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* We are sorry that Faith Innerarity, member of our board, passed away in September 2012

Chief Executive

Richard Blewitt

“The older people’s group helped defend me when my husband died and his family tried to kick me out of my house.

Because of the support I’ve received, I am still here in my house and I am encouraged to continue fighting for my rights.”

Malika, Kyrgyzstan



Sarah Marzouk/HelpAge International



**HelpAge
International**

age helps

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**Annual Review
2012**



**Hilton Humanitarian Prize
2012 recipient**

Welcome

Welcome to our Annual Review – a snapshot of our achievements in 2012. Together with our network, we are bringing lasting change to the lives of millions of older people and their families. This year, we are proud to be the recipient of the 2012 Conrad N. Hilton Humanitarian Prize – an award that affirms the value of our work.

Delivering services where it matters

In almost 40 countries, 850,000 older people benefited from our health, care, income security and emergency-related services on 1.4 million occasions. Forty per cent of those we reached are vulnerable people in countries affected by long-term conflict and disasters.

We have grown our work to help older people be more resilient to climate change, natural disasters and other hazards. This year, we also increased our focus on promoting healthy ageing and prevention and treatment of non-communicable diseases.

Making change last

Over the past year, we continued to influence governments and international institutions to address older people's issues and promote their rights.

For example, we were active in seeing older people's health needs included in the UN Summit on Non-communicable Diseases, and we continued to call for a UN convention on the rights of older people through the UN Open-ended Working Group on Ageing.

We have put ageing at the centre of the development agenda through our research, technical training to governments and other agencies, and support to our network. This helped to secure incomes for older people, provide pensions and include older people in humanitarian assistance. We also raised awareness of ageing issues to 50 million people through our global Age Demands Action campaign.

Fitter for purpose

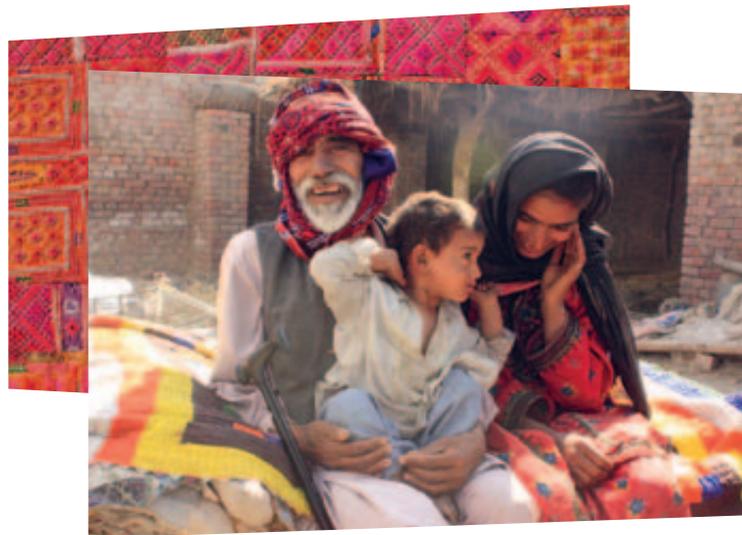
In a challenging funding environment, we increased our income to £26.7 million from £25.9 million last year. We will continue to develop clearer strategies to increase the impact of our work in social protection, HIV and AIDS, livelihoods, emergencies and emergency preparedness.

Next year, we will focus particularly on health, rights – especially those of older women – and the post-2015 development agenda, to ensure it reflects the needs and rights of older people in our rapidly ageing world.

We would like to thank our dedicated and experienced staff, Affiliates, partners and the older people we work with to make possible our successes this year.

Tilak de Zoysa
Chair

Richard Blewitt
Chief Executive



HelpAge International

“I will always remember the day I was referred for free cataract surgery at an eye camp for older people.

It's a joy to be able to see again. I am no longer dependent. I can work and take care of myself and my family.”

