was completed in December 2023, and assessed the current state of aged residential care and home and community support services, including demand.
- The second stage will consider alternative funding models and, among a number of things, will describe a way forward to create a sustainable system for our aged care services.

Recent developments – first stage complete

- In January 2024, Health NZ received a report by Sapere Research Group outlining the current state of New Zealand's aged residential care and home and community support services.
- The report identifies five key issues:
    1. Aged Residential Care (ARC) and Home and Community Support Services (HCSS) are under-funded.
    2. The funding models used to distribute funding to the sector are no longer fit for purpose.
    3. There are material ethnic inequities in accessing aged care services.
    4. The aged care sector continues to face significant workforce pressures.
    5. Issues with aged care are exacerbated in regional and rural New Zealand.
- The second phase of the review has begun and is focused on developing recommendations for service and funding models that will result in a more integrated care model, improved efficiency in the application of resources, and regulatory and funding regimes that are more fit for purpose.
- There is a high level of interest in this review across the sector and public, which is why we plan extensive stakeholder engagement for phase two. This will include nationwide roadshows due to start in April/May.

Draft reactive line for Ministers

- I am aware of the new report released by Health NZ about aged care services and have asked health officials to keep me updated on the progress of its aged care review.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Ripine Tito <s9(2)(a)>
Sent: Thursday, March 21, 2024 8:56 AM
To: Phoebe.duncan@parliament.govt.nz
Subject: FW: COMMS PRODUCT: Aged Care Review Stage One Report

Ripine (Pine) Tito
Health Private Secretary | Office of Hon Casey Costello
s9(2)(a)

From: Tarannum Shaikh <s9(2)(a)>
Sent: Wednesday, March 20, 2024 2:12 PM
To: Charlotte Gendall <s9(2)(a)>; Richard Ninness <s9(2)(a)>
Cc: Tracie Simpson <s9(2)(a)>; Health New Zealand Media <s9(2)(a)>; Ripine Tito <s9(2)(a)>
Subject: COMMS PRODUCT: Aged Care Review Stage One Report

Kia ora koutou,

On Friday 22 March, Health NZ plans to release a report by Sapere Research Group outlining the current state of New Zealand's aged residential care and home and community support services. The report will be published with minor redactions on our website.

Attached is a one-pager providing an overview on aged care funding and service model review, and the report itself. Please note: the attached report is not for public release as it does not include the redactions.

Comms approach
There has been a considerable level of public and media interest in this previously. We plan to release this report to key stakeholders and select media tomorrow (Thursday 21st), under embargo.

At this stage, the embargoed report will be provided NZ Doctor, RNZ and TVNZ. Each of these outlets will be provided an opportunity to speak to Andy Inder, Director Ageing Well on the findings of this report.

As above, we will publish the report with minor redactions on our website on Friday.

Hei kōna mai me ngā mihi,

Tarannum Shaikh (she/her)
Senior Media Advisor
Te Whatu Ora media centre
s9(2)(a)



RELEASED UNDER THE OFFICIAL INFORMATION ACT

Te Whatu Ora – Health New Zealand
TeWhatuOra.govt.nz

Statement of confidentiality: This email message and any accompanying attachments may contain information that is IN-CONFIDENCE and subject to legal privilege. If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments. If you have received this message in error, please notify the sender immediately and delete this message

From: Phoebe Duncan <s9(2)(a) >
Sent: Thursday, March 21, 2024 9:03 AM
To: Diane Turner <s9(2)(a) >; Jessica Ettridge <s9(2)(a) >
Subject: RE: Release of the aged care review report

For your info

Phoebe Duncan | **Private Secretary – Seniors**
Office of Hon Casey Costello
Mobile s9(2)(a) | Email s9(2)(a)

From: Phoebe Duncan
Sent: Thursday, March 21, 2024 8:34 AM
To: Diane Turner <s9(2)(a) >; Jessica Ettridge <s9(2)(a) >
Subject: Release of the aged care review report

Hi Diane/Jess,

An FYI that the Ministers office received a copy of the aged care review report (which is part of phase one of the review) late last night. The report was intended to be released by Health this morning, but this has been stopped by the office. I'm assuming that OFS was also not looped in on its release so I'll send through a copy as soon as I get my hands on it (and will keep you updated).

Phoebe Duncan | **Private Secretary – Seniors**
Office of Hon Casey Costello
Mobile +s9(2)(a) | Email s9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Potential Visit to Aged care facility in the UK – Minister Costello

1. A brief overview of the seniors portfolio and the Ministers role

The Seniors portfolio was established in 1990 to advocate across government on issues that impact older people. The Minister for Seniors oversees the Government's strategy for our ageing population and representing the interests of older New Zealanders within Government.

A key role for the Minister for Seniors is working with Ministerial colleagues to leverage outcomes for older people through other portfolios. A key relationship is with the Minister for Health and Associate Minister for Health with delegation responsibility for Aged Care.

The provision of aged care is considered a health service, and therefore the responsibility of the Minister for Health (or delegated to the Associate Minister for Health, as is the current situation), there is significant overlap with the Seniors portfolio, who also have interest in the provision of care for older people.

Coalition Agreement commitments

The New Zealand National Party and New Zealand First Coalition Agreement includes several commitments to improve the aged care sector and the lives of older people living in residential care, including:

- work on establishing bipartisan agreement to fund both care and dementia beds that New Zealand needs now and with a focus on long-term needs by 2040
- investigate the funding formula for new residential care beds
- engage openly and constructively with the aged-care sector
- undertake a select committee inquiry into aged care provision to include supporting people with early onset conditions and what asset thresholds are appropriate in 2023/24.
- progress the review of the Retirement Villages Act 2003.

2. Key statistics and trends related to our ageing population (including findings of the multiple disadvantage work)

According to the 2018 Census, about 715,200 New Zealanders, or 15 percent of the population are aged over 65. Due to declining fertility rates, the ageing of the baby boomers' generation and an increase in average life expectancy, the over 65 age group will increasingly account for a larger proportion of our population. Stats NZ projects this group will increase to about 1 million people or 19 percent of the population by 2028.

Government systems and services are starting to feel the pressures of an ageing population. While older people are living longer, that does not mean they are experiencing better outcomes, as longer lives can lead to increased complexity of required care as well as time spent in aged care facilities.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

A minority of older New Zealanders will not experience the later life their peers expect. Recent research found 33 percent of older people experienced vulnerability in at least one area of their life (such as financial, health, housing, social connection and access), and 13 percent experienced it across multiple. The most significant shift in older people's vulnerability experiences was observed for those aged 85-94. In this age group, a larger proportion experience vulnerability than are doing well.

3. An outline of our Government Strategies including BLL, Disability Action Plan, Carers Strategy, Dementia Action Plan and Healthy Ageing Strategy

Better Later Life - He Oranga Kaumātua Strategy 2019 to 2034

The Better Later Life He Oranga Kaumātua Strategy (BLL Strategy) was launched in 2019 to recognise the need to understand and better service the multifaceted needs of older people. It seeks to ensure that all New Zealanders lead valued, connected and fulfilling lives as they age.
The BLL Strategy identifies five key areas for action, one of which is "Promoting healthy ageing and improving access to services". The Action Plan 2021 – 2024 – He Mahere Hohenga sets out a range of actions to be taken by central government to realise the BLL Strategy's vision.

Disability Action Plan

The Disability Action Plan 2019 – 2023 aims to deliver the eight outcomes in the New Zealand Disability Strategy 2016 – 2026. The Disability Action Plan is a package of 25 cross-government work programmes that are underway or are being planned that have an explicit disability perspective. It has been designed this way to bring together important programmes of work that agencies have committed to that relate to the outcomes in the Disability Strategy. The aged care sector provides care for around 700 younger people with disabilities, as well as the needs of disabled people as they age.

The Carers' Strategy Action Plan (Mahi Aroha) 2019 - 2023

The Carers' Strategy and Action Plan guides government work for informal carers. The Strategy and Action Plan are led by The Ministry of Social Development, with significant input from the Ministry of Health, Health New Zealand – Te Whatu Ora, Whaikaha – the Ministry of Disabled People and ACC (among others). This work is informed by Carers Alliance who are part of the Governance Group for the Carers' Strategy. It works towards:

- Recognising carers and their contributions
- Improving the way carers can navigate the support and services available to them
- Supporting the wellbeing of carers
- Helping carers who want to balance their caring role with paid work or study.

