



CMA

Companionship & Morning Activities for Seniors



Annual Report 2023

Our Mission

To provide companionship and activities to seniors who are isolated in the community.

Our Vision

Older persons have value and are a resource.

There is adequate support and services to older persons.

Opportunities are created for contribution of experience and wisdom.

Life Members

Lizzie Collenette	Janice Cunliffe	Sue Davy	Dave Winslade
John Holloway	Richard Howard	Yvonne Estcourt	Yoshiko Barry
Eddy Hsu	Marion Kane	Rosa Lee	David Broom
David Sang	Keith Searle	Rudolph De Smidt	Bruce Torkington
Elizabeth Cox	Marlene Crosby	Raina Nilsen	

Life Members to be awarded 2023

Elizabeth Jubber	Rae Myhill	Anette Miller	Beverley Roiguard
Karlo Masters	Maureen Mould		

Board Members

Robyn Walker – Chairperson

Robyn Walker has been a member of the Governance Team for North Shore CMA since June 2017. Robyn volunteered at the Mairangi Bay CMA centre from 2016 to 2018. Robyn has a Bachelor of Science degree majoring in Computer Science, a Postgraduate Diploma of Business, and an MBA, all from the University of Auckland. Robyn has over 30 years' experience in IT Project Management in NZ and UK. Robyn works part-time as a Project Manager, managing medium to large projects for local businesses. Robyn is married to Paul and they have a daughter who is at University.

Keith Haysom – Vice Chair

Keith has over 35 years of financial services experience working in London, Sydney and Auckland, with a specialisation in risk governance. Living in Milford, he is currently transitioning to retirement and is keen to give back to the community through participation in not for profit organisations such as CMA, where he has been a member of the Governance Team for the last 21 months. He is married to Jennie and has one son Scott.

John Stewart – Secretary

John has worked in financial services for over 35 years in New Zealand both internationally and in NZ, living on the North Shore for the past 18 years. John is passionate about giving back to the community and enjoys mentoring promising young professionals in the risk profession. For relaxation John enjoys spending time with his family, and walking his dog. John has travelled extensively and enjoys experiencing different cultures.

John Brodie – Treasurer

John has been a member of the Governance team in his current capacity since June 2021. He was educated in Palmerston North and graduated from Victoria University with a Bachelor of Commerce and Administration in Accounting and Law. He became a Chartered Accountant and after working in North America for several years returned to New Zealand in 1980. He has lived in the North shore for the past 40 years. He is the principal in his own small consulting firm and is transitioning into retirement. Through his involvement in the aged care sector and CMA he is keen to provide his support for community-based care organisations

Dr Michaela Broehl-Cieslik - – Volunteer Representative

Michaela became a CMA volunteer for the Belmont centre in 2020 and joined the GT a year later. She recently retired from her overseas position as consultant anaesthetist and has previously also volunteered as medical doctor in the Philippines and Nepal. Michaela also worked for several years as a nurse aide in rest homes and hospitals during her medical studies and also cared for her severely disabled mother, suffering from MS. She is passionate about health- and cost-conscious cooking and enjoys catering for two centres a week with freshly prepared meals. Supported by her Labrador dog Skila, she strives to offer some break from isolation to our elderly community members.

Kiri Beven – Supervisor Representative

Kiri is the mum of two girls – India and Molly, and coming up 16 years married to Andy. Her girls definitely keep her on her toes and they all adore being outdoors and love nothing more than being near the beach. In her younger years Kiri represented NZ at Waterpolo. Her background in work is mostly in the travel industry and one wonderful job was travelling the world and helping rate 5-star hotels. Kiri came on board with CMA in July 2018 and recently took over as our Support Officer at head office. Along with running one of our centres (Red Beach) you will also find Kiri as a representative on our board. She is passionate about helping mature clients get more active and improve their general strength and wellbeing, and would love to study more around the areas of dementia and keeping active in our old age. She adores a good chat, and you will often find Kiri running late as she stops to chat to everyone. Coming from a sporty family she is a big believer in keeping your body as active as your mind.

Tom Simpson – Guest representative

Tom and his wife Beryl have been members of CMA since 2017, attending both Belmont and Mairangi Bay centres. Tom has lived most of his life on the North Shore in a house they built in 1966. Tom is from an engineering background, and has for 35 years taught students at high school level as well as adults for advanced trade certificates. Tom's time is now spent in his workshop doing craftwork and model making plus repairing items for friends when they get broken! For many years he has been involved with operatic and repertory groups doing stage management and lighting for their many productions. Tom joined the board in June 2019 as a guest representative.

