

Social Wellbeing Strategy Progress Update



February 2010

About the Ashburton District Social Wellbeing Strategy

Social Wellbeing is important to all communities and covers a wide range of interconnected issues such as health, safety, housing, and social connectedness.

Ashburton District is undergoing population and demographic changes that are creating new challenges for the community. Strong population growth, increasing ethnic diversity and an ageing population are features that have placed demands on social services not experienced in the past.

The Social Wellbeing Strategy was developed as an initiative to seek an enhanced level of social wellbeing in Ashburton District. The strategy has identified the key social issues facing the district and enables social service agencies to focus attention and efforts on these particular needs.

The Ashburton District Social Wellbeing Strategy was adopted in December 2008 and is now in the implementation phase with a wide range of organisations across the NGO, local and central government sectors working together to achieve the goals that the strategy sets out.

The Strategy sets out six outcome areas of focus for social wellbeing in the district over the next five years; housing, new residents and migrants, children and young people, health, community social services and older people. Each of the outcome areas has specific actions under them and assigned responsibilities for participating agencies leading or contributing to implementation.

Working groups have been established for each of the outcomes, or workstreams, each consisting of a lead organisation and relevant participating agencies who will work on the actions identified. The lead agencies for each outcome are:

- Housing: Ashburton Presbyterian Support Services
- New Residents and Migrants: Ashburton Safer Community Council
- Children and Young People: Barnardos
- Health: Ashburton District Council
- Community Social Services: Family and Community Services
- Older People: Work and Income

This Progress Report

This report contains a brief overview of the progress that has been achieved in the first year of implementation of the Ashburton District Social Wellbeing Strategy. The compilation of information into this report suggests that the community is making good progress towards achieving its goals, with most of the actions picked up by the identified agency and are on the way to being addressed.

There have been some great initiatives to come out of the strategy, such as;

- The establishment of a Community Link Centre
- The development of a Community Directory
- The funding of a community development worker with a specific focus on assisting new migrants to settle in the district
- The establishment of a 'Settling-in Advisory Committee' to support and inform the initiatives of the migrants research document
- The establishment of a Funder's Expo

Working Together

The key to the success of the Ashburton Social Wellbeing Forum and Strategy so far has been based on a determination by all involved to work together to help create better communities in Ashburton District.

The Strategy has provided a shared vision for what we want to achieve and how we will achieve these things. We would like to thank all participating agencies and the representatives of those organisations who are giving their time, expertise and resources to making this a success.



Housing

People in Ashburton District have access to appropriate affordable housing, both rental and ownership options

Action 1.

Support and enhance the home heating project in Ashburton town

Environment Canterbury, Ashburton District Council

New air quality targets have been introduced by ECan for the major urban areas of Canterbury. In order to work towards achieving these standards open fires and older log burners will not be permitted for use in Ashburton from May 2011.

To assist communities to meet the new requirements ECan has initiated the "Clean Heat Project" providing interest free finance for heating conversions to meet new standards.

Take-up of clean heat conversions under this scheme has been extremely low in Ashburton, with the number completed less than 10% of ECan's target.

Ashburton District Council made a submission to ECan's LTCCP 2009-19 requesting more priority be given to achieving the conversion targets and that more resources were required to promote the scheme in Ashburton. ECan have agreed to promote the service better in future and to strive to meet targets.

The National Environmental Standards for air quality are currently under review. The review is expected to be completed around the end of March 2010 and may bring a relaxation in the current standards and/or compliance timeline. Until the outcomes of this review are known, ECan will continue to work towards the existing standards

Status: Ashburton District Council achieved greater ECan focus on Ashburton in the Clean Heat Project. Conversions are ongoing.

Action 2.

Support and enhance the Healthy Homes home insulation project in social housing and low income housing stock

ASHCOSS, Ashburton District Council, EECA, Housing New Zealand Corporation

The 'Healthy Homes' home insulation project was coordinated by ASHCOSS in the 2007 and 2008 years, with 77 Ashburton homes insulated over that time. Main funders were EECA, Ashburton District Council, Mackenzie Charitable Trust, Mid & South Canterbury Trust and the Ashburton Charitable Trust.

ASHCOSS decided not to continue their coordination role for this project at the completion of the two-year partner funding. Despite trying, they were unsuccessful in finding an alternative agency to undertake this role and the programme ended in June 2009.

EECA funding is still available if a new project coordinator can be found. EECA funding covers only a portion of the cost and the coordinating agency is responsible for securing additional local funding.

Status: Complete. Potential for a continuation of the Healthy Homes Project.

Action 3.

Research the type and mix of housing to ensure it matches needs and demand and reflects the changing age structure and diversity of the community, including future options and needs of people with disabilities

Housing NZ, Ashburton District Council – Housing Innovation Fund feasibility study

No wide-ranging research of this type has been undertaken as yet.