There are approximately 432,000 informal and unpaid carers in New Zealand. Informal carers are typically family members or friends who care for someone with a disability, injury or health condition.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Mahi Aroha has now expired and both Carers NZ and the Carers Alliance would like to see another Action Plan developed. The development of a renewed Action Plan is dependent on direction from the Minister for Social Development and Employment. In the meantime, a work programme has been developed in consultation with the Carers Alliance to address many of the issues identified in the Carers NZ and the Carers Alliance Briefing to Incoming Ministers, as well as other longstanding issues and actions not fully implemented through Mahi Aroha.

s9(2)(g)(i) [redacted]

The Dementia Mate Wareware Action Plan

Alzheimers NZ and Dementia NZ co-authored the Dementia Mate Wareware Action Plan alongside the New Zealand Dementia Foundation and a dementia advisory group. The Action Plan, endorsed by Cabinet in 2021 has four priority areas:

1. reducing the incidence of dementia
2. better supporting those living with it, and their care partners
3. building dementia friendly and inclusive communities
4. strengthening leadership and capability across the sector.

To date, government activity has focused on Budget 2022 funding, which allocated $12m to seven new pilot services over four years. These services test improvements and innovations in post-diagnostic support, dementia navigators and innovative respite care. The funding focuses on culturally safe supports for Māori, Pacific and people with younger onset dementia.

Health New Zealand – Te Whatu Ora is continuing to engage with the dementia sector to ensure services commissioned reflect the views, needs and preferences of the sector.

Healthy Ageing Strategy

New Zealand's Healthy Ageing Strategy was released in December 2016. It sets the strategic direction for the next 10 years for the delivery of services to people into and throughout their later years. The vision for the Strategy is that "Older people live well, age well and have a respectful end of life in age-friendly communities".

The Healthy Ageing Strategy's key strategic themes are:

1. Prevention, healthy ageing and resilience throughout people's older years
2. Living well with long-term health conditions
3. Improving rehabilitation and recovery from acute episodes
4. Better support for older people with high and complex needs
5. Respectful end-of-life care

RELEASED UNDER THE OFFICIAL INFORMATION ACT

4. Notable challenges and successes in addressing the needs of our ageing population – particularly in relation to aged care

Aged Residential Care (ARC) facilities provide long term care for people who can no longer live independently, even with support. Currently, around 35,000 (5%) New Zealanders aged 65+ live in aged residential care. Of these residents, nearly half (46%) were receiving rest home level care, 39% hospital level care, 12% dementia care and 2% psychogeriatric care.

Of the 452 retirement villages in New Zealand, 296 (or 65%) also contain an aged care facility. This represents approximately 50 percent of the ARC sector's total capacity. The retirement villages and health legislative frameworks intersect when a resident transfers from independent living to a care facility. The co-location of these services can provide peace of mind to prospective residents, who may have the option to move along the continuum of care in response to their changing needs.

The ARC sector is experiencing various challenges including funding and workforce shortages. The ageing population means such pressures are set to continue. Funding for ARC is currently a mix of means-tested user-pays and government subsidy. Health New Zealand - Te Whatu Ora is currently doing review the overall funding and service model for aged care services. Actions are underway to support nurses' training and registration, attract international staff and address pay disparities. Pay disparity between ARC and Health New Zealand - Te Whatu Ora nurses, and pay equity issues for aged care, home and community support workers is another challenge for the sector. This is contributing to workforce shortages.

Health New Zealand - Te Whatu Ora is responsible for work in these areas and is progressing action to address workforce shortages. In 2023/24, $200 million per annum was provided to reduce the pay gap between Health New Zealand - Te Whatu Ora nurses, and nurses working in other settings (including ARC).

Several health practitioner roles, including some nurses, are on the Green List (a list of occupations that can enter a work-to-residence or fast-tracked pathway to residence). Health New Zealand - Te Whatu Ora is also streamlining its recruitment centre to support health professionals coming to live and work in New Zealand.

The New Zealand Aged Care Association is the peak sector body for the aged residential care sector in New Zealand. It represents over 670 ARC facilities and works to develop the sector and progress the needs of its members.

The Ministry of Housing and Urban Development is reviewing the Retirement Villages Legislation. The Government has committed to supporting the progress of this review. The review could have implications for people transferring from retirement village living to ARC, including better managing the continuum of care and providing more

RELEASED UNDER THE OFFICIAL INFORMATION ACT

comprehensive information about options and financial implications to older people.

5. Talking points

- How is the aged care sector in the UK responding to the needs of its ageing population and demands on its services.
- What is the funding model for aged care in the UK.
- Who is eligible for government funded aged care in the UK and do asset thresholds apply.
- What is the UK model for responding to people with early onset conditions within the aged care sector or otherwise.
- How is the continuum of care managed from retirement village living to hospital level care, and what trends are seen among how providers respond.

6. Further information/resources

- A profile of the aged residential care (ARC) industry as it stood in 2017 and 2018
  ARC-Industry-Profile-2017-18.pdf (nzaca.org.nz)

- Aged Residential Care - A briefing from the Aged Care Association to the Ministers of Health, Finance, Immigration, Public Service, Seniors and Women November 2023
  https://nzaca.org.nz/wp-content/uploads/2023/11/2023-ACA-Ministerial-briefing.pdf

RELEASED UNDER THE OFFICIAL INFORMATION ACT

From: Jessica Ettridge s9(2)(a)
Sent: Monday, March 4, 2024 1:16 PM
To: s9(2)(a)
Cc: Diane Turner <s9(2)(a)
Subject: RE: Visit to Aged care facility in the UK

Kia ora Phoebe,

Please find attached a draft briefing note that addresses your points below.

Noho ora mai,

Jessica Ettridge

Senior Advisor, Office for Seniors

☎ s9(2)(a) s9(2)(a)
Ministry of Social Development| Te Manatu Whakahiato Ora
Private Bag 24, Nelson 7042| Level 1, 22 Bridge Street, Nelson 7011

From: Phoebe Duncan <s9(2)(a) >
Sent: Thursday, 29 February 2024 9:52 AM
To: Karin Dalgleish <s9(2)(a) >
Cc: Jessica Ettridge <s9(2)(a) >
Subject: Visit to Aged care facility in the UK

Hi Karin,

As you know, the Minister is going to London 7-12 March and has indicated her interest to visit an aged care facility. Although the agenda has not been finalised, the office has suggested that we start working on some content for a potential briefing (or joint briefing with health) to support the Ministers trip to an aged care facility.

My understanding is that MFAT is organising the papers required for her trip but should there be a meeting organised within her portfolio, agencies will need to provide an AM, as we would for her portfolio visits in NZ.

Some suggestions the briefing could cover:

- A brief overview of the seniors portfolio and the Ministers role
- Key statistics and trends related to our ageing population (findings of the multiple disadvantage work would be great)
- An outline of our Government Strategies including BLL, Disability Action Plan, Carers Strategy, Dementia Action Plan and Healthy Ageing Strategy
- Notable challenges and successes in addressing the needs of our ageing population – particularly in relation to aged care
- Comparative points of interest between New Zealand and the UK's approaches, if applicable.

I'm picturing a very concise version of what was provided in our BIM + some potential talking points. The purpose of this briefing is not only to inform the Minister but also to provide her with reference points and contextual information that can support a constructive dialogue with UK officials.

Any advice would need to be back by **COP Monday 4 March.**

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Please let me know if you have any questions on this.

Phoebe Duncan | **Private Secretary – Seniors**
Office of Hon Casey Costello
Mobile +s9(2)(a) | Email s9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Report

Te Tari Kaumātua
Office for Seniors

Date: 8 December 2023 **Security Level:** IN CONFIDENCE

To: Hon Casey Costello, Minister for Seniors

Age friendly Aotearoa New Zealand programme

Purpose of the report

To provide you with an overview of the Age friendly Aotearoa New Zealand programme being led by the Office for Seniors.

Recommended action

It is recommended that you:

1 **agree** to discuss your priorities for the Age friendly programme, including the possibility of hosting an Age friendly Forum in 2024.

