

ANNUAL IMPACT REPORT 2024-2025



Supporting the region's older adults to age well

Age Concern Nelson Tasman Trust is a registered charity (CC29439)

Message from the Manager



Reflecting on this past year, I'm deeply grateful to lead such a talented, professional and compassionate team at Age Concern Nelson Tasman (ACNT). Their dedication, alongside the unwavering support of our hundreds of members and volunteers, continues to transform lives across our community.

Through home visits, elder abuse response services, carer respite, and countless moments of genuine connection, we've reduced loneliness, enhanced wellbeing, and promoted independence among older adults throughout Nelson Tasman. Even in challenging financial times, our commitment to meeting the needs of our ageing population remains steady.

One of this year's standout achievements was our Richmond hall deck extension project - a true testament to community spirit and collaboration. What began as a vision became reality through grassroots fundraising, generous grants from the Rātā Foundation, Pub Charity, Whakatū Rotary and Richmond Lions, and the skilled craftsmanship of NMIT's Kaitiaki students who built the deck at no cost. Whakatū Rotary members rolled up their sleeves for working bees to construct and fill the raised garden beds.

This project embodies everything we value: community partnership, practical innovation, and creating spaces where older adults can connect and thrive. We can't wait to see it being used throughout the year, offering a welcoming, relaxing place for everyone to enjoy. A huge thanks to the many people who made it happen!

Ngā mihi mahana
Caroline Budge, ACNT Manager



**Nelson Tasman is a
great place to live.
Together we can make
it a region that is also
a great place to age!**





Message from the Chair

Ngā mihi nui. There's been plenty of speculation about how a bigger and older population will impact society. Well, many of the predictions are proving to be true so it's not surprising the ever-increasing older population means a need for more of everything (e.g. housing, medicine, social services, community activities, opportunity for work). Furthermore, the ageing landscape is also attracting an increasing number of businesses and organisations intent on satisfying the wants and needs of the 'older' people. However, it's quite likely that without significant action from government (national and local), many people could be denied the chance to fully enjoy their 'extra' years.

With the above in mind, it's pleasing to note Age Concern (ACNT) is considered by many of our older folk as the 'place' to connect with for support. As this Impact Report shows, our services are in demand. This reflects a combination of factors including having a very knowledgeable and dedicated staff. Although challenged at times, they perform their respective roles with a high degree of professionalism and compassion. We're also grateful to the many volunteers who unselfishly give of their time helping ensure ACNT enriches and emboldens the lives of many older people.

As in previous years, this report reinforces our reputation as being a very proficient organisation that puts a positive slant on supporting the older population. Just like many other organisations, we depend on the generosity of stakeholders, funders and sponsors. Your support is appreciated for it means we are able to keep on refining and improving our services and programmes. You can be assured that we are very prudent with regards to how we manage our business. We're also indebted to those who give ACNT a donation. Thanks to the various forms of support, many people are able to traverse their later years with a feeling of being valued and belonging to their community.

Ngā mihi mahana
Bevan Grant, ACNT Chairperson



Social Connection

Keeping people connected

Regular Events

Helping build friendships and connection is at the heart of all our mahi. Our ongoing activities like **Tea & Talk**, **Singing** or **SpinPoi** bring people together on a regular basis enabling meaningful long-term relationships. Our **Cooking Classes** continue to be extremely popular with all six 6-week courses fully booked.

500

A combined total of around 500 regular events over the course of the year (weekly, fortnightly or monthly).

Special Activities

With additional events throughout the year; morning or afternoon teas, celebrations, expos, information sessions and workshops, we provide many opportunities to celebrate or educate while strengthening the sense of community and promoting wellbeing. This year we also launched our special eBus initiative **All on Board**, more details can be found at the end of this report.



Visiting Service

Our amazing volunteer Visiting Service provides a vital opportunity for social connection for people who may be less mobile or more isolated.

4850
VISITS

Our 97 Visitor Volunteer matches, visiting most weeks, makes 4850 visits this year.

