



Alzheimers Wellington Annual Report

1 April 2016 to 31 March 2017



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Message from the Chair



This past year has seen the Alzheimers Wellington Board focused on the future, and on preparing the organisation to meet the increasing demands we face. We worked with Anne and the team on two interlinked areas – firstly, devising ways to increase our income in the face of rising cost pressures, and secondly, developing our Three Year Strategic Plan. Essentially, we need to determine where we want the organisation to go, and how we will fund these aims.

The first step in any new strategic direction is to ensure we have a strong foundation on which to build. The last year has seen us strengthen our IT and infrastructure systems, many of which were a significant risk to the organisation.

We have set the platform for growth, and can now have confidence in our data and information. These technological improvements will be used more and more as we expand into email and online communications with our supporters, funders, and stakeholders.

Our Strategic Plan confirmed our commitment that all Alzheimers Wellington's work is guided by the principles of person-centred care and a strengths-based approach. This means putting people and their families at the centre of decision-making and positioning them as the experts, and working alongside health professionals to get the best possible outcome.

Our Strategic Priorities for the next three years are:

1. Adapting and expanding our current services to reach more people with dementia and their supporters/carers
2. Raising our profile and visibility across the region and being recognised as leaders in community based dementia care
3. Increasing revenue to support service growth and long-term sustainability of our organisation

We believe that by focusing on these three priorities we will ensure a sustainable, effective, and worthwhile organisation that supports everyone affected by dementia in the Wellington region, and build truly inclusive dementia friendly communities.

Other highlights from the year include the activities during World Alzheimers month in September, with our annual Street Appeal and Memory Walk. Although significantly less than last year, our appeal raised over \$32,000, so I'd like to say thank you to the 320 volunteers who collected for us. We had over 150 people brave the terrible Wellington weather for the 2016 Memory Walk, which was a great turnout. Thanks to Alzheimers NZ, Steve Parr and Kerry Prendergast, Kings Seeds, Whittaker's chocolates, Compact Audio Hire, The Wellington City Chorus, and the Wellington City Council for supporting the event.

Finally, I would like to thank my colleagues on the Board, Anne and the Alzheimers Wellington team, the volunteers, and all our supporters for their continued belief in and dedication to Alzheimers Wellington. I look forward to seeing what we can achieve together to support everyone affected by dementia in our community.

Frances Blyth
Alzheimers Wellington Chair

Message from the Chief Executive



My first year with Alzheimers Wellington has been both productive and wide-reaching. I've been lucky to meet with so many people and organisations currently supporting us, and have been talking to many others who could potentially collaborate with us.

A key focus of mine this year has been on continuing our Community Partnership programme, creating and strengthening formal and informal connections with groups, businesses, and councils across the Wellington region. We have worked with city and regional councils, community groups like Rotary and Probus, and organisations like Te Papa, the Wellington Zoo, and The Wellington Club. Find out more about our Community Partnerships on page six.

Another achievement of the year was developing the Three Year Strategic Plan, and I am particularly proud of the work we did as a team to come up with the attributes we use to define how we work. These five key words help to drive what we do, and keep us focused on achieving our strategic priorities.

We are:	This means:
Trusted	Our advice and professional opinions are sought and respected. We are seen as professional in all our activities and interactions. We are viewed as the experts in dementia care/ support in Wellington.
Visible	People with dementia, their families, and healthcare professionals are clear about the dementia-care services we offer to everyone in Wellington. We are easily accessible across the region.
Valued	People with dementia and their whanau/ friends remain connected with us at every stage (at a level with which they are comfortable). Stakeholders and organisations seek to work with us because our services and expertise are seen as worthwhile.
Connected	We have a wide knowledge of the support available for people with dementia, and work seamlessly with other organisations.
Effective	We provide effective support with the best use of resources, and are flexible with our services (with the level of contact driven by the people with dementia and their whanau).