AGREE/DISAGREE

8/12/2023

Diane Turner
Director
Office for Seniors

Date

Hon Casey Costello
Minister for Seniors

Date

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Background

1 Age friendly Aotearoa New Zealand (the Age friendly programme) is a national programme led by the Office for Seniors (the Office). It is based on the World Health Organization's (the WHO) Age-friendly cities and communities guide published in 2007; a community led framework that promotes local action to address global population ageing. There are now more than 1542 cities and communities in 51 countries that are part of the WHO-led Global Network, established in 2010 to support those working to make their communities great places to grow older.

2 Physical and social environments are key determinants of whether people can age in place and enjoy a good quality of life. An age friendly city, town or community is one with the desire and commitment to create policies, physical and social environments that support the wellbeing of older people. Making cities, towns and rural communities more age friendly is an effective local policy approach for responding to population ageing.

3 The WHO's Age-friendly Cities model consists of eight interconnected domains cities and communities can use to help identify and address barriers to the well-being and participation of older people. With slight adaptations, these eight areas form the basis for our national programme.



RELEASED UNDER THE OFFICIAL INFORMATION ACT

The Office's support for the Age friendly programme aligns with wider portfolio objectives

4 The Office supports the Age friendly programme through baseline resources, including 0.8 FTE of dedicated staff resource, ad-hoc support from other staff, and baseline budget (REP/23/12/905 refers).

5 The Age friendly programme focusses on supporting communities to implement initiatives that support the wellbeing of older people. It enables local communities, with support and advice from the Office, to identify and implement priorities that are most relevant to their circumstances. The Age friendly programme is a decentralised, "bottom-up" approach that works in tandem with the central Government strategy, Better Later Life – He Oranga Kaumātua 2019 – 2034 Strategy (the Strategy). There is convergence in the substance of both programmes. The eight Age friendly domains described above for example, map closely to, and helped inform the development of, the five areas of action included in the Strategy (REP/23/12/917 refers).

6 Creating age friendly environments – enabling older people to participate in and contribute to their communities and society - is also one of four key action areas in the United Nation's Decade of Healthy Ageing 2021-2034. We will provide you with a separate report on opportunities to leverage the Decade of Healthy Ageing.

New Zealand is an affiliate of the WHO Global Network of Age-friendly Cities and Communities and has signed an agreement with the WHO

7 In June 2018, New Zealand became an affiliate member of the WHO's Global Network of Age-friendly Communities and Cities. New Zealand's affiliate member obligations are defined in a "Collaboration Arrangement" between the Ministry of Social Development (on behalf of the Office) and the WHO.

8 As the lead for the national Age friendly programme, the Office is responsible for:

- inspiring change by showing what can be done and how it can be done,
- connecting cities and communities to facilitate the exchange of information, knowledge and experience, and
- supporting cities and communities to find appropriate innovative and evidence-based solutions.

9 Each year, the Office provides an update to the WHO about how it is fulfilling these obligations. The Annual Report summary for 2022/2023 is provided in Appendix 1.

10 We also participate in Global Network Affiliates meetings, which have been a useful forum for information exchange. There are currently 19 members in the Global Network.

11 Several New Zealand cities and communities have become members of the WHO Global Network of Age-friendly Cities and Communities. These are the Auckland, Hamilton, Gore, Nelson, New Plymouth and Napier councils and the Wairarapa Region.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Age friendly Aotearoa New Zealand takes a community-led approach

12 Through the Age friendly programme, the Office engages with and supports local councils, non-government organisations, advocacy groups and others to help drive community level change for older people. This support includes:

- maintaining the Aotearoa New Zealand Age friendly Network (the Network)
- promoting the uptake of age friendly approaches in communities by engaging with local bodies, community leaders and other groups
- providing advice to local bodies and community organisations about how to develop and implement Age friendly plans and other initiatives
- working with Alzheimer's NZ and others in the sector to promote Dementia Friendly NZ as part of the programme – enabling those with dementia, their carers and family to contribute and participate safel,
- creating and publishing resources to help groups plan and implement age friendly initiatives, including a toolkit for Age friendly businesses and an Age friendly urban places guide aimed at urban planners
- engaging with iwi and Māori
- connecting organisations interested in age friendly initiatives with each other to share experience and lessons learnt, and
- funding support through a small grants programme.

Growing the Aotearoa New Zealand Age friendly Network

13 The Office set up the Network and has grown it from 15 members when it was established in June 2022, to a current membership of 31. Members represent Age friendly groups, often led by city and district councils. We host quarterly online meetings to facilitate members sharing best practice and invite expert guest speakers from New Zealand and overseas to share information and research.

14 These Councils are working with their communities to establish and implement Age friendly plans for their areas. Some are just beginning their process while others are more well-established, adopting practices and creating resources to meet the needs of their communities.

Small grants provide financial support for local bodies and community groups to get Age friendly initiatives started

15 The Office runs an annual Age friendly fund grant round to support local councils, non-government and community organisations to:

- develop Age friendly plans for their city or district
- undertake community needs assessments, and
- pilot projects that deliver on Age friendly plans or that are aligned to the Age friendly priorities of the council.

Applicants can apply for $5,000 to $15,000 each from a total annual funding pool of $150,000.

16 As well as providing financial support to communities for Age friendly initiatives, the grants enable the Office to engage with groups working on

RELEASED UNDER THE OFFICIAL INFORMATION ACT

these projects. Since 2018 (when the fund in its current form began) we have funded 53 projects and distributed $619,000. The full list of recipient projects is attached below.

17 We are currently completing the contracts for our latest funding round totalling $148,000 to support an additional 13 projects that will start in early 2024. We will advise you of the full list of recipients ahead of announcing these publicly in January 2024.

18 The grants programme is due for its next review 2024. We will provide you with a summary of findings and recommendations for next steps after the review has been completed.

Links between Age friendly Aotearoa New Zealand and other cross-government work

19 The Office also works across government agencies to advocate for the use of Age friendly principles. Examples of the work that we have been engaged in include:

- a Sport New Zealand and Ministry of Health led working group on the National Physical Activity and Play Plan, which aims to promote physical and mental health outcomes, improve school attendance and encourage the uptake of active transport
- providing advice to support your responses to the Minister for Environment on applications through the COVID-19 Recovery (Fast-track Consenting) Act 2020 relate to urban planning, including retirement villages, from an Age friendly perspective, and
- working with the National Emergency Management Agency (NEMA) on emergency management guidance to assist civil defence in planning to ensure they take into account older people both from a needs and a strengths perspective.

A National Age Friendly Forum could help to promote the Network

20 Part of the programme workplan to date has included planning to host a national Age friendly Forum at Parliament in the first half of 2024. The purpose of the Forum would bring together Age friendly Network members and other interested groups to:

- promote Age friendly and the difference it can make to the lives of older people
- share best practices and research
- encourage recent Network members to work on Age friendly plans and learn from others, and
- promote Age friendly to potential new Network members.

21 Hosting the Forum at Parliament could keep costs modest. The Office has budgeted approximately s9(2)(g)(i) in its 2023/24 budget to support this initiative. If you are supportive of progressing this initiative, we will prepare a more detailed budget, draft agenda and proposed dates.

Next steps

22 The Office will continue to promote the uptake of the Age friendly programme across the country, support local bodies and community groups with Age

RELEASED UNDER THE OFFICIAL INFORMATION ACT

friendly initiatives, and engage across government on work that supports communities to become more Age friendly.

23 Over the next 12 months, work on the programme could include:

- reviewing the Age friendly Fund grant programme and make recommendations to you about the future of this funding
- continuing to grow the Network for Age friendly practitioners to connect learn from each other and share information
- continuing to work with Alzheimer's New Zealand to look at ways to integrate Dementia Friendly and Age friendly work so that people with dementia, their friends and whānau are supported within communities
- continuing to work with NEMA to develop emergency management guidance for civil defence from an older person's perspective, and
- hosting a national Age friendly Forum.

24 With your agreement we will provide you with further advice on this work programme, including more detailed costing and a draft agenda for a potential Forum.

Appendices

Appendix 1 - Summary of Age friendly Aotearoa New Zealand 2022/2023 Annual Update Report to the WHO Global Network of Age-friendly Cities and Communities (July 2023)

Appendix 2 - List of all previous Age friendly recipient projects.

