

Appendix 2: Stocktake of Government services for older people

Ref #	Service name	Detail of service provision and relevance to older people (55+)	Budget for the 2023/2024 financial year (shown in \$m)	Budget for the 2024/2025 financial year (shown in \$m)	FTE needed to design, administer and/or implement the service (2023/2024 financial year)	FTE needed to design, administer and/or implement the service (2024/2025 financial year)	Eligibility criteria for accessing the service	People aged 55+ who accessed or used services in the 2023/2024 financial year	Does the service contribute to preventing, identifying or addressing harm, mistreatment or abuse experienced by older people?	Explanatory comments on information that been provided for the service
			Budgets are provided for the entire service. Components which are relevant to older people are not able to be separated out.		Where possible, staffing estimates include both agency and provider staff.		E.g. age, means testing	There will be overlaps of the same people using multiple services.	Agencies were asked to provide a yes/no answer. Some have also provided explanatory text.	Any caveats or key information to be aware of when using this data
	Estimated Totals		\$26,358.62m	\$28,073.85m	257.70 FTE	246.15 FTE	N/A	4,952,416	N/A	N/A

Health-related services										
Health New Zealand- Te Whatu Ora										
1	Dementia Mate Wareware Initiative	The Dementia Mate Wareware Initiative focuses on supporting components of the implementation of the Dementia Action Plan, specifically addressing the objective to support people living with dementia mate wareware, their whānau, and care partners/supporters to live their best possible lives. Priority populations include Māori, Pacific peoples, rural populations, early onset dementia.	2.86	3.66	0.40 FTE	0.40 FTE	People with dementia mate wareware diagnosis, their whānau and care partners; people without a dementia mate wareware diagnosis who have a cognitive impairment or suspected dementia, their whānau and care partners.	364	Yes. Services are largely to provide support, navigation and respite to people with (or suspected) dementia mate wareware, their whānau and care partners.	Based on reporting available, 364 users accessed these services in 23/24. Note services were not expected to start service delivery until Q2 2023.
2	Home and community support services including paid family carers (HCSS)	Home and community support services aim to support people to maintain their independence and quality of life, stay safe in their own home and participate in their community. Under the Restorative model of care, eligible clients are supported to exercise choice and control over service delivery and agree support goals, maximise their independence, practice self-care, participate within their community environment for as long as it is safe for them, recognise and access timely primary care support to prevent health deterioration, maintain optimal medication management, and engage in activities to maintain or improve mobility, strength and balance. Traditional models of care deliver household management and personal care.	641.00	685.60	Data unavailable	Data unavailable	Access to the service is determined by interRAI assessment - whilst there is some variability to the service access threshold the baseline access criteria is determined by presence of disability as determined by the CONTACT interRAI assessment or the Service Allocation Tool (SAT).	80,000	Yes. Services are designed to meet the needs of older people. These services would contribute to preventing and identifying harm, mistreatment and abuse of older people.	None

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3	Aged residential care (ARC)	Aged residential care (ARC) is required when an older person needs to be cared for in a residential setting. It includes rest home care, continuing care (hospital), dementia care and specialised hospital care.	1,660.00	1,724.00	Data unavailable	Data unavailable	Residents must be assessed as needing residential care permanently and income and assets testing applies to determine what the resident pays.	46,000	Yes. Provide a safe environment for people to live.	On average over 2023/24 32,500 people over the age of 55 were in aged residential care including all funded by Health New Zealand and residents over the age of 65 who were assessed by Health NZ Needs Assessment Services (NASC) as needing aged residential care but who paid the full cost themselves. Counting residents who were ARC at any time, more than 46,000 were in ARC over 2023/24.
4	Residential care loans	A Residential Care Loan provides for the cost of an older person's care and is secured by placing a caveat over the person's home. It ensures that older people entering aged residential care receive an appropriate level of financial assistance so they can afford care. Residential care loans are available to residents paying the maximum contribution so they do not have to immediately sell their previous home.	32.00	35.00	Data unavailable	Data unavailable	Applicants must be residents assessed as requiring residential care and meet an asset testing threshold.	828	Yes	None
5	Carer support subsidy	Funding for short-term relief care to provide a break for unpaid carers, such as the wife of a husband who has dementia. Carers may have to contribute towards the costs of short-term relief care when the costs of that care are higher than the carer support subsidy.	17.00	22.00	Data unavailable	Data unavailable	Carer Support is available for 'full-time Carers'. A full-time Carer is the person who provides more than 4 hours per day unpaid care, for example, the wife of a husband who has dementia.	Data unavailable	Yes. Support carers to take a break from their caring role.	None
6	High Use Health Card (HUHC)	Available to patients who have visited their GP 12 or more times in one year about one condition. It is not means tested. Helps with fees for after-hours and visits to a GP where the patient is not enrolled. This service is for people with high health needs, it is not specifically for older people.	See explanatory comments	See explanatory comments	See explanatory comments	See explanatory comments	Patient needs to have visited a health practitioner at their enrolled GP 12 or more times in one year. The consultations need to be related to a particular condition or condition(s) which are ongoing.	4,107	Yes. Enables older people to see their GP if they have a problem.	The funding cannot be calculated for this service as there is no distinct budget line for it. HUHC funding is incorporated as a capitation rate within the Primary Health Organisation (PHO) agreements capitation rates. No specific FTEs are allocated. Work relating to HUHCs is covered by existing primary healthcare teams. User numbers are provided as at 1 July 24. As at this date there were 4107 people over 65 years old that were identified as having a HUHC.

