



**AGE
CONCERN
NELSON
TASMAN**

He Manaakitanga
Kaumātua Aotearoa

ANNUAL IMPACT REPORT 2025-2026



Supporting the region's older adults to age well

Age Concern Nelson Tasman Trust is a Registered Charity (CC29439)

Annual Impact Report 2025–2026

Serving the needs of older people across Nelson Tasman

Age Concern Nelson Tasman supports older people, their whānau and communities across the Nelson Tasman region. This report will tell the story of our 2025–2026 year through verified information, careful impact statements, and real examples of how our work contributes to older people feeling more connected, safe, independent and valued.



Message from the Chair

On behalf of the Board, I am pleased to share the 2025–2026 Annual Impact Report.

Throughout a year of significant service delivery and organisational change, Age Concern Nelson Tasman has continued to provide trusted support, information, advocacy and connection for older people and their whānau across our region.

As demand rises and the needs of older people become more complex, the importance of a strong, well-governed and sustainable organisation is clear. This year also marks 50 years of service by Age Concern Nelson Tasman, a legacy built on the commitment of staff, volunteers, board members, supporters, funders and community partners.

During the year, work began to strengthen the organisation's structure in line with the strategic direction and to invest in improving ways of working. We are delighted to have secured new premises in Nelson. These changes are helping the organisation remain accessible, relevant and sustainable for the future.

The Board thanks our manager, staff, volunteers, funders, donors, supporters, councils and community partners for their commitment and generosity. Your contribution enables meaningful support for older people across Nelson Tasman. We look ahead with confidence in the organisation's direction and with appreciation for everyone who makes this work possible.



Lynley Lee

Chairperson

AGE CONCERN NELSON TASMAN



Message from the Manager

Since joining Age Concern Nelson Tasman as Manager in February, I have been deeply impressed by the commitment of our staff, volunteers, Board, supporters and community partners, and by the care they show older people across Nelson Tasman.

Within the organisation, this has been a year of significant change. In my first five months, we have reshaped our structure, welcomed new staff, strengthened systems and processes, and developed a new strategic direction to guide the next three years. We have also responded to the unexpected closure of our Nelson office and begun securing suitable, sustainable premises. This work has laid strong foundations for a more focused and sustainable organisation.

Over the past year, global challenges have driven up living costs, while New Zealand Superannuation has not kept pace with many everyday expenses. More older people are struggling to meet essential costs, our services cost more to deliver, and demand is increasing. Individuals, whānau and other agencies are turning to us more often for trusted support, information, advocacy and connection, making strong collaboration increasingly important.

As a charity, we rely on the generosity of our community. My heartfelt thanks go to everyone who has contributed time, expertise, funding, donations, encouragement or practical help. Your support makes our work possible and helps us respond to the needs of older people across Nelson Tasman with care and purpose.



Nicola Woodward

Manager

AGE CONCERN NELSON TASMAN



Our impact in 2025–2026

Connected and included

During 2025–2026, Age Concern Nelson Tasman continued to create opportunities for older people to connect, participate and feel part of their community.

This work could not happen without the generosity of our volunteers and the support of collaborative partners who help us reach older people across Nelson Tasman. Social connection remained one of the most visible and valued parts of our work, supported by group activities, community programmes, events and in-home visiting.



Connected and included figures

- We delivered a combination of **500 community connection programmes**
- **2 community events**
- made **4,500 home visits** through our wonderful volunteer visitors.



“

“My volunteer visitor makes such a difference. Having someone come to see me regularly helps me feel remembered, connected and less alone.”

”

Why this service matters

Social isolation and loneliness can significantly affect older people’s physical and mental health, as well as their confidence, wellbeing and sense of belonging. Regular activities, welcoming groups, events and volunteer visits provide more than something to attend; they create routine, friendship, purpose and connection. For many older people, having someone visit, invite them in, or notice when things are not quite right can make a real difference to how supported, included and well they feel.

“

“Tea and Talk has become something I really look forward to. It gives me a reason to get out, meet other people, and feel part of something.”

”

What this means

These figures demonstrate the reach and value of our work to help older people stay connected. Community programmes and events provide accessible opportunities to participate, while volunteer visiting offers regular one-to-one support for those who may be less able to get out. Together, these services help reduce isolation, strengthen wellbeing and enable older people to remain visible, valued and included in their communities.

