

**ALZHEIMERS
AUCKLAND**

2016

ANNUAL REPORT

For the year ended 30 June 2016



PHOTO: Selection of amazing art work from our Art Therapy class. All are done by people with dementia.

*Alzheimers Auckland helps people living with
dementia to make the most of life.*



ALZHEIMERS AUCKLAND CHARITABLE TRUST: INSPIRING PEOPLE LIVING WITH DEMENTIA TO MAKE THE MOST OF EACH DAY.

From the Chairperson and Chief Executive

Alzheimers Auckland is continuing to support carers and those with dementia in a growing Auckland community with a diverse population. Each of our key workers, who are all health professionals, work with approximately 200 people with dementia, plus their families and carers. This means we are supporting in the vicinity of 7,000 people directly affected with dementia. One of our goals is to get this ratio of 1:200 down to 1:150 or less – we look forward to telling you about our progress towards this in next year’s report.



We know that people with dementia can live good lives independently if they have support.

That’s where Alzheimers Auckland comes in. We work with people living with dementia and their carers to make each day as good as it can be.

Understanding how many people there are in Auckland with dementia is difficult to ascertain. We believe there are around 45,000 people with dementia in New Zealand, and that as many as 15,000 are living in Auckland. Over the past 25 years the Government has been advocating an Ageing in Place policy. What this means is that the Government believes older people should be able to live in their own homes for as long as possible.

The demand for our services continues to grow. Last year in our Annual Report, Chair Patrick Cleaver said that we had to prioritise our referrals from the North Shore and West Auckland because of a lack of funding from the Waitemata District Health Board. This was at a time when Operations Manager Barbara Fox and her team were working with both general practitioners and District Health Board staff to implement a ‘Living Well with



Dementia' model of care. At the core, this model of care is about how Alzheimers Auckland can work with key health professionals to support people with dementia, as well as their carers. That is, how do we provide services alongside general practitioners, their teams, and district health board staff to help people with dementia and their carers to make the most of each day?

In the course of this work, it became apparent to the Waitemata DHB that we were significantly underfunded for the work we were doing with carers of people with dementia and people with dementia themselves. The result at the end of 2015 was a special grant of \$100,000 in the 2015-16 year that has been written into our base funding. It is pleasing that the Waitemata District Health Board recognised our contribution to the wellbeing of people in their district.

This year's Golf Day at the Titirangi Golf Course was again our major fundraising event. This is a joint effort on the part of Countdown and the Rotary Club of Parnell. For Countdown, it is an opportunity to showcase their suppliers and for Rotary, it is a major contribution to the community. It is a wonderful event that starts with preparation at 6am (or six months before for the organizing team), has two 18 hole rounds of golf for 50 teams per round, lunch or dinner as

Looking to the future – what comes next?

Our vision is to help people with dementia, and their supporters, to live well. To do this, we must constantly set goals to better ourselves as an organisation, and strive to achieve them. So what's in our future?

- We will be participating in a research project to evaluate the effectiveness of Individual Cognitive Stimulation Therapy, in partnership with the University of Auckland, to ensure we are always on the top of our game when it comes to research and implementing the best possible strategies for people living with dementia.
- New Zealand is a rich melting pot of a multitude of cultures – and it's important that this is recognised. In an effort to reach people who do not speak English, or struggle with the English language, we are selectively recruiting Key Workers to improve our outreach to those who speak another language, and break down both cultural and language barriers that may otherwise stop people from receiving the help that they need.
- We've continued partnerships with the three Auckland District Health Boards to improve service delivery and access for people affected by dementia.



well as raffles and auctions. Many of the volunteers do not get home until after 10pm. Alzheimers Auckland is very grateful for this support.

A standout this year has been the contribution of our volunteers. This is the first full year in which Alzheimers Auckland has had a Volunteer Coordinator. Sarah Knight has helped us recruit and support volunteers, including:

- in the Memory Shop
- for our collections, especially the Countdown collection in July
- within our Socialisation groups for people with dementia, which includes walking groups, art groups, a younger onset group, Cognitive Stimulation Therapy, a petanque group and a music group
- some of our people with dementia acting as volunteers in other settings with the support of our volunteers. How good is that?!

Our volunteers enable us to provide a higher level of service than we would otherwise be able to offer, and we're extremely grateful for their support.