There are approximately 187 Housing NZ houses in the district at present with no indication that this number will increase. Housing New Zealand Corporation will continue to monitor demand in the district.

Ashburton District Council is continuing to monitor demand and occupancy rates for its elderly persons housing units in the district. At present waiting lists are low and the current stock is considered sufficient for the foreseeable future.

Overall, demand for rental housing appears to be being met within the district, with the influx of demand over the 2006-09 years appearing to even out and strong activity in the local residential house construction sector. The district continues to have more residential building consents being issued per 1,000 people than for New Zealand as a whole, despite changes to the economic climate.

At present there appears to be more private sector rental properties available in the district, which is a change from the situation experienced in the last few years.

Status: Evidence suggests there is no need for this type of research at this point.

Action 4.

Continue Council relief fund for emergency accommodation needs

Presbyterian Support, Ashburton District Council, Ministers Association, and community social service providers

In June 2008, Council provided a \$5,000 grant to Presbyterian Support through the annual plan process for an emergency accommodation relief fund. The fund has been used to assist people requiring emergency accommodation and who are not receiving assistance from Work and Income. To date, approximately \$2,000 is remaining in this relief fund. Any further funding would need to be applied for through the Council's Community Grants scheme.

A permanent emergency house in Ashburton has been considered, but ruled out due to cost, the difficulties in managing such a facility, and there not being a significant level of need to warrant it.

Status: Funding granted. Availability of fund is managed by Presbyterian Support and is still available.

Action 5.

Explore options for supported accommodation for older people eg: Abbeyfields

Presbyterian Support, Canterbury District Health Board, Rural Canterbury PHO, Ashburton District Council, Age Concern.

Presbyterian Support is continuing to research the options for supported accommodation for older people, such as the Abbeyfields model. In essence, Abbeyfields provides a flatting-type situation with home support for older people. There are six facilities already in operation under this model throughout New Zealand.

Status: Ongoing

Action 6.

Ensure the Ashburton District Plan reflects changing housing needs (in terms of zoning and other regulations)

Ashburton District Council, community organisations

Council has noted the importance of reviewing zoning, section size and rules controlling development.

Open days for public consultation on the District Plan review were held throughout the district from July - September 2009.

After careful consideration by Council and consultation with the wider community, Council will notify a proposed District Plan for public submission prior to June 2010, which will contain Residential Zones that provide for a variety of residential

densities and section sizes. It is proposed that this will cater for a wide spectrum of housing needs – from Apartment living to Rural Residential living.

It is important to note that the proposed District Plan will be subject to a submission, hearing and decision making process, providing an opportunity for organisations to raise any issues they think should be addressed through the District Plan.

Status: Recognised in the District Plan review, subject to the formal consultation process.

Action 7.

Undertake a "Housing Awareness" campaign to promote what assistance is available, with information on criteria, eligibility, access and rates rebates

Housing NZ, Work and Income, Ashburton District Council, Salvation Army, Department of Building and Housing.

Council promotes the Rates Rebate Scheme throughout the year through local media and written notification to previous recipients. Council had a decrease in the number of rates rebates claimed in the 2008/09 year. This reflects national trends around rate rebate scheme uptake.

Work and Income provide an accommodation supplement that is promoted to assist in housing costs for low-income individuals and families. A significant increase in the number of recipients of the accommodation supplement has been noted in the past twelve months.

Information on rates rebates, and accommodation supplements was included as part of the Community Link clinics held in Ashburton and Rakaia in 2009.

Strengthening Families held cross-sector training for service providers regarding the housing assistance options available. This training covered the rates rebate scheme, the accommodation supplement and assistance Housing New Zealand can provide.

Further opportunities to promote the eligibility criteria and use of housing assistance programmes and rate rebates may be considered if required.

Status: Wider promotion achieved.

Action 8.

Review the need for further low-rental housing, including supported pensioner housing complexes

Housing NZ, Ashburton District Council, Age Concern, and other appropriate social services agencies

Housing NZ has 181 rental units in the district ranging from 2 bedroom units to 4 bedroom houses. Housing NZ purchased 6 additional houses in

Ashburton in 2009 to meet demand for this type of housing and plan to continue monitoring demand.

The Government has introduced a scheme for Housing NZ tenants to purchase their homes. To date no tenants in Ashburton District have taken up this scheme.

Ashburton District Council has 112 elderly persons housing units available to older residents with limited income and assets. At present waiting lists are low and the current stock is considered sufficient for the foreseeable future. Council will continue to monitor demand as forecast increases in the number of retired residents suggest changes may occur over time.

Status: Appropriate level achieved. Monitoring ongoing.

New Residents and Migrants

Our community ensures new residents and migrants are welcome, safe and secure and become integral and valued members of our community.

Action 1.