Our impact in 2025–2026

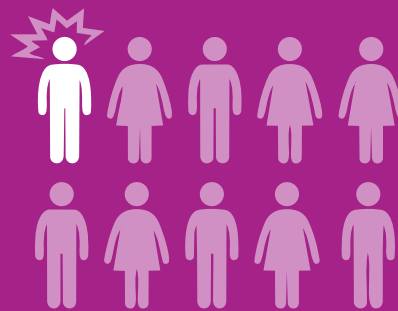
Safe and supported

During 2025–2026, Age Concern Nelson Tasman continued to provide trusted support to older people experiencing or at risk of elder abuse, neglect, self-neglect, hoarding, family harm, scams, financial exploitation, housing insecurity, and other complex social issues.



Elder Abuse Response Service figures

- 178 new clients were referred
- 86 clients started service
- 92 clients completed intervention
- 12 referrals were made to other services
- 12 clients were supported to immediate safety.



1 in 10 people aged 65+ will experience some form of elder abuse

Source: The New Zealand Longitudinal Study of Ageing 2014

Why this service matters

Older people referred to this service may be living with elder abuse, neglect, self-neglect, financial exploitation, scams, housing insecurity, hoarding or unsafe living conditions. These situations can threaten their safety, health, independence and dignity, and are often hidden or difficult to resolve. Our Elder Abuse Response Service and Better Living Conditions work provide trusted, specialist support through assessment, advocacy, safety planning and coordination with other agencies, helping older people understand their options and take practical steps towards greater safety and stability.

"I am so lucky to have help from the team at Age Concern Blessings."

"Having someone listen and help me understand my options made a very difficult situation feel less overwhelming."

What this means

New EARS referrals increased by approximately 18%, reflecting growing demand for specialist support for elder abuse, neglect and Better Living Conditions. Reported client numbers capture only part of the service effort, as many cases require repeated contact, home visits, advocacy, safety planning and coordination over time. Delivering this increasingly complex work within existing capacity places pressure on the team and demonstrates to funders the importance of sustained investment in a service that helps older people move towards safer, more stable circumstances.

Take the Step
You're not alone.

Our impact in 2025-2026

Independent and confident

Age Concern Nelson Tasman supports older people to remain independent, informed and confident in everyday life.

This work includes practical support, transport-related assistance, help navigating services, and information that enables older people to make choices that support their wellbeing, mobility and connection to community.

Independent and confident figures

- **8 Staying Safe** driver workshops with **177 attendees**
- **4 Life Without a Car** workshops with **85 attendees**
- **2 AA CarFit** clinics with **18 attendees**
- **37 eBus information sessions** with **518 attendees**
- **15 guided eBus journeys** with **179 attendees**
- We hosted **More Stable More Able**, ran **Cooking Classes**, ran our **Care & Repair** programme, with volunteers supporting us across office support, transport, friendship and carer respite.



“

“The bus outing gave me the confidence to try travelling on my own. It felt much easier once someone had shown me how it worked.”

”

Why this service matters

Independence is closely linked to confidence, mobility, practical skills and access to the right information. Support with safe driving, public transport, nutrition, falls prevention, home maintenance and carer relief can help older people manage everyday life, remain connected and continue participating in their communities.

“

“The cooking class gave me new ideas and reminded me that simple meals can still be healthy, affordable and enjoyable. It was also lovely to cook alongside others and share a meal together”

”

What this means

Strong participation across these programmes demonstrates the value older people place on practical information and support. The services provide opportunities to build knowledge, skills and confidence, helping older people make informed choices, maintain their independence and stay connected to community life.

Our board

Our Board members are volunteers who generously contribute their time, skills and experience to provide strong governance, strategic oversight and careful stewardship of Age Concern Nelson Tasman.

Their diverse expertise and community knowledge guide decision-making, uphold accountability and support the organisation's long-term sustainability. We sincerely thank them for their leadership, commitment and shared dedication to keeping older people across Nelson Tasman connected, safe, independent and valued.



Lynley Lee
BOARD CHAIR



Michael Ny
TREASURER



Bevan Grant
TRUSTEE



Chris Allison
TRUSTEE



Lester Oakes
TRUSTEE



Alex Isherwood
TRUSTEE



Betty van Rooyen
TRUSTEE



John Collyns
TRUSTEE



Miraka Norgate
TRUSTEE



Ken Scoltock
TRUSTEE

Our team

Beneath the services, programmes and support described in this report is a committed team of staff who bring skill, care and professionalism to their work with older people, volunteers, whānau and community partners.

