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Ninzizi (above) and her daughter Emelyne (front cover) fled violence in Burundi to a refugee camp in Tanzania in 2015. Ninzizi struggles to walk and cannot speak, but with the support of HelpAge International her health is improving. HelpAge staff drive her to the health clinic to get regular check-ups, and with cash we provided she bought a walking stick and Emelyne and her husband started a business selling avocados. With the extra money they earn, the whole family is able to afford food to supplement the camp rations, which means they have a more varied and nutritious diet. Ben Small/HelpAge International

Annual review
2017/18



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Our vision is a world in which all older people can lead dignified, healthy and secure lives.

Our mission is to promote the wellbeing and inclusion of older women and men, and reduce poverty and discrimination in later life.

Our commitment is to work with older women and men in low and middle-income countries for better services and policies, and for changes in the behaviours and attitudes of individuals and societies towards old age.

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This Annual review is an abridged version of our full Annual report and financial statements 2017/18. This is available online at www.helpage.org/who-we-are/finance and printed copies are available by request to FinanceTeam@helpage.org.

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Esther, 61, is a refugee from Burundi now settled in a camp near Kibondo in north-west Tanzania. She is the sole guardian and carer for her six grandchildren aged between 5 and 13. HelpAge International is providing support to older women and men, people with disabilities, single women who head households, and those with chronic health conditions. We are providing cash payments, non-food items, physiotherapy, livelihoods support and home visits by social workers. Ben Small/HelpAge International

Who we are

HelpAge International is a global network of organisations promoting the rights of all older people to lead dignified, healthy and secure lives.

The HelpAge global network is a worldwide partnership working with and for older people globally, with a special focus on low and middle-income countries. Our mission is to promote the wellbeing and inclusion of older women and men, and reduce poverty and discrimination in later life.

From small grassroots groups to large international organisations, we bring together diverse knowledge and experiences on a range of areas, including health and care, social protection, ageism and human rights and humanitarian response.

Population ageing is a global phenomenon. We must reshape our societal systems and policies if we are to ensure all older people can fulfil their rights to lead dignified, healthy and secure lives.

The world we want is one where every older woman and man, everywhere, can say:

“I have the income I need”

“I enjoy the best possible health and quality of life”

“I am safe and secure, free from discrimination and abuse”

“My voice is heard”

We are working towards these aims by:

- delivering programmes and developing models of service delivery for older people, including in humanitarian crises;
- advocating and campaigning for changes in policies and attitudes towards ageing and older people, bringing the collective experience and voices of our network to increase the impact of our work with older people;
- strengthening the voices of older people and network members in national, regional and global policy;
- using evidence generated from our own work and that of network members to inform global debates on ageing.

This report describes our progress and sets out our plans for the year ahead.

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Message from our Chair and CEO

In a complex and interconnected world, the power of networks to effect and influence change has never been greater. In our mission to promote the wellbeing and inclusion of older women and men, it is increasingly clear that working with, through and for a network will enable us to support older people, governments and others to secure the sustainable context-specific outcomes required.

Over the past year, following the implementation of our change process, we have transformed the organisation at secretariat, regional and country levels in support of the global network, which now embraces more than 130 diverse organisations. To achieve the ambitious goals of our strategy, it is crucial that HelpAge International continues to develop as an effective secretariat supporting a global network.

Around the world, we continue to see challenges for older people and for our network members. The shifting geopolitical context is having a significant knock-on effect for communities and for civil society organisations. Individuals are demanding their voices are heard, and desire from communities to engage is strong. At the same time, the space for civil society space is shrinking in many regions, as governments are seeking to limit NGOs by bringing in restrictive legislation and regulations.

This is why it is vital that older people themselves are included at every level of government. Their voices need to be directly heard and listened to amid the clamour of social media and populist political agendas.

In 2017, on the International Day of Older Persons, we celebrated 10 years of achievement through our Age Demands Action campaign. More than 64,000



Arun Maira



Justin Derbyshire

ADA campaigners around the world took part in various events to celebrate this milestone, and to focus attention on the many challenges that lie ahead.

Together with network members and other partners, we are striving to achieve a UN Convention for the rights of older people. As part of this, and in preparation for the 9th Open-ended Working Group on Ageing, we consulted with 450 older people from 24 countries, with the support of ADA partners, to produce a powerful report *Freedom to Decide for Ourselves*, launched in March 2018 to showcase their rights to autonomy and independence, to long-term and palliative care.

Rights and needs are brought into sharp focus during humanitarian crises. Natural disasters, conflict and violence severely test the resilience of individuals, families and communities. They also test the cohesion and commitment of the international community of governments and NGOs, who are already struggling to meet the commitments made at the 2016 World



Aysha Momotaj, 55, fled violence in her home country of Myanmar with two of her sons and other family in October 2017. They carried her for seven days before they reached Kutupalong camp near Cox's Bazar, Bangladesh. When this photo was taken, they were staying in a relative's tent as they had not been registered. Aysha was in poor health and deaf and unable to speak. Abir Abdullah/Age International

Humanitarian Summit, particularly those on localisation and the inclusion of vulnerable groups such as older people.

Throughout 2017/18, we supported network members and partners to respond to the continuing humanitarian crises in Ukraine, Syria, Yemen and drought-stricken areas of East Africa, as well as new emergencies such as Hurricane Irma in the Caribbean. But since August 2017, the crisis of the Rohingya people fleeing Rakhine State, Myanmar has overshadowed them all. More than 800,000 people, including many vulnerable older people, crossed the border into Bangladesh. HelpAge International is working with two network members to deliver support to the affected populations within the camps, and has established four 'age-friendly spaces' to support health, protection and water, sanitation and hygiene programmes.

We have also continued to make steady progress towards achieving the Sustainable Development Goals, and to ensure we 'leave no one behind'. The High-Level Political Forum in July 2017 marked a significant step forward in recognition of the importance of the inclusion of older people, and this support has been sustained since.

We are particularly proud of our role in the development of a city group on ageing and disaggregated data, the Titchfield Group, announced in March 2018 at the UN Statistical Commission. This is the outcome of a two-year effort involving many government statistical offices, UN agencies and civil society groups. It is a tremendous milestone for the ageing movement because for the first time it commits countries to produce accurate data which reflects all ages and will, if effectively implemented, be critical to ensuring that the SDGs are deliverable and measurable. The city group will also provide network members with a platform to engage their governments in the drive to measure what matters and achieve positive change.

We remain, as ever, thankful to the staff, network members and the supporters of HelpAge International for their continued hard work and collaboration. Working together, we must continue to amplify the voices of older women and men; to help to deliver change they want now and help governments to adapt to support them in the future.

Arun Maira
Arun Maira
Chair of Trustees

Justin Derbyshire
Justin Derbyshire
CEO

In the past year:



47,500 older people, 56% of whom are women, were supported to improve their income and food security through our project work in 15 countries.



3.15 million more older people are entitled to receive free healthcare following new or revised government health and care policies.



47,000 older people's health, care and nutrition needs were met in humanitarian crises.



We supported 280,000 older people in accessing appropriate information about the law and support services, through our work with 46 partner organisations in 9 countries.



We supported 2,000 older people's associations in 18 countries to monitor the services that matter to them



100,000 people in 47 countries took part in Age Demands Action campaigns.