Dhani, Pakistan

Real change

We've continued to respond to the needs of older people – enabling them to improve their health and wellbeing, increase their income, care for their dependants, access entitlements and recover from crises and disasters. Some examples of what we've achieved this year include:

2.5 million older people received social pensions.

350,000 older people accessed basic healthcare, social care, or HIV counselling, treatment and testing.

250,000 older people were helped to prepare for and recover from emergencies.

13,000 people – including older people – were trained as health workers, home-based carers, HIV peer educators, paralegal advisers or disaster preparedness leaders.

4,100 older people's associations took action to claim their rights to services and support.

Reaching those in need

We're improving how we assist and protect older people affected by crises and disasters. This year, we trained almost 1,000 government and NGO staff and worked with 14 agencies to support older people.

We provided emergency-related services on 340,000 occasions to older people, their families and communities. In Ethiopia and Kenya, we helped 100,000 older people cope with the drought. One of them is Guyo, from Ethiopia, who explains what the cash transfers from a local HelpAge partner meant for him during the drought:

"I had a piece of land which was our source of food and income, but the drought destroyed it all. I live with my wife who is blind and my 10-year-old granddaughter who guides her. I have no money for my wife's needs or if my granddaughter gets sick. We eat once a day – our biggest concern now is food.

But I am grateful for the cash transfer I received from Gayo Pastoralist Development Initiative [a HelpAge partner]. With this, we bought food and water. I also bought a chicken and it has been laying eggs. Each time I get ten eggs, I sell them at the market.

With the next cash transfer, I plan to buy two more chickens and start a small chicken farm. With the sales from the eggs, I would like to buy a goat.

If the rains don't come, I won't be able to farm again. But with the chickens and animals, we can make a living. I will be able to afford care and medicines for my wife and granddaughter. Most of all, my family will not go hungry."

Read about our work with and for older people in emergencies:
www.helpage.org/emergencies

Driving change

Older people themselves are the greatest drivers of change. With our partners, we formed, trained and supported older people's associations to protect older people's rights, livelihoods, incomes and pensions, and to claim entitlements.

Daw San, from Myanmar, is one of 320,000 members of older people's associations supported by the HelpAge network. She cares for a daughter who is sick and a five-year-old granddaughter. Through an older people's self-help group set up by HelpAge after Cyclone Nargis in 2008, Daw San is not only able to support her family, but also help more vulnerable older people.

"Our house was damaged and our crops were destroyed after the cyclone. But we managed to survive, thanks to the low-interest loans from the older people's self-help group. With a loan, I was able to invest in my garden – I bought fertiliser and small plants.

We can now earn income from the crops we grow.

Through the older people's self-help group, I also received training on how to become a volunteer carer. I take care of a 73-year-old friend, Daw Tin, who gets headaches and pains. A few times a month, I visit her to give massages, and help with medicines and with hygiene such as taking a shower and cutting her nails."

Daw Tin lives with her husband who is bedridden from a stroke. She shares how important it is to her to receive help from Daw San and the older people's self-help group:

"When I can, I attend the older people's self-help group meetings to get tips on matters like exercise. But it is hard for me because I am unwell. I always go to the mobile clinic [set up by HelpAge] when it comes to the village. They give me vitamins and free medicines for my nerves.

We received a healthcare grant from the older people's self-help group, which I used to buy food and extra medicines. Life is very difficult for us, but I am very happy that someone visits and cares for me in my home. The massage Daw San gives me helps relieve some of the pain. Without the visits from Daw San, I would be alone most of the time."