The 2025–2026 year was a period of change for Age Concern Nelson Tasman, marked by organisational restructuring, rising service demand and the unexpected closure of the Nelson office.

Throughout this period, the team continued to support older people across the region with compassion, flexibility and commitment.

We acknowledge the dedication of our staff, who often work alongside people in complex and sensitive situations and deliver the everyday programmes and practical support that help older people remain connected, safe, independent and valued.

Our volunteers

Volunteers are essential to Age Concern Nelson Tasman. Their time, skills, kindness and local connections extend our reach and enable us to provide services and support that would otherwise be impossible.

Across the organisation, volunteers visit older people in their homes, support social connection activities and events, provide transport and carer respite, assist in the office, and offer practical help.

Through these roles, they help older people remain connected, safe, independent and valued.

We are deeply grateful to every volunteer who contributed in 2025–2026. Their generosity strengthens our capacity, enriches our services, and makes a practical and personal difference in the lives of older people. The impact recognised throughout this report also belongs to them.



"To help support those that live in the community & just need someone to call in & see how they are. Age Concern helps this tremendously."

"I enjoy the time I spend with my elder person, and I believe I am appreciated by him and his family. I think I add value to his days and also mine."

"I love being a volunteer with Age Concern. I have been a volunteer for 13 years. During that time, I have met some lovely people. They have such interesting stories about their lives."

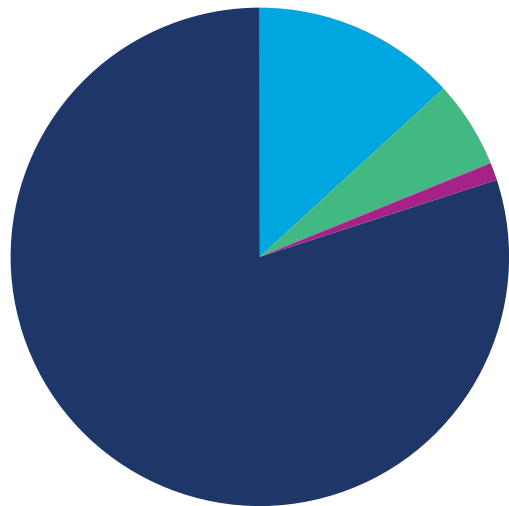
"I like to think I can brighten a person's day and help them to feel not quite so isolated or lonely."

Financial snapshot

Full copies of the audited Performance Report for 2025–2026 are available separately. The snapshot below provides a simple overview of the organisation’s financial position for the year ended 30 June 2026.

Operating revenue	\$784,154
Operating expenses	\$899,600
Surplus / deficit for the year	-\$115,445
Total assets	\$465,063
Net assets	\$272,954

Income

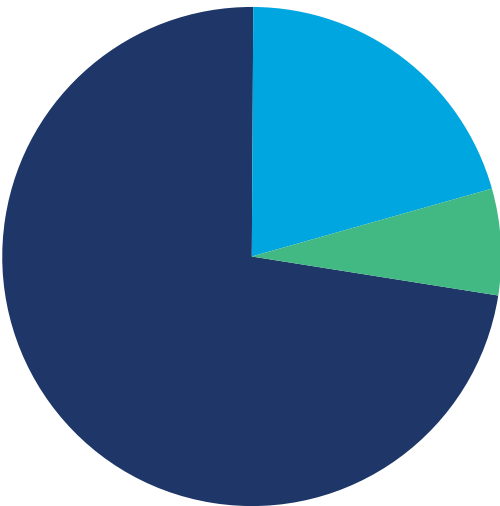


Contracts and grants	\$627,249
Membership and fees	\$103,589
Donations	\$44,427
Other income	\$8,890
Total income	\$784,154

Income category notes

Contracts and grants includes general grants, government service delivery grants/contracts, and non-government service delivery grants/contracts. Membership and fees includes membership fees/subscriptions and revenue from activities. Donations includes donations, koha, bequests and other general fundraising activities. Other income includes interest, dividends and other investment revenue.

Expenses



Employee & volunteer costs	\$653,064
Service delivery	\$184,592
Other expenses	\$61,944
Total expenses	\$899,600

Expenses category notes

Employee and volunteer costs include employee remuneration and related expenses plus volunteer-related expenses. Service delivery includes other expenses related to service delivery. Other expenses include other expenses plus public fundraising expenses.