The aged care sector is one in which the Government, through the district health boards, must rely on charities to provide many of the services needed by older people. Charities working in older people's health must fundraise to provide services to them. Many are frail and unable to pay for the additional services they need. While we have contracts to provide services in the three Auckland district health boards, we continue to rely heavily on donations, bequests and other charitable sources of funding.

We are grateful to all our team members for the contribution they make to the lives of people with dementia and their carers and loved ones. We are grateful to all of our supporters who gave so generously of their time and money in the 2015-2016 year.

He aha te mea nui?

He tangata.

He tangata.

He tangata.

What is the most important thing?

It is people.

It is people

It is people.



Jocelyn Weatherill
Chairperson



Rod Perkins
Chief Executive



WE MADE A BIG IMPACT!

Alzheimers Auckland the key to living well with dementia

The 2015-2016 year for Alzheimers Auckland has been a big one. We have faced, and overcome multiple challenges, and yet again, we have provided top notch services for people with dementia and their carers.

Service highlights

Once again, the number of people we helped has increased. Despite challenges with funding meaning that we must manage the caseloads of

our Key Workers carefully, we are now supporting more people than we ever have before, and are excited about the positive impact we're having on people's lives.

Key successes

We are always striving to be the best organisation we can be, which in turn, has a positive effect on the people that we help. This year has certainly been full of progress, due to taking steps to ensure Alzheimers Auckland can provide services to a wider demographic, educating the public about dementia, and ensuring our Key Workers are always furthering their skills. Some highlights include:

- Hiring Zhi, a Chinese speaking Key Worker, to improve our outreach to older Chinese people
- Adding a socialisation facilitator in the North Shore area
- More varied and exciting socialisation groups and support groups than ever before
- Reaching out to more than 20 rest homes to provide dementia education services
- Speaking at more than 50 community awareness talks during the year for more than 1000 people
- Participating in Cognitive Stimulation Therapy research
- Partnering with community members to increase accessibility for people living with dementia, including the Auckland Museum, Auckland Gallery, Botanic Gardens, and Manukau Beautification
- Working alongside Westpac New Zealand to support their organisation with becoming the first Dementia Friendly Bank in New Zealand





ONE ON ONE:

Key Workers making a difference every day to individuals

Having dementia can be life-changing. That's why at Alzheimers Auckland it's important to us that each individual impacted by dementia has the best support services available to them.

Our Key Workers are an integral part of providing one to one support. Our team of ten Key Workers work with families every day to ensure the best outcomes possible – both for the person with dementia, and their carers as well. We understand that having dementia can be extremely challenging, which is why our Key Workers endeavour to provide support and advice that can change lives for the better.

One of our Key Workers met a family who were all supporting their mother, who is living with vascular dementia. The siblings had a running argument about residential placement, and whether or not their mum should be 'placed'. Following a home visit, our Key Worker asked for a full family meeting to discuss their mum's residential placement. She asked the family only one question at the start of the meeting: "Have you asked your mother what she wants to do?"

The siblings were stunned into momentary silence. Not one of them had asked their mum what she wanted. Following the meeting, they asked their mother, who replied, "I think it would be lovely to live with other people my age, but I want to pick the place." All family arguments ceased, and all of the siblings began focusing on supporting their mother's decisions.

This kind of individualised support means that



people with dementia have someone objectively looking at their situation and helping find the best solutions and situations for them – while providing these services in a caring and knowledgeable way.

This year more than 1,800 home visits were carried out by our Key Workers, resulting in more people with dementia leading better lives thanks to this one to one support.

In an effort to improve this even further, we are recruiting Key Workers who are fluent in a language other than English, to break down cultural and language barriers for people with dementia who live in Auckland, but struggle with English. As we recruit more bilingual Key Workers, a wider demographic of people can have access to our services.

In the upcoming year, we're looking forward to helping more people access our services while also aiming to reduce the case load of our Key Workers – ensuring that each person with dementia gets the focused one on one support that they need.



GROUP SUPPORT

Support groups are key to social connection for carers and people with dementia alike.

It's a chance for carers to get together, chat about their triumphs and struggles – all in a supportive, understanding and caring environment. These groups are a fantastic way for carers to talk to others in a similar situation, as well as letting off steam, and sometimes, simply having a big belly laugh with their peers. One of our support groups brought together five women, all of whom are supporting their husbands who are living with dementia. The biggest theme that emerged from multiple support group meetings was the lack of respite services in their area. Because this group of women had grown to know and trust each other, they decided to provide respite to each other! They began introducing their husbands in social settings, like cafés, libraries and the RSA. As the husbands began to build independent social connections, the women started to plan respite for each other.