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7	Seniorline	A national information service to help older people navigate the health system by providing information about aged residential care, help to stay at home, or support services for caregivers.	0.25	0.25	3.00 FTE	3.00 FTE	A national service for older people, their families and caregivers.	2,719	Yes. Senior line mostly provides information about ARC (57%) help to stay at home (41%) caregiver support (2%). When they receive queries about harm in a facility, they direct people to contact the facility manager in the first instance.	None
8	Free influenza vaccine for people aged 65+	Free influenza (flu) vaccine for people aged 65 and over.	See explanatory comments	See explanatory comments	See explanatory comments	See explanatory comments	Aged 65+	550,875	Not applicable	Pharmac is responsible for the procurement of the flu vaccine, setting eligibility criteria and managing the budget. The programme doesn't have specific FTE as it is delivered as part of the wider annual flu vaccine programme. Staff involved in the design and implementation of the wider flu vaccine programme are from Pharmac, Health New Zealand, Public Health Agency and IMAC. Further, delivery of the vaccine is through general practice, pharmacy, Hauora Māori Services, Pacific Services and other immunisation providers User numbers shown are for influenza vaccinations given to people 65+ between 1 April 2024 and 30 September 2024. HNZ also notes that 61.4% of those 65 or older have received a flu immunisation as at 7 October (for the 2024 flu season).

Accident Compensation Corporation (ACC)										
9	Falls prevention for older adults	The falls injury prevention portfolio comprises of 4 separate programmes of work including the Nymbl Balance digital app, Community Strength and Balance (CSB) programme, Taurite Tu, a Kaupapa Māori evidence based wellness, strength, movement and balance programme, and the Fracture Liaison Service (FLS) programme, which is a model of care that delivers comprehensive and systematic secondary fracture prevention so that all people aged 50 years and over who sustain a fragility fracture are proactively identified, investigated and where appropriate initiated on treatment support with an individualised care plan.	7.95	10.04	116.00 FTE	107.00 FTE	Nymbl and CSB are targeted at those aged 65+ (Māori and Pasifika 55+) who want to improve their strength and balance. FLS is available for those 50+ who have suffered a Fragility Fracture. Taurite Tū is targeted at Māori aged 50 plus and their whānau.	49,233	The Falls Portfolio is endeavouring to minimise the material economic, social, and personal harm and or burden of harm, falls and fall injuries sustained by older people 65+ (Māori and Pasifika 55+), their whānau, and their communities. The 4 interventions as identified are evidenced to reduce falls by up to 30-40%.	The user number statistic is made up of the following components: Nymbl received 18,749 registrations and has 3,929 active users. 30,000 older people regularly attend CSB classes. FLS had 14,834 participants in FY 23/24 and Taurite Tu had 470.