File Reference: REP/23/12/916

Author: Karen Piercy, Programme Lead, Office for Seniors

Responsible manager: Diane Turner, Director, Office for Seniors

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 1 – Summary of Age friendly Aotearoa New Zealand 2022/2023 Annual Update Report to WHO

Age friendly Aotearoa New Zealand

Te Tari Kaumātua Office for Seniors

Creating an Age friendly Aotearoa New Zealand: our highlights from 1 July 2022 to 30 June 2023

Housing

The Office for Seniors has:

- launched a Homeshare pilot for older people in Auckland to make it viable for them to remain in their own homes and stay connected with community
- supported the Minister for Seniors with feedback on applications for fast-tracked resource management requests for new retirement villages
- conducted desk-based research into the current state of existing and recently divested council housing
- supported the Centre for Research, Evaluation and Social Assessment (CRESA) looking at small homes reviewing both the market for them and testing approaches to make them more available for people throughout their life course, and
- engaged across government to advocate for the needs of older people in housing and urban development programmes and policies.

Digital inclusion

The Office for Seniors has:

- set up and met with the the Digital Inclusion Action Group for Older People to look at expanding the Digital Inclusion Programme
- expanded the Digital Inclusion Programme to provide digital literacy training to disadvantaged groups such as older Māori, Pacific and Asian learners
- presented at the 16th International Federation on Ageing Conference on digital inclusion initiatives, and
- participated in TechWeek in May 2023 to help raise awareness of digital inclusion needs for older pacific people.

The Department of Internal Affairs has released the Digital Strategy which includes digital inclusion.

Employment

The Office for Seniors has:

- made progress on the 11 actions detailed in the *Older Workers' Employment Action Plan* including:
  - reviewing and updating the Older Workers Employment Toolkit
  - presenting a deep dive on the ageing workforce to the Future of Work Forum Governance Group (partnering with government, unions and BusinessNZ)
  - removing barriers for older workers to finding work and staying employed such as extending the Ministry of Social Development's training products to people over the age of 65.
- established the Senior Enterprise Programme and are testing different delivery models to support people aged 50+ years to start their own business, and
- contracted research looking at older Māori and work.

Healthy ageing and access to services

The Government has continued to implement phase 2 of the *Healthy Ageing Strategy Priority Actions 2019 to 2024*.

The Aged Care Commissioner is designing a framework for monitoring and reporting on the performance of the aged care sector.

Ministry of Social Development published the report *Older people experiencing vulnerability and multiple disadvantage in New Zealand*.

Accident Compensation Corporation progressed their Live Stronger for Longer falls prevention programme launching the Nymbl app.

The Office for Seniors has continued work on developing a response to the *United Nations Decade of Healthy Ageing* with the Ministry of Health.

Participation and social inclusion

The Office for Seniors has:

- distributed $155,000 of funding from the Joint Venture for Family Violence and Sexual Violence as small grants of up to $25,000 to extend community-led Elder Abuse prevention projects
- run a month long campaign using television, radio, social and other media to raise awareness of and to promote the prevention of elder abuse to align with World Elder Abuse Awareness Day
- set up elder abuse prevention networks as pilots in three regions of New Zealand
- supported locally led participation and social inclusion age friendly projects through administration of the Age friendly fund grants scheme.

Making environments accessible

The Government has:

- established Whaikaha – Whaikaha, the Ministry of Disabled People on 1 July 2022
- progressed the Accessibility for New Zealanders Bill to Select Committee stage.

Through the Age friendly Aotearoa New Zealand Programme, the Office for Seniors has:

- continued to promote age friendly to communities, providing advice, guides and toolkits
- doubled membership of the Age friendly Network as a national community of practice for local councils
- provided twelve Age friendly Fund grants of up to $15,000 for locally-led age friendly projects and plans.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 2 – List of previous Age friendly recipient projects

The following list contains recipient projects of previous Age friendly grants since the programme began in May 2018.

October 2022

Atamu EFKS Porirua: Delivering a series of weaving (lalaga) sessions, to offer an opportunity for their older generation to share valuable knowledge about this dying art with younger people and encourage intergenerational engagement in the community.

Te Runanga o Ngai Tamawhariua: Creating a series of kaupapa Māori events for kaumātua and kuia from Te Rereatukahia, Otawhiwhi and Tuapiro Marae - each of the events will have education, health and intergenerational aspects that kaumātua and kuia will get to learn about.

Presbyterian Support Upper South: Delivering retirement workshops that aim to provide participants with a framework to prepare for retirement. Weekly sessions over a period of six weeks will include topics such as; wellbeing, health, finance, employment and community engagement.

North Otago Art Society: Delivering the Creative Connections program, an initiative to assist in addressing the growing need for support for people living with dementia in the Waitaki District. The program is designed to encourage people with dementia to try new experiences, create new social relationships and engage and be included in the local community.

Manchester House: Connecting Seniornet and Feilding High school students to assist seniors to write their memoirs, with the end result being a book in both digital and hard copy, preserving the senior client's history for future generations.

Te Whare Toi o Ngaaruawaahia Inc: Creating a suite of cultural programmes for the seniors of Ngaaruawaahia. The programme will be delivered over 4 terms of 10 weeks from February to December.

Age Concern Auckland: Progressing implementation of the Age friendly Auckland Action Plan. The grant will enable Age Concern Auckland to identify gaps and opportunities for developing new Age friendly activities and initiatives, and collaborative ways of working.

Alpine Community Trust: Engaging with a researcher to complete a survey and focus groups with older adults to collect data, specifically about living conditions health and social needs in the Upper Clutha region.

Northshore CMA: Engaging with seniors and local stakeholders, to form a steering group to develop and carry out a community age friendly assessment in the North Shore and Hibiscus Coast areas of Auckland.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Takutai Charitable Trust: Engaging seniors and youth of the Pohutukawa Coast through workshops to help identify and develop an intergenerational activity or event that they would like to organise and participate in.

Age Concern Whangarei: Delivering the Live Alone Senior Service Project. The aim is to provide contact each month with a senior who is living alone, to enhance their health and overall wellbeing.

Cycling Without Age Eastern Bay of Plenty Inc: Carrying out the International Cycling Without Age Movement by providing free recreational outings primarily for older, low mobility residents and others socially isolated by illness and disability in the Eastern Bay of Plenty.

October 2021

Timaru District Council will collate and analyse the Timaru District Age friendly community engagement activity and will develop an Age friendly Strategy and Plan for the Timaru District.

Whanganui District Council will use the funding to engage directly with older people, to understand their needs and barriers in accessing current digital inclusion initiatives, and will be working with them to design interventions and supports for digital inclusion.

Mackenzie District Council will develop a Mackenzie Age friendly Community Strategy and Terms of References to implement the Age friendly plan, as part of a wider South Canterbury Age friendly Alliance with Timaru District Council and other neighbouring Canterbury Councils.

Kawerau and District Ageing in Place (KADAP) will undertake a community survey to provide feedback to Kawerau District Council on the Age friendly and Accessibility Strategy review. KADAP will identify ways to enhance connections between youth and older people and areas they can strengthen their support of older people.

Kāpiti Coast District Council will create an age friendly environment for kaumātua that focuses on addressing the needs of Māori in the Kāpiti District. This includes trialling a co-ordinator role to liase and work with kaumātua to implement activities and events as part of the District's Age friendly Plan.

Foto Iwi Charitable Trust will bring together young people and seniors to record and capture stories, and socially connect sharing skills and interests captured through digital media.

Te Hau Awhiowhio O Otangarei will use the funding to bring togther kaumātua and kuia from Otangarei to provide culturally appropriate advice and support, and to enable them to identify and take a leadership role in projects to make Otangarei more age friendly. A project to develop a Te Ao Māori library to access information, stories and community histories through the eyes of residents will also be created.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

HBH Senior Living will develop a virtual village plan and resources to set up a new virtual village to support and connect vulnerable older people living in Mount Roskill and New Windsor areas (Virtual Village West).

October 2020

Alzheimer's Society Marlborough: will use the funding to employ a project facilitator to provide dementia friendly awareness education to businesses and organisations in Marlborough. The aim of the project is to create a community that supports people living with dementia to continue to be actively engaged and connected community members.

Tauranga City Council: will be facilitating a project on Successful Ageing in a Post-COVID Environment, which aims to ensure that the community enables seniors to be well, active, connected, and secure.

The Family Centre in Lower Hutt: will be developing an Age friendly plan for Pasifika seniors in Hutt Valley and Wainuiomata.

Waikato Indian Senior Citizens Association: will provide a weekly programme for local Senior Citizens where they can get together, play games, share views and learn from each other. At times speakers will be invited to address the group on topics including physical and mental health and general wellbeing.