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“I have the income I need”

Millions of older people globally have no reliable source of income. Only 28% of older people in sub-Saharan Africa, and 46% of older people in Asia receive a regular income in older age. Increasingly, governments around the world are recognising that a secure income in older age benefits not only older people but other generations too.

In 2017/18, we continued to work closely with governments and network members to promote older people's rights to social protection, by developing social pensions, strengthening social security, and supporting older people to monitor implementation.

New and better universal social pensions

At national level, we continue to advocate for non-contributory universal social pensions as the best means to achieve income security for older women and men, working with civil society organisations in Africa and Asia to make the case for social pensions. We supported the development of new pension schemes and worked to expand the scope of existing

schemes. Globally, we continued our engagement with key agencies such as the Global Coalition for Social Protection Floors and the Social Protection Inter-Agency Cooperation Board.

In Africa, we supported the Government of Kenya to prepare its first universal social pension, *Inua Jamii 70 and Above*, announced in March 2017 and launched in June 2018. HelpAge developed, co-funded, and implemented a baseline survey to lay the foundation for an impact evaluation of the pension. We also assisted in the mobilisation of over 530,000 older women and men to register for what will be East Africa's largest social pension by coverage and total value.

In countries where social pensions already exist, we worked with governments and our partners to ensure they are comprehensive and effective. In Uganda, we continued to lobby the government to fulfil its budgetary commitment to the Social Assistance Grants for Empowerment (SAGE) programme, which includes a social pension. In November 2017, we facilitated a delegation of Ugandan Members of Parliament and officials to meet in London with UK MPs and DFID

officials. This contributed to the Government of Uganda's passing a budget to cover arrears in co-funding of SAGE.

In Mozambique, our work focused on increasing the coverage and value of cash transfers to older and disabled people. In its 2018 budget, the Government of Mozambique increased these transfers by 84%. Moreover, HelpAge actively contributed to a new National Social Protection Strategy, which shifts the focus from household grants to individual grants for older people, children and people with disabilities.

In Asia, we contributed to the launch of a government-funded national social pension in Myanmar in April 2017 for all older people aged 90 and above. Approximately 41,000 older people now receive a cash transfer of MMK 10,000 (£5) per month. In Bangladesh our advocacy contributed to the expansion of the Old Age Allowance to reach an additional 350,000 older people.

Elsewhere in Asia, we advocated social protection measures for older people with country-specific goals. We continued to call for the first ever social pension in Pakistan, a universal rather than a means-tested pension in the Philippines, a lowered benefit age in Vietnam, social cash transfers to benefit more older people in Cambodia, and improvements to the size and legal standing of the old-age allowance in Thailand.

Improving social pensions

This year, we provided technical support to research, evidence gathering and capacity building across HelpAge, its network partners and directly with governments.

We completed a report on the relationship between cash transfers and older people's access to health services: *Cash transfers and older peoples' access to healthcare: a multi-country study in Ethiopia, Mozambique, Tanzania and Zimbabwe*. Findings were shared in *The Lancet Global Health*. In Tanzania, we designed an evaluation to assess the impacts of the Zanzibar Universal Pension Scheme on older people, their households and wider communities.

HelpAge has been piloting cash transfers to older people in Myanmar's Dry Zone to generate learning on the impact of social pensions and delivery systems. The pilot will also support the Ministry of Social Welfare, Relief and Resettlement to design and deliver the National Social Pension and social protection more broadly. In addition, we conducted an options study with Oxford Policy Management for electronic cash transfer delivery systems, which is currently being piloted.

We continued to deliver regional Social Protection Training in Chiang Mai and this year in collaboration with the International Labour Organization (ILO) we introduced a course on 'Ageing and Pension systems'.

In the past year:



800,000 older people in 18 countries received a social pension for the first time.

47,500 older people, 56% of whom are women, were supported to improve their income and food security through our project work in 15 countries.

Voice and accountability in social protection

This year, we continued working with older people, civil society, and governments to improve the information and support available to older people to access adequate social protection. We supported older citizen monitors (OCMs) to monitor the delivery of social protection and hold their governments to account for the right to social security in older age. This included strengthening the capacities of older people's associations (OPAs), improving channels for grievances and complaints, and ensuring that civil society and older people are aware of their right to social security and the standards they should expect in delivery of social protection.

In Mozambique, we helped to disseminate a recent law on the Promotion and Protection on the Rights of Older People and the new National Strategy of Basic Social Security. We published and disseminated copies of Uganda's National Social Protection Policy, and used radio talk shows to publicise the roll-out of the Senior Citizens Grant. In Zanzibar and Uganda, OPAs provided information about the social pension to older people through monthly forums and home visits.

We supported OCMs in Kenya, Uganda, Mozambique, Zanzibar and Bangladesh to collect systematic information on targeting, registration, payments, and accountability in social pension schemes. This information was used by older citizen monitors in discussions both with local Government officials to improve local delivery of the social pension and, at national level, to improve policy design. In Uganda, local government implemented a system for representatives to collect the social pension on behalf of frail and disabled older people. In Zanzibar, it resulted in an increase in the number of pay points, so that older people did not have to walk long distances.



Fatima Mohammed, 70, is one of many older people who have benefited from a new social pension, introduced by the government of Zanzibar with advocacy and support from HelpAge International. Using the money from her pension she now runs a small business to support herself and her family. Kate Holt/HelpAge International

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Through the work of OPAs, 99% of eligible older people in the project areas in Zanzibar were receiving the social pension by December 2017.

In Mozambique, we worked with INAS (Instituto Nacional da Acção Social) to develop and test an electronic grievance and redress mechanism (e-GRM) for the Basic Social Security Programme, contributing to wider work by the government to develop an information management system. This has now been taken forward by the World Bank as part of its management information system, e-INAS.



Eugenio Pereg-Garcia, 76, lives with this wife in the village of Buen Hombre in a poor region of the Dominican Republic. When Hurricane Maria destroyed their home in October 2017, they took refuge with neighbours. A few weeks later, they were visited by HelpAge International's humanitarian team conducting a rapid needs assessment of older people in the area. They were given emergency assistance and a cash transfer. With the money, they were able to buy medicine and food, and zinc roofing sheets Eugenio used to rebuild their home. Ida Shiang/HelpAge USA

Support to sustainable livelihoods

With our network members and partners, we provided 47,000 older people in 15 countries with loans and grants, help to establish revolving loan funds, and business and technical training, mostly through OPAs.

In Kyrgyzstan, HelpAge expanded its self-help group model, where older household members work together to generate additional income and promote healthier nutrition and lifestyles. Some groups have created emergency funds which their older members make use of in times of crisis.

Sharing learning

Recognising the importance of sharing our learning, we re-launched our Pension Watch website in March 2018. This holds information on social protection and pension schemes in over 110 countries, as well as experiences on strengthening older people's voice and accountability, thematic briefs and pension data collected by OCMs.

HelpAge co-hosted a webinar series on social accountability in social protection together with the International Policy Centre for Inclusive Growth. Speakers from government and civil society took part, and each webinar was attended by around 60 people. We worked with Age International and Development Pathways to host the London launch of DFID-funded research on social accountability in social protection.

Global emergency cash distribution

We supported cash transfers in emergencies in the Dominican Republic, Ethiopia, Kenya, Pakistan, South Sudan, and Ukraine, enabling 11,000 older people to buy food and other essential items, and ensuring that older people had freedom to decide what they most needed.