Thank you to our supporters

We are grateful to our supporters, volunteers, funders, donors, sponsors, local councils and community partners.

Your generosity and commitment enable Age Concern Nelson Tasman to support older people across the region and help build communities where they feel connected, safe, independent and valued.

Looking ahead, our new 2026–2029 strategy will guide the next phase of our work, helping us build on these foundations and respond with focus, care and confidence to the evolving needs of older people across Nelson Tasman.

Thanks to our major sponsors and funders



McKee Trust



Frimley Foundation

Thanks to our project sponsors and funders



Thanks for the donations in kind

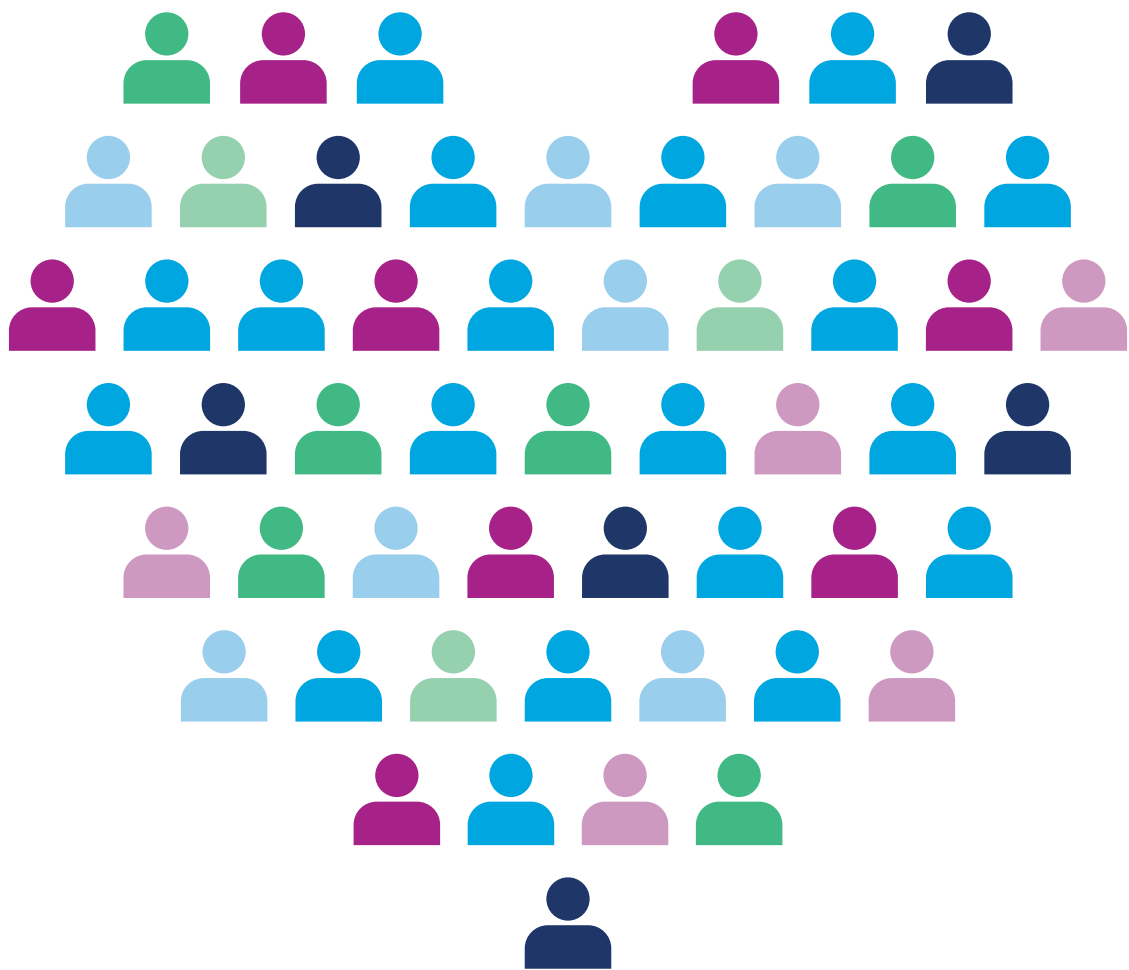


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He Taonga te Tāngata - 50 years of caring together





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