Thousands of hours, spent chatting, doing puzzles, playing scrabble, reading out loud or watching TV and movies together. While many visits take place at home, some pairs go for drives or walks, either around the neighbourhood or further afield.

These valuable hours of shared friendship, sometimes spanning many years, provide purpose, companionship and connection for both the volunteer and the client.



"It is marvellous – every week she comes and every week we get out of here – it's great! I feel very spoiled and very lucky to have her"

Visiting Service - Client Feedback

Social Connection

Activities & Events



"The best thing about the class is that it gives you confidence."

648
MEALS

Cooking Class
Attendee Feedback

Our **Cooking Class** participants have created (and eaten) over 324 lunches and 324 tasty desserts. Sometimes there are even leftovers to take home.

1000+
YEARS

The 12 people featured in our **Beyond the Face** Photo Exhibition represent over 1000 years of life experience.

110

We celebrated **International Day of the Older Person** with 110 guests; an afternoon filled with laughter, connection, and cultural flair.

Around 20 singers meet twice a month at **Sing Yourself Well** in Richmond and another 20 **Hummin' Strummers** meet weekly - with ukuleles - to sing in Nelson. Over the year they have sung over 1000 songs. (Not including the extra songs sung at public performances and even personal gatherings like a group member's housewarming!)

Wellby

Wellby is a community-led initiative that's helping the people of Nelson Tasman to better connect to their communities. Jointly managed by Age Concern Nelson Tasman and Volunteer Nelson, Wellby has hosted **89** Talking Cafes through the year, trained **43** community signposters and maintained the online Found Directory with 1,500+ listings for Nelson Tasman community groups, clubs, organisations and services.



"The Age Concern community has brought me a feeling of being more connected with others. It seems like we are family together."

Hummin' Strummers - Attendee Feedback

1000+
SONGS



Care & Advice

Elder Abuse Response

Our Elder Abuse team includes two registered nurses and a social worker, all experienced health professionals. The team assess, support, and plan interventions for older adults experiencing abuse, most commonly financial and psychological harm, often from family.

151

We have supported 151 people reporting Elder Abuse or experiencing self-neglect.

Abuse may be a single incident or ongoing, and can be psychological, financial, physical, neglect, institutional, or sexual. The complexity of these cases varies.

Some older adults require an initial visit with advice and a safety plan; others require longer term support because of their vulnerability. Within our region almost **38%** of our referrals require our involvement for a longer time, between **30-90 days**.



Some of our work is supporting older adults who self-neglect. Many of these people are isolated and do not access social or health care agencies. We established **Better Living Conditions** in 2021, a multi-agency initiative taking a cohesive approach to working with older adults to improve living conditions in their homes. Over the past few years we have seen a marked increase in the number of these enquiries and referrals.

We also work with victims of scams and these are on the increase, particularly romance scams. These scams are becoming more sophisticated and the use of A.I. makes it more difficult to spot them.

100%

Satisfaction surveys show 100% positive feedback from our clients.



"After my wife died, I was so low and felt alone. I was being bullied and felt that I was losing everything. I didn't know how to pull myself out of it. Your service helped me so much and you saved my life."

Elder Abuse Response - Client Feedback

Care & Advice

Other Services



Older Drivers

We continued to offer our range of services to provide practical advice, up-to-date information, and meaningful support for older drivers and non-drivers.

We hosted 5 **Staying Safe** driver workshops (4 in Nelson and 1 in Tākaka) with over 100 attendees. We had 19 drivers 'fitted' in their cars at our 2 **CarFit** sessions. Our 3 **Life Without a Car** workshops offered valuable information to 81 people. In total we had over **200** participants in our Older Driver programmes this year.

Our aim is twofold:

- Encourage older drivers to remain safe and confident on the road while ensuring their cars are well set up.
- Support older adults to explore ways of staying active, independent, and socially connected when they no longer drive.

We work alongside Nelson City Council and Tasman District Council to promote these workshops and ensure they reach those who will benefit most.