Following hurricanes Maria and Irma in the Caribbean, we led an emergency response in the Dominican Republic, providing cash transfers to approximately 400 older women and men. In Pakistan, we provided cash transfers to 1,300 older people and people with disabilities who were temporarily displaced from Federally-Administered Tribal Areas (FATA), as well to those returning after improvements in the security situation.

“I enjoy the best possible health, care and quality of life”

As people age, their health and care needs are likely to become increasingly complex and interdependent. The risk of having more than one chronic condition, and the need for support with everyday tasks, increase with ageing. Health and social care systems have not responded adequately to the needs of older populations, who face many barriers in accessing services and support.

Experiences of health in older age also differ in older women and men. Health and care interventions need to respond to this diversity, targeting specific needs during different stages of later life.



At the ADA on Health 2017 event in Bishkek, Kyrgyzstan, members of a self-help group of older people from the Chui region of Kyrgyzstan joined 300 others in sports competitions, and received free blood sugar and blood pressure measurement for the prevention of type 2 diabetes. Vitaliy Kononov/HelpAge International

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Older people taking part in an Intergenerational Self Help Club monthly meeting in Chu village, in the mountainous Thanh Hoa province of Vietnam. HelpAge's Vietnam country programme now runs 225 such clubs across the country, with more than 31,000 participants including men and women of all ages and socio-economic backgrounds. Brayden Howie/HelpAge International

Global action on ageing and health

HelpAge has focused at a global level on ensuring the inclusion, within official data collected by global and national health agencies, of indicators that address older people's voice and participation, and disaggregation of data by age and sex.

We supported a WHO process to develop indicators to measure healthy ageing and progress in implementing the Global Strategy and Action Plan on Ageing and Health. We also engaged with WHO's global process on integrated care for older people, developing a case study on the approach of HelpAge and our network partners to integrated health and care in Ethiopia.

A HelpAge briefing paper, *Healthy lives and wellbeing for all at all ages: a call to action*, supports influencing work to implement the Sustainable Development Goals and Universal Health Coverage.

We supported UNHCR to finalise its NCD (non-communicable disease) guidelines for humanitarian settings. In early 2018, we joined the Strategic Advisory Group of the Global Health Cluster, which enables us

to work with key UN and civil society actors to ensure older people are included in humanitarian responses.

Community health promotion and support

This year, we supported more than 425,000 older people in 11 countries across three regions to receive information and services to support their health and care needs.

In Tanzania, Uganda and India we worked with network members, older people and their communities to jointly design community-based health projects. Using data collected with our Health Outcomes Tool, communities identified their own priorities and health interventions. The resulting project focuses on supporting older people to engage in home-based self-care and working with health facilities to ensure services are more age-friendly.

In Vietnam, we worked directly with our Intergenerational Self-Help Clubs (ISHCs) in 225 communities, 83 newly-formed this year, benefiting more than 31,000 people. Our integrated model

supports increased income, healthy and active ageing, home-based care, and access to rights and entitlements. Our evaluation of the model showed at least 30% annual income increases, with more than 80% of ISHC members reporting sustained or better health status, and frail community members receiving at least twice-weekly home care.

In December 2017, an MOU between our Network Member, VAE, and Vietnam's Ministry of Health was signed to strengthen formal links between ISHCs and the Ministry at all levels. The support we offer includes health check-ups, communication on health and care, and training for home care volunteers.

In keeping with HelpAge's approach to healthy ageing, which looks beyond diseases to consider broader wellbeing, we worked with the Swiss Red Cross and World Jewish Relief to develop a more comprehensive approach to wellbeing in older age in Moldova.

Strengthening systems

Alongside community-level work, HelpAge partnered with Ministries of Health and government health facilities to strengthen national health systems to better address rights to health and care, as well as meeting the needs of older people in humanitarian contexts.

We worked with three government health facilities in Pakistan to build the capacity of staff and ensure basic equipment, medicines and infrastructure are in place for age- and disability-inclusive healthcare provision.

In Lebanon, we developed a model of public health for older people, advising clinics on how to be more age-friendly, for example, by installing ramps, hand-rails and comfortable waiting areas, and adapting appointment systems for older people.

Building our evidence base

We continued to collect data on older people's health, building an evidence base to support our influencing work. We developed an interactive Tableau dashboard to share baseline data collected using our Health Outcomes Tool. This allows users to analyse data most relevant to their work at local, national or global levels.

Data from the Health Outcomes Tool played a positive role in influencing Ministries of Health to better understand older people's perceptions of their health and life satisfaction, and advocating for their access to services and support.

This year, we digitised our *Rapid Assessment Method for Older People* (RAM-OP) and created a mobile application to make the tool easier to use. This now integrates an assessment of levels of disability in older age. RAM-OP has been used to assess health and nutrition among older people in humanitarian contexts in Ethiopia and Kenya and we have secured a grant from the Humanitarian Innovation Fund to expand its use through training government agencies and other NGOs in RAM-OP methodology in 2018.

In the past year:



3.15 million more older people are entitled to receive free healthcare following new or revised government health and care policies.

47,000 older people's health, care and nutrition needs were met in humanitarian crises.

Influencing policy and services at local and national levels

In Myanmar, HelpAge and our partners, the University of Public Health and University of Medicine 2, worked with the government on health policy reform. Following consultations, trainings and advocacy, the Ministry of Health and Sports formally adopted the National Strategic Plan of Action for Prevention and Control of NCDs in Myanmar (2017-2021) in August 2017. HelpAge and our partners will continue to provide capacity building to health staff and policymakers, and engage in research and experience-sharing with key stakeholders to spearhead the formation of an NCD Network in Myanmar.

We trained Pakistan's OPAs on advocacy approaches, which has yielded benefits for older people. After older people engaged with the provincial government of Khyber Pakhtunkhwa, a notification was issued to all government primary health facilities to waive consultation fees for people aged 60 and above.

Supporting health in humanitarian contexts

This year, we continued to support older people in humanitarian contexts to access health and care services in seven countries. Our DEC-funded project in Yemen provided mobile health clinics, a hospital referral system, health and nutrition screenings, equipment and medicines to help nearly 20,000 older people to access to basic services during conflict and displacement.

In Lebanon, we worked with partners to improve older people's access to health services and provide psychosocial support for those affected by the war in Syria. In December 2017, we hosted a workshop for national and international organisations to share lessons learned from our programme, to promote collection of sex-, age- and disability-disaggregated data, and to raise awareness of the rights of older people in crises.

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Older women and men, including those with disabilities, are often disproportionately affected in humanitarian crises. However, despite facing multiple risks based on their age, gender, disability and other factors, the rights and needs of older people often go unrecognised by mainstream humanitarian programmes.

Many older women and men face violence, abuse and neglect which remains largely hidden. Exposure to violence can increase during humanitarian disasters where social structures and protection mechanisms break down.

In the past year:

77,000 older people, 49% of whom are women, were directly supported to implement community-based disaster risk reduction work in 9 countries.

The protection needs of **44,000** older people, 55% of whom are women, were addressed by HelpAge, its partners and key agencies in humanitarian crises and disaster risk reduction actions in 8 countries.

We supported **280,000** older people in accessing appropriate information about the law and support services, through our work with 46 partner organisations in 9 countries.