“Settling-in Ashburton” group formed to implement and monitor actions of the Newcomers and Migrants research document

Ashburton Safer Community Council, Ashburton District Council, Enterprise Ashburton, Ministry of Social Development, Ministry of Pacific Island Affairs, Department of Internal Affairs, Department of Labour and local agencies.

The Newcomers Network Mid Canterbury is in the process of restructuring to include a governance group and an advisory group to support the initiatives of the migrants research document and the activities of the Newcomers Network Mid Canterbury.

It is intended that the advisory committee, known as the ‘Settling-in Advisory Committee’, will be a representative group of new residents, and will be able to inform developing projects related to the needs of new residents and migrants. The Settling-in committee held its first meeting in September 2009 which attracted over 160 attendees.

Funding is currently being sought to employ a coordinator for 16 hours per week to facilitate the links between the advisory committee, governance group and the wider community.

Once funding for the coordinator has been approved, a plan for the way forward with the Newcomers Network Mid Canterbury will be developed. This is expected to be in place by mid 2010.

Status: Establishment and launch of this group is in progress.

Action 2.

Provide ongoing local information to make settling in to Ashburton District easier for new residents

Ashburton District Council, Ministry of Social Development, Ministry of Pacific Island Affairs, Department of Internal Affairs, Department of Labour, Enterprise Ashburton, Ashburton Safer Community Council, Aoraki Polytech and other local agencies.

The “Ashburton District Community Directory” has been produced by Ashburton District Council, in conjunction with local agencies. The directory provides contact details for all social service providers, sports and community groups in the district.

The directory is available in printed and on-line formats and has been promoted through the Ashburton Resource Centre, the media, and local social wellbeing networks. The initial print run,

completed in January 2009 has been exhausted, and a re-print is due in 2010. As a solution in the interim, the directory has been re-formatted to include updates and new additions and is now available in a downloadable and printable format on Council’s website.

Council is investigating producing an information brochure for new migrants using a template previously used by Christchurch City Council and Nelson City Council. Also being investigated is production of a brochure for all new residents to the district. Council has assembled a reference group for this project early in 2010.

Status: Directory complete with ongoing updates. Information brochures for new residents are in progress.

Action 3.

Promote the benefits (and necessity) of diversity and of being a “welcoming community”, including promoting good migrant employment practice. Link to the NZ and Canterbury Settlement Strategies

Settling-in Ashburton, Ashburton District Council, Department of Labour, Department of Internal Affairs, Ministry of Pacific Island Affairs, Office of Ethnic Affairs, Ashburton Safer Community Council and local agencies.

This action will be progressed when the proposed plan for the Newcomers Network Mid Canterbury is in place.

Status: Not Yet Started

Action 4.

Support the “Newcomers Networks” or similar initiatives to ensure new residents are able to settle in happily and quickly connect with their new community

Enterprise Ashburton, Ashburton District Council, Ashburton Safer Community Council, Neighbourhood Support, Ministry of Pacific Island Affairs, Department of Internal Affairs, Ministry of Social Development and local agencies.

Examples of initiatives focusing on enabling new residents to settle into their new community happily and quickly include:

- a community garden for Pacific Islanders established on Cambridge Street by Presbyterian Support
- the Pacific Island walking group which is well-attended on a Monday and Friday morning

- An eight-week driving course for migrant women was held in October 2009 to assist migrant women in rural areas to obtain learners licences and become competent drivers in New Zealand conditions. This course was offered to address the issue of social isolation of migrant women, and it is hoped that if continued support and funding is available, that this programme will continue.

Initiatives planned in the coming year include:

- Migration orientation courses provided by the Pasifika Education and Employment Training Organisation (PEETO) and the Multi Cultural Learning Centre
- Intercultural Awareness and Communication Training developed by the Office for Ethnic Affairs in partnership with the Community Development project.

Both of these projects are expected to be operational by mid 2010.

Further progress on this action will be made through the Newcomers Network Mid Canterbury and the 'Settling In Advisory Group' once the restructured network is officially launched in 2010.

Status: A number of initiatives have been achieved. Ongoing planning for future projects.

Action 5.

Celebrate diversity through cultural festivals and events – both through new stand-alone events and by including cultural aspects into existing events

Ashburton Art Gallery, Ashburton District Council, local cultural groups, Ashburton District Tourism and local agencies.

In July 2009, the Ashburton Musical Club held an "International Flavours" concert.

Netherby School hosted the Hakatere Cultural Festival in September 2009. This festival provided young children with the opportunity to explore and experience many varied cultural backgrounds.

In October 2009, the South African community sponsored a well-known South African singer, Nadine, to perform at the Ashburton Event Centre.

The Ashburton Art Gallery held an Iranian exhibition celebrating diversity from August to October 2009.

The Ashburton Art Gallery, held the event "Multicultural Bite!" to celebrate Waitangi Day in February 2010. The festival included musical and dance performances as well as the availability of an array of ethnic food. This event had great success with attendance in the high hundreds. It is anticipated that this will become a regular event if ongoing support and funding can be sourced.