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Accident Compensation Corporation (ACC)										
10	Home and community support services	Supports older people who are assessed as needing help due to an injury. Covers personal care, household support, carer support and equipment.	544.41	616.70	Data unavailable	Data unavailable	Have an injury related need for home support (Some different eligibility for different subtypes to ensure they get the right service). No age or income limits.	19,189	All service providers are required to escalate any issues of concern including harm or abuse.	None
11	Non-Acute Rehabilitation Pathways	Hospital led rehabilitation services that may span from hospital to home or avoid hospital altogether. Also known as Early Support Discharge.	129.38	Data unavailable	Data unavailable	Data unavailable	Have an injury related need for this service and the person is no longer in acute care. No age or income limits.	6,042		
12	Residential Support Services	This service is for ACC Clients who need to stay in a facility (could be aged care or other residential rehabilitation facility) because of their injury. This service includes short or interim care (i.e. post hospital discharge), respite care and long-term or permanent stays. Depending on the subtype, the service may include a range of supports and is funded variably.	152.53	179.80	Data unavailable	Data unavailable	Have an injury related need for this service. No age or income limits.	2,993		
Disability Support Services- Ministry of Social Development										
13	Disability Allowance (DA)	Provides non-taxable income (but not asset) tested payment to people who have ongoing (for at least six months) additional costs from a disability that are not fully funded by another agency. DA is intended to recognise for costs such as health care appointment fees, prescription costs, and travel expenditure.	312.61	316.66	Data unavailable	Data unavailable	Clients must meet an income test, have a disability which is likely to last at least six months, have ongoing, additional costs arising from that disability, and meet residency requirements	158,787	Not identified	User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.
14	Special Disability Allowance	For people who have a spouse or partner who is in residential care or has been in a public hospital for over 13 weeks. It's paid to the spouse or partner who is not in care to help with the extra costs of having their spouse or partner in care.					Clients receiving a main benefit or pension whose partner is receiving a reduced rate of benefit or pension due to hospitalisation.	2,814	Not identified	User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.

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Disability Support Services- Ministry of Social Development										
15	Hearing Aid Subsidy Scheme (HASS)	Contribution towards the cost of hearing aids for children and adults with permanent hearing loss who need a hearing aid. Not only available to older people.					Claims for the hearing aid subsidy will be accepted where the person has a permanent hearing loss, is 16 years of age or over, and is not eligible for: • funding through the Hearing Aid Funding Scheme, or • funding from ACC, the ACC and Ministry jointly or Veterans' Affairs New Zealand	21,945	Not identified	None
16	Hearing Aid Funding Scheme (HAFS)	Covers the price of hearing aids for eligible individuals. Not only available to older people.	39.80	39.80	Data unavailable	Data unavailable	Funding for the cost of hearing aids will be considered for people who, following a hearing assessment and a hearing needs assessment, have an identified permanent hearing loss and are either: • a child or young person up to the age of 21 years who is in full time study; or a pre-schooler • an adult 16 years of age or over who has complex needs • an adult 16 years of age and over who has a community services card and is either working full time, in full time study, seeking employment, engaged in voluntary work or is the main carer for a dependent person.	1,138	Not identified	None

Housing services

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Department of Internal Affairs										
17	Rates Rebate Scheme	Offers a discount to low-income earners who pay rates on their home. Does not specifically target older people and is not only available to older people. Councils administer the Scheme, process and grants applications. They are then reimbursed by DIA. In the financial year 2023/24, the Rates Rebates Scheme had 113,000 applicants. DIA estimates that 75 percent (84,750) are seniors.	70.00	78.00	1.70 FTE	1.70 FTE	Eligible applicants must: 1. Be homeowners of and reside in the property the apply rebates for. 2. Be on low income. The income abatement threshold is currently set at \$31,510. The maximum rebate amount is \$790.	84,750	No	None
Ministry for Pacific Peoples										
18	Pacific Healthy Homes Initiative	The Pacific Healthy Homes initiative builds on the Healthy Homes Initiative and the Warmer Kiwi Homes programmes. This initiative aims to deliver at least 600 interventions to enable Pacific households to access services (e.g. heat pumps, insulation, and minor repairs), and address an unmet need by focusing on those with high health needs, seniors and Pacific peoples residing in South Auckland and Porirua.	Data unavailable	See explanatory comments	Data unavailable	See explanatory comments	Eligibility criteria require an individual in the household to be: • a Pacific person aged 45+ years who have experienced an ambulatory sensitive (avoidable) hospital (ASH) admissions condition [or children aged between 0-5 years]; • a New Zealand citizen, low income; and • live in either South Auckland or Porirua.	Data unavailable	Yes	For 2024/25, the initiative is supported by existing BAU funding and existing FTE resources
Ministry of Housing and Urban Development (HUD)										
19	Social Housing	Kāinga Ora and registered Community Housing Providers are funded to provide stable housing to eligible households from the Social Housing Register, including older people. Tenants in social housing pay income related rents.	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Must meet age (over 16) and residency criteria, be in serious housing need, and generally be below income and asset thresholds	Data unavailable	Not identified	HUD does not fund programmes that are solely or primarily for the access or benefit of older people and cannot extract funding and FTE information. Some providers, including Community Housing Providers (CHPs), and iwi and Māori housing providers may focus on older people.
20	Transitional Housing	Supports people with an urgent housing need, including older people, by providing interim housing and social services to support a move to stable housing, and once in stable housing, to maintain tthat housing. Households in transitional housing pay income related rents.					Must be in urgent housing need. Providers may have additional criteria			