Dr Vivien Wei Verheijen – General Member

Dr Vivien Verheijen is passionate about strengthening diversity and inclusion and supporting ethnic women's leadership and gender development. Vivien received a Doctor of Philosophy (PhD) in Public Policy at Auckland University of Technology. She holds various advisory and governance positions across government, NGOs, business and professional sectors. She is a Director of Comprehensive Care PHO, a member of the Consumer Advisory Committee, PHARMAC and a Lay Member of the National Standards Committee, New Zealand Law Society. Vivien is strong in advocacy for consumer perspectives and rights.

Melanie Blewett – Volunteer Representative

Melanie was born in the UK in the early sixties and moved to New Zealand with her family as a baby, growing up in various parts of Auckland. She has spent the last 30 years on the shore and now lives on a lifestyle block in Coatesville with her husband of 37 years. Mel has 2 grown up children, a daughter in Auckland and a son in the Netherlands. Mel was a laboratory technician in medical microbiology before having her family and committing to being a full time Mum. She spent many years on many committees, working in tuck shops, uniform shops, helping on school trips and managing kids sports teams (much to their embarrassment). Mel's weeks are full with volunteering at Albany and Red Beach CMA which she loves and has been doing for the last 9 years. She loves gardening and catching up for walks with friends although admits to more coffee than walking!

Staff

Rachel Quin Gilbert – Manager

Rachel joined CMA in April 2011 previously having worked in business as an IT project manager and then in HR and recruitment. Rachel has a degree in Business and IT from Leeds University in the UK where she was raised. She came to NZ in 2000 with her young family and has lived on the shore for the last 23 years. Her previous not for profit experience is in the voluntary sector was mainly with playgroup and playcentre. When not at work Rachel is an avid equestrian who has returned to riding in the last 10 years and enjoys getting out and about on the hunt field. Rachel is passionate about the needs and welfare of older people. Her role with CMA allows her to combine her desire to seek better outcomes for older people with her commercial business experience to ensure that CMA is meeting its service obligations and remains relevant in our ever-changing society. The last two years have been a challenge but Rachel is proud at how the staff have ensured that the organisation pivoted its service to support our members. For the first full year post pandemic with operations as normal we have seen member attendances increase and enquiry levels rise. As the older population exponentially grows this will only increase. Rachel is actively engaged in a project to look at the short, medium and long term needs to assist older adults to age in place and how organisations such as CMA have a role to play in this. For this year our main goals are to increase the profile of CMA so it is accessible to all whilst ensuring safe practice and generating and maintaining funding streams.

Kiri Beven – Support Officer and Supervisor Red Beach CMA

Kiri is the mum of two girls – India and Molly, and coming up 16 years married to Andy. Her girls definitely keep her on her toes and they all adore being outdoors and love nothing more than being near the beach. In her younger years Kiri represented NZ at Waterpolo. Her background in work is mostly in the travel industry and one wonderful job was travelling the world and helping rate 5-star hotels. Kiri came on board with CMA in July 2018 and recently took over as our Support Officer at head office. Along with running one of our centres (Red Beach) you will also find Kiri as a representative on our board. She is passionate about helping mature clients get more active and improve their general strength and wellbeing, and would love to study more around the areas of dementia and keeping active in our old age. She adores a good chat, and you will often find Kiri running late as she stops to chat to everyone. Coming from a sporty family she is a big believer in keeping your body as active as your mind.

Jacinda Tyson – Supervisor Birkdale, Glenfield and Sunnynook CMA

Jacinda started volunteering at CMA in 2004 at the Sunnynook centre. She was employed as the supervisor of Sunnynook in 2016 and then went on to take on the Birkdale and Glenfield centres. Jacinda continues to bring warmth and enjoyment into her CMA centres. Jacinda feels that volunteers are the lifeblood of CMA and through her three centres she has volunteers from across the globe bringing diversity and inclusiveness. Sunnynook and Glenfield remain two of our largest centres with Birkdale keeping that small family feel that some enjoy more. Jacinda has a great passion for older people and recently completed her level 3 certificate in health and wellbeing through New Zealand Tertiary College.

Maria Ugarte – Supervisor Mairangi Bay, Albany and Stanmore Bay CMA

Maria moved to New Zealand in 2019 from Argentina with her husband Mel and two young children Bernardita and Salvador and joined CMA in July 2022 firstly as the supervisor of Albany and Stanmore Bay and now also at Mairangi Bay. Maria has a degree in Human Resources, a degree as an ESOL teacher and more than 10 years' experience in the Education area. While she was studying, she was the manager of a Retail store in Argentina for 6 years. Maria is also a volunteer at St John's Primary school where her kids attend. She is thoroughly enjoying her new challenge here at CMA.

