

## AGE CONCERN ACROSS AUCKLAND

Collectively, the Age Concerns across Auckland collaborate closely together to support some of the most vulnerable older people within our communities. We are the primary agencies across Auckland for older people, their carers and whānau and work collaboratively with a wide range of other organisations in the sector.

There are four Age Concerns in the Auckland region – Auckland, Counties Manukau, North Shore and Rodney. Though independently incorporated and separate entities, we are all part of a nationwide network of 35 Age Concerns. Each are governed by a volunteer board (the board). Each Age Concern has a CEO appointed by the board and delegated to oversee the operational tasks of the organisation. Overall across Auckland we employ 39 staff and c800 volunteers who deliver the services detailed below.

We share a set of purpose, vision, mission and guiding principles.

**Our Purpose:** Age Concern promotes wellbeing, rights, respect and dignity for older people.

**Our Vision:** Older people thriving in an inclusive society for all ages.

**Our Mission:** Providing services, information, education, advocacy and support by working together for the rights and wellbeing of older people.

### Age Concern Services:

The Age Concern collective have well-established very effective networks and stakeholder relationships within the Auckland communities enable us to work collaboratively with other organisations to provide access to services.

Through our programmes, Age Concern aims to achieve the following outcomes:

- Reduce social isolation and loneliness and the significant detrimental impact this can have on physical and mental wellbeing.
- Provide services that prevent and address issues of elder abuse and neglect, to move older people from a position of vulnerability to one of resilience.
- Maximise the independence and enhance the ability of older people to meet the challenges of their changing needs and in doing so, strengthen their resilience and wellbeing.
- Promote positive ageing strategies so all people can age in place and maintain their quality of life as they get older.
- Inform local bodies and organisations on issues of concern for older people so they are represented in our communities.

We provide a range of wrap-around services to ensure that the needs of older people, their carers and whānau are met. These include the following - Elder Abuse Response Service; Accredited Visiting Service; Asian Services; Health Promotion and Ageing Well activities; Information and Advice; Total Mobility Scheme; Field Workers; Handyman/Skills Bank Services; Counselling Support; Socialisation/Companionship Support; Minibus/Volunteer Drivers Service; WDHB Shuttle service (Rodney); Positive Ageing Centre; Positive Ageing Network.

Age Concern recognises that the majority of older people are relatively fine, well supported and well-connected within their communities and that the current efforts and support of Auckland Council Local Boards across Auckland are an important part of this. However,

there is a large minority of older people who are far from 'fine', and who struggle to overcome the challenges they face and, in many cases, can only do so with external help and assistance. A significant number of older people suffer from severe loneliness and isolation, a factor that only worsens with age so that the oldest and potentially most vulnerable are more likely to experience such loneliness and isolation. At the extreme, vulnerable older people are exposed to abuse and/or neglect – something that can take many forms but that almost always will rob an older person of their self-esteem, dignity, on top of the physical, mental and financial aspects.

We believe in advocating for Auckland to become an Age Friendly City and Council to adopt an Age Friendly Community policy.

**By adopting the WHO Age Friendly Guidelines, Auckland Council will help us to empower individuals and communities to ensure that those who are potentially vulnerable achieve a position of resilience.**