Prepared for emergencies

How well humanitarian agencies are prepared to respond to disasters can be a matter of life or death for older people and their caregivers. In 2017/18, we trained 1,180 people in 30 countries to prepare for humanitarian crises, mostly in the Philippines, Bangladesh, Pakistan and Kenya, working with local partners.

In Asia, disaster risk reduction (DRR) continues to be a key area of programme delivery, influencing and evidence. This year we reached nearly 89,000 people in seven countries with DRR programmes to empower older people and OPAs to engage in community-based DRR. We also provided training for service providers and collaborated with local authorities. We are promoting this inclusive community-based DRR model more widely through participation in national task forces/committees and with government at all levels.

Protection in humanitarian crises

Older women and men face multiple risks and threats to their safety and security during an emergency, often based on their age, gender or disability. Protection of older people in humanitarian crises helps them fulfil their human rights when states are unable or unwilling to do so. Protection and Inclusion activities support older women and men to access life-saving humanitarian assistance and other services in a safe and dignified way, ensuring they are not exposed to further harm.

In 2017/18, we developed a new HelpAge-wide humanitarian intervention model with Protection and Inclusion as central concerns. Alongside our partners and other humanitarian agencies, we supported the protection rights and needs of 44,000 older people in eight countries affected by humanitarian crises.

In Asia, we supported just under 89,000 people with humanitarian relief services in seven countries. In Bangladesh, following attacks on the Rohingya ethnic group in Myanmar, more than 700,000 people fled Myanmar to Bangladesh between August and December 2017. HelpAge's assessment of the situation for older people in the camps revealed major issues of access to life-saving humanitarian services provided by other organisations.

Together with our local partners, Resource Integration Center and Young Power in Social Action, we have now set up Age-Friendly Spaces in three camps in Cox's Bazar. As a result, over 8,000 older people were able to receive psychosocial support and access services such as health or shelter. The project also advocated for and trained other organisations on ways to include older people and people with disabilities into their humanitarian response.

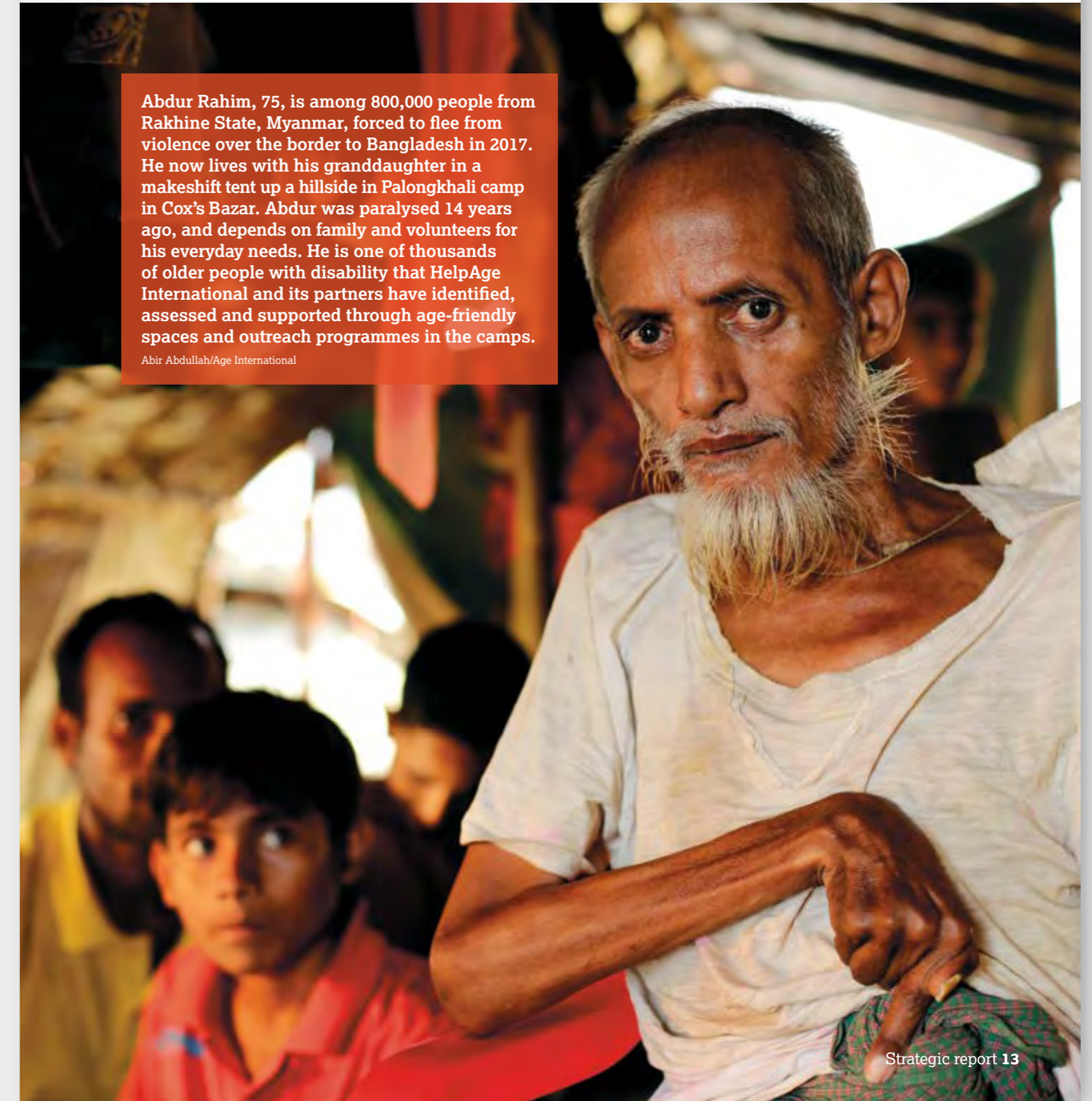
Our work with Rohingya refugees in Bangladesh was highlighted by independent evaluators as an example of good programming to be scaled-up by other agencies.

We continued to support 8,000 older people across 89 communities in the eastern conflict zone in Ukraine, and broadened our engagement with the government to encourage long-term support for older people. We promoted strong cooperation between NGOs, UN agencies, and local authorities by convening and chairing an Age and Disability Technical Working Group to improve the quality of assistance to those most affected by the war. Our innovative home-based care model, funded by ECHO, was widely praised.

The Protection and Inclusion approach was also applied in Tanzania to support Burundian refugees with specific needs, such as mobility restrictions and chronic health conditions. In Syria, HelpAge worked in partnership with UNHCR to deliver a consultancy on the protection of displaced older men and women. The partnership looked at developing an Older People's Club model to be integrated within UNHCR's existing community-based services, and at ensuring that staff and services provided in community centres run by UNHCR partners are more inclusive of older people and people with disabilities.

Abdur Rahim, 75, is among 800,000 people from Rakhine State, Myanmar, forced to flee from violence over the border to Bangladesh in 2017. He now lives with his granddaughter in a makeshift tent up a hillside in Palongkhali camp in Cox's Bazar. Abdur was paralysed 14 years ago, and depends on family and volunteers for his everyday needs. He is one of thousands of older people with disability that HelpAge International and its partners have identified, assessed and supported through age-friendly spaces and outreach programmes in the camps.