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21	Sustaining Tenancies	Service providers are funded to provide support to households, including older people, who are at risk of losing their tenancy.	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Renters in private or social housing who require support to sustain their tenancy and address any issues that may continue to put their tenancy at risk	Data unavailable	Not identified	HUD does not fund programmes that are solely or primarily for the access or benefit of older people and cannot extract funding and FTE information. Some providers, including Community Housing Providers (CHPs), and iwi and Māori housing providers may focus on older people.
22	Housing First and Rapid Rehousing	Supports people experiencing chronic or recent homelessness, including older people, to access stable housing and once in housing to maintain that housing					People who are experiencing chronic or recent homelessness or who are at risk of experiencing homelessness			
23	Affordable Rental Pathway	Funds affordable rentals, including for older people.					Determined by housing provider			
24	Whai Kāinga Whai Oranga	Funds a mix of housing, largely affordable rentals, including for older people					Determined by housing provider			

Office for Seniors										
25	Homeshare pilot	Homeowners are matched with homesharers, who offer help around the house. The programme can support up to 50 matches. To date one match has been made. There have been 107 enquiries to the programme, split roughly equally between homeowners and homesharers.	0.04	0.05	0.20 FTE	0.10 FTE	Older people must be aged 65+, apart from Māori and Pacific homeowners who must be aged 55+. Homesharers must be aged 20+. Homeowners and homesharers undergo Police checks and interviews.	107	Yes. The programme aims to increase social connection and security, as well as promoting secure housing and financial affordability. These are protective factors than prevent abuse from occurring and/or enable early identification.	The user number statistic includes enquiries to the programme from both homeowners and homesharers. To date one match has been made.

Income support and cost-of-living services										
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Ministry of Social Development (MSD)										
26	New Zealand Superannuation (NZS)	A benefit for people who have reached 65 years and meet the residency requirements. Includes payments made to some clients living or travelling long-term overseas.	21,596.86	23,193.92	Data unavailable	Data unavailable	Clients must be 65+ years old and meet New Zealand residency requirements. Residency requirements have recently changed for clients turning 65 from 1 July 2024 as total residency required to qualify is gradually increasing from 10 years to 20 years.	912,003	Not directly related to abuse of older people	User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.
27	Veteran's Pension (VP)	Retirement income for New Zealand veterans who have recognised service and who have reached the qualifying age for New Zealand Superannuation. VP is an alternative to NZS, paid at the same rates for people with qualifying military service. Its setting are parallel to NZS in most regards but eligibility can extend to other age groups.	132.26	128.04	Data unavailable	Data unavailable	Veterans must be aged 65+, have qualifying operational services as confirmed by Veterans' Affairs, and meet residency requirements. There are also allowances and entitlements available related to disablement.	4,890	Not directly related to abuse of older people	User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.
28	General and Senior Services lines	Senior Services line for, enquiries on New Zealand Superannuation and other entitlements for 65 plus. Overseas Entitlements: Senior Services International, Veteran's Pension, SuperGold/Community Services Cards and general Work and Income general enquiries	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Accessible to all	Data unavailable	Not directly related to abuse of older people	None
29	Winter Energy Payment	A payment to help with the costs of heating a home in winter (May to October). Not only available to older people.	553.50	554.81	Data unavailable	Data unavailable	Clients receiving a qualifying benefit (for example, New Zealand Superannuation, Veterans Pension)	679,482	Not directly related to abuse of older people	User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.