Jill Guest – Supervisor Belmont CMA

Jill started volunteering at Belmont CMA in September 2022 and was employed as the supervisor of Belmont in March 2023. Jill strongly believes in community, and is passionate in her purpose to offer kind support for seniors. Jill is honoured to part of CMA's mission to provide inclusiveness and companionship for socially isolated older people. She recognises the importance of human connection and the joy this brings to all stages of life. Jill's interests lie in the field of mind-body connection and holistic embodied yoga, and in the near future her intention is to gain certified qualification and work as a health coach in the field of nutrition, mental health and addiction. Jill was the full-time caregiver for her elderly mother for many years, and she has 'lived experience' of the full journey of cognitive decline and dementia.

Chairperson's Report

Robyn Walker

It is my privilege to welcome the membership of the North Shore CMA to the 52nd Annual General Meeting of your organisation. I would like to begin with acknowledgement of the staff, volunteers, and Governance Team of CMA who in different ways, all contribute the heartbeat to our organisation.

Our centre supervisors- Jacinda Tyson, Kiri Beven, Jill Guest, and Maria Ugarte - are committed, incredibly special people. We said goodbye to Jenny Jordan as a supervisor and thanked her for the great work she did in running the Mairangi Bay and Belmont centres. Our Support Officer, Kiri Beven, is doing a fantastic job as part of the office team and adds a lot of value with her experience as a Supervisor bringing a useful insight to this role. Kiri has recently run a Givealittle funding promotion through Generosity Generator that was very successful both in terms of reaching our funding goal, but also in expanding our reach in the community. Well done Kiri! Rachel Quin Gilbert continues to provide highly effective executive management of CMA activities and has worked diligently with the Governance Team to discuss our strategic direction and identify new funding opportunities.

Our centre volunteers bring a range of practical skills to the weekly sessions while others donate time and services to CMA administration, lowering our operational costs. We simply could not make ends meet without you. You are all community heroes.

To our Governance Team (GT), we thank you for your time and energy in helping guide CMA. During the past year, the GT has reviewed and updated policies pertaining to a range of areas including Financial Transparency, Volunteers, Volunteer Management, Complaints, Supervisor Representative on the GT, Healthy Food and Beverages, Time in Lieu, Professional Development, Code of Ethics, Smoke Free, Safety in Workplace and associated Supervisor's Health and Safety Responsibilities. Opportunities to attend training relevant to the GT have provided benefits to the team in the area of legal responsibilities of Board Members.

Over the last year, we have completed First Aid training for staff and volunteers. We were also able to have our Gibbs Farm fundraiser take place after several re-scheduled dates due to covid-19 restrictions.

In the new normal world, we continue adjusting to as a result of the Covid-19 pandemic, the GT were able to make the decision to remove the requirements for vaccination and mask-wearing at our centres after the Government dropped their mandates last year, which resulted in some guests and volunteers returning. Many of our centres are now running at capacity, which is great to see.

We also had severe weather hampering our ability to open the centres earlier this year. The bad weather also resulted in the Mary Thomas Centre becoming uninhabitable and necessitated a move of our support office to a new location in the Library building next door, which is in progress.

The impact of COVID 19 on the operational and financial aspects of not-for-profit organisations in New Zealand has been profound. CMA is not exempt from this, given the inherent age-related vulnerability of our guests and loss of profitability suffered by many of our funders. This continues to be a challenge for some funders even though the pandemic is officially over, according to the World Health Organisation. We are proud to report on the operational flexibility and financial resilience of the organisation with valuable and much-appreciated assistance from the Ministry of Social Development wage-subsidy fund and Resurgence Support payments. We did not go away; we continued to adapt our service to the circumstances. Our centres have been able to operate for most of the last year thankfully. We were unable to hold our annual Fun Day in 2022 due to covid-related risks, but we replaced it with the very popular dual events – a mid-Winter Christmas celebration and our usual Christmas celebration, both held at the Bays Club in Browns Bay. We have since surveyed our guests and found that the dual-function approach is more popular, with some finding the Fun Day a little overwhelming.

North Shore CMA remains financially sound with adequate reserves to take us through this financial year and into the next. Nevertheless, it is appropriate currently to look around within the community not just for new funding sources but also for opportunities to expand our offering, which is the focus of our current strategic planning round. We have a grant from the Ministry of Social Development at present, which we are using to explore what is offered for our guest demographic in the communities in which we operate, and subsequently explore options for offering expanded and/or new services.

Finally, we thank all the direct funders on whom we rely for our existence and whose details are outlined in the Financial Report. We recognise the duty we have to use your donations carefully and with the best interests of our elderly guests always front of mind. We believe North Shore CMA remains a relevant and robust community organisation. We look forward to working with the rest of the Governance Team as we navigate a steady course through the inevitable uncertainties of the coming financial year.