Rotorua Multicultural Council: is collaborating with Parksyde, the community centre for the 55+ age group, and with SeniorNet, a community training network that supports older adults in improving their computer skills. The programmes will introduce older migrants in Rotorua to the activities available through these two organisations and involve them in multicultural events to improve their community connections.

Nelson Tasman Age Concern: will help encourage social connection in rural parts of the region, using a community-led approach. They will work directly with older people, volunteers and existing networks to find the gaps and establish more socialising opportunities according to the local needs.

October 2019

Age Concern Auckland: Piloting a social connection programme (that could be expanded if successful) making Auckland more age friendly via Social Connections Local Area Co-ordination. Building strong networks of local volunteers to support and assist isolated older people in their community.

Age Concern Wellington: Connect! An initiative to reduce isolation among older people and strengthen communities through increasing participation and engagement. Piloting use of the existing volunteer network to support older people into new activities and networks. Creating relationships with older people then linking them through to existing clubs and opportunities in their area.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Alexandra Community House: A Feasibility Study to develop a model to address isolation and loneliness in Alexandra. Work includes a community survey to identify community issues and priorities to support development of a virtual village.

Alzheimer's Otago: Raising awareness of dementia to the public and supporting local businesses/organisations to become dementia friendly and trialling a third tier Dementia Friendly Recognition Programme as an entry level award for businesses interested in supporting people with dementia.

Connect the Dots: To develop and pilot free community art workshops in Māori, Pacific and Asian languages for people with dementia to provide social connection and meaningful activity.

Coromandel Independent Living Trust: This Project will engage with older people and key local stakeholders to form a steering group to develop and carry out a community Age friendly assessment in the Coromandel Colville ward. It will be guided by the WHO framework and form a seniors hub (networking group)

Dementia Wellington: Living well with Dementia - a pilot programme to enable people with dementia and their carers to remain connected and engaged with their community

Hutt Timebank: Supporting older people with transport needs and social connection using a time banking model.

Waitaki District Council: To develop a Waitaki District action plan to address the needs of older community members identified in the 2017 Senior Wellbeing survey.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

May 2019

CNSST: Carrying out targeted consultations with Chinese communities in Auckland to help develop an Age friendly action plan.

Hauraki District Council: Developing a feasibility study to establish an intergenerational and Age friendly social support hub for older people in Waihi.

Horowhenua District Council: Developing an Age friendly Communities Strategy and review of Horowhenua District Council's Positive Ageing Action Plan.

Howick Baptist Virtual Villages East: Developing a virtual-village model to build an age friendly community for the seniors of Howick and surrounding areas.

Kāpiti Coast Grey Power: Engaging with the four unique communities in the Kāpiti Coast area to identify and prioritise age friendly actions.

Nelson Tasman Community Transport Trust: Researching the transport needs for the older people in the Tasman district, and trialling a community bus service to inform the development of an effective community transport service model.

New Plymouth Age friendly Trust: Engaging with key stakeholders in rural and remote areas of the district to identify and agree on the key priority areas for the Age friendly New Plymouth Action Plan and to oversee implementation.

Toa Pacific: Facilitating an introduction to older Pacific people engaging and connecting with a range of age friendly community-led and council activities, to help reduce social isolation and loneliness.

October 2018

Taupō District Council The Council is developing an Age friendly Communities Strategy. The first step is to develop a project plan to engage and work with the different communities in the Taupō district.

Wesley Community Action This project will design and develop an Ageing Well Network for the Hutt Valley. It will involve establishing a core design group, workshops with community stakeholders, and creation of a stepped implementation plan to start an ageing well network. The intent is to create a model that can be shared across New Zealand.

Enliven Woburn This project will pilot a volunteer buddy programme to support Hutt Valley community members experiencing early to moderate dementia, and their family members. The project will train and up-skill the volunteer work force and pool the resources currently available in different parts of the community, helping to address the risk of social isolation for people with dementia and their families.

Nelson City Council: is running a project to investigate the experiences and challenges of ageing from the perspective of five different groups in Nelson: Māori, Pasifika, former refuges, older migrants and LGBTI. This work will inform the development of the wider Nelson Age friendly Strategy.

May 2018

Carterton District Council: is co-ordinating with South Wairarapa and Masterton District Councils to create a Positive Ageing Strategy for the whole Wairarapa district. The project includes background analysis, needs assessments and community consultation and will be used to develop an Age friendly strategy and action plan.

Te Kokoru Manaakitanga - Eastern Bay Villages: This project links residents from the Whakatāne district to share ideas, host hui and develop policies. The project will prepare a report on ways to reduce vulnerability and isolation in rural Māori communities and finding culturally appropriate ways to address these issues for different organisations and their communities.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Hurunui District Council: Assessing current and future needs and understanding the issues affecting older people. It will engage with older people and organisations to gather ideas on what the Council can do to create age friendly communities and create a plan to present to the council with actions.

Napier City Council: Napier is one of six cities trialling the use of Older People's External Residential Assessment Tool (OPERAT). The council will train and support older people to use the tool to assess their local neighbourhoods. It will test the suitability of the tool for use in New Zealand, and identify areas where local improvements could be made, and help implement the plan for the Napier Positive Ageing Strategy.

Waimakariri District Council: Supporting the development of a Waimakariri Age friendly Community Plan. The project will establish a Steering Group to co-create an engagement plan to gather views of older people in the community. The council has prepared a discussion document to stimulate discussion in the community. The project will assess current council activities and identify priority issues and gaps. Information will be used to develop an Age friendly Community Plan.

Well-Able: A community-based group working to design and develop resources for pre- and primary school children to build empathy and understanding of the needs of older people in the Kāpiti community. The resources will be tested in schools and with older people.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Report

Te Tari Kaumātua
Office for Seniors

Date:	1/12/2023	**Security Level:**	IN CONFIDENCE
To:	Hon Casey Costello, Minister for Seniors		

Seniors Sector Engagement and Communications

Purpose of the report

To provide you with detail on the seniors sector in New Zealand, initial opportunities for engagement, the communications activity of the Office for Seniors (the Office), and how we can use these to support you in your priorities.

Recommended actions

It is recommended that you:

1 **note** that the Office for Seniors has an important communications and stakeholder engagement role and uses a variety of channels to reach stakeholders and older New Zealanders

RELEASED UNDER THE OFFICIAL INFORMATION ACT

The Aurora Centre, 56 The Terrace, PO Box 1556, Wellington
– Telephone 04-916 3300 – Facsimile 04-918 0099

2 **agree** to set up meetings with the following initial key stakeholder contacts:

2.1 Carolyn Cooper, Aged Care Commissioner

AGREE / DISAGREE

2.2 Jan Pentecost, Grey Power New Zealand

AGREE / DISAGREE

2.3 Karen Billings-Jensen, Age Concern New Zealand

AGREE / DISAGREE

2.4 Jane Wrightson, Retirement Commissioner

AGREE / DISAGREE

3 **note** that we will provide you with briefings to support your meetings with stakeholders.



1/12/2023

Diane Turner
Director
Office for Seniors

Date

Hon Casey Costello
Minister for Seniors

Date

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Background

1 In your role as Minister for Seniors, you will have the opportunity meet with key groups representing the interests of older New Zealanders.

2 The Office has several communications channels that are effective in directly reaching most older people in New Zealand, and the organisations that work to support them. This is an important part of our work.

3 Using these channels, we can advise you on the key issues affecting older people, support your engagement with stakeholders and disseminate information that might support the sector.

Seniors sector

4 The seniors sector in New Zealand comprises groups and individuals who work alongside older people to support their interests. This includes:

- Central Government bodies
- national organisations and peak bodies
- industry bodies
- regional and local organisations
- individuals.

5 Many of the national organisations and peak bodies support and represent networks of regional and local organisations. There are also many more locally based organisations and groups that provide support to older people.

Stakeholders to engage with early

6 A list of key stakeholders and their contact details is included in Appendix 1. We have highlighted below the stakeholders that you might wish to engage with in the early days of your appointment:

- Carolyn Cooper, Aged Care Commissioner
- Jan Pentecost, National President, Grey Power New Zealand
- Karen Billings-Jensen, Chief Executive, Age Concern New Zealand
- Jane Wrightson, Retirement Commissioner.