Status: Five events held to date.

Action 6.

Community development worker to assist in building capacity and capability with the community

Ashburton Safer Community Council, Department of Internal Affairs, Ashburton District Council.

The Ashburton Safer Community Council has secured funding from the Department of Internal Affairs for three years to employ a Community Development worker focussed on new resident and new migrant issues. This project is currently in year 2 of the funding.

Status: Achieved

Children and Young People

Our children and young people are safe and secure and have the opportunity to participate, succeed and engage in positive activities.

Action 1.

Research the requirements for provision of all types of early childhood education and child care centres, including holiday and after-school programmes

Ashburton Kindergarten Association, local schools, social service providers, churches and Sport Mid Canterbury.

The Ministry of Education have standards requiring at least 50% of all teachers working at Early Childhood Centres to hold a recognised ECE Teaching qualification. Ministry statistics for 2009 show that 62% of early childhood teachers in the district hold a recognised qualification. The requirement increases to 80% by 2012, meaning the district will need to either train more of the current workers to the required standard or look to attract qualified personnel. Further investigation of this may be required, to discover if our district is in a similar situation, or behind the rest of New Zealand, given the increased requirement for teachers to hold recognised qualifications.

The Ministry of Education does not appear to consider that Ashburton District is having difficulty attaining the qualified ECE staff requirements, as we are not listed as an area requiring specialised attention to place qualified staff.

The number of early childhood education and care services in the district has increased from 26 centres in 2008 to 29. There is also one new centre which is due to open February 2010. The increase in the number of services available is likely to begin easing the reported pressure on demand for early childhood education and care.

Despite this, anecdotal evidence suggests there is greater demand than supply at early childhood education centres, with waiting lists at most centres (with the exception of some kindergartens). It is reported that the over-tuos have the longest waiting lists with a nine to twelve month wait at some centres.

Ashburton District Council has for a number of years had a dedicated grant funding scheme for school holiday programmes. This fund is budgeted to increase from \$3,000 per year to \$5,000 in the 2010/11 year.

Status: Ongoing

Action 2.

Undertake a stock-take of resources and services for parents/caregivers and identify gaps and opportunities to improve support and services for all parents and caregivers

Ministry of Youth Development, Presbyterian Support, Child, Youth and Family Services, Ashburton Safer Community Council, Family and Community Services.

The stock take of resources and services for parents / caregivers has not yet been undertaken.

Status: Not Yet Started

Action 3.

Support the ongoing development of the Ashburton Youth Health Centre

Ashburton Youth Health Trust, Rural Canterbury PHO, Canterbury District Health Board, Ashburton District Council and local and regional agencies.

The Ashburton Youth Health Centre has been established in Park Street to provide health advice to young residents reluctant to seek advice through their family GP or other usual providers.

The Rural Canterbury PHO has provided operational funding with Ashburton District Council funding the rental for premises for the years 2008/09 – 2009/10.

The Youth Health Centre has, for a variety of reasons, not been operating for some time.

The Ashburton Safer Community Council was given the contract for the delivery of management services for the Ashburton Youth Health Centre in December 2009, and progress has been made with the organisation's strategic and business plans. A new co-ordinator has been employed.

RCPHO is currently trying to secure funding for a youth intervention counsellor as this service is not currently provided in Ashburton

The Youth Health Centre aims to re-launch in February 2010 with services including a nurse, counselling and existing agencies providing their services at the centre.

There has also been some liaison with the trustees of the Base youth café to promote the Youth Health Centre.

Status: Ongoing

Action 4.

Involve young people in decision making, for example through the Youth Council and school Student Executives

Ashburton District Council, Schools, Ministry of Youth Development, Ashburton Youth Health Trust, Canterbury District Health Board.

The Youth Council and school student executives continue to involve young people in decision making.

The Ashburton District Youth Council held a 'meet and greet' evening with Ashburton District councillors in November 2009 to discuss issues and initiatives the Youth Council are currently undertaking.

The Youth Council is currently undertaking a membership drive to increase the number of youth participating, and is considering options to raise wider community awareness of their activities, especially among youth.

Status: Achieved. Efforts to encourage wider participation are ongoing.

Action 5.

Investigate development of youth leadership opportunities for all young people

Ministry of Youth Development – Provoke network, Youth Council, schools, Ashburton Safer Community Council, Department of Internal Affairs.

An investigation has not yet been undertaken.

Status: Not Yet Started

Action 6.

Encourage local sports clubs to model healthy lifestyles

Sport Mid Canterbury, Community and Public Health, SPARC, Ashburton District Licensing Agency, local sports clubs, ACADS, Police, ALAC, Rural Canterbury PHO.

Sport Mid Canterbury supports the strengthening of sports clubs through the ClubMark programme. Included in this programme, Sport Mid Canterbury assists clubs to develop strategic plans, and it is a requirement that these plans include actions to model healthy lifestyles.