"Excellent - practical and well explained information and ideas of what I can use"

Life Without a Car - Attendee Feedback

380

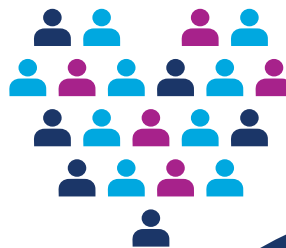
We completed 380 **Total Mobility Scheme** assessments supporting people to access reduced fares for taxis and companion driving services.

322

We have helped 322 clients get connected to our trustworthy **Care & Repair** suppliers for in-home support to help remain independent.

36

Across the region 36 families benefitted from our **Carer Relief** service. Special volunteers provide informal at-home respite for full-time carers.



Working for You

Staff

At Age Concern Nelson Tasman, our volunteers and community are at the heart of what we do. Alongside them, our staff provide the backbone that keeps our services strong, consistent, and responsive.

We're committed to hiring great people and nurturing a supportive, collaborative team culture where everyone can thrive. This year we welcomed two new team members, Anthea Kirk in the role of *Donor Engagement and Marketing Advisor* and Jamie Pottage as an *Elder Abuse Response Advisor*.

Strong teams build strong outcomes, and we're proud of the dedicated staff and volunteers who make our work possible.

Staff from left to right:

Jamie Pottage, Tanya Charles, Joleen McEvoy, Jackie MacIntyre, Marnie Brown, Susan Arrowsmith, Kate Miller, Liz Gillespie, Anthea Kirk, Megan Cole, & Caroline Budge in front.



Growing Tasman presence

Our rural Tasman presence has expanded significantly this year, with team member Tanya Charles establishing strong partnerships across community agencies and organisations. The Motueka office has enabled us to reach previously underserved populations, expand our volunteer base, and respond more effectively to the growing needs of the region's ageing demographic.

By investing in the right skills, creating opportunities for growth, and fostering a workplace that values kindness, professionalism, and respect, we ensure our team is well equipped to support older people across our community.



11

TEAM
MEMBERS



Working for You

Volunteers



"It's a privilege to spend time together. I always look forward to our Fridays."

Carer Relief
Volunteer Feedback

Our team of more than **150** volunteers stand beside us and make our work possible. Together, they have donated over **20,000 hours** of their time this year, an extraordinary gift of service that has a lasting impact on our community.

**OVER
20,000
HOURS**

Thousands of volunteer hours; visiting, shopping, phoning, driving, hosting, riding, planning, talking, sharing, caring and more.

31

This year we have interviewed, vetted, trained and welcomed **31 new volunteers**. There is plenty of demand, so we are always looking for more.

Volunteering brings so many benefits, to the community you serve and the individual donating their time, effort and energy. Whether it's visiting an older person for a friendly chat, helping with our regular activities, driving, riding along as a bus buddy, hand delivering magazines, serving on the Board or offering support behind the scenes, every contribution matters.

*Thank you
Volunteers*

Board Members left to right:

Harvey Ruru (Kaumātua), Betty van Rooyen, Alex Isherwood, Lynley Lee (Treasurer), Bevan Grant (Chair), Michael Ny, Ken Scoltock, John Collyns, Lester Oakes & Chris Allison

10

**BOARD
MEMBERS**



2024-2025 Highlight

All on Board the eBus

The improvement in public transport in the Nelson Tasman region opened up an opportunity to support and encourage our older population to use the bus network to be socially connected, independent and environmentally friendly.

With support from Nelson City Council and Tasman District Council we set up the new eBus initiative, **All on Board with Age Concern**, and ran the programme from September 2024 to June 2025. We hosted community-based info sessions and organised fun semi-guided bus journeys around the region. All events were well attended and enjoyed, with positive feedback about the value of leaving the car behind, reducing social isolation, and building confidence with the eBus.

After demonstrating such success, we were able to secure funding for another season of **All on Board** for July to December 2025.

270

We held **19** eBus Info Sessions attended by **270** people at different community locations.

96

Across **10** eBus journeys and **2** special group journeys, **96** people came for a ride.

52

We had **52** people involved, helping get the programme up and running, including **13** volunteer bus buddies.