I'm pleased to say we had a more stable year this year with few staff changes. We said goodbye to Annie Manning at the end of 2016, and welcomed Anna Harris as the new Dementia Advisor for Wellington. Our Educator and Dementia Advisors have been as busy as ever, and the office staff have worked hard to increase our funding and our visibility.

I'd like to say a heartfelt thank you to the exceptional team of staff and dedicated volunteers who support Alzheimers Wellington in so many ways, and I am confident we can build on the strong foundations we now have in place. The next financial year is sure to be an exciting one.

Anne Schumacher
Alzheimers Wellington Chief Executive



Frances and Anne with visitors from the Alzheimer's Disease Association of Singapore

Board Financial Commentary

The year ended 31 March 2017 ended with a deficit of \$114,898, which was covered using reserves accumulated over previous years. The Board is aware that this is unsustainable and are continuing to work on ways to increase revenue sources.

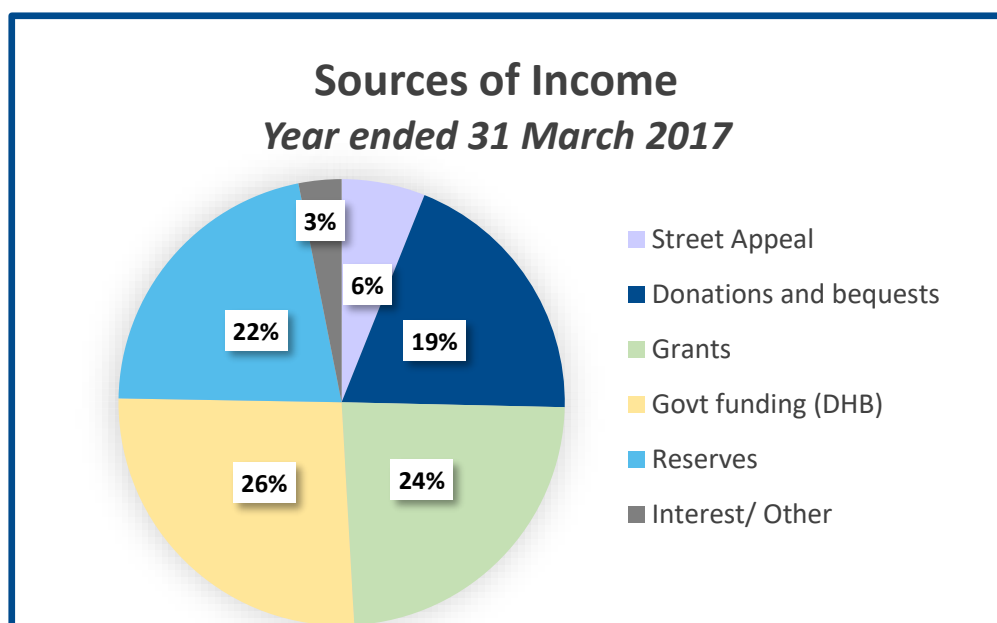
Costs increased primarily as a result of staff changes. These changes were made deliberately to reposition the organisation for the anticipated increase in activity.

We continue to be generously supported by individuals, community organisations, and private and public trusts. In the year ended March 2017 we received grants income of \$126,188, donations and bequests of \$102,544, and the annual Street Appeal raised \$32,193. In addition, our DHB contract income provided \$139,110. Unfortunately, much higher revenue is required for the organisation to remain sustainable.

As referred to above, staff related costs remain the most significant expenditure item comprising 80% of expenditure. This is to be expected as staff expertise is paramount to the services and support we provide. As such, Alzheimers Wellington is committed to offering its staff competitive salaries, professional development opportunities, and support for professional registration.

Although we budgeted the use of reserves for this financial year, the Board and Chief Executive are aware that this is an unsustainable position, and remain focused on monitoring costs and increasing income in the coming year.