7 You may also wish to seek joint meeting opportunities with other Ministers with stakeholders whose interests predominantly relate to the interests of older people, such as those concerning the retirement village sector (Housing portfolio).

Role of the Office for Seniors

The Office works with a diverse range of stakeholders

8 The Office has well-developed relationships with the seniors sector. Through these connections we maintain an on the ground knowledge of issues

RELEASED UNDER THE OFFICIAL INFORMATION ACT

affecting older people, access academic research and expertise, and monitor relevant work being done across the sector and government.

9 The Office holds an extensive stakeholder list and manages relationships with key contacts across the sector. This includes staying up to date with these stakeholder activities, and in some cases directly supporting them through service contracts, grants funding or in-kind contributions.

10 The work of the Office is informed by the research of academics in the fields of ageing and gerontology with whom the Office maintains close ties. The Office hosts visiting researchers, commissions research, and occasionally attends and presents at relevant conferences.

11 The Office has formed an Age friendly network to support councils and community groups working to create Age friendly communities across New Zealand. We also have an Expert Advisory Group that provides advice and insights to our leadership of this work programme.

12 The Office is currently undertaking work to create regional networks for organisations preventing elder abuse, aiming to strengthen this sector. This initiative was funded through the Joint Venture for Family Violence and Sexual Violence (Te Puna Aonui) and supports the aims of the Office in promoting elder abuse awareness.

13 The Office also engages with representatives from the United Nations, World Health Organisation and governments from other countries to understand international approaches and research, highlight the work New Zealand is doing for older people and contribute to reporting on our international obligations.

The Office's communications reach thousands of New Zealanders

14 The Office has a small communications team who manage a range of channels and communications products. The Office focuses on ensuring quality and consistency of messaging to effectively engage with, and inform, target audiences.

15 The Seniors newsletter is the Office for Seniors' flagship publication. It is a key channel aimed at informing and educating older people and is published bimonthly. The newsletter is sent directly to everyone who receives New Zealand Superannuation and has registered an email address, as well as other interested subscribers. The newsletter is currently sent to around 485,000 unique addressees, with an open rate of 40 percent. We understand that some individuals or organisations routinely distribute the newsletter or use content from it for their networks.

16 There is an opportunity for you to communicate directly to the majority of older New Zealanders through a column in the Seniors newsletter. The Office will work on this with your Office.

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Communication channels

17 The Office for Seniors website is the central channel for our messaging and routinely attracts 5,000 to 6,000 unique visitors and 18,000 page views per month. The website provides information about the role of the Office and its work and provides resources to support others working in the older people's sector. It also provides easy pathways to connect older people with helpful information from other agencies and organisations.

18 A separate newsletter targeted specifically at stakeholders is published monthly. This is sent to around 2,000 sector-specific stakeholders such as local authorities, government agencies, NGOs and community groups.

19 Facebook is the main channel for social media engagement with older people. The Office Facebook page has over 19,500 followers, with a consistently wide reach and good engagement. Planned content is a combination of useful general interest stories interspersed with more light-hearted content aimed at improving engagement.

20 Use of X (formerly Twitter) and LinkedIn is focused on sharing the work of the Director and other staff as they interact with our professional and academic partners, who form a small but engaged sector audience.

21 The Office sometimes provides comment on media stories of interest when requested and will inform and consult with your Office when required. Media queries are managed through the Ministry of Social Development's media team.

Communications objectives

22 Priorities for the Office's communications function include:

- positioning the Office as the strategic sector leader for issues relating to older people domestically and representing New Zealand globally
- informing Government about the issues and concerns of older people and advocating for older people, and the needs of an ageing population in the development of all relevant policy
- ensuring that the Office is recognised as the source of useful, relevant, and unambiguous information for older people
- promoting positive attitudes to ageing, combatting negative attitudes, and working to minimise ageism towards older people
- leading on a range of initiatives identified as priorities in the Better Later Life strategy for older people, including:
  - implementing the Older Workers Employment Action Plan
  - promoting Enduring Powers of Attorney
  - raising awareness about elder abuse
  - progressing the uptake of the Age friendly programme

RELEASED UNDER THE OFFICIAL INFORMATION ACT

- improving digital inclusion and online safety

- leading strategic communications in New Zealand on the UN Decade of Healthy Ageing.

Next steps

23 We recommend you set up initial meetings with the four key stakeholders highlighted above. The Office will support you in these meetings, as well as any others you may wish to prioritise.

24 We anticipate a range of sector stakeholders will reach out to you proactively and we can also provide advice on prioritising these meetings.

Appendices

25 Appendix 1 – Seniors Portfolio Stakeholder List – November 2023

File ref: REP/23/12/906

Author: Katharine Haddock, Senior Advisor, Office for Seniors

Responsible manager: George Minton, Manager, Office for Seniors

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Appendix 1: Seniors Portfolio Stakeholder List – November 2023

The following list of organisations, groups and individuals has been compiled from detailed stakeholder lists we hold in the Office. This list includes representation from:

- Central Government bodies
- national organisations and peak bodies
- industry bodies
- regional and local organisations
- individuals.

Central Government bodies

Name	About	Contact details
Aged Care Commissioner / Health and Disability Commissioner	The Aged Care Commissioner (a Deputy Health and Disability Commissioner) is a statutory decision-maker on complaints and formal investigations about older people's health and disability services, and whether their rights have been breached under the Code. We recommend you meet with the Commissioner on a semi-regular basis.	Carolyn Cooper Aged Care Commissioner Email: Carolyn.Cooper@hdc.org.nz
Retirement Commission – Te Ara Ahunga Ora	The Retirement Commission is responsible for helping to improve retirement outcomes for New Zealanders. Their work includes reviewing retirement income policies and monitoring the effects of the Retirement Villages Act 2003. We recommend you meet with the Retirement Commissioner (who leads the Commission) on a semi-regular basis.	Jane Wrightson Retirement Commissioner Email: jane@cffc.govt.nz Website: https://cffc.govt.nz/
Human Rights Commission	The Human Rights Commission is Responsible for a range of functions under the Human Rights Act including	Paul Hunt Chief Commissioner

RELEASED UNDER THE OFFICIAL INFORMATION ACT

	advocating and promoting respect for, and an understanding of, human rights.	Email: paulh@hrc.co.nz Website: https://www.hrc.co.nz/
Office of the Ombudsman	The Ombudsman is an independent Officer of Parliament. One of the roles of the Chief Ombudsman is to monitor aged care facilities to prevent human rights violations occurring.	Peter Boshier Chief Ombudsman Email: info@ombudsman.parliament.nz Website: https://www.ombudsman.parliament.nz/

National organisations and Peak bodies

Name	About	Contact details
Age Concern New Zealand	Age Concern New Zealand (ACNZ) is a national charity dedicated to people over 65. The organisation consists of a national office and nationwide network of 35 members, branches and associates. ACNZ informs the government and other national bodies on issues of concern for older people and provides national support to local Age Concerns. The National Office supports services in the regions by producing resources for older people; making submissions and contributing to national policy; providing training and support to local coordinators across the country. We recommend you meet with ACNZ representatives on a semi-regular basis.	**Key contact:** Chief Executive, Karen Billings-Jensen Phone: 04 801 9338, Mobile: 027 665 8011 Email: karen.billingsjensen@ageconcern.org.nz Website: https://www.ageconcern.org.nz/
		Age Concern Auckland Kevin Lamb Phone: 09 820 2718, s9(2)(a) s9(2)(a) Email: kevinl@ageconak.org.nz Website: https://www.ageconcernauckland.org.nz/
		Age Concern Hamilton Sara Farmer Phone: 07 838 2266