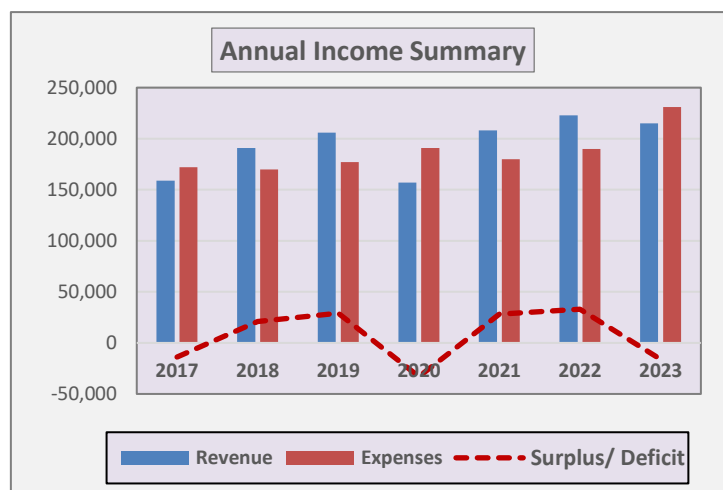
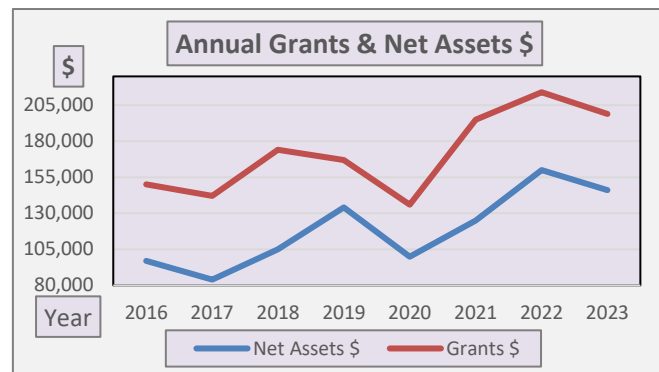
Annual Treasurers Report 2023

For the period ended 31 March 2023 CMA had budgeted for an overall loss of \$45,157. Our annual accounts have not been finalised but a loss of \$16,109 is in the process of verification. In comparison over the previous 12 months there has been a drop in Revenue of \$8k and in increase in operating costs of \$41k. The bulk of this increase relates to employment related costs (\$37,000) where we are under pressure to increase rates of pay due to inflation.

It is fair to say that we are paying close to market rates for our staff but with the continued high rates of inflation our wage and salary rates will be under continual pressure over the next 12 months

Our net asset position has deteriorated by \$16k over the 12 months due to a reduction in available cash (\$8,753) and an increase in liabilities of \$5,212. At year end there were \$29,285 of unused donations and grant which were similar to the 2022 year. These grants are carried to the next financial year.

Covid payments from the Government were \$3,600.



Grants

The funding report shows grants received from our funders in the current financial year. Overall, the grants have increased by \$8,000. We have a stable base of funders which is encouraging. However, the amount and the uncertainty of receiving a grant of which we have no control is an ongoing issue. This will be a continuing concern until we can develop an alternative source of regular income.

The \$10,000 MSD grant was granted by the Age Friendly Fund and will be used to research the requirements of our aged care guests on the North Shore and Hibiscus Coast and form the basis of a strategic plan to carry CMA through for the next 5 years

It is a constant struggle for all organisations such as ours to fund the delivery of community-based care to older adults. The demographics of an ageing population and the continued underfunding of our sector will put increasing pressure on CMA and the cohort of our guests.

We continue to have consistent support from our existing funder base and would like to thank all our funders who have supported us in 2022-2023 helping us in our efforts to improve the lives of older people.

We also thank all our members and volunteers for your ongoing support of CMA.

Funding Report

We have appreciated support in the 2022 / 23 financial year from the following:

Funders	2022/23	2021/22	Notes for 22/23
AJ Scott		\$6000.00	
Aotearoa Gaming Trust	\$3500.00		\$1159.00 carried over to 23/24
Auckland City Council:			
- Hibiscus Bays Local Board	\$5000.00	\$3000.00	\$10358.00 carried over to 23/24
- Kaipatiki Local Board			
- Upper Harbour Local Board	\$3000.00	\$1000.00	
- Devonport-Takapuna Local Board	\$2500.00	\$4000.00	
	\$6000.00	\$11000.00	
Auckland Foundation	\$10000.00	\$8000.00	
Allright Welfare Trust	\$3000.00	\$3000.00	\$3000.00 carried over to 23/24
Blue Sky Community Trust	\$2000.00	\$1050.00	
Catholic Caring Foundation	\$5000.00	\$5000.00	
Community Organizations' Grants Scheme (COGS)	\$3000.00	\$2500.00	
Davies and Carr Trust	\$12000.00		
Four Winds	\$5400.00	\$4420.00	
Foundation North	\$25000.00	\$25000.00	\$11760.00 carried over to 23/24
Gibbs Farm	\$12161.00		
Gilltrap Trust	\$2000.00		\$2000.00 carried over to 23/24
Helen Stewart Royle Trust	\$5000.00	\$15000.00	
Laurie Parker	\$2100.00	\$800.00	\$316.00 carried over to 23/24
Lion Foundation	\$8000.00		
Lister Presbyterian Trust	\$692.00	\$600.00	\$692.00 carried over to 23/24
Lottery Grants Board	\$40000.00	\$15000.00	
Murphy Trust		\$15000.00	
MSD Age friendly grant	\$10000.00		
North and South Trust	\$4860.00		
NZ Community Trust	\$8400.00	\$12200.00	
Pub Charity	\$8840.00		
Vinci NZ Foundation	\$7500.00		
Covid-19 Support	\$3600.00	\$57586.00	
TOTAL	\$198553.00	\$190156.00	