Abir Abdullah/Age International



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Tackling violence, abuse and neglect

Violence, abuse and neglect (VAN) of older women and men, including women and men with disabilities, is widespread yet mostly hidden. Recent global estimates show that in the past year, nearly one in six older people have experienced one or more types of physical, sexual, financial, psychological violence and abuse, and neglect. In most places where we work, there is no data on prevalence, or risk factors and drivers of VAN. Interventions to prevent violence, abuse and neglect in older age, and to support survivors are also limited. HelpAge is working with service providers, local partners and policymakers to raise awareness and facilitate access to services for older VAN survivors.

This year, we refined our approach to working on violence, abuse and neglect to focus on action research and on developing a global portfolio of work to address and prevent violence in older age. We recognise that we need to gather more evidence, but also to pilot prevention and response interventions that support older survivors.

Globally, we worked with over 40 partners in nine countries to support older women and men to access support services for survivors of violence. In Moldova, we continued work to prevent and address violence against older women and men in 13 communities in



Army veteran Grigoriy Atanov now volunteers in community safe spaces, and fights for the rights of older people affected by conflict in eastern Ukraine. Victoria Panchenko/HelpAge International

partnership with local organisations and service providers. These included baseline surveys on prevalence of violence and specific barriers to older survivors in accessing support services.

Survey results showed that older women and men have limited knowledge of services available to survivors of violence, including legal assistance, compensation from perpetrators, or health and psychosocial services. Our interventions therefore aim to establish referral mechanisms, safe spaces and to build a network of community volunteers.

In Tanzania, we continued to tackle witchcraft related violence against older women and men, and people with albinism, through our tested integrated model. We worked with 640 community leaders to raise awareness of witchcraft related violence and older people's rights, reaching around 30,000 people.

We also trained 322 community paralegals (189 women and 133 men) to provide basic legal aid to survivors of violence and raise awareness of the issue. As a result, the Tanzanian Human Rights Centre reported a reduction of killings from 16 in 2016 to just six in 2017 across the four districts in which we worked. This compares with a national reduction from 394 in 2016 to 307 in 2017, 80% of the victims being older people, and 60% of these older women.

We continued to advocate for the endorsement and implementation of the national strategy developed to combat witchcraft related killings, and to raise awareness through training for police and judiciary on appropriate handling of cases.

In South Africa, we supported access to justice for older people by strengthening the capacity of the Department of Justice in providing age-friendly court and justice services and training court workers. We supported over 657 Older People's Organisations to engage directly with municipal authorities to demand access to rights and protection from abuse and violence.

In 2017, HelpAge engaged in the global *16 Days of Activism against Gender Based Violence* Campaign to raise awareness of violence experienced by older women. We organised a high-level stakeholder event in London, bringing together women's organisations, donors, policy makers and other INGOs. An older survivor from Moldova joined the panel and recorded her testimony on film in a unique opportunity to make the voices of older women heard and to demand better protection, support services and data.

“My voice is heard”

Globally, people are growing older in a context where there is limited understanding of how human rights apply to older people. Ageism – stereotyping and discrimination against individuals and groups because of their age – is widespread.

We work to ensure that older people's voices are heard by decision-makers and their experience and role as agents of change is recognised and supported. We challenge the denial of human rights across the life course and promote international standards, legislation and policies that uphold the rights of older people.

Older people's voices are at the heart of what we do

In January 2018, governments reviewed the implementation of the Madrid International Plan of Action on Ageing (MIPAA) at the meeting of the UN Commission for Social Development. Our CEO Justin Derbyshire was joined by two HelpAge global network members, who spoke out about the situation of older people in their communities.

Progress towards a new UN convention

In 2017/18 we continued to work closely with our global network members and Age Demands Action (ADA) partners to ensure that the views of older people in low and middle-income countries inform and influence the development of a new UN convention on the rights of older persons.



Shashi Tyagi, co-founder of GRAVIS, a network member from India and Elisha Sibale Mwamgina, Executive Director of the Good Samaritan Social Service Trust in Tanzania, at the UN headquarters in New York. Shashi and Elisha came with a senior HelpAge International delegation to the UN Commission for Social Development meeting in February 2018 to speak out about the situation of older people in their communities. They called for greater attention to older people's rights so that everyone can enjoy dignity in older age, as part of the third review and appraisal of the Madrid International Plan of Action on Ageing. Verity McGivern/HelpAge International

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We supported and encouraged all network members to advocate at national level for a UN convention and to participate in the UN Open-ended Working Group on Ageing (OEWG). In preparation for the eighth session in July 2017 in New York, older people met with government representatives and national human rights institutions to promote participation in the work of the OEWG.

Twenty-three network members now have the right to participate in the OEWG and eight submitted evidence of human rights violations in their countries. In 2017, we supported two older women ADA campaigners from Serbia and Chile to participate. We coordinated submissions and analysis on topics including rights to equality, non-discrimination and protection against violence, abuse and neglect of older people.

We continued to gather evidence on older people's rights to autonomy and independence, and long-term and palliative care in preparation for the 9th OEWG session in July 2018. We consulted 450 older people from 24 countries, with the support of ADA partners, and these have been summarised in a new report *Freedom to decide for ourselves*. By April 2018, eleven network members had submitted evidence. In addition, we are providing technical advice to national human rights institutions and governments on their participation in the session.

In 2017, we agreed to host the secretariat of the Global Alliance for the Rights of Older People (GAROP), a network of 200 members worldwide committed to strengthening and promoting the rights of older persons in their efforts to coordinate action with UN member states. The secretariat has improved co-ordination and interaction with GAROP members and supported their engagement in the OEWG process. It has developed advocacy tools for its members, and co-organised webinars throughout the year and a preparatory workshop ahead of the 9th OEWG session. In 2017/18, 50 new members joined and proposals for funding were submitted to donors, while voluntary contributions from members increased.

Support for regional instruments on the rights of older persons

In Africa, we supported advocacy through ADA campaigns in 20 countries to ratify and implement the African Union Protocol to the African Charter on Human and People's Rights on the Rights of Older Persons in Africa. As of April 2018, five countries had signed the Protocol (Benin, Comoros, The Gambia, Ghana and Sierra Leone). Uganda and Zambia have developed a road map for the ratification while Lesotho, Zimbabwe and Malawi have committed to sign and ratify the Protocol.



HelpAge International CEO Justin Derbyshire speaking at the UN High-level Political Forum in July 2017. We organised an event with UNDP and UNDESA focused on eradicating poverty and promoting prosperity for older persons.

Verity McGivern/HelpAge International

In Latin America and the Caribbean, we co-ordinated research by network members in Argentina, Bolivia, Chile, Costa Rica, and El Salvador, the countries that have ratified the Inter-American Convention on Protecting the Human Rights of Older Persons. We will use lessons from this research to support network members to advocate for ratification of this Convention in other countries in the region.

Network approaches to advocacy on SDGs

After several years of global-level advocacy on the Sustainable Development Goals (SDGs), we have shifted our focus towards influencing the inclusion of older people in national action on these goals. We are working with network members in eight pilot countries to intensify their national advocacy on age-inclusive implementation of the SDGs. During this year, SDG action plans have been put in place in Cambodia, Costa Rica, The Gambia, Kenya, Pakistan, Rwanda, and Serbia.