Watch Daw San's story and how older people's associations help transform lives: www.helpage.org/films



Enna Mentenot Hintz/HelpAge International



Jeanne Hill/HelpAge International

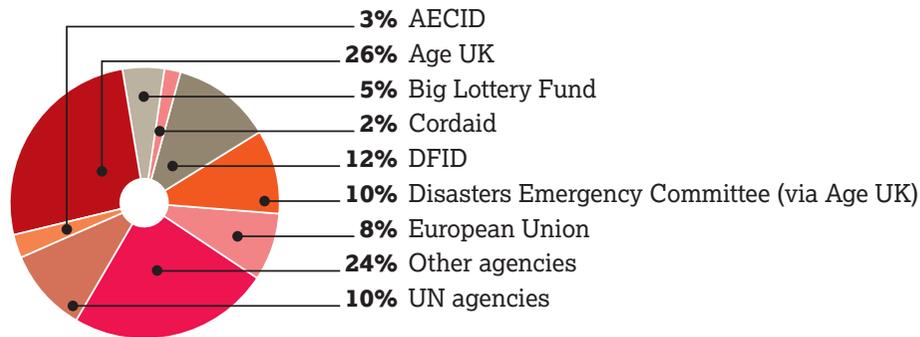
Empowering families

giving back to community

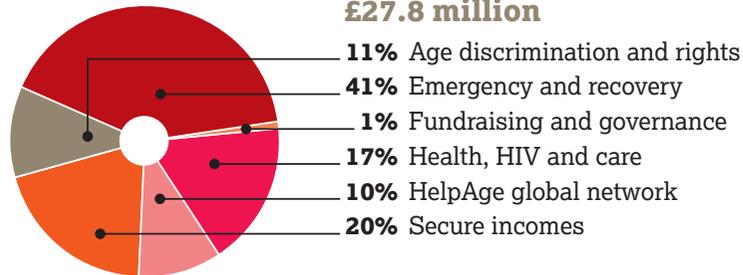
Finance

Our income in 2012 was 3 per cent higher than in 2011. Over 98 per cent of expenditure was on charitable activities. Our fundraising costs for voluntary income are very low because we do not raise funds from the public directly. In accordance with our reserves policy, we have a net increase in unrestricted general funds.

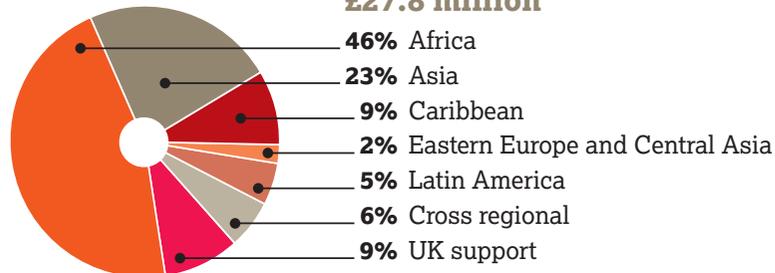
Where our money came from £26.7 million



How we spent this money £27.8 million



Where we spent this money £27.8 million



For more details of our income and expenditure, see our Annual Report and Financial Statements. Visit www.helpage.org or write to HelpAge International, PO Box 70156, London WC1A 9GB, UK or email: info@helpage.org

Thank you to our donors

We are grateful to our many donors and Affiliates for their support, in particular:

AARP Foundation; Age UK; AusAID; AWO International; Big Lottery Fund (BIG); Canadian International Development Agency (CIDA); Conrad N. Hilton Foundation; Cordaid; Disasters Emergency Committee (DEC) (via Age UK); European Commission Humanitarian Office (ECHO); European Union (EU); Federal Ministry for Economic Cooperation and Development (BMZ); FK Norway; Guernsey Overseas Aid Commission; HelpAge Deutschland; HelpAge International España; HelpAge Korea; HelpAge USA; Irish Aid; Jersey Overseas Aid Commission; Die Johanniter/Johanniter-Auslandshilfe; Kadoorie Charitable Foundation; Korea International Cooperation Agency (KOICA); Livelihoods and Food Security Trust Fund (LIFT); Neuapostolische Kirche-karitativ; Spanish Agency for International Development Cooperation (AECID); Swedish International Development Cooperation Agency (SIDA); UK Department for International Development (UK aid); UNDP; UNFPA; UNHCR; UNICEF; UNOPS; USAID; WorldGranny.