Now, they all take it in turns to host the group of husbands in their homes. These get-togethers are usually based around sporting events on TV or BBQs, which allows the other wives to get to the grocery store, the bank or the hairdresser, catch up with friends, or even just put their feet up and relax. Plus, it gives the men with dementia the chance to socialise and be around other people who understand their situation. This is just one fantastic example of a support group connecting like-minded carers and facilitating an organic, positive solution to a shared difficulty.

This year we had 371 people attend our monthly support groups, a number that we hope continues to increase. It's easy to see the positive impact these support groups have on carers – and happier carers mean they are more equipped to care for their loved ones.

CARER EDUCATION

Helping carers cope with their loved one's dementia journey.

In order to ensure people with dementia live well, it is vital that those caring for them have the knowledge of how to best care for their loved one. Our carer education focuses on providing information about dementia, and strategies carers can implement to help them cope with their loved one's journey with dementia.

One of the participants in education completed her course evaluation, and wrote the comment "I learned to be a detective, not a judge."

Following this statement up, the carer reported that prior to education she had spent so much time feeling irritated by her husband's behaviour. She believed he could control himself better if he just tried, and believed he worked at making her feel agitated. Following the course, she realised that she hadn't taken the time to try to understand the "why" behind the behaviour. She began investigating... or being a detective. By understanding the "why", she was able to change her own interactions with her husband. Following the course, she reported that their relationship had smoothed out, and that she understood her husband better.

Our carer education programme is a comprehensive programme aimed at equipping carers with the knowledge that they need to be an understanding, supportive, knowledgeable carer. After a referral, a key worker will provide intensive education and support during home visits. This is usually for up to six months' long, and is supported by a more formal carer education programme. This begins by providing more information about what dementia is.

We explore ambivalent grief, throughout the sessions, as some carers report grief at the loss of the relationship they had with the person they are supporting, as well as the guilt of grieving, and sometimes wishing it was all over. We



provide strategies and information to help deal with ambivalent grief.

During our carer education programme, we also teach carers the best way to communicate with people who have dementia, through both verbal and non-verbal communication, which often eases stress. Additionally, carers are armed with strategies for dealing with conflict, resulting in positive outcomes.

Following this session, we teach that it's important carers look after themselves – and ask for help when they need it. They are often so busy looking after another person, they forget to take time for themselves, but this is just as important to do.

Our final carer education programme session focuses on the future. Many carers want to know what happens at the end of the dementia journey. A combination of support, empathy and knowledge from our educators ensures that carers are well equipped for what the future holds, including information about Enduring Power of Attorney, general health and home based support services.

SOCIALISATION

Bringing people together to learn, enjoy and connect.

Many people with dementia can end up isolated from their family and friends, finding it difficult to do the activities they used to do. That's why Alzheimers Auckland's socialisation service is such a vital part of what we do.

We receive great feedback from our socialisation groups, which see participants get together in a friendly, non-judgemental environment, and take part in enjoyable activities, from our leisurely walking groups and art groups to our hugely popular golf group, and music groups.

This is a chance for people with dementia to take part in activities alongside their peers, and carers are welcome too – often this is a nice way for people to take part in something fun together. Participants in these groups often become great friends and supporters of each other, especially during challenging times.

One of the participants in our Manukau Beautification group suffered a family tragedy – the loss of his daughter. Understandably, both he and his wife were devastated, and moved into full 'grandparent mode' to make sure the children were OK and supported. He was absent from the group for a few weeks as his family grieved their loss.

He returned to the group to thank his peers for attending the tangi, and for their kind koha to the family. The group responded, "That's what friends do!" After many tears and hugs, the gentleman sang a waiata of thanks. It was uplifting to witness the support and friendship that blossomed among the group participants. This experience had nothing to do with dementia, and everything to do with caring hearts.

Over the last year, 321 people with dementia participated in our Socialisation services, and this is a number we are striving to increase! Partnering with organisations in the community has enabled us to create a varied socialisation service, and we love being able to work with everyone from Auckland Museum and the Auckland Art Gallery to the Botanic Gardens and Manukau Beautification.

We are always looking for new ways to provide stimulating, meaningful and culturally appropriate activities for people with dementia, and respite for their carers, and we look forward to another exciting year ahead!