We are sharing learning on SDGs with, for and through our network. For example, members of the newly-formed Central America sub-regional network have identified a shared priority on training and advocacy related to implementation of the SDGs. They are now working together to ensure age-inclusive implementation of SDG 3: 'Ensure healthy lives and wellbeing for all at all ages'. We also highlighted the gaps in the SDGs regarding long-term care of older people at the World Congress of Gerontology and Geriatrics in San Francisco in July 2017.

To increase awareness of the relevance of ageing as an issue for people of all ages, we launched, in collaboration with UNDP, an animation explaining

a life course approach through four characters who experience varied life courses and find themselves in very different situations when they reach older age.

At the UN High Level Political Forum in July 2017, where progress of Agenda 2030 is reviewed and monitored, we held a side event jointly with UNDP, UNDESA and others focused on 'Eradicating Poverty and Promoting Prosperity for Older Persons'.

We also produced key resources to support advocacy efforts at national, regional and global level. These included a network discussion paper, *Agenda 2030: The Sustainable Development Goals and Global Ageing*, and a joint publication with UNDP and AARP: *Ageing, Older Persons and the 2030 Agenda for Sustainable Development*.

Celebrating 10 years of ADA campaign success

This year we celebrated 10 years of our Age Demands Action (ADA) platform. On 1 October 2017, International Day of Older Persons, we supported 64,000 older people from 35 countries to engage in campaign activities to celebrate ten years of ADA.

Throughout Africa, older people campaigned for improved health services, inclusion in decision-making structures, older people's laws, universal pension, ratification of the AU protocol and the UN Convention on the rights of older people. Many of these events were attended by senior government officials, members of parliament and government ministers.

In the past year:

We supported **2,000** older people's associations in 18 countries to monitor the services that matter to them.

100,000 people in 47 countries took part in Age Demands Action campaigns.



National policies and laws on ageing in Asia and Eastern Europe

Through our continued advocacy and technical support to governments across Asia we are helping to build an overarching legal and implementation framework through which the rights of older people are enshrined and delivered.

Cambodia approved the National Policy on Ageing 2017-2030 in January 2018, with technical support over many years from our network member HelpAge Cambodia. In Pakistan, we provided technical support to Balochistan Province, which in 2017 became the third of Pakistan's four provinces to pass legislation recognising older people's rights.

We engaged with governments in Moldova and Kyrgyzstan to influence national programmes and policies for older people. We signed an agreement with Jordan's Ministry of Social Development to support of the country's National Programme for Older Citizens, and similarly strengthened our relationship with the Palestinian Authority.



As part of the ADA on Rights in Kyrgyzstan, campaigners staged a 'forum theatre' performance in a busy shopping mall. Tatiana Semenova (centre) plays the role of an older woman subjected to domestic violence by her daughter and granddaughter, who abuse her emotionally, take away her pension and force her to move to a nursing home. Vitaliy Kononov/HelpAge Kyrgyzstan

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Age and gender disaggregated data

In March 2018, the United Nations Statistical Commission agreed to establish the Titchfield City Group on ageing-related statistics and disaggregated data. HelpAge International has been a founding partner with DFID, multilaterals and statistical offices in this initiative, the core purpose of which is to systematically address data gaps on ageing and older people in national and international data systems.

This development is an important step forward to ensure that international and national statistical systems collect and publish holistic and disaggregated data on ageing and older women and men. It has policy implications across all thematic areas of HelpAge's work as data deficits currently hinder the achievement of effective policies and programmes on ageing and older people at global, regional and national levels.

Social accountability in Africa

Our experience has shown how older citizens can monitor their access to services and hold governments and service providers to account, either as members of older people's associations or local government representatives.

In Mozambique in 2017/18, we helped 96 Older People's Associations (OPAs) to document and report problems older people experience when they seek services. In Uganda, the government officially recognised older people's representation within decentralised local government. HelpAge is building the capacity and effectiveness of newly elected representatives,

coordinating with established OPAs and Older Citizen Monitoring Groups (OCMGs) in 24 districts.

Ageing in cities – mind the GAP

HelpAge participated in the UN Habitat Governing Council in May 2017, successfully lobbying for the inclusion of wording to make the two-year work plan gender- and age-responsive.



HelpAge was re-elected for a second two-year term as co-chair of the GAP coalition of ageing organisations working on urban issues. At the UN Habitat Governing Council and World Urban Forum in Malaysia in February 2018, HelpAge brought a low and middle-income and rights based perspective to the discussions and coordinated the participation of speakers and contributors from network members and partners from Malaysia, South Africa and Hong Kong.



Oto Augustino, 67, travels around his district in northern Uganda on a bicycle visiting other older people as part of an older citizen monitoring group that ensures each community is aware of their rights and entitlements in the country's social protection scheme Social Assistance Grants for Empowerment. His hard work means older people get registered properly, can access payment points and take action if payments are missed or delayed, all helping to improve the scheme. Ben Small/HelpAge International

Inclusion: mainstreaming disability and gender

Our mission is to promote the wellbeing and inclusion of older men and women and to reduce poverty and discrimination in later life. It is vital to understand the different ways in which women and men experience ageing, and how factors such as gender and disability intersect. With a significant increase in the number of women and men ageing with a disability as well as those acquiring a disability later in life, we need to ensure that their voices are heard, and that barriers to meaningful participation are identified and addressed.

Humanitarian Inclusion Standards launched

The importance of collecting sex, age and disability disaggregated data, and identifying and addressing barriers to accessibility for older people and people with disability, in both DRR and humanitarian response, provides a framework to further develop an inclusive approach to humanitarian action.

The three-year DFID/OFDA-funded Age and Disability Capacity Programme (ADCAP), completed in March 2018, has built on initiatives within HelpAge to promote more inclusive programming across humanitarian settings. Pioneered in Pakistan since 2011, ADCAP expanded to include Christian Aid, Kenya Red Cross and CBM in Kenya; Islamic Relief, CONCERN and HelpAge in Pakistan; and Christian Aid and Islamic Relief in the UK.



The ADCAP consortium, coordinated by HelpAge, has strengthened the capacities of over 4,500 humanitarian actors in more than 100 countries since its inception in 2011. In February 2018, ADCAP published the *Humanitarian Inclusion Standards (HIS) for older people and people with disabilities* – in four languages, reflecting the importance of ensuring that ‘no one is left behind’.

The HIS contains guidance tools, resources and case studies illustrating how older people and people with disabilities can be included in humanitarian responses. Seven country consultations in the UK, US, Jordan, Kenya, Pakistan, Haiti, and Switzerland were held to develop the tools. These brought together 235 people representing academic institutions, donors, DPOs, OPAs, the Red Cross, governments, national and international NGOs, regulators, and UN agencies.

The HIS will become a companion to the newly-revised SPHERE Standards in 2018, and is becoming recognised as a ‘go-to’ resource.

We continued to support reform of the humanitarian system to better support older people in times of crisis. We reported against our commitments made at the World Humanitarian Summit in 2016, and our Charter 4 Change commitments. We became co-chair of the Bond Humanitarian Policy group, a sector wide group which works with DFID and other agencies and bodies to ensure the principled and effective delivery of UK aid.

Understanding ageing and disability

In 2017, HelpAge became a member of the International Disability and Development Consortium (IDDC), creating opportunities to ensure older people with disability are included in the development policy discourse.