- Note the grants above are the cash amounts that were granted and receipted in the 2022-2023 year

Grants carried forward from 2021/2022 financial year

Auckland City Council \$6840.95

Allright Welfare Trust \$3000

Foundation North \$10135.80

Four Winds \$4420

Laurie Parker \$458.75

Lister Presbyterian Trust \$600

NZCT \$4000

Financial Results 2022-2023

Note 2 : Analysis of Expenses			
Expense Item	Analysis	This Year	Last Year
		\$	\$
Volunteer and employee related costs	Salaries	180,245	143,373
	Staff Award	467	369
	Staff Training	880	257
	Travel Costs Staff/GT	227	925
	Volunteer Recognition	683	890
	ACC	406	365
	Total		182,908
		\$	\$
Costs related to providing goods or services	Advertisements	490	-
	Computer Expenses	1,704	824
	Hall hire & games cost	4,209	292
	General expenses	-	-
	Insurance	1,026	975
	Meeting Costs	7	308
	Minor Equipment	260	73
	Office Supply	701	429
	Rent for Head Office	1,360	1,360
	Rent for Centres	8,480	8,680
	Photocopy Costs	501	226
	Postage	200	187
	Promotions	3,225	2,822
	Stationery	534	530
	Subscriptions paid	242	218
	Telephones & Internet	2,041	2,061
	Transport Expenses (guests	17,830	17,956
	Total Mobility	8	132
	Packed with Aroha		1,449
	GTM Costs	347	499
Total		43,165	39,020
		\$	\$
Other expenses	Audit Fees	3,200	3,000
	Bank Charges	60	96
	Depreciation	2,045	2,015
	Total	5,305	5,111
		231,378	190,311
	Depreciation- non cash	2,045	2,015
	volunteer recognition-	683	890
	2022 prepaid exp- non cash	416	
	adjusting entries-non cash	683	1141
	AP @31.3.23	5979	
		221,572	186,265
	cash flow expenses	221,407	186,318

Draft Budget 2023-24 for acceptance by members

NS CMA	Budget DRAFT
	2023-2024
INCOME	
COGS	\$3,000.00
Lottery	\$40,000.00
Auckland Council	\$20,000.00
Pub Charity	\$10,000.00
Laurie Parker Trust	\$2,000.00
Foundation North	\$25,000.00
Lion Foundation	\$10,000.00
Royle Charitable Trust	\$5,000.00
Four Winds Foundation	\$6,000.00
All Right Community Trust	\$3,000.00
Gibbs Farm / Give a little	\$5,000.00
MSD COVID grant / wage subsidy	\$0.00
Other Grants / Fundraising	\$60,000.00
Subtotal	\$189,000.00
Donations	\$1,000.00
Interest	\$2,500.00
Subs/Levies	\$2,000.00
Centre Donations	\$9,500.00
Raffles	\$500.00
Sundry	\$0.00
Total Mobility donation	\$1,000.00
Subtotal	\$16,500.00
TOTAL	\$205,500.00
EXPENSES	
ACC	\$400.00
Acc/Audit	\$3,000.00
Advertising	\$800.00
Bank charges	\$70.00
Cleaning	\$0.00
Computer expenses	\$1,500.00
Depreciation	\$2,000.00
Fun Day / special event	\$4,500.00
Insurance	\$1,100.00
Maintenance	\$0.00
Meeting costs	\$300.00
Printing/Copying	\$1,800.00
Postage/Stationery	\$1,800.00
Promotion	\$3,000.00
Rent: Office	\$1,400.00
Rent: Centres	\$8,000.00
Resources/Equipment	\$500.00
Staff / Vol PD	\$1,000.00
Subscriptions	\$300.00
Telephone/Internet	\$2,100.00
Transport: Centres	\$25,000.00
Travel: staff	\$800.00
Travel:GT Meetings	\$100.00
Volunteer Recognition	\$1,000.00
General	\$500.00
Gifts staff / volunteers	\$500.00
Subtotal	\$61,470.00
Wages: Supervisors	\$119,185.00
Wages: Support Office	\$86,212.00
Kiwisaver contribution	\$3,700.00
Subtotal	\$209,097.00
TOTAL	\$270,567.00
PROFIT / LOSS	-\$65,067.00