FUNDRAISING HIGHLIGHTS

Fundraising is so important to us and bridges the gap between the funding we receive from the DHB's and the actual cost of providing the service. We are always looking for ways to boost income so we are often putting on our (creative) thinking caps, to go bigger and better at every fundraising event we host.



Highlights from this year include:

- Increased income from grants and foundations
- The growing number of people willing to volunteer for us in a variety of roles
- Another incredibly successful Golf Day
- A lovely gift from the estate of Yvonne Abbott
- Having Sir William Birch agree to be a Patron
- A very successful Memory Walk in beautiful sunshine (even though it was raining in many other parts of Auckland)
- Securing sponsorship from HHL Group – Community Health
- Social Media – we have 1,885 friends on Facebook, which is growing every week, 1,189 Twitter followers and 91 followers on Instagram

Events highlights this year included:

- July – Countdown Annual Alzheimers Appeal
- August – Our 3rd Symposium
- September – Memory Walk
- September – The Memory Shop celebrated its first birthday
- October – Chairman's Morning Tea
- October - Devonport Rotary Fine Homes Tour

- November – Auckland Marathon
- November – Quiz Night, organised by Penrose Rotary
- December – Remember December collection and raffle
- February – Countdown Charity Golf Day, organised by Countdown and Parnell Rotary
- March – Cuppa for a Cause
- May – Meet the CEO and Patron Morning Tea



FUNDRAISING

To provide Alzheimers Auckland services to people with dementia and their supporters, we need to raise at least \$1m a year. We are extremely grateful to the support of everyone who has helped us along our fundraising journey. Without you, we wouldn't be able to help those who need it most.

THANK YOU TO

Our District Health Board Funders:

Counties Manukau District Health Board
 Auckland District Health Board
 Waitemata District Health Board

