Community Support Services – similarities and differences across the Tasman: *New Zealand*

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Our population is ageing as people live longer and have fewer children. This will mean as a country we will need to plan for changes which will occur in the next 20–40 years.

Source: Statistics New Zealand population projections
Our changing population

Percentage of population in older age groups

Source: Statistics NZ, National population projects by age and sex, 2014 (base)–2068
Our ageing population in New Zealand

Our regions are ageing faster than many of our cities. Some regions will need to plan for a future where they will have much larger older populations at the same time as having declines in younger population groups.

- **2015**
  Number of cities and districts where 1 in 4 of the population is 65+: 2

- **2033**
  Number of cities and districts where 1 in 4 of the population is 65+: 48 (¼)

17 districts (¼) will have a population decline compared to today

Source: Statistics New Zealand population projections
What does this mean?

Many of our smaller towns will be much older than our cities.

Local services, both public and private will need to adapt to an older population.

Some regions may face population decline, falling rate bases and a shortage of skilled workers.

Older people in small or remote areas may have difficulty accessing critical services, such as health and transport.
Positive Ageing Strategy

2014 Report on the Positive Ageing Strategy

Prepared by the Office for Senior Citizens
Positive Ageing Strategic Goals

1. Income - secure and adequate income for older people
2. Health - equitable, timely, affordable and accessible health services for older people
3. Housing - affordable and appropriate housing options for older people
4. Transport - affordable and accessible transport options for older people
5. Ageing in the Community - older people feel safe and secure and can age in the community
6. Cultural Diversity - a range of culturally appropriate services allows choices for older people
7. Rural Services - older people living in rural communities are not disadvantaged when accessing services
8. Positive Attitudes - people of all ages have positive attitudes to ageing and older people
9. Employment Opportunities - elimination of ageism and the promotion of flexible work options
10. Opportunities for Personal Growth and Participation - increasing opportunities for personal growth and community participation
New Zealand Health System
Healthy Ageing Strategy Framework

The Strategy sets a framework whereby policies, funding, planning and service delivery:

• prioritise healthy ageing and resilience into and throughout people’s older years

• enable high quality acute and restorative care, for effective rehabilitation, recovery and restoration after acute events

• ensure people can live well with long-term conditions

• better support people with high and complex needs

• provide respectful end-of-life care that caters to physical, cultural and spiritual needs.
A life-course framework for healthy ageing

Figure 1: A life-course framework for healthy ageing

Source: WHO 2015
DHB spending on services for older people

Proportional spending on types of support service for older people

Source: Ministry of Health, based on DHB financial returns 2014/15 selected expenditure codes
DHB expenditure increase
2005/06 to 2015/16
Age group of people in residential care

Age group of people in residential care for older people
2006 and 2013 Censuses

Source: Statistics New Zealand
Years in Age Care

Years at usual residence for people in residential care for older people
2013 Census

Source: Statistics New Zealand
Health Minister Jonathan Coleman has today announced that some of the health sector’s lowest paid workers will share in a $2 billion pay equity settlement over five years.

The wage boost follows the Terra Nova pay equity claim brought by E tū (previously the Service and Food Workers Union) on behalf of care worker Kristine Bartlett.
Home Care and Community

• 75,000 people receive home support services funded through 20 District Health Boards
• 35,000 people living in aged residential care facilities across New Zealand
• InterRai – Standardised assessment tool
• Level of support can range from an hour per fortnight to 30 hours per week
• Funding model is either fee for service (claimed per hour delivered) or bulk funding
• There is not currently any consumer directed funding approach in older people’s home support services
• People can also get access to some publicly funded equipment and minor home modification (eg handrails)
• District nursing services are generally separate from home and community support and provided directly from the district
• health board
Age Concern promotes positive ageing and wellbeing and represents the interests of New Zealanders over 65 so that more older people are connected, supported, empowered, celebrated, and respected.

Age Concern is the first port of call for older people in our communities. Age Concern New Zealand is the largest charity set up to support people over 65 years of age. Our network is made up of 35 local Age Concerns throughout New Zealand.
History of Age Concern
Age Concern is dedicated solely to people aged 65 and over.

We interact with over 7,640 older people every week.
Local Age Concerns

AGE CONCERN SERVICES COVER THESE AREAS

Kaipara & District
Whangarei
Whangarei
Rakiriki
North Shore
Auckland
Countryside
Hawkes Bay
Wellington
Nelson
Marlborough
Canterbury
Southland
Gisborne
Te Whiti
Taranaki
Taupou
Tauranga
Te Puna
Waikato
Hauraki
Northland

NATIONAL OFFICE PROVIDES LEADERSHIP

in issues affecting older people, as well as supporting local Age Concerns to help them effectively deliver crucial services to the local communities by:

- Monitoring and disseminating key information and strategies in an ageing population, and reviewing the quality of services delivered by local Age Concerns.
- Representing older New Zealanders by making submissions to drafts of key policy areas and providing a representation to the Government in issues affecting older people.
- Supporting a network of local volunteers and professional staff through local Age Concerns and encouraging collaboration with key agencies to improve health outcomes for older people of all cultures.
- Coordinating both the Accredited Visiting Service and Other Services to support the community health profiles, providing training, resources, and supporting local coordinators.