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30	SuperGold Card and Veteran SuperGold Card (SGC)	A discount card that gives older people the opportunity to stretch their money further. Discounts are available on everyday essentials, entertainment, travel and retail stores. The SuperGold Card also gives older people access to free off-peak public transport. The card is not only available to older people as clients receiving Veteran's Pension are also eligible.	9.69	9.75	Data unavailable	Data unavailable	To get a SuperGold Card, a client must be 65+ years old or getting New Zealand Superannuation or Veteran's Pension and be residentially qualified for the card.	878,229	Not directly related to abuse of older people	Note that the combined budget quoted here for the SGC and CSC is only for the administrative overheads spent by MSD to administer the income test for CSC and issue the cards and does not include funding for card discounts. User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.
31	Community Services Card (CSC)	A Community Services Card is available to low-income or middle-income earners to enable them and their family to access subsidised health services. Community Services Card holders can also get a 50% discount on public transport fares for themselves. The card is available to all age groups.					Eligibility criteria include but are not limited to people who receive a Residential Care Subsidy or receive a Residential Support Subsidy or receive New Zealand Superannuation (including a grandparented non-qualified partner) and meet an income test or receive Veteran's Pension (including a grandparented non-qualified partner)	456,519	Not directly related to abuse of older people	
32	Orphan's Benefit and Unsupported Child's Benefit	These benefits provide income support for people charged with the responsibility for a child whose parents are dead or cannot be located, suffer a serious long-term disablement, or where there has been a breakdown in the child's family.	387.01	404.71	Data unavailable	Data unavailable	The recipient must be an eligible caregiver of the child, be 18+ years old, and meet residency requirements.	6,720	Not directly related to abuse of older people	The budget listed covers recipients of all ages. User numbers for MSD services are provided as numbers of clients aged 55+ as at the end of June 2024. MSD user numbers have had random rounding to base three applied to protect confidentiality.
33	Temporary or one-off supports (available to all ages)	Additional temporary and one-off supports that older people may be able to access include: • Temporary Additional Support, for short-term payments as a last resort to help meet the ongoing and compounding costs of essential expenses. • Emergency Benefit, which is a case-by-case support for people ineligible for other supports targeted towards hardship. • Grants for essential costs: there are a range of grants including the Special Needs Grant, Advanced Payment of Benefit and Recoverable Assistance. • The Funeral Grant is an income and asset tested lump sum payment to help towards the costs of a deceased person's funeral tangihanga proceedings. These payments as variable, short-term, and depend on individual circumstance including income and assets.	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Eligibility varies according to which temporary support is applied for.	Data unavailable	Not directly related to abuse of older people	Budget data unavailable as service funding is distributed across multiple budget lines.