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
		Email: thamesmanager@ageconcern.gen.nz
		Age Concern Canterbury Greta Bond Phone: 03 366 0903 Email: team@ageconcerncan.org.nz
		Age Concern Otago Penelope Pask Phone: 03 477 1040 Email: reception@ageconcernotago.co.nz
Grey Power New Zealand	Grey Power New Zealand is a nationwide Federation of some 74 associations. The national executive advocates on behalf of its members for the interests and issues of those aged 50 plus. We recommend you meet with Grey Power representatives on a semi-regular basis.	**Key contact:** National President, Jan Pentecost Phone: s9(2)(a) Email: s9(2)(a) Website: https://greypower.co.nz/
Alzheimers New Zealand	Alzheimers NZ represents people living with dementia at a national level. They advocate nationally, raise awareness, provide information and resources, and promote research. They also support the network of local Alzheimers NZ organisations.	**Key contact:** Chief Executive, Catherine Hall Phone: 04 387 8264, Mobile: 027 381 2369 Email: catherine.hall@alzheimers.org.nz Website: https://www.alzheimers.org.nz/
Dementia New Zealand	Dementia New Zealand is a national organisation that represents and supports six regional service delivery Affiliates. They provide advocacy and awareness raising services.	**Key contact:** Chief Executive Officer, Cathy Cooney Phone: 0800 444 776 Email: info@dementia.nz Website: https://dementia.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
New Zealand Association of Gerontology (NZAG)	NZAG is a multidisciplinary organisation set up with the aim to understand ageing and to promote the interests of older people. They are an affiliated member of IAGG – the International Association of Gerontology and Geriatrics.	**Key contact:** Chair, Professor Ngaire Kerse Email: n.kerse@auckland.ac.nz Website: https://gerontology.kiwi/about-nzag/
Carers New Zealand	Carers NZ acts as the national peak body providing information, advice, learning and support for carers in their network (approximately 490,000 individual carers and supporting organisations)	**Key contact:** Chief Executive Officer, Laurie Hilsgen Phone: 09 360 7221, Mobile: 021 702 922 Email: Laurie@carers.net.nz Website: https://carers.net.nz/
Māori Women's Welfare League	Māori Women's Welfare League is the only National Māori Women's organisation. They act as advocates on a range of issues affecting wāhine, including those affecting Kaumātua.	**Key contact:** National President, Dr Hope Tupara Phone: 04 473 6451 Email: admin@mwwl.org.nz Website: http://mwwl.org.nz/
Rural Women	Rural Women support rural communities focusing on a range of areas including health services, education, environment and social issues in the rural sector.	**Key contact:** Chief Executive, Gabrielle O'Brien Phone: 0800 256 467 Email: ce@ruralwomennz.nz Website: https://ruralwomennz.nz/
Retirement Village Residents Association of NZ (Inc) (RVRANZ)	The RVRANZ is a membership organisation representing the interests of Residents living in Retirement Villages. We recommend you meet with RVRANZ representatives on a semi-regular basis.	**Key contact:** President, Brian Peat Email: president@rvr.org.nz Website: https://www.rvranz.org.nz/
Multicultural New Zealand Seniors Council	The New Zealand Federation of Multicultural Councils Inc. acts as an umbrella organisation for the ethnic communities of New Zealand. They promote, support and share information	**Key contact:** President, TBC Email: president@mnz.org.nz Website: https://multiculturalnz.org.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
	among the Regional Councils and New Zealand's Ethnic Communities.	
Community Law Aotearoa	Every Community Law Centre in New Zealand is a member of their national body, Community Law Centres o Aotearoa (CLCA). The individual centres provide information, networking, advocacy, communication, support and liaison services.	**Key contact:** Chief Executive Officer, Sue Moroney Email: sue@clca.co.nz Website: https://communitylaw.org.nz/
Citizens Advice Bureau (CAB)	CAB are a nationwide, but locally based, community organisation. They help people to know and understand their rights and obligations, and how to use this information to get the best outcomes.	**Key contact:** Chief Executive, Kerry Dalton Email: admin@cab.org.nz Website: https://www.cab.org.nz/
Eldernet and Care Publications	This company produces online resources and handbooks that provides information on health, retirement and aged-care choices and through their work have insights to this sector across the country. The Office for Seniors has a good working relationship with the founder of Eldernet Eleanor Bodger (QSM) who continues to work in the business.	**Key contact:** Chief Executive Officer, Penn Trevella Email: penn@eldernet.co.nz Phone: 03 388 1204 Website: https://www.eldernet.co.nz/Home
Royal New Zealand Returned and Services' Association (RNZRSA)	The RNZRSA is an umbrella organisation made up of 182 local RSAs around the country, each a separate entity. In total there are over 102,000 members throughout New Zealand. Their aim is to help all service personnel and their families get the support they need.	**Key contact:** Chief Executive, Marty Donoghue Email: enquiries@rsa.org.nz Website: https://www.rsa.org.nz/
SeniorNet New Zealand	SeniorNet run workshops and tailored presentations across New Zealand supporting 8,500 older adults to learn about the opportunities of technology and how it can be used to improve their everyday lives.	**Key contact:** Chair, Peter Campbell Email: chair@seniornet.nz Website: https://seniornet.co.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Industry bodies

Name	About	Contact details
New Zealand Aged Care Association	The NZACA advocates on behalf of their members who provide rest home, hospital, dementia and psychogeriatric care, as well as short-term care. They represent over 93% or approximately 40,000 aged care beds. We recommend you meet with NZACA representatives on a semi-regular basis.	**Key contact:** Chief Executive, Katherine Rich Email: s9(2)(a) Website: http://nzaca.org.nz/
The Retirement Villages Association of New Zealand (RVA)	The RVA is a voluntary industry association that represents the interests of registered retirement village owners, developers and managers throughout New Zealand, as well as individuals and organisations who supply goods and services to the retirement village industry. We recommend you meet with RVA representatives on a semi-regular basis.	**Key contact:** Executive Director, John Collyns Phone: 04 499 0449, Mobile: 021 952 945 Email: john@retirementvillages.org.nz Website: https://www.retirementvillages.org.nz/
New Zealand Banking Association – Te Rangapū Pēke	NZBA is a forum for member banks to work together on non-competitive industry issues. One of the areas they work on is digital inclusion for older people in a banking context. The NZBA recently changed its name from the New Zealand Bankers Association (NZBA)	**Key contact:** Chief Executive Officer, Rodger Beaumont Email: nzba@nzba.org.nz Phone: 04 802 3358 Website: https://www.nzba.org.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Regional and local organisations