Bruce McGregor
Board Member, Finance



Community Partnerships

Our Community Partnerships programme is about working with other groups and organisations in the Wellington region to create a dementia friendly community. Through community partnerships, dementia will be increasingly understood and people with dementia will be accepted in the community.

Each interaction with our Community Partners is tailored, so we may support businesses and the general public with training and education to help people feel confident when talking to someone with a dementia, or we may work with councils and community groups to make sure their programmes, resources, and initiatives are inclusive for people with a dementia.

Hutt City Council

One particularly successful example of the benefits of community partnership is the work we have done with the Hutt City Council. The council is dedicated to fostering community spirit and finding ways to improve life for all Hutt City residents, and we both saw huge potential for collaborating further to make the Hutt a dementia friendly region.

Our initial contact led on to working with the Hutt City Libraries to run an education session for library staff on how to interact with customers with dementia. The first half of the session focused on learning about dementia and tips on how to have positive interactions with clients affected by dementia, and the second half was a brainstorming session to see how the Libraries and Alzheimers Wellington could work together to support our mutual customers. An immediate result was the library stocking and highlighting books on dementia that Alzheimers Wellington recommends.



HCC staff participating in the session

"The ability to communicate with customers at the library is extremely important, and using the tips from the session helps us to understand and improve the customer's experience."

Fiona Erasmuson, Library Assistant

"I believe [the seminar] will help staff understand more about dementia and what effect it can have on a person. It also helps the staff understand how they can assist someone with dementia when they are helping them."

Emma Peterson, Events Coordinator

We have continued to build and strengthen the relationship with the Hutt City Council, and are delighted to announce that Alzheimers Wellington will be the official charity partner for Hutt City Council's High Light, a festival of lights being held over Labour Weekend this year.

Dementia Network

Alzheimers Wellington is a driving force in the Dementia Network Wellington Region, an interagency network that provides a forum for information sharing and networking around dementia related issues in the Greater Wellington Region.

By sharing knowledge and expertise, and keeping abreast of issues, changes and new developments in the industry, members of the group are well placed to support each other in their work. The Dementia Network Wellington Region acts as a conduit between the New Zealand Dementia Cooperative and those delivering dementia services in the Greater Wellington region, shares opportunities, resources, projects, training and research information, and advocates for quality dementia care in the Greater Wellington region.

Update from the Dementia Advisor Team

For Alzheimers Wellington's expert team of Dementia Advisors, every part of the working day has a clinical aspect to it. Whether it's arranging a Lunch Group or making initial contact with a newly referred client, the Dementia Advisors use the same approach.

"With every contact, we're looking for ways we can work with the family to make things a little easier, a little better," says Jodie Alexander, Hutt Valley Dementia Advisor.

"On the surface, it might seem like a Lunch Group confirmation phone call is an administrative task, but even with little conversations we glean so much information about how our clients and the people supporting them are doing."

On receiving a referral, a Dementia Advisor will have an often-lengthy conversation with the new client or a family member to get an idea about the level of need and the services that may be required. This is followed by a home visit, which allows the Dementia Advisor to get a more accurate picture of the support and clinical requirements needed.

"You can't fully prepare for a home visit," says Liz O'Hare, Dementia Advisor Team Leader. "Often your initial thoughts of a situation will change once you start talking to your client in their home environment, so you have to think on your feet and adjust. Intuition comes into it, as well as really listening to what the client and family are telling you. It's a process of working together to figure out how we can help."

This tailored approach applies to the whole family, as Alzheimers Wellington also provides education courses and support groups for those supporting a loved one with dementia.

A substantial part of what we provide is making sure our clients know what services and support are available to them, and helping them access what they need and want. This means we need to build and maintain relationships with just about every organisation working in the elder-care and dementia space, as well as knowing what's going on in each community. Because we tailor our services to every client, the Dementia Advisors often come up with creative solutions, especially to support people with more specialised needs.