Strategic Planning

A grant of \$10,000.00 has been received by CMA from the Age friendly Fund from the Office of Seniors in September 2022. The Board have engaged an aged care consulting team to undertake the research involved. The output from the report will form the basis of a long term (5 year) strategic planning exercise to place CMA on a more robust financial footing and to meet the needs of our Guest base.

The Brief

To engage with older people and key local stakeholders to form a steering group to develop and conduct a community age-friendly assessment in the North Shore and Hibiscus Coast areas of Auckland involving consumer, whānau and communities.

Identify if the current services are meeting the needs of this ageing population and determine the perceived and actual gaps in current services using the principles of co design to combine lived experience and professional expertise to identify and create an outcome and deepen its engagement with elder support networks.

Formulate sustainable service recommendations.

Expected Benefits

1. Seek community input from clients and stakeholders as to what is needed to ensure that North Shore and Hibiscus Coast areas can reach its age friendly targets and in turn what agencies such as CMA can do to support this demographic to age in place.
2. There is an uptake in individuals seeking a safe and nurturing environment where people can remain connected to community and access is open to all including those with limited means.
3. Better visibility for CMA.
4. Better access to ideas, resources, and platforms for sharing information.
5. Sustainability for CMA.

John Brodie Treasurer

19 June 2023

Our Impact 2022/23

Total attendances: 3808

Total sessions held: 310

New members: 63

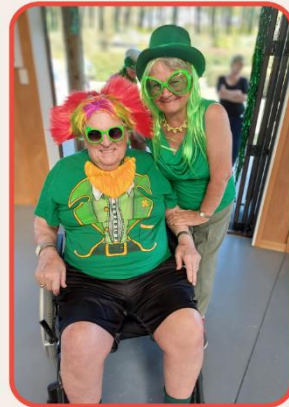
Total members: 137

Volunteer attendances: 1076

Current Volunteers: 47

Volunteers Trained: 27

In kind volunteer dollar contribution to CMA - \$101,700



Client feedback

"I attend every week to enjoy the games, to keep in touch with our community and also others a similar age group to myself. I get so upset if I have to miss a week"

"CMA organises such wonderful activities for our mind and body, and also Dave's music and exercises. I love the company of the other people and also the volunteers. We have all become lovely friends"

"I would feel so disappointed if I couldn't attend CMA every week, it is the best day of the week"

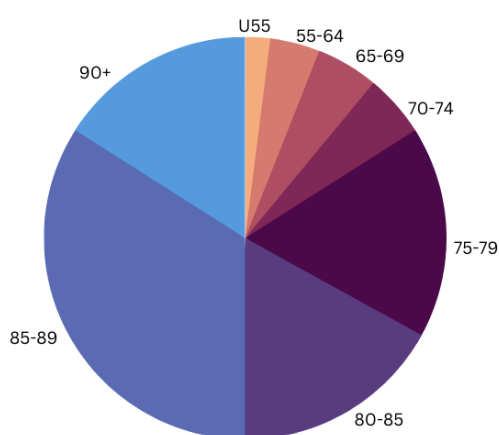
"I attend CMA every week because I enjoy it so much and I look forward to it every week. It's lovely that my husband and I can attend something together and it caters to both of us"

"I enjoy being with people in my age group. The lunches are lovely and the volunteers are so wonderful"

"I love what we do every week, and it is always such a good laugh"

"I would be devastated if I couldn't attend. I don't even enjoy the school holidays when CMA closes"

Demographics June 2023



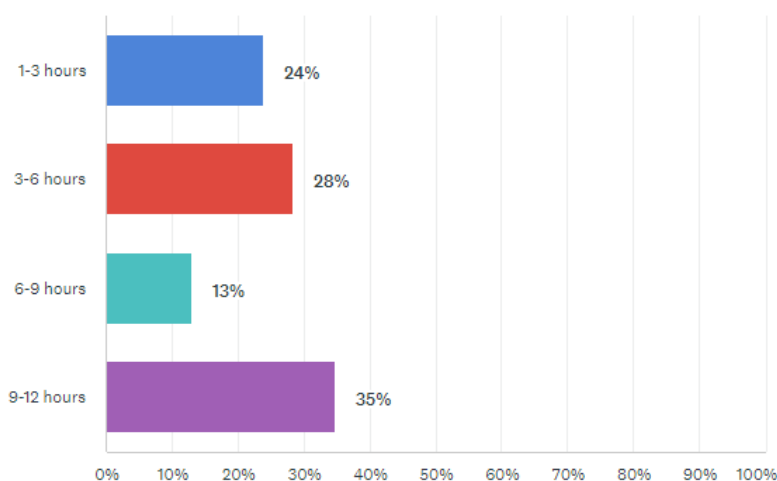
- 67% of guests attending CMA are over the age of 80 with 15% being over the age of 90.
- 78% of guests attending are female and 22% are male.