With a little support

older people can bring change

Lisett Larico/HelpAge International



65,000 older people in almost 60 countries campaigning to challenge discrimination and claim their rights.

Because of Age Demands Action over

10 million

older people have the potential to benefit from improved or new policies introduced in the last five years.*

*This is based on an independent five-year review of Age Demands Action.

HelpAge International

global network



MUSA/HelpAge International



COSE/HelpAge International



Fredéric Dupoux/HelpAge International

Age helps. Join us.
www.helpage.org



More than 90 Affiliates and 180 partners in over 60 countries form a global network standing up for the rights of older people.

Caribbean
Action Ageing Jamaica
Dominica Council on Ageing
Extended Care through Hope and Optimism (ECHO), Grenada
HelpAge Barbados
HelpAge Belize*
HelpAge St Lucia
National Foundation for Blind Care, Suriname
Old People's Welfare Association (OPWA), Montserrat
REACH Dominica

Society of St Vincent de Paul, Antigua
St Catherine Community Development Agency (SACDA), Jamaica

Eastern, West and Central Africa
Current Evangelism Ministries, Sierra Leone
Ethiopia Elderly and Pensioners National Association (EEPNA), Ethiopia
HelpAge Ghana
HelpAge Kenya*
Kenya Society for People with AIDS (KESPA)
Mauritius Family Planning Association
RECEWAPEC, Cameroon
Rift Valley Children and Women Development Organisation (RCWDO), Ethiopia
SAWAKA, Tanzania
Senior Citizens' Council, Mauritius
Sierra Leone Society for the Welfare of the Aged

South Sudan Older People's Organisation (SSOPO)
Sudanese Society for the Care of Older People (SSCOP)
Tanzania Mission to the Poor and Disabled (PADI)
Uganda Reach the Aged Association (URAA)

Southern Africa
Age-in-Action, South Africa
APOSEMO, Mozambique
Elim Hlanganani Society for the Care of the Aged, South Africa
HelpAge Zimbabwe
Maseru Senior Women's Association, Lesotho
Muthande Society for the Aged (MUSA), South Africa
Senior Citizens' Association of Zambia
VUKOXA, Mozambique

East Asia and Pacific
CASCD (formerly RECAS), Vietnam
China National Committee on Aging (CNCA)

Coalition of Services of the Elderly (COSE), Philippines
Council on the Ageing (COTA), Australia
Fiji Council of Social Services (FCOSS)
Foundation for Older Persons Development (FOPDEV), Thailand
HelpAge Korea*
Helping Hand Hong Kong
Instituto de Acção Social, Macau
Mongolian Association of Elderly People
National Council of Senior Citizens Organisations, Malaysia (NACSCOM)
Office of Seniors' Interests, Australia
Senior Citizens' Association of Thailand
Senior Citizens' Council of Thailand
Singapore Action Group of Elders (SAGE)
Society for WINGS, Singapore
Tsao Foundation, Singapore
USIAMAS, Malaysia

Vietnam Association of the Elderly (VAE)
Yayasan Emong Lansia (YEL), Indonesia

South Asia
Bangladesh Women's Health Coalition (BWHC)
Gramin Vikas Vigyan Samiti (GRAVIS), India
HelpAge India
HelpAge Sri Lanka*
Pakistan Medico International
Resource Integration Centre (RIC), Bangladesh

Eastern Europe and Central Asia
Dobroe Delo, Russia
Lastavica, Serbia
Mission Armenia
Resource Centre for Elderly People (RCE), Kyrgyzstan
Second Breath (Gerontological Association of Moldova)
Turbotá pro Litnix v Ukraini

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Middle East
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***HelpAge sister Affiliates**