In 2017/18, HelpAge was co-chair of the UK Gender and Disability Network, where mainstream and specialised actors are open to discussion on how to include older people with disability more effectively. We are working closely with this network, DFID, Age International, our UK network member, BOND, and other partners in preparing for the Disability Summit in London in July 2018.

In March 2018, together with the International Centre for Evidence on Disability at the London School of Hygiene & Tropical Medicine (LSHTM), we published *Missing Millions*, a research report on ageing and disability in humanitarian settings, based on research in Tanzania and Ukraine.

Gender and ageing intersections

In 2017/18, a new gender and ageing research partnership with the University of Warwick helped us to better understand ageing and gender intersections across the life course, and to support our efforts to strengthen gender mainstreaming across all areas of our work, including programme development and implementation, policy influencing and advocacy. Colleagues, network members and key partners across Africa, Eurasia and Middle East and in the UK participated in this work which will be completed in 2018 with the production of a policy brief on ageing and gender as a basis for our advocacy work.

As part of the AFFORD programme, a gender assessment survey was carried out in Malawi to identify unique and specific gender issues affecting communities to help us develop a gender strategy relevant to the country. This survey will be undertaken in the remaining three countries included in the AFFORD programme in 2018.

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HelpAge International took on a new global structure last year as we decentralised our operations to work through five major hubs across the world. Adapting to this new global structure, we will continue to put in place measures to increase the level of work we conduct with, through and for network members across each area of our theory of change. This **two-year plan** will help prepare the ground for the development of our post-2020 strategy.

Priority areas of work

Overall, we will continue to work towards our four Thematic Goals – that every older woman and man, everywhere, can say:

“I have the income I need”

We will support the Governments of Kenya and Zanzibar with the roll out of pension schemes, carry out targeted, evidence-based advocacy in selected countries to support introduction of new pension schemes (Malawi, Tanzania) and support at least 2,000 older people to have increased incomes through intergenerational self-help clubs in Vietnam.

“I enjoy the best possible health and quality of life”

We will support the development of at least four national strategies on long-term care in Mongolia, Sri Lanka, Indonesia and Vietnam, in collaboration with the Asian Development Bank. We will develop strategic partnerships with network members and others to influence the WHO at the World Health Assembly, the Global Conference on Non-Communicable Diseases and, in humanitarian contexts, the Health and Nutrition Clusters. We will work to improve access to health and care services for older people in Asia in both development (Cambodia, Indonesia, Myanmar and Vietnam) and humanitarian (Bangladesh, Pakistan) contexts.

“I am safe and secure, free from discrimination and abuse”

We will provide protection outreach services in Ukraine through HelpAge trained community-based Peer-to-Peer Support Groups in conflict-affected communities in the east of the country. In Kyrgyzstan, we will build greater awareness of services and legal provisions around gender-based violence for 12,000 people. We will develop and pilot a global intervention model to reduce violence, abuse and neglect in two or three target countries.

“My voice is heard”

Working with WHO and others to set up a Global Campaign on Ageism as a vehicle to enhance the voice of older people in their communities and in decision making processes affecting their lives with regional partners, Older People's Associations, ADA partners and network members. We will scale up national level replication of Older People's Associations' models in Myanmar and Vietnam; and strengthen national ageing networks in Bangladesh, Cambodia, Vietnam and Latin America to better implement older citizen monitoring (OCM) of key services.

Organisational priorities

To meet our strategic goals, as well as position us to have an even greater impact on older people and network members in future, we will also invest in these **four Step Changes** to increase our capacity and effectiveness.

- Extend the reach and influence of the HelpAge global network by embedding the network approach across HelpAge International.
- Increase the scale and quality of our humanitarian work through a more network-based approach, working across all areas of our theory of change.
- Invest in a supportive and enabling culture for HelpAge.
- Increase the scale and quality of our work to strengthen the voice of older people.

Global advocacy objectives

We plan to increase the impact of our advocacy work globally over the next two years in a number of ways. We have identified three global advocacy objectives which will make the greatest contribution towards moving the agenda forward globally for older people's rights:

UN convention

We will continue to work towards the adoption, ratification and implementation of a UN convention on the rights of older people. We will carry out coordinated action to ensure HelpAge International input is reflected in the outcomes of the 9th Open-ended Working Group and target our advocacy efforts towards changing government position in key countries including Cambodia, India, Jordan, Korea, Malawi, Mongolia, Mozambique, Serbia, Singapore and Tanzania.

Sustainable development goals

Our long-term goal is to ensure that ageing and older people are included in development thinking, policies and programmes on equal terms with other age groups, and that age-inclusive policies and programmes are adopted as a result. We will pilot national SDG/Agenda 2030 action plans for the inclusion of older people in eight pilot countries across our regions.

Global campaign on ageism

We will develop a global campaign plan in collaboration with network members and other partners and tailor this to reflect campaigning activities at all levels, including through grassroots Older People's Associations. We will gather evidence on the impact of ageism on older people accessing health and care services in four priority countries to help shape campaign messaging.

Gender and disability mainstreaming

We will integrate age, gender and disability inclusion across all thematic work areas in our humanitarian, development and advocacy work with the HelpAge network at country, regional and organisational levels.

Our gender and disability inclusion plan will include:

- embedding a refreshed vision with clear results targets for gender mainstreaming across HelpAge, including through regional and country gender action plans and initiatives to build staff capacity and confidence;
- further promoting and supporting uptake of the revised Humanitarian Inclusion Standards;
- building stronger, more integrated, ageing, gender and disability policy messaging in our advocacy and influencing work.



Daw Hla Yin, 77, lives with her daughter and two grandsons in rural Myanmar. She received a loan from the Older People's Self-Help Group, and used it to buy a pig, glasses and a walking stick. Hereward Holland/Age International

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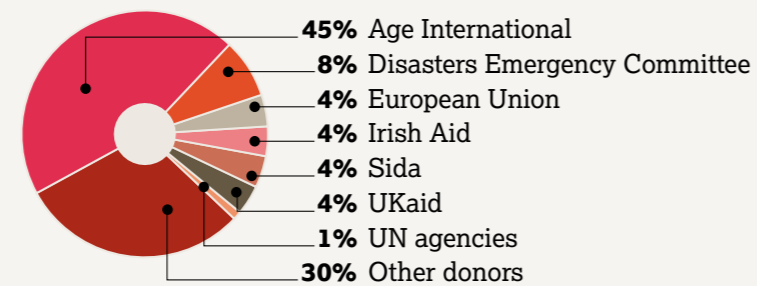
Our plans for 2018-20

● **Our funding, governance and management**

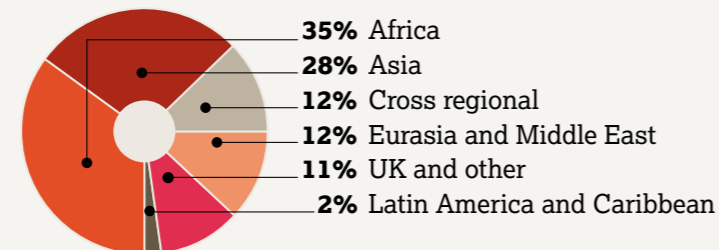
HelpAge global network

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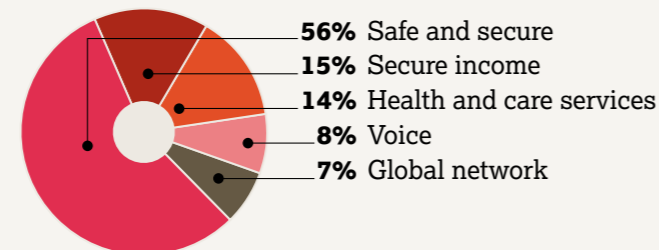
Where our money came from £21.9m