Other services

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Office for Seniors (OFS)										
34	Age-friendly programme	The Age friendly programme includes: • supporting a network of communities to become more age friendly • an annual competitive grants process for up to \$15,000. Grants assist communities in developing or delivering an age friendly plan. The grants process is currently being evaluated.	0.13	0.15	0.80 FTE	0.80 FTE	The grants round has an eligibility criteria for applicants. All projects must benefit older people, but there is no set age or definition of "older people".	See explanatory comments	Yes. Strengthening age friendly aspects of community such as transport and social connection has a role in prevention of abuse.	There are 33 communities in the age friendly network. This represents around 70 percent of people aged 65+ in NZ.
35	Digital Literacy Training for Seniors	Six providers will support 5,000 older people to get online from 2023-2026 with digital literacy training.	0.79	0.25	0.20 FTE	0.20 FTE	Age 65+ (55+ for Māori and Pacific)	2,500	Yes. Digital literacy helps older people to stay connected, access services and stay in control of their finances. These prevent against abuse.	None
36	Senior Enterprise Pilot	Five providers supported people aged 50+ to start a sustainable business. An evaluation of the pilot was funded through F23/24.	0.03	0.00	0.20 FTE	0.10 FTE	Aged 50+ and want to start a business. Providers ran their own application processes.	84	No	None
37	Elder Abuse Prevention Fund	Contestable grants for organisations to prevent abuse in diverse communities. Includes services for older people, such as navigation, advocacy and social connection as well as research projects.	0.15	0.00	0.10 FTE	0.00 FTE	Applicants had to meet criteria, including delivery to diverse communities. No set age of eligibility for older people involved in the projects.	Data unavailable	Yes	User numbers are not available as projects funded ranged from research to direct delivery of services, making it hard to quantify number of people supported.
38	Regional elder abuse networks	Community-led abuse prevention projects. Involves older people identifying and addressing their own prevention needs.	0.37	0.04	0.20 FTE	0.10 FTE	Lead organisations had to meet a set of criteria, i.e. experienced at co-design. No set age of eligibility for older people involved in the networks.	Data unavailable	Yes	Networks undertook a range of activities with older people including delivery of workshops, conferences co-design and peer support.
39	Providing information to older people	The Office for Seniors has a range of channels used to provide information to older people, including: • the Seniors Newsletter (512,452 subscribers) • the Office for Seniors website (82,000 active users for the 2023 calendar year) • Facebook (The OFS Facebook page is followed by 19,637 people • an email inbox • speaking at community events.	0.06	0.06	0.65 FTE	0.65 FTE	All older people are signed up to the newsletter when they register for NZ Super. They can unsubscribe from the newsletter. The newsletter is also available on the OFS website.	Data unavailable	Yes. OFS utilises its channels to provide information about abuse of older people. There is also an annual campaign aligned with World Elder Abuse Awareness Day (WEAAD) on 15 June.	User data not available as we are not able to discern how many older people vs other age groups are subscribed to communications.
40	Stakeholder engagement	OFS's other work includes: • the stakeholder newsletter • developing resources for stakeholders (such as brochures on enduring power of attorney) • running the age friendly business network • running the Digital Inclusion Action Group for Seniors • attending meetings with stakeholders.	0.02	0.02	0.85 FTE	0.80 FTE	The stakeholder newsletter targets the older people's sector, rather than older people themselves. OFS brochures (for example on enduring power of attorney) are free to order through our website	Data unavailable	Yes. OFS have brochures, posters and ribbons available on the OFS website for stakeholders to order. This supports the OFS's annual World Elder Abuse Awareness Day campaign and raises awareness about the Elder Abuse Response Service.	None

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Ministry of Social Development										
41	Elder Abuse Response Service	Providers address the immediate needs of older people experiencing or at risk of experiencing abuse and neglect.	12.29	12.29	97.50 FTE	95.50 FTE	Age 65+	4,324	Yes	None
42	Elder Abuse Response Helplines	A telephone line to respond to calls to the Elder Abuse Response Services helpline number; a four-digit SMS number; a dedicated email address. AND 0800 Legal Support Advice Service – allowing Elder Abuse Response Service providers access to legal advice for clients	0.17	0.17	Data unavailable	Data unavailable	Not applicable	2,773	Yes	None
43	Prevention of abuse of older people work programme	Investments focused on building the foundational evidence base relating to abuse of older people (AOP - also known as elder abuse). Project based investments, including a national prevalence study of AOP.	1.40	2.10	2.50 FTE	2.50 FTE	Not applicable	Not applicable	Yes	None

Ministry of Transport										
44	Total Mobility Scheme	Subsidised taxi fares for people with mobility difficulties. The total mobility scheme is for people of any age with a transport disability. However, because disability strongly correlates with age, a significant proportion of people that utilise the scheme will be aged 55+.	12.00	12.00	See explanatory comments	See explanatory comments	An eligible person must have an impairment that prevents them from undertaking a journey unaccompanied, on a bus, train or ferry in a safe and dignified manner.	See explanatory comments	This programme assists eligible people, with long term impairments to access appropriate transport to meet their daily needs and enhance their community participation. This may indirectly allow seniors to receive supports to address harm, mistreatment or abuse that would be otherwise unavailable.	Note that the \$12m listed here from the Budget is supplemented with additional funding from the National Land Transport Fund (NLTF) and local share funding from Public Transport Authorities and Regional Councils. Most FTEs that administer the scheme are at the Public Transport Authority/Regional council level and so data cannot be collated here without extensive further consultation. There were 94,706 total users in 2023/24 (of all age groups). However, because disability strongly correlates with age, a significant proportion of people that utilise the scheme will be aged 55+.