Ashburton District Council's Smokefree Playgrounds Policy has been extended to cover Council-owned sports grounds including the Ashburton Domain, Argyle Park, Robilliard Park and Digby Park. The policy will be launched on World Smokefree Day, 31 May 2010.

Status: Achievements include the ClubMark Programme and Smokefree policy. Work with sports clubs is ongoing.

Action 7.

Ensure future plans, initiatives, schemes and programmes consider the needs of young people with disabilities

CCS Disability Action, IDEA, Ministry of Youth Development, Ashburton District Council, Sport Mid Canterbury, community agencies.

Community organisations focussed on the needs of young people with disabilities are invited to participate in consultation processes undertaken by Council where these considerations need to be included. A recent example includes the representation of CCS Disability Action at the workshop held for the review of the Physical Activity Strategy.

Status: Ongoing

Action 8.

Investigate numbers of children in all age groups who are not attending school through truancy, stand downs, suspensions, and exclusions. Consult with all relevant agencies to develop ways to improve engagement of children in schools and alternative education.

Strengthening Families Ashburton Local Management Group, Ashburton Rock On Programme.

As a tool to combat the issue of truancy, a text truancy system known as "School Links" was introduced at Ashburton College in 2008. This system co-ordinates with the electronic registering system and sends a text message to parents to alert them if their child has not been in class. The system also allows parents to text back to inform the school of a legitimate absence.

School Links is most effective in keeping parents aware of truancy issues, and the system is reported to be having a positive effect. Statistics captured by Ashburton College show the level of truancy is decreasing.

Ashburton College was one of the first schools in New Zealand to use a text truancy system. The Government is now encouraging more schools to utilise this system, and has announced funding of \$32 million over the next four years dedicated to truancy initiatives.

The Ashburton Safer Community Council holds the contract to provide truancy services in the district and is represented on the Strengthening Families Ashburton Local Management Group

Status: Progress made in the area of truancy, work ongoing.

Action 9.

Continue to support the Ashburton District Youth Broker Service – transition to employment and further training for youth aged 15-19

Work and Income, Enterprise Ashburton, Ashburton College, Mt Hutt College, local businesses.

Work and Income funds a Youth Broker position at Grow Mid Canterbury. The Youth Broker provides employment monitoring brokering, and advice to Ashburton District youth, and oversees the Trades Experience Course with Ashburton College. This course matches college students with potential employers in a structured work experience programme designed to provide permanent training and employment for the youth participating. A new Trades Experience Course is being developed and will also be offered at Mt Hutt College this year.

The Ministry of Social Development has introduced a youth transition service for Canterbury. The service tracks young people transitioning to employment or study. The service will work in conjunction with Ashburton's Youth Broker programme which provides customised support.

Status: Trades Experience Course achieved outstanding results in 2008. Programmes are ongoing.

Health Services

People in our community have appropriate access to health services, particularly local primary health care services.

Action 1.

Strengthening collaboration between Rural Canterbury PHO and other health and social service providers to enhance continuity of care
Ashburton District Health Committee, Rural Canterbury PHO, Canterbury District Health Board, local providers.

A Health Service Provider Manual has been developed by Rural Canterbury PHO's Maori Health Worker which provides profiles of community health providers detailing each provider's services, contact details and other information. The manual is designed to promote integration of services and provides assistance to primary health care workers in identification and utilisation of the services available. The manual is targeted for use with families most in need or at risk.

This directory provides one example of the ways in which RCPHO is looking to enhance levels of service and integration of their own services with other health and social services.

The directory will be updated in early 2010 and is available from RCPHO or Council.

Status: Health Service Provider Manual Developed.

Action 2.

Support the Ashburton Youth Health Centre
Ashburton Youth Health Trust, Rural Canterbury PHO, Ashburton District Council, Canterbury District Health Board, local providers.

The Ashburton Youth Health Centre has been established in Park Street to provide health advice to young residents reluctant to seek advice through their family GP or other usual providers.

The Rural Canterbury PHO has provided operational funding with Ashburton District Council funding the rental for premises.

The Youth Health Centre has, for a variety of reasons, not been operating for some time.

The Ashburton Safer Community Council was given the contract for the delivery of management services for the Ashburton Youth Health Centre in December 2009, and progress has been made with the organisation's strategic and business plans. A new co-ordinator has been employed.

RCPHO is currently trying to secure funding for a youth intervention counsellor as this service is not currently provided in Ashburton

The Youth Health Centre aims to re-launch in February 2010 with services including a nurse, counselling and existing agencies providing their services at the centre.

There has also been some liaison with the trustees of the Base youth café to promote the Health Centre.

Status: Ongoing

Action 3.

Identify ways to ensure GP patient registers are accurate – clear of departed residents, enabling new registrations
Rural Canterbury PHO, local GP practices.