Guest Survey Results

Guests are surveyed every 2 years with the latest one being June 2022. Over 80% of guests responded to the survey with all service scores averaging at 9 out of 10.

Social Isolation

- 43 % of guests surveyed live alone.
- Of those who do not live alone, 76% spend between 3 and 12 hours alone in their homes every day.



- When asked how many times they would leave the house apart from attending CMA 16% didn't leave their houses at all, 45% said only 1-2 more times, 25% 3-4 times and 13% said 5 times or more.

Importance of CMA to guests

- Guests were asked how they would feel if they couldn't attend CMA. 100% answered they would feel very sad.
- 87% of guests felt that CMA provided activities that provide for social, intellectual, physical and creative stimulus.
- 90% of guests felt they benefitted positively from the Strength and Balance exercises provided by CMA.

Key Findings

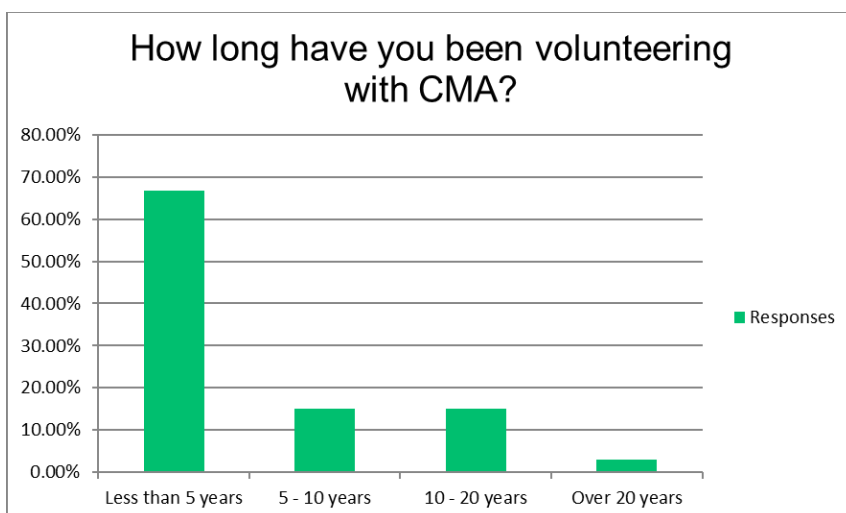
- Over 91% of guests responded said they were happy with the range of activities provided at the centres encompassing social, intellectual, physical, creative, health and wellbeing.
- 100% of guests responded that CMA provides value for money.
- 100% of guests responded that providing transport makes it easy for them to get to the centre.
- 100% of guests responded that the assistance provided from the supervisors and volunteers at the centres is excellent.
- 92% of guests responded that the food provided is sufficient, varied, appetizing and healthy.

Volunteer Survey Results

Volunteers were surveyed in May 2022.

Overview

- 86% of volunteers took the survey.
- 33% of volunteers have been volunteering for CMA for over 5 years. 18% for over 10 years.



- When asked what motivated them to volunteer for CMA 73% said they like to help people and feel useful, 27% said they wanted to give back to their local community.
- 100% of volunteers felt CMA was fulfilling its purpose which is to provide fun social, physical and mental activities for isolated senior people.
- 95% of volunteers feel their contribution as a volunteer is appreciated.
- 53% of volunteers said they would consider driving for CMA if there was a contribution to petrol costs.
- 30% volunteers said they would be willing to volunteer at another centre at short notice.
- 98% said they felt comfortable with the safety protocols that are followed at the centres especially with a view to hygiene/Covid-19.
- 88% said they will continue to volunteer at CMA over the next 12 months.
- We asked volunteers to tell us what they get on a personal level from volunteering at CMA: 48% said it gives them a sense of purpose, 21% said it gave them a sense of community, 21% said it brought fun to their life and made them a happier person and 10% said felt they were learning valuable skills.

We asked our volunteers what motivates them to volunteer at CMA. Here are a few of their responses.....

“I love being with older people and if I can do my bit to give them fun for the week, I am happy.”

“The ability to give back and assist older marginalised members of our community.”

“Had more time to give and I needed a sense of purpose. I will stay on because it is a very worthwhile organisation giving social interaction with others, fun and friendship for many elderly people who otherwise not see anybody outside their home.”