New Zealand Transport Agency – Waka Kotahi										
45	Staying Safe Course	Staying Safe is an in-person course for seniors aged 65+. It's designed to support attendees to maintain and improve safe driving practices and consider alternatives to driving.	0.53	0.13	0.20 FTE	0.10 FTE	Age 65+, hold a driver licence	3,685	The course helps to reduce the chances of senior drivers causing harm to themselves or others on New Zealand roads.	None
46	Older driver licence holder subsidy	The government recognises that older drivers face higher costs to remain licensed and provides a subsidy to support older drivers aged 75 and over.	1.45	1.45	Negligible	Negligible	Age 75+	120,000	No	None
47	Public transport concessions for SuperGold Card holders	Enables greater access and mobility for SuperGold Card holders through off-peak public transport concession.	36.02	38.90	See explanatory comments	See explanatory comments	To be eligible for free off-peak travel persons must hold a SuperGold Card	848,397	The scheme provides free off-peak travel on public transport to those aged 65+	Delivery of the scheme requires involvement from MoT, NZTA, Regional Councils, Auckland Transport, and Public Transport Operators and so data cannot be collated here without extensive further consultation

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Retirement Commission – Te Ara Ahunga Ora										
48	Sorted	Sorted provides a range of tools, guides, and resources to enable users to tackle debt, plan and budget, save and invest, maximise their KiwiSaver, plan for retirement, protect what's important, and manage a mortgage. Not only available to older people.	See explanatory comments	See explanatory comments	9.00 FTE	9.00 FTE	Resources are available to all	See explanatory comments	Sorted produces information and guidance aimed at minimising fraud/scams	These six services were funded as part of the Commission's overall organisation budget of \$9,582,000. A further breakdown is unavailable as service funding was delivered across multiple budget lines. User numbers are not able to be broken down by age. However, the Retirement Commission provided the following user statistics: Approximately 1.2 million users accessed Sorted's financial tools, guides and blogs. Disaggregation by age is not available. Approximately 150 calls per year to the Retirement Villages dispute resolution 0800 number by residents and retirement village operators 666 formal complaints were processed through the RV Act complaints system from April 2022 to April 2024 Lines 49-53 are delivered by the Commission's Policy and Research team (5.50 FTE).
49	Review of Retirement Income Policies (RRIP)	Triennial review of retirement income policy settings (including NZ Super, KiwiSaver, private savings, and supplementary assistance) required under s84 of the New Zealand Superannuation and Retirement Income Act 2001. Next review must be completed by 31 December 2025. The Commission's objective is that New Zealand's retirement policy settings are informed by a responsive, ongoing research programme.	See explanatory comments	See explanatory comments	5.50 FTE	5.50 FTE	Not applicable	Not applicable	No	
50	Policy & research activities	The Commission's policy and research activities focus on stress-testing retirement income policies to examine if they meet the needs of a diverse population and advocating for a fair and stable system. The Commission's objective is three major research outputs in 2024/2025 that each achieve significant New Zealand media coverage.	See explanatory comments	See explanatory comments			Not applicable	Not applicable	No	
51	Retirement Villages: Resources + guidance	The Commission is required (under s36 of the Retirement Villages Act) to advise on issues relating to retirement villages when requested to do so by the Minister, and to help educate the public about retirement village issues, including the financial implications of moving into one. They do this by publishing information on the Commission's website and the Sorted website and in hard copy form, and by running seminars and webinars. They also provide informal advice on the dispute resolution process via an 0800 number administered by MBIE and email.	See explanatory comments	See explanatory comments			Resources are available to all	See explanatory comments	Yes	
52	Retirement Villages: RV complaints portal	Under the Retirement Villages Act 2003 the Retirement Commissioner is required to monitor the effects of the retirement villages legal framework. The Commission's complaints reporting system allows for the tracking of trends and reporting on themes in the form of advice to Government. The Commission also administers the Retirement Villages Act disputes panel process for when complaints cannot be resolved at a village level.	See explanatory comments	See explanatory comments			Services are available to residents of retirement villages	See explanatory comments	Yes	
53	Retirement Villages: Annual Investigation	The Commission undertakes an annual 'deep dive' research project on topics related to retirement villages to support their advice, monitoring, and promotion functions under the Retirement Villages Act 2003.	See explanatory comments	See explanatory comments			Not applicable	Not applicable	No	