Some progress has been made to ensure that new residents are enrolling with local GPs. General Practitioners are becoming more flexible with new patient registrations. Rakaia Medical Centre in particular has been actively seeking new patient registrations.

Maori and Pacific Island health promoters are working actively to ensure the residents they are working with register with a GP, and in the case of temporary workers leaving the district, GPs are being notified of their departure.

Anecdotal evidence suggests there continues to be increasing numbers of patients presenting at Ashburton Hospital for primary health care who appear to not be registered with a GP. This does; however, appear to be an ongoing issue at hospitals around the country.

Status: Issue of temporary workers largely addressed. Ongoing

Action 4.

Supporting new residents to access a general practice team, e.g. possibly an initiative run with employers and industry organisations
Rural Canterbury PHO, Canterbury District Health Board, GP practices, local businesses, community agencies, Presbyterian Support, Community and Public Health.

Difficulties new residents were having registering with a local GP have largely been resolved over the past 18 months with many practices now able to take new patients.

New residents are encouraged to register with local GPs in a variety of ways.

Canterbury Meat Packers, a significant employer of new residents to the district, has held a "Health Day", which brought 14 health agencies together on site for advice and assistance. Another of these days is planned. Going forward, it is hoped that this can be used as a model for other employers and industries to adopt.

Maori and Pacific Island health promoters are also working actively to ensure the residents they are working with register with a GP and in the case of temporary workers leaving the district, GPs are being notified of their departure.

Status: CMP Health Day was successful and provides a model to go forwards with.

Action 5.

Identify ways to attract GPs and other health professionals to the district

Canterbury District Health Board, District Health Committee, Ashburton District Council, Enterprise Ashburton, Rural Canterbury PHO.

Recruitment of GPs remains an issue in service provision for the district, as it is for most provincial areas in New Zealand.

A recruitment video has been produced and is being used to promote the district as a great place to work in the health sector.

One new surgeon was employed at Ashburton Hospital in 2009, and one new physician is due to start in 2010. Progress is being made towards attracting a dentist to Methven, and establishing a dental centre adjacent to the medical centre. Specific areas, such as midwives, are currently difficult to recruit.

Progress is also being made with Christchurch Hospital services, leading to developments in elective surgery at Ashburton Hospital.

Status: Recruitment in some areas achieved.

Action 6.

Ensure the retention of Ashburton Hospital, including continuing implementation of the "Ashburton Hospital Model of Care Programme"

Canterbury District Health Board, Rural Canterbury PHO, Ashburton District Health Committee.

The community remains sensitive to the level of hospital services provided locally.

The 'Ashburton Hospital Model of Care' programme has been developed and has been progressively implemented over the past few years and is ongoing.

Ashburton Hospital is currently developing service plans for the next three years, and aimed to have five medical officers employed by the end of 2009.

Status: Service plan development will provide future direction for health services available in the district.

Action 7.

Identify collaborative opportunities to support initiatives aimed at improving and promoting health, therefore reducing demand for health care services

Community and Public Health, Canterbury District Health Board, Rural Canterbury PHO, community agencies.

Various initiatives are being undertaken, such as Green Prescription (among others), by Canterbury District Health Board and Sport Mid Canterbury.

A reduction in Ministry of Health funding has limited opportunities in this area, for example, the development of a physical activity newsletter by Community and Public Health has been put on hold.

The Canterbury District Health Board, Smokefree Mid-Canterbury and Ashburton District Council are working together to extend the existing smokefree playgrounds policy to include the main sports fields in Ashburton.

Community and Public Health co-ordinate a Schools Advisory Group which intends to focus on a collaborative physical activity project in 2010.

Status: Collaborative community projects have been identified for 2010.

Action 7.

Support the provision of marae-based health services from Hakatere Marae.

Hakatere Marae Komiti, Rural Canterbury PHO.

Hakatere Marae opened its wharekai in 2009. The marae komiti is now working towards development of a project to build a wharenui. As the marae facility develops its ability to provide health services will increase.

The long term plan is to deliver health and social services based at Hakatere Marae, with the aim being to avoid a duplication of services unless these services are not being utilised by Maori.

Status: Continuing to build capacity to provide these services in future

Action 8.

Investigate ways to improve services around mental health for elderly residents to reduce waiting lists and provide more access to day programmes

Canterbury District Health Board, Rural Canterbury PHO.

There has been some concern raised regarding low-level mental health problems, such as depression and anxiety in elderly who are otherwise independent, physically healthy and not being referred for formal medical care. Referrals are made to community agencies and day care as required.

The Canterbury DHB pilot scheme for people with dementia and the 'Caring for Carers' programmes have commenced.

A nurse practitioner who has expertise in the area of mental health care in the elderly was appointed mid 2009 by the Canterbury District Health Board. This person works part time for Ashburton Health Service, and part time for the Older Persons Health Division in Christchurch.