Anna Harris, Wellington Dementia Advisor, says that Dementia Advisors are in the lucky position of being able to see the bigger picture, using their clinical knowledge, professional networks and understanding of services and systems to tailor support for each family.

"We are often able to establish a rapport with our clients and their family over time which is valuable in supporting them towards positive outcomes, and it's a privilege to be part of that."

*The Dementia Advisor Team
(L-R) Anna Harris, Liz O'Hare,
Jodie Alexander, Sheena Farquhar*

Facts and Figures

Total number of home visits	373
Total number of support meetings facilitated for carers	30
Number of individuals attending	94
Total number of socialisation groups facilitated for people with dementia	63
Number of individuals attending	48
Total number of Education workshops	28
Number of individuals attending	107
Total number of Education seminars	16
Number of individuals attending	488
Total number of referrals received	538
Total number of clients	1116

An average week for the Dementia Advisor team may include:

- Providing tailored support for people with dementia and their families
- Providing dementia-specific advice to doctors, geriatricians, and social workers
- Arranging the logistics for social, lunch, or walking groups
- Facilitating supporter groups
- Completing the paperwork and record keeping required of each client contact
- Working with other organisations to support an activity or a client
- Helping clients navigate the system of care available to them
- Responding to *ad hoc* phone calls and emails from people with questions or concerns about themselves or a friend or family member
- Helping clients and their families access the appropriate services and support through the health system
- Making referrals or advocating on behalf of a client and their family
- Conducting Total Mobility Scheme assessments for councils
- Running the Cognitive Stimulation Therapy programme
- Getting out into the community at Expos and Library Hotseats to make our service more accessible



Enjoying the sun on an East-West Ferry trip

Update from the Educator

The number of education sessions provided has continued to increase during the year. I'm seeing more and more families and friends of people with dementia attending the Dementia 101 and 102 courses, and as always, it has been so rewarding giving newly diagnosed people the opportunity to reflect on having the diagnosis, the support to live well, and the ability to plan for their future through the Living Well with Dementia courses.

However, the most significant increase I've noticed over the past year has been from businesses and community groups getting in touch with Alzheimers Wellington and requesting our assistance in how to interact positively with people with dementia. An example of this was working with the Wellington Club, New Zealand's oldest private Club. They approached us to give advice and training on how to ensure that the club's staff and facilities were dementia friendly and accessible. It is so exciting to see people and organisations taking steps to include people with dementia in the community as much as possible.

Part of the reason for the increase in referrals we are receiving can be attributed to the increased awareness and use of the Dementia Pathway resource. Alzheimers Wellington is involved in the review and implementation of this resource which is intended to support medical professionals, particularly GPs and Practice Nurses, to better assess for and manage clients with dementia through all stages.



Participants enjoying the second Music For Life session

"The course was a great learning curve. Talking with others in the same position has totally opened my eyes."
DH, DE101, Feb '17

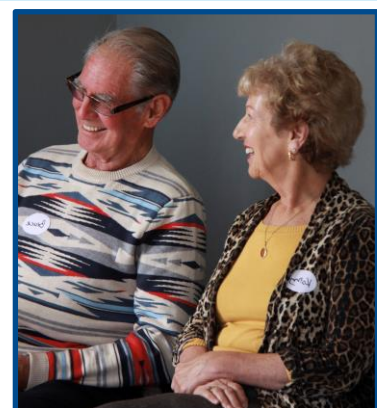
"Amazing eye opener, to how I see/understand dementia now compared to 4 hours ago"
Idea Services, June '17

"Thanks to this course I will be dealing with both my father and my mother as carer in different ways."
MR, DE101, Feb '17

"Thank you so much for presenting your dementia workshop to the NZ Certificate of Health and Wellbeing students. Your knowledge and understanding coupled with the way you teach has such an impact on both the students as staff alike."
Weltec, Mar '17