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Aged Care Commissioner and Health and Disability Commissioner										
54	Aged Care Commissioner	The role of the Aged Care Commissioner is to drive quality improvement and advocate for better services for older people and their family/whānau. The Aged Care Commissioner is also a statutory decision-maker on complaints to HDC about the quality of care provided to older people. Complaints management is an important part of the Aged Care Commissioner's overall monitoring role, providing her with oversight over the issues that older people are concerned about and allowing her to effect quality improvement through the making and monitoring of recommendations and holding providers to account where appropriate. It also ensures a focus on promoting and protecting the rights of older people using health and disability services. Given these inter-linked functions the Aged Care Commissioner's team comprises both staff who are focused on complaints management, as well as staff undertaking a broader quality improvement and monitoring role.	2.10	2.10	11.70 FTE	11.70 FTE	N/A	The Aged Care Commissioner covers all health and disability services provided to people affected by age related health conditions regardless of their age, so an estimate of how many of those complaints relate to people aged over the age of 55 is difficult to quantify.	Not identified	Note that the 11.7 FTE listed here does not include the Aged Care Commissioner (1FTE).
55	Personal Assist Services (funded by Ministry of Justice)	Financial and property management service. Public Trust is appointed Attorney under an Enduring Power of Attorney, for the purpose of managing the donor's property and finances. The service is age agnostic – though roughly 70% of funding is utilised on those aged 55+.	1.98	1.39	7.00 FTE	7.00 FTE	Still being finalised through contract negotiation with MOJ, though expected to be \$20,000 of assets or less	919	Yes	None
56	Protection of Personal and Property Rights (PPPR) services (funded by Ministry of Justice)	Financial and property management service. Public Trust is appointed Property Manager by the Court under the PPPR Act 1988, for the purpose of managing the property and finances of people who have lost capacity. The service is age agnostic – though roughly 70% of funding is utilised on those aged 55+.								

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New Zealand Police										
57	Internal work programmes to improve staff capability to work with older people	Police have implemented the following internal training and awareness programmes: Royal NZ Police College Recruit Training: the new 20-week recruit course curriculum implemented in 2024 includes Police's Business and Understanding Diversity workstreams within the first two weeks. This includes resources focused on raising awareness of elder abuse as the key to improving response. Content on older people was designed through consultation with the Office for Seniors and Age Concern. Tuia – Valuing Diverse Communities: provides an opportunity for volunteers from New Zealand's older communities to directly influence future members of New Zealand Police. Awareness campaign for World Elder Abuse Awareness Day on 15 June 2024: police worked with Age Concern and Neighbourhood Support NZ (NSNZ).	Data unavailable	0.01	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Data unavailable	None
58	Not able to provide a breakdown of all Police services for older people	Police runs a significant number of initiatives at a National, District, Area and Station level that are either directly or indirectly aimed at reducing harm in older people's communities. They advise that they are unable to provide an accurate breakdown of their services to older people.	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Data unavailable	None

Human Rights Commission										
59	Human rights advocacy and complaints resolution service	The HRC's main activities related to older people are: Advocacy for human rights of older people, including engagement with the global National Human Rights Institutions network regarding the possible development of a Convention on the Rights of Older People, and engagement with the Office for Seniors, the Health and Disability Aged Care Commissioner and the Retirement Commission on an information sharing basis, with the possibility of advocacy as issues emerge and resources allow. Provision of human rights related enquiries, complaint and dispute resolution services under Part 1A, Part 2, and Section 5 of the Human Rights Act 1993, and includes age discrimination (see Human Rights Act section 21).	Data unavailable	Data unavailable	Data unavailable	Data unavailable	Data unavailable	See explanatory comments	Data unavailable	Of those people who provided demographic details when they contacted HRC with an enquiry or complaint, 7% reported that they were 55 years+.

Te Puna Aonui	
60	Provide funding to Office for Seniors to support their work on abuse of older people. See detail listed under Office for Seniors.
Ministry of Justice	
61	Provide funding to the Public Trust to support their work on Personal Assist Services and Protection of Personal and Property Rights services (PPPR)- see detail listed under Public Trust.
Ministry of Ethnic Communities, Office of the Privacy Commissioner, Office of the Ombudsman, Te Puni Kōkiri, Ministry of Business Innovation and Employment, Ministry for Women, Kāinga Ora	
62	No services identified