Age Concern New Zealand
Ie Manaakitanga Kaumātua
Age Concern: how we do it

Through our:

33 local Age Concerns
1 national office
2 affiliated services

We have over 4,500 volunteers who gift about 5,000 hpw* = 260,000 hpy*

Our total volunteer hours across all services equate to about:

$3.7 million*

We have just over 150 paid staff throughout New Zealand who work approx. 3,870 hpw*
HEALTH PROMOTION AND SUPPORT SERVICES

Age Concern runs approximately 65 health promotion programmes every year.

- Health Promotion programme activities include:
  - Falls prevention education
  - Strength and balance activities
  - Improved nutrition
  - Positive ageing
  - Māori wellbeing
  - Men’s health and more
- We support and provide funding for 41 health promotion programmes across the country (excl. Northern region).
- Health Promotion programmes support older people to make the changes that deliver better health outcomes and promote well-being.
- We empower older people to remain independent.
- We ensure that older people are socially connected, participating with their families and their families, friends and communities.
- Health Promotion programmes ensure that older people are treated with respect and dignity; older people are respected for who they are.

ELDER ABUSE AND NEGLECT PREVENTION SERVICES

Age Concern is New Zealand’s lead organisation providing services to abused older people, as well as education about elder abuse and neglect.

Our Elder Abuse and Neglect Prevention Services (EANP) aim to keep older New Zealanders free from abuse and neglect.

It is estimated that between 17,000 and 25,000 older people experience abuse each year in New Zealand.

Age Concern received 2100 cases of elder abuse in the past year.

Through 23 Age Concern EANP services throughout NZ

Age concern improves the lives of 85% of these victims

75% of alleged abusers are family members

36 EANP paid staff

REPORT

Case Management Database training given at 9 Age Concerns to 30 staff

25 visits to Age concerns

23 google group discussions

4 new EANP resources

08 peer support meetings

40 attendees at EANP Forum

39 meetings at external agencies

01 international conference presentation to world IFA
Age Concern: what we offer

ACCREDITED VISITING SERVICE

Age Concern is New Zealand’s primary organisation dedicated to delivering services to reduce loneliness among New Zealanders over 65 years old.

The Accredited Visiting Service (AVS) provides regular visits for older people experiencing the pain of loneliness and social isolation.

There are over 60,000 severely lonely older New Zealanders

- 1349 referrals
- 2400 clients
- 2389 visitors
- 72,872 one to one visits to clients
- 20,513 phone calls to clients
- 1969 client attendances at group activities
Prevalence of Loneliness

• 6-13% of older people in the UK always or often lonely (Age UK, 2011)

• 8% of older New Zealanders severely lonely (Neville & LaGrow, 2012)

• 2.7% of OP in New Zealand lonely all or most of the time (NZ General Social Survey, 2012)
Distribution of Loneliness

• UK and US research has found that loneliness increases with age, and rises sharply after the age of 80. (Age UK, 2011)

• U-shaped distribution across age groups (The Social Report, 2010)

• Loneliness diminishes with age (NZGSS, 2013)

• Maori, Pacific, and Asian people in NZ are more lonely than Europeans (MSD: The Social Report, 2010)
Combating loneliness is important

Loneliness is a known risk factor for:

• Depression
• high blood pressure
• poor sleep
• lowered immune response
• cognitive decline
Interventions that show evidence of effectiveness / cost-effectiveness

• Befriending

• Community Navigator schemes

• Cultural and health-related group interventions

(SCIE Research Briefing 39, 2011, UK)
Accredited Visiting Service (AVS)

- Started in 1989
- Originally a service for rest home residents
- Bulk of visits now delivered to clients living in the community
- Delivered through 18 local Age Concerns
Accredited Visiting Service...

- Carefully matched volunteers visit once per week for about one hour
- Visitors are trained, monitored and supported by paid coordinators
- Restorative focus, with client goals and matches with visitors regularly reviewed
Evidence of the effectiveness of the service

Types of benefits for clients demonstrated in case studies

- Transitioning across services
- Support for migrants
- Information Technology support
- Bereavement Support
- Dementia/ Cognitive Support
- Physical health benefits / Rehabilitation
- Improving quality of life in rest home care
- Support to age in place
- Community Navigation/Care Coordination
- Carer / Family Support
- Disability Support
- Someone to talk to / confide in
- Quality relationships (like family / friend)
- Shared interests/activities
- Outings / Social Integration
- Mental/emotional benefits
Case study: Accredited Visiting Service
Useful websites

Age Concern New Zealand
www.ageconern.org.nz
Aged Residential Care Review
InterRai
http://www.interrai.co.nz/
New Retirement Village Data
New Zealand Ministry of Health
http://www.health.govt.nz/
New Zealand Positive Ageing Strategy
New Zealand Healthy Ageing Strategy
New Zealand Association of Gerontology
http://gerontology.org.nz/about-nzag
Office of Seniors
www.osc.govt.nz
Thank you