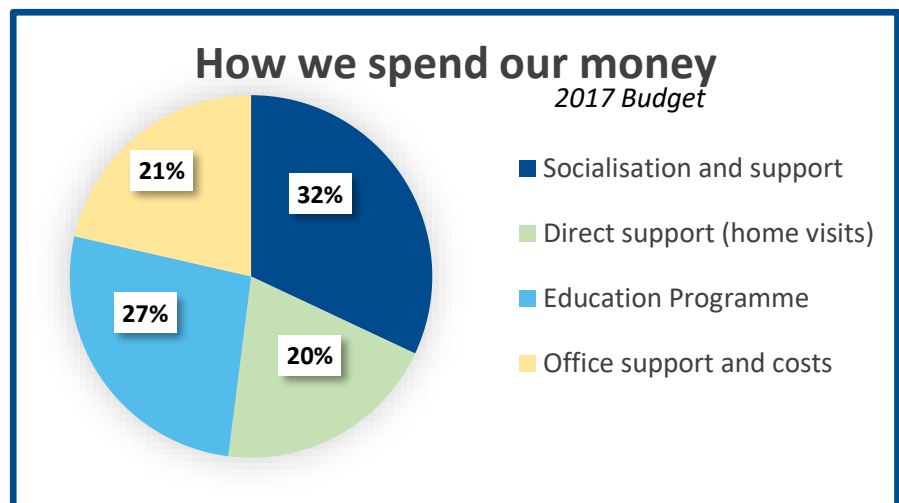
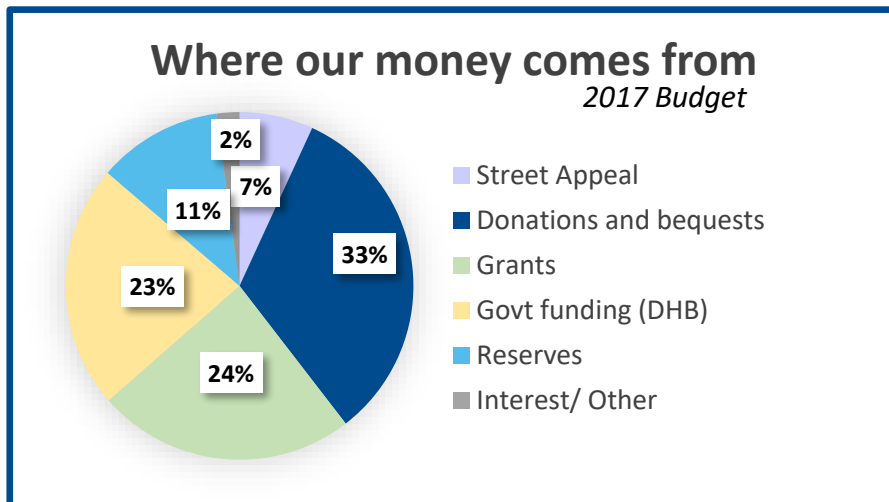
Emma and Sheena at the Expo stand in Kapiti



Participants at the first Music For Life session

Looking ahead to 2017

2017 Budget



Sheena running a Cognitive Stimulation Therapy session in Kapiti

What we do

Services and Support

The nuts and bolts of what we do

Socialisation and support

Opportunities for people with dementia to come together for social interaction, peer support and cognitive stimulation through lunch groups, social groups, and/ or walking groups.

Opportunities for people supporting someone with dementia to connect with others facing the same issues in the supporter groups.

Costs include staff costs, room hire, catering, transport and mileage

Direct support for clients

Our Dementia Advisors offer personalised one on one support to people with a dementia, and the family and friends supporting them.

- Home visits
- Carer meetings
- Phone and email support and advice

Costs include staff costs, mileage, administration, and printing

Education and Ideas

Expanding to reach more people

Projects and innovations

Alzheimers Wellington is always looking for new and worthwhile activities to offer our clients and ways to reach specific groups of people with dementia.