Status: Key achievements include the implementation of 'Caring for Carers', and the employment of a nurse with expertise in this area.

Action 9.

Investigate the possibility of providing mental health respite care facilities in Ashburton District for adults and youth for emergency situations

Canterbury District Health Board, Rural Canterbury PHO, local providers.

Community Psychiatric Services (Ashburton) have looked into the possibility of providing respite mental health care facilities and concluded it may not be a sustainable option for the district. Based on the numbers requiring emergency respite care, the only feasible option would be to expand on an existing facility, such as a rest home, which may not be appropriate at all times. Issues with this approach include having trained staff present, and separate adult and youth facilities.

This issue could be revisited at a later date to reassess the feasibility of such as facility.

Status: Complete. May be revisited at a later date.

Community Social Services

Community social services and agencies are effective and adequately supported.

Action 1.

Undertake a stocktake of community social services funding that is currently being invested in Ashburton District and identify potential new funding sources. Establish a funders forum

ASHCOSS, Government funders, Philanthropic funders, Philanthropy New Zealand, Local Funding Providers.

A 'stocktake' of funding for community social services for the Ashburton District has been collated by Family and Community Services. The development of the stocktake is ongoing, with ASHCOSS to review the details as and when required and to make the stocktake available to relevant agencies.

ASHCOSS is hosting a Funding Expo on 12 April 2010, established with financial assistance from the Mid South Canterbury Trust. The forum will include presentations and one-on-one advice available, providing a platform to share information and to identify potential new funding sources.

Ashburton District Council subscribes to the Fundview programme and assists local organisations to identify potential funding sources.

Status: Complete with ongoing maintenance required

Action 2.

Mapping, promoting and resourcing existing community networks and forums

Family and Community Services, Ashburton Resource Centre, Department of Internal Affairs, Ashburton Safer Community Council, ASHCOSS.

Family and Community Services have completed a mapping exercise on existing community networks. ASHCOSS will continue to develop this action as new networks and forums are developed.

Status: Complete with ongoing maintenance required

Action 3.

Establish and maintain a database for community sector organisations and improve access to information

Ashburton District Council, Ashburton Resource Centre.

The "Ashburton District Community Directory" has been produced by Ashburton District Council, in conjunction with local agencies. The directory provides contact details for all social service providers, sports and community groups in the district.

The directory is available in printed and on-line formats and has been promoted through the Ashburton Resource Centre, the media, and local social wellbeing networks. The initial print run, completed in January 2009 has been exhausted, and a re-print will be undertaken in 2010. The directory continues to be updated with new additions and alterations, and is now available in a downloadable and printable format on Council's website.

Status: Complete. Updates to the directory ongoing.

Action 4.

Ensure coordination of service delivery, eg: a one-stop shop approach or multi-agency centre
Ministry of Social Development with Work and Income, Strengthening Families LMG, Housing New Zealand, Barnardos NZ, Hakatere Marae Komiti.

Work and Income has established a new centre (branded as Community Link) which houses a multi-agency centre.

The concept of Community Link is to connect people in need with the appropriate services such as IRD, Presbyterian Support, Housing New Zealand Corporation, ACC, etc. Ashburton's Community Link is one of nine around the country, and has seven services on site at present.

In addition to the new centre itself, a "Community Link Day" has been held in Rakaia. As with the centre, this event aimed to connect community members with appropriate services. Numbers attending were low. Publicity of event needs to be raised if another Community Link meeting is to be held.

Status: Achieved – Community Link Centre established.

Older People

Older residents are valued and are able to participate in the community in the ways that they choose.

Action 1.

Ensure lack of transport is not a barrier to accessing health and other services for older residents, especially in outlying areas. Promote use of taxi vouchers

Ashburton Total Mobility, Canterbury District Health Board, service providers.

The Ministry of Health Travel Assistance scheme provides reimbursement for patients travelling to any hospital for treatment. Patients are required to meet certain criteria to be eligible, and the claim must be made at the hospital department the patient is attending.

Ashburton Hospital and the Canterbury District Health Board has responsibility for transporting inpatients only. It does not provide transport for outpatient attendances.

The Cancer Society provides a driver service for patients attending appointments in Christchurch.

Age Concern has a volunteer driver service, where the volunteers drive the client's vehicle to attend appointments.

The RCPHO provide petrol vouchers to assist with travel costs to health appointments. Vouchers are available from GPs. Funding is also available for specialist appointment costs.

If appointments relate to an ACC claim, related travel costs may also be claimed.

Presbyterian Support is receiving increased requests for transport to health appointments where the clients do not have their own vehicle. A possibility may be volunteer drivers using the Presbyterian Support vehicle to transport these clients.

Status: Ongoing

Action 2.

Promote safety "awareness and perception" programmes for older people

Ashburton Safer Community Council, Police, Grey Power, Age Concern, Senior Citizens.