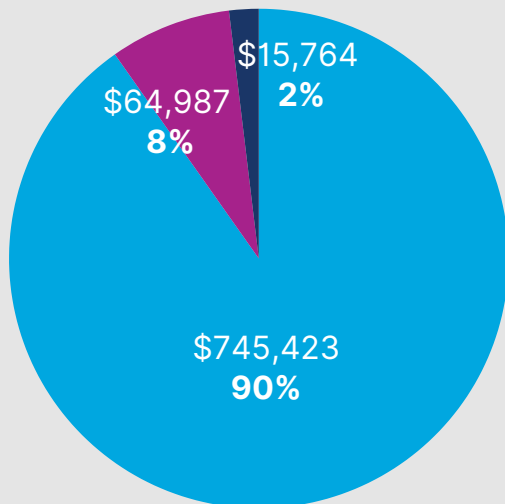


"Once you know how to use the bus it opens up more places, and it is a fun way to travel."

All on Board - Attendee Feedback

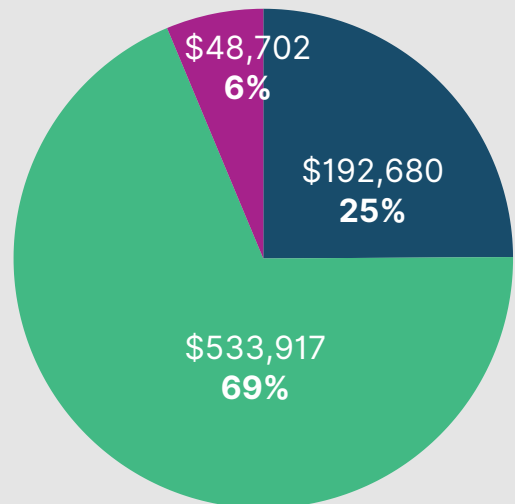
Financial Report

INCOME 24-25



- Contracts & Grants
- Memberships & Donations
- Interest

EXPENSES 24-25



- Employee & Volunteer Costs
- Service Delivery
- Other Expenses

Full copies of our financial audit and Performance Report for 24-25 are available separately. Highlights are:

Operating Revenue: **\$826,174**
Operating Expenses: **\$775,299**
Surplus for year: **\$50,874**

Total assets: **\$575,330**
Net assets: **\$388,399**

Thanks for your support

We are incredibly grateful to all of our 800+ members. Your membership fees, donations, active participation and general support provide the foundation for our organisation. We invite everyone - young and old - to support us by becoming a friend of Age Concern Nelson Tasman.



800+
MEMBERS

Thank you to all our funders & supporters



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



Top of the South
COMMUNITY FOUNDATION
Te Tāuiku



Rātā
Foundation

Te Whatu Ora
Health New Zealand
Nelson Marlborough



Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY



tasman
district council | Te Kaunihera o
te tai o Aorere

COGS
Community Organisation
Grants Scheme



Nelson
City Council | Te Kaunihera o
Whakatū

McKee
Trust

NBS

Community
We believe. We invest.

THE *Care*
FOUNDATION
The Top of the South Health Charity

Frimley
Foundation



THE LION
FOUNDATION

NETWORK
TASMAN
TRUST

Rotary
Club of Whakatū



Tavendale
+ Partners



Richmond, Tasman, NZ
Lions Clubs New Zealand
Kia Manaaki | We Serve

Pub
Charity
Limited



good bitches
BAKING



Driving
Miss Daisy®
We're There For You

Simplicity
Funerals

☎ 03 544 7624

f AgeConcernNelsonTasman

✉ manager@ageconcernnt.org.nz

📍 62 Oxford Street, Richmond, 7020

🌐 www.ageconcernnt.org.nz

Richmond Office

62 Oxford Street, Richmond
Mon-Fri | 9am - 4.30pm

Nelson Office

18 Bridge Street, Nelson
Tues-Thurs | 9am - 2pm

Motueka Office

20 Wallace Street, Motueka
Tues-Thurs | 9am - 12pm

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