Future initiatives could include things like:

- Expanding our Music For Life programme
- Developing programmes for people with younger onset dementia
- Creating stronger partnerships with Maori

Costs include staff costs, room costs, therapist charges, transport and mileage, printing

Education

Our education programme is a key pillar of the work we do to support people affected by dementia, and to create a dementia friendly Wellington region.

We provide education and training to:

- People with dementia
- People supporting someone with dementia
- Health professionals
- Community groups and businesses
- The general public

Costs include staff costs, room hire, catering, resources and printing, mileage

Office and Support Costs

Keeping the lights on

Bills and administration

These are the unexciting but necessary bills that need to be paid so we can continue to operate.

It includes expenses such as:

- Insurance and bank fees
- IT subscriptions
- Cleaning and general repairs
- Payroll and recruitment costs
- Lawyers and auditor fees
- Phone and power bills
- Printing and stationery

Staff costs

As staff expertise is paramount to the services we provide, staff costs make up our biggest cost.

We have ten staff – four Dementia Advisors, an Educator, a Chief Executive, an Office Manager, a Fundraiser, a Funds Administrator, and a Communications Advisor. As most of our team are part time, we have the equivalent of 6.8 full time workers.

Costs include salaries, ACC levies, Kiwisaver, and professional development opportunities

Staff and Board Members

Staff

Chief Executive	Anne Schumacher
Dementia Advisors	Liz O'Hare (Team Leader)
	Anna Harris
	Sheena Farquhar
	Jodie Alexander
Educator	Emma Fromings
Office Manager	Kirstie Wilton
Grants Administrator	Norah Carr
Communications	Kirsty Jones

Board

Chair	Frances Blyth
Members	Bruce McGregor
	Richard Braae
	Jeanette Brunton
	Anita Mexted
	Mary Slater



The Alzheimers Wellington Board

(L-R) Bruce McGregor, Richard Braae, Jeanette Brunton, Frances Blyth

The Alzheimers Wellington Team

*(Back row L-R) Norah Carr, Kirstie Wilton, Anna Harris, Kirsty Jones, Sheena Farquhar, Liz O'Hare
(Front row L-R) Emma Fromings, Anne Schumacher, Jodie Alexander*



Funders and Supporters

Thank you to all our generous funders, supporters and donors. We would not be able to keep providing free services to families in the Wellington region without your unfailing support of our work.

Four Winds
FOUNDATION





Donation Slip

Support people with dementia in the Wellington region

I wish to help by giving (please circle or specify amount below):

\$40

\$75

\$120

My choice of \$.....

☐

I enclose my cheque (payable to Alzheimers Wellington)

☐

Please charge my credit card:

MasterCard

Visa

Card number:

____/____/____/____

Exp: __/__

Name on Card:

Signature:

☐

I have made an online banking donation of \$..... on (date) directly to Alzheimers Wellington ASB Account 12-3142-0258625-50

Donations over \$5 are tax deductible and we will send you a receipt

*Please use: **AGM** and **your surname** as the references*

☐

Please send me information on making a bequest in my Will to Alzheimers Wellington

☐

I'd like to let you know that I have left a bequest in my Will to Alzheimers Wellington

☐

I would like to become a Member of Alzheimers Wellington (add \$35 to your donation)

Thank you for your commitment to supporting people affected by dementia, your gift will make a difference and is very much appreciated.

Your Privacy: Alzheimers Wellington collects your details to keep you informed about Alzheimers Wellington (including membership, education and donating). Your details are stored securely at our office and can only be accessed by Alzheimers Wellington personnel. You are welcome to contact us at any time to access and update your personal information or to 'opt-out' of receiving further communications from us. Write to us at Alzheimers Wellington, PO Box 39393, Wellington Mail Centre, Lower Hutt 5045. Charity Registration No CC 20061

Appendix One

Statement of Service Provision