“To use my skills, both social and practical, having been in the health system all my working life and now semi-retired. The 2 sessions I attend are run with empathy, laughter, and understanding and are a joy I look forward to each week. I am always made to feel so welcome both by staff and our wonderful guests.”

“My mother passed away Jan 2020, and I miss her so much, so helping at CMA helps to fill the void. My Thursday mornings are the highlight of my week as we always have fun and a laugh. I love helping other people and CMA is a great way to do this.”

“I had free time and wanted to help with making other people happy. Helping people makes me feel good about myself. I feel more valued by friends and family through volunteering.”

“Like to help less able people in community in a caring environment, which led to centre volunteering. Now on the board and enjoy helping guide the organisation and provide governance.”

“I have always experienced CMA as a family rather than just another community group. It therefore gives me the greatest pleasure to be able to continue with my support indefinitely or for as long as you feel in need of my particular skills. It is not work to me because working with Rachel and her team is actually a pleasure since they are always so well organised. In community work surely our greatest wealth is people is it not? Relationships flourish in an atmosphere of family, an extension of which we call the family of man. While we are struggling through difficult times the one thing that strengthens the ties that bind us is this sense of family. Long may it define CMA.”

Liz's story

Liz moved out to New Zealand from South Africa and joined our Stanmore Bay Centre many years ago.

Liz tells us a bit about how she found CMA and why she continues to attend:

"I really didn't want to go but my family made me attend as they were worried about how much time I was spending alone at home. I have been coming now for over 10 years and cannot stay away. I get so upset if I cannot attend, and I just love all the people so much.

CMA is very much a family.

I could not afford to get transport, and cannot comfortably catch public transport, so most days I would spend alone, as my family worked all week. CMA makes me feel so comfortable and we can all relate to each other. When I started CMA I didn't know anyone, but everyone was so nice and it kind of felt like 'coming home' in a way.

The volunteers are fantastic, and I still can't believe how much they do for nothing. They really are wonderful people.

CMA makes you feel included and so comfortable."

Sheila's story

Sheila moved to NZ 14 years ago, to be closer to her daughter and 3 grandchildren. She arrived with only her clothes and photographs and decided to build a small cottage in her daughter's back garden. Sheila's daughter works as a nurse, so Sheila helps with all three children on a regular basis, sometimes from early morning through to 7.30 pm at night.

Sheila saw an advert for CMA with her friend Lottie, and after several friends moving away, or passing away, they decided to both look for more company and social interaction that was within walking distance from their homes.

Sheila remembers loving it from the very first day,

"Everyone was so just so happy and welcoming. I look forward to every Wednesday, and it really is my favourite day of the week. The supervisor and volunteers are just the kindest most lovely people you can meet. I have suffered badly from anxiety and regularly take medication, but when I arrive at CMA, all my anxiety just seems to melt away. Without CMA, I would find myself alone, probably just watching TV. CMA really has helped remove any form of loneliness and isolation".

Ruth's story

"After over 12 years of being a volunteer at CMA Red Beach, I still really enjoy going along and seeing how being there brightens up the day for everyone. Our lovely guests mostly have age-related aches and pains but nobody ever complains. They always have a positive attitude and come along to enjoy themselves and catch up with what has been happening in the lives of other guests. It's lovely to see the friendships bloom and the care shown to each other.

Yes, it is a highlight of the week for a lot of them – now including my sister who I brought back from Australia to return permanently to NZ. It's lovely that she looks forward to it as she also lives on her own and had left her friends behind in Australia so it has been wonderful for her to be able to socialise straight away.

Originally, I went along to "help in the kitchen" never imagining that I would be mingling with the guests as that wasn't quite what I had in mind. As time went on I relaxed and enjoyed the conversations and felt it helped me too to have this interaction and now thoroughly enjoy it. The times when we have the guests talk about their lives is just so interesting as everyone has a great story to tell.

Our supervisor creates a wonderful, caring atmosphere and the guests love her. We also know that she values our input as volunteers and certainly never takes us for granted."

Bev's story

"As a brand-new Kiwi with time on her hands, I really wanted to do some constructive and contribute to my new country. I reached out on Facebook and asked for suggestions. The Albany supervisor contacted me right away and invited me to come and see what the CMA was all about. I could tell right away that this was where I wanted to be.

I have been a volunteer at Albany CMA for only a short time around 8 months. In this short time, I have met incredible people and forged the most amazing friendships. I'm blown away by the love, kindness and respect our older generation are shown by Maria and the volunteers.

It truly warms my heart to spend a Tuesday with everyone. The members love their mornings there, and so do we!

I'm so blessed to be a part of this incredible CMA community."

We just want to say **THANK YOU to all our generous funders and supporters**