Programmes promoting the safety of older people include examples such as the Ashburton Falls Prevention Programme.

Neighbourhood Support is planned to be re-established in Ashburton in 2010 and will provide community safety support for residents in general.

Targeted promotion of such programmes to older residents is currently undertaken by local social service agencies.

Status: Promotion is being achieved.

Action 3.

Continue to support fitness and injury prevention programmes (such as Otago home-based exercise programme and Tai Chi)

Sealy Street Medical Practice, ACC, Rural Canterbury PHO, Ashburton ACE Network.

The Ashburton Falls Prevention Programme educates and teaches balance and strength exercises to the over 80s. It is funded by ACC for 75 persons a year.

Status: Ongoing

Action 4.

Continue to link Ashburton initiatives with the NZ Positive Ageing Strategy

Ashburton District Council, Office of Senior Citizens, Presbyterian Support.

The New Zealand Positive Ageing Strategy sets out positive ageing goals to achieve between 2008 and 2010. Council's involvement, as outlined in the document, is to develop a Social Wellbeing Strategy and to commence implementation of the positive ageing actions it contains.

Council launched the Ashburton Social Wellbeing Strategy in December 2008 and the working group for older people has been working to achieve the actions set out in this strategy over the past 12 months. Work in this area is ongoing.

Council will look to continue to link local initiatives with the Positive Ageing Strategy in the coming year.

Status: Achieved

Action 5.

Ensure footpaths and kerb accesses are appropriate for pedestrians, wheelchairs and mobility scooters

Ashburton District Council, Disabled Persons Assembly.

Council will continue to meet requirements and ensure that all new footpaths and kerb accesses are appropriate for pedestrians, wheelchairs and mobility scooters.

Status: Achieved in all new kerb and footpaths. Existing footpaths are being brought up to standard when renewals are scheduled.

Action 6.

Ensure older residents have advice around income support entitlements and other similar programmes

Work and Income, Grey Power, Age Concern, Seniors Centre, providers of services to older people, Housing NZ.

Work and Income has been actively involved with groups representing older residents and have attended meetings and events such as the Senior Citizen's meetings and the Mobility Scooter Forum, hosted by Ashburton District Road Safety.

Presentations on income support entitlements have been given to various groups including Grey Power, RSA, St Andrews Ladies. All of these meetings were well attended.

In addition, Work and Income have commenced services at the Community Link Days held in Rakaia once a month.

Status: Achieved. Advice is ongoing

Action 7.

Investigate options for better access to social services and support for older people

Ministry of Social Development, providers of services to older people.

Work and Income has established 'Community Link' centre, providing access to social services in a "one-stop-shop" format. Community Link connects people with services such as IRD, Presbyterian Support, Older Person's Social Worker, Housing New Zealand Corporation, ACC, and others, Ashburton's Community Link is one of nine around the country, and has a focus on providing services to older residents.

A "Community Link Day" was held in Rakaia, aiming to connect community members with appropriate services, and to make the services of the centre more accessible. With improved promotion and awareness, there is the potential to hold Community Link Days in other areas in the future.

Ashburton Senior Citizens have undertaken a survey of their clients regarding their household environment and support. This included investigating how many have someone who can support them in case of an emergency, how many have smoke alarms and/or personal alarms and the type of heating they have. 125 clients responded to this survey, and results are available from Ashburton Senior Citizens.

Status: Achieved

Action 8.

Ensure future plans, initiatives, schemes or programmes consider the needs of older people eg: LTCCP and government regional strategies

Work and Income, Government Departments, Ashburton District Council, ECan, Canterbury District Health Board.

Central and local government organisations usually seek ways to ensure that the needs of older people are considered in their plans and strategies and welcome feedback and input from older people and their representative groups.

Ashburton District Council has, in the past, held planning meetings at the Seniors Centre to ensure older residents are able to participate in consultation processes.

Status: Ongoing

Action 9.

Advocate for older people to have access to appropriate and affordable heating and not be disadvantaged in any clean air projects

Grey Power, Age Concern, Senior Citizens, Ministry of Social Development, Ashburton District Council, Presbyterian Support.

New air quality targets have been introduced by ECan for the major urban areas of Canterbury. In order to work towards achieving these standards open fires and older log burners will not be permitted for use in Ashburton from May 2011.

To assist communities to meet the new requirements ECan has initiated the "Clean Heat Project" providing interest free finance for heating conversions to meet new standards.

Despite this assistance the issue of affordability of the scheme has been highlighted as a potential issue for some residents, elderly in particular.

The National Environmental Standards for air quality are currently under review. The review is expected to be completed around the end of March 2010 and may bring a relaxation in the current standards and/or compliance timeline. Until the outcomes of this review are known, ECan will continue to work towards the existing standards.

Council completed the installation of heat pumps in all its Elderly Persons Housing units in 2009.

Status: Ongoing