Individuals who left us a gift in their Will

The Estate of Yvonne Abbott
 The Estate of Lorraine Waite

Trusts, Foundations, Corporate and Community Donors

Progressive Enterprises
 Rotary Club of Parnell

Auckland Council
 Blue Sky Community Trust
 Charles Rupert Stead Trust
 COGS Auckland
 COGS Manukau
 COGS Papakura Franklin
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 Dragon Community Trust
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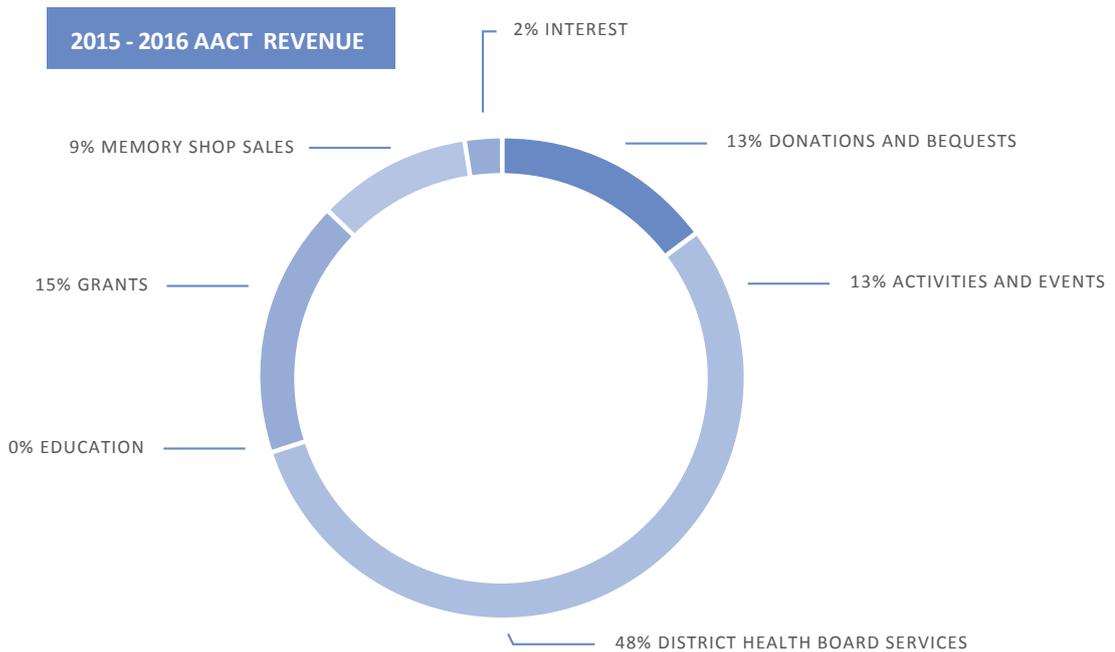
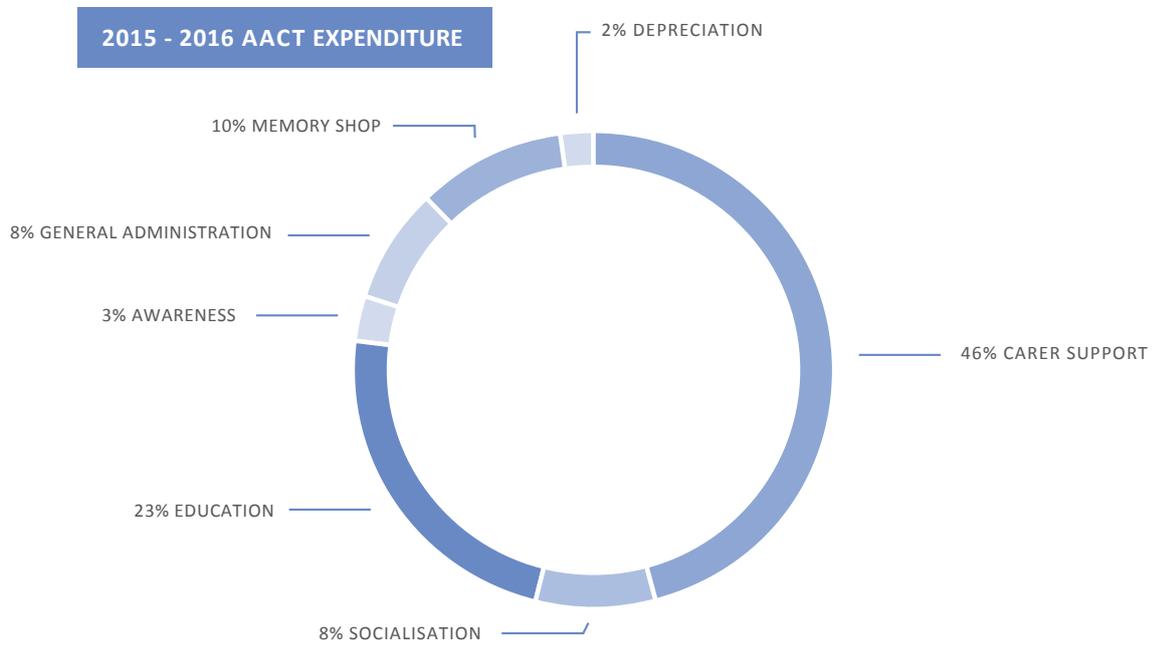
Mt Wellington Foundation
 New Zealand Lottery Grants Board – Auckland
 Community
 New Zealand Post
 N H Taylor Charitable Trust
 North and South Trust
 Pelorus Trust
 Pub Charity Ltd
 Rehabilitation Welfare Trust
 Rotary Club of Devonport
 Rotary Club of Penrose
 Room-Simmonds Charitable Trust
 Sargood Bequest
 Sir John Logan Campbell Estate
 Southern Trust
 Ted and Mollie Carr Endowment Trust
 The Clyde Graham Charitable Trust
 The James Russell Lewis Trust
 The Trusts Community Foundation
 Trillian Trust
 Z Good in the Hood – Pakuranga

We would like to thank everyone who supports us. Your gifts make it possible for us to provide essential services for all people affected by dementia. Our heartfelt appreciation goes to you all. Thank you.

ALZHEIMERS AUCKLAND

Financial performance for the 12 months ending 30 June 2016

INCOME		EXPENSES	
Donations and Bequests	\$277,330	Carer Support	\$906,689
Activities and Events	\$258,679	Socialisation	\$151,115
District Health Board Services	\$980,986	Education	\$453,345
Education	\$2,682	Awareness	\$59,168
Grants	\$306,398	General and Administration	\$156,838
Memory Shop Sales	\$188,073	Memory Shop	\$195,768
Interest	\$40,175	Depreciation	\$44,671
Other	-\$4,500		
Total Income	\$2,049,823	Total Expenditure	\$1,967,594
Fundraising Costs	\$83,784		
Net Income	\$1,966,039	Net Deficit	-\$1,555



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