Name	About	Contact details
Rauawaawa Kaumātua Charitable Trust	The Trust was established in 1997 to serve the needs of over 600 Waikato kaumātua. It provides a range of culturally focussed and accessible health, education, social and community-based activities and services. The Office has a strong relationship with this group and their CE.	**Key contact:** Chief Executive Officer, Rangimahora Reddy Phone: 07 847 6980 Email: ceo@rauawaawa.co.nz Website: https://www.rauawaawa.co.nz/
Shanti Niwas Charitable Trust Inc	Shanti Niwas Provides culturally appropriate social support services to senior citizens of Indian and South Asian descent living in the Auckland region, particularly those who are socially isolated. The Office has a strong relationship with this organisation.	**Key contact:** General Manager, Vishav Sharma Phone: s9(2)(a) Email: s9(2)(a) Website: s9(2)(a)
TOA Pacific Incorporated Society	TOA Pacific is an NGO organisation that promotes the Rights, Safety and Wellbeing of older people, Aiga Carers and Pacific families. TOA Pacific is a key stakeholder for the Office for Seniors, and we have a good working relationship with CEO, Malia Hamani.	**Key contact:** General Manager, Malia Hamani QSM Phone: 09 276 4596, Mobile: 021344405 Email: malia@toapacific.org.nz Website: https://toapacific.org.nz/
The Asian Network Inc (TANI)	TANI based in Auckland, supports Asian New Zealanders and Asian communities in Aotearoa New Zealand. Many ethnicities are part of this network creating diverse connections and ensuring communities are active in policy making.	**Key contact:** Director, Vishal Rishi Phone: 09-815-2338, Mobile: 021 274 7448 Email: vishal.rishi@asiannetwork.org.nz Website: http://www.asiannetwork.org.nz/
CNSST Foundation	The CNSST Foundation offers services and support to the New Zealand community and Asian new settlers including new migrant's	**Key contact:** Chair, Stella Chan Email: s9(2)(a) Website: http://www.cnsst.org.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
	settlement orientation and support, educational and work programmes, recruitment services for both job seekers and employers, community initiatives, and social housing projects.	
Eastern Bay Villages: Te Kokoru Manaakitanga	Eastern Bay Villages supports socially isolated older people through community support initiatives. They work alongside clubs, marae, community organisations and paid services. The Office for Seniors provided an Age friendly grant in 2018 to support the establishment of this organisation. The Office has a good working relationship with Eastern Bay Villages founder Ruth Gerzon (MNZM) who has recently retired from her role as Chair and coordinator. Ruth was recognised for services to the community in the 2023 New Years Honours list.	**Key contact:** Co-ordinator, Kylie Carpenter Phone: s9(2)(a) Email: easternbayvillages@gmail.com Website: https://www.easternbayvillages.org.nz/
Auckland Council – Seniors Advisory Panel	The Seniors Advisory Panel at Auckland Council was established to identify the issues that are important to older people, provide advice on regional strategies, policies and plans, and help council to effectively engage with older people.	**Key contact:** Co-chair, Gayle Marshall QSM Interim co-chair, Claire Dale Website: https://www.aucklandcouncil.govt.nz/about-auckland-council/how-auckland-council-works/advisory-panels/Pages/seniors-advisory-panel.aspx
HBH (Howick Baptist Healthcare) – leading the establishment of Virtual Village East	HBH Senior Living is a service of the Howick Baptist Health Care Limited and has been leading an initiative to establish the Virtual Village East, a community led virtual village since 2017. Virtual Village East is a local network of mutual support and friendship	**Key contact:** Chief Executive Officer, Juliette Tuckey DDI: s9(2)(a) Email: s9(2)(a) https://virtual-village-east.org.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
	that helps older people in the East Auckland community connect with each other, live independently and enjoy life. The Office for Seniors provided an Age friendly grant in 2019 to support this initiative. HBH's former CE Bonnie Robinson was awarded a Member of the New Zealand Order of Merit (MNZM) in the New Zealand New Year's Honours List for her services to seniors and social services. Bonnie remains Chair of the HBH Group.	Email: co-ordinator@virtual-village-east.org.nz Website: https://www.hbh.org.nz/virtualvillageeast
The Selwyn Foundation	The Selwyn Foundation is an independent, Christian faith-based charity that provides services to older people and their families. Their key focus areas include supporting vulnerable older people, building care and support in communities, education and housing (independent living villages, residential care, respite care).	**Key contact:** Chief Executive Officer, Denise Cosgrove Email: Denise.Cosgrove@selwynfoundation.org.nz Phone: 09 845 0838 Website: https://www.selwynfoundation.org.nz/
Vaka Tautua	Vaka Tautua is a national health and social services provider for Pacific peoples. They have a presence in the Auckland, Wellington and Christchurch regions. They run a programme in Auckland which aims to improve older Pacific people's social connectedness, health and wellbeing. They are also an EARS provider in Auckland.	**Key contact:** Chief Executive Officer, Moananu Anna Redican Kolose Email: administration@vakatautua.co.nz Phone: 0800 825 282 Website: https://www.vakatautua.co.nz/
Tairawhiti Positive Ageing Trust	The Trust operates in the Gisborne area and provides advocacy, support, information and education through workshops for older people in the community.	**Key contact:** Chair, Nona Aston Email: nona.gaskin@gisborne.net.nz Phone: 06 868 9842
Haumaru Housing	Haumaru Housing is a limited partnership between Auckland	**Key contact:** GM Operations, Gillian Schweizer

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
	Council and The Selwyn Foundation. They aim to provide safe and affordable housing for older people. They have sixty-three residential villages across the Auckland region that they are refurbishing to meet the health, social and community needs of older people.	Email: Gillian.Schweizer@haumaruhousing.co.nz Website: https://www.haumaruhousing.co.nz/
MENZSHED New Zealand Inc	MENZSHED New Zealand is the national body representing and supporting MENZSHEDs nationwide. MENZSHEDs are community spaces for men primarily focused on working on practical tasks, including building projects for their local community.	**Key contact:** Chair, Trevor Scott Phone: s9(2)(a) Email: chairman@menzshed.nz Website: https://menzshed.org.nz/

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Individuals

Name	About	Contact details
Dame Peggy Koopman-Boyden DNZM	Emeritus Professor Dame Peggy Koopman-Boyden has given close to 50 years' service to research and policy advice relating to New Zealand's older population. She stepped down as Chair of Hamilton's Age friendly Steering Group after 5 years service in March 2022. Peggy is also a member of the Office for Seniors Age friendly Expert Advisory Group and Better Later Life Expert Advisory Group	Email: s9(2)(a) Phone: s9(2)(a)
Geoff Pearman MNZM	Geoff Pearman is an experienced consultant specialising in workplace strategy and action plans, age friendly workplaces' individual transitions and senior entrepreneurship. He is also a member of the Office for Seniors' Better Later Life Expert Advisory Group.	Email: geoff@partnersinchange.co.nz Phone: 021 250 7927 Website: https://partnersinchange.co.nz/
Kay Saville Smith MNZM	Kay Saville Smith is a sociologist and the Research Director at the Centre for Research Evaluation and Social Assessment (CRESA). She is currently appointed to the Ministerial Advisory Group on Housing and Urban Development and was a member of the Office for Seniors' Independent Advisory Group contributing to the development of the new strategy.	Email: kay@cresa.co.nz Phone: 027 430 3575 Website: https://cresa.co.nz/
Carole Gordon MNZM	Carole Gordon is a social gerontologist and a long-term advocate for a variety of social causes. She is particularly interested in the issues and opportunities associated with increased longevity an ageing and growing population. Carole was recognised in the 2019 New Year's Honours, being made a member of	Email: s9(2)(a) Phone: s9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Name	About	Contact details
	the New Zealand Order of Merit for her services to seniors.	
Dr Magriet Theron ONZM	Magriet is President of the Rotorua Multicultural Council (RMC). RMC received funding through the Age friendly grant to lead a project to connect senior migrants with Rotorua support services, giving them the confidence to engage socially as well as building upon their computer skills. She became an Officer of the New Zealand Order of Merit in 2022 for services to science and the community.	Email: theronm@yahoo.com Phone: 021 172 9697
Dr Bev James MNZM	Bev James has over 30 years of experience as a social researcher and policy analyst. Bev's key research areas include housing affordability and diverse housing needs in an ageing society. Bev is also chair of the Marlborough Sustainable Housing Trust. Bev was recognised in the 2022 Queen's Birthday Honours, being made a member of the New Zealand Order of Merit for her services to seniors.	Email: bev@bevjames.nz Phone: 027 247 8353
Stephen Neville	Stephen is the former Head of Department (Nursing) at AUT. Stephen recently moved to work at Te Pukenga – the New Zealand Institute of Skills and Technology. Stephen's research interests relate to the health and well-being of communities, particularly marginalised populations' encompassing sexual minority groups and older citizens, as well as health workforce development.	Email: s9(2)(a) Phone: s9(2)(a)

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Research Bodies

Name	About	Contact details
Ageing Well National Science Challenge (AWNSC)	The Ageing Well National Science Challenge is a national research collaboration involving the major New Zealand research groups in ageing research.	**Key contact:** Director, Professor David Baxter Chair, Dr Will Edwards Email: ageingwell@otago.ac.nz Phone: 03 479 4863 Website: https://www.ageingwellchallenge.co.nz/
The Health and Ageing Research Team (Massey University)	The Health and Ageing Research Team (HART) was established in 2006 to undertake a programme of research related to understanding the status and determinants of health and wellbeing for older New Zealand adults. The New Zealand Health, Work and Retirement Study (NZHWR) is the flagship project of HART and is a longitudinal study incorporating a biennial quantitative survey of older New Zealand residents, as well as qualitative interviews and face to face cognitive interviews.	**Key contact:** Professor Christine Stephens Email: C.V.Stephens@massey.ac.nz **Key Contact:** Professor Fiona Alpass Email: F.M.Alpass@massey.ac.nz Website: www.massey.ac.nz/massey/learning/departments/school-of-psychology/research/hart/about/about_home.cfm
AUT Centre for Active Ageing (ACAA)	ACAA is a research team that was established in 2016 to design research projects that represent the voices of older people and translate into practical community benefits.	**Key contact:** Co-Director, Matthew Carroll Email: 021995689 Phone: matthew.carroll@aut.ac.nz Website: https://acaa.aut.ac.nz/
The Centre for Co-Created Ageing Research (CCREATE-AGE)	The centre brings together disciplines across the breadth of the University of Auckland and University of Otago to work with older people to improve their health and well-being and enable them to flourish.	**Key contact:** Director (Auckland), Professor Vanessa Burholt Email: vanessa.burholt@auckland.ac.nz Phone: 09 373 7599 **Key contact:** Co-Director (Otago), Dr Paula O'Kane Email: paula.okane@otago.ac.nz

RELEASED UNDER THE OFFICIAL INFORMATION ACT