Where we spent this money £23.7m



How we spent this money £23.7m



Trustees 2017/18

Arun Maira *Chair**
David Causer *Vice Chair*
Isabella Aboderin
Ferdous Ara Begum*
Mathew Cherian*
Cho Hyunse*
John Kingston
Laura Machado
Sola Mahoney*
Abla Sibai*

Robin Talbert*
Vappu Taipale*

*Trustees nominated by members

Senior staff 2017/18

Justin Derbyshire
Chief Executive Officer
Asif Sarwar
Chief Operating Officer / Company Secretary
Cherian Mathews
Director of Global Impact and Resourcing
Kate Wedgwood
Director of Network, Advocacy, Communications and Campaigns
Eduardo Klien
Regional Director Asia
Prafulla Kumar Mishra
Regional Director Africa
Barbara Shenstone
Regional Director Eurasia and Middle East



Members of the Board of Trustees, Directors and senior staff at the Leadership Conference in Dar es Salaam, Tanzania, October 2017.

Henry Mazunda/HelpAge International

HelpAge global network



At the end of 2017/18, the HelpAge Global Network included 133 members across 81 countries, creating a powerful global movement for change.

Africa

Age-in-Action, South Africa
Ageing with a Smile, The Gambia*
Almanar Voluntary Organization, Sudan
Association of Retired Persons Mozambique (APOSEMO)
Center for Community Advancement and Family Empowerment (CECAFE), Liberia*
Community Development Volunteers for Technical Assistance (CDVTA), Cameroon
Current Evangelism Ministries (CEM), Sierra Leone
District Pastoralists Association (DPA), Kenya
Elim Hlanganani Society for the Care of the Aged, South Africa
Ethiopia Elderly and Pensioners National Association (EEPNA)
Fantsuam Foundation, Nigeria
Health Nest Uganda
HelpAge Ghana
HelpAge Kenya
HelpAge Zimbabwe (HAZ)
Kenya Society for People with AIDS (KESPA)
Kenyan Aged People Require Information, Knowledge & Advancement (KARIKA)*
Maseru Senior Women's Association, Lesotho
Mauritius Family Planning Association
Muthande Society for the Aged, South Africa
NSINDAGIZA, Rwanda*
Promo-Femmes Développement Solidarité, Burkina Faso
Reach One Touch One Ministries (ROTOM), Uganda
Regional Centre for the Welfare of Ageing Persons Cameroon (RECEWAPEC)
Rift Valley Children and Women Development Organisation, Ethiopia
Sawaka-Karagwe (SAWAKA), Tanzania
Senior Citizens' Association of Zambia (SCAZ)

Senior Citizens' Council of 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 (PADJ)
Uganda Reach the Aged Association (URAA)
VUKOXA, Mozambique

Asia and Pacific

Ageing China Development Centre (ACDC), China
Ageing Nepal*
Bangladesh Association for the Aged and Institute of Geriatric Medicine (BAAIGM)*
Bangladesh Women's Health Coalition (BWHC)
Centre for Ageing Support and Community Development (CASCD), Vietnam
Centre for Human Rights and Development (CHRD), Mongolia
China National Committee on Ageing (CNCA)
Coalition of Services of the Elderly (COSE), Philippines
Council on the Ageing (COTA), Australia
Dhaka Ahsania Mission (DAM), Bangladesh
Faculty of Nursing (FON) Chiang Mai University, Thailand
Fiji Council of Social Services (FCOSS)
Foundation for Older People's Development (FOPDEV), Thailand
Gramin Vikas Vigyan Samiti (GRAVIS), India
Help Without Frontiers Thailand Foundation (HWFTF)
HelpAge Cambodia
HelpAge India
HelpAge Korea
HelpAge Sri Lanka
Helping Hand Hong Kong, China
Instituto de Acção Social, Macau, China
Mongolian Association of Elderly People
National Council of Senior Citizens Organisations of Malaysia (NACSCOM)
National Senior Citizen Federation (NASCF), Nepal*
Nepal Participatory Action Network (NEPAN)*

Office of Seniors' Interests, Australia
Pakistan Medico International Resource Integration Centre (RIC), Bangladesh
Senior Citizens' Association of Thailand
Senior Citizens' Council of Thailand
Society of Women's Initiative for Ageing Successfully (WINGS), Singapore
Tsao Foundation, Singapore
Vietnam Association of the Elderly (VAE)
Yayasan Amal USIAMAS, Malaysia
Yayasan Emong Lansia (YEL), Indonesia

Eurasia and the Middle East

Albanian Association of Geriatrics and Gerontology (AAGG)
Alzheimer's Association Lebanon (AAL)*
Ardager, Kazakhstan
Center for Studies on Aging (CSA), Lebanon
Dobro Delo, Russia
El Wedad Society for Community Rehabilitation (El Wedad, occupied Palestinian territories)
Mission Armenia
OSMLJEH, Bosnia and Herzegovina
Palestinian Center for Communication and Development Strategies (PCCDS)
Resource Centre for Elderly People (RCE), Kyrgyzstan
Serbian Red Cross
Turbota pro Litnix v Ukraini, Ukraine

Latin America and Caribbean

Action Ageing Jamaica
ALA Dominicana, Dominican Republic
Asociación Gerontológica Costarricense (AGECO), Costa Rica
Asociación Red Colombiana de Envejecimiento Activo y Digno (REDCOENVE)
Asociación Red Tiempos de Colombia
Asociación.Mutual Israelita Argentina (AMIA)
Caritas Chile
Centro de Asistencia y Promoción Integral de Salud (CAPIS), Peru
Centro Proceso Social, Peru
CESTRA, Colombia
CooperAcción, Peru
CORDES, El Salvador
Dominican Council on Ageing
Extended Care through Hope and Optimism (ECHO), Grenada

Fundación Horizontes, Bolivia
Fundación ISALUD, Argentina
Fundación Navarro Viola, Argentina*
Fundación Oportunidad Mayor, Chile*
Haitian Society for the Blind (SHAA)
HelpAge Belize
HelpAge St Lucia
Instituto para el Desarrollo de la Pesca y Minería (IPEMIN), Peru
National Foundation for Blind Care, Suriname
Old People's Welfare Association (OPWA), Montserrat
Peru Coordinating Group for Older People (Mesa de Trabajo)
Pro Vida Bolivia
Pro Vida Colombia
Pro Vida Peru
Reaching Elderly Abandoned Citizens Housebound (REACH), Dominica
Red de Programas para el Adulto Mayor, Chile
Society of St Vincent de Paul, Antigua
St Catherine Community Development Agency (SACDA), Jamaica
Sumai Panchay, Bolivia

North America

AARP International, USA
HelpAge Canada
HelpAge USA

Western Europe

Eldre Sagen/DaneAge Association, Denmark
Age Action Ireland
Age International, UK
Caritas Malta
Centre for Policy on Ageing, UK
Globale Seniorer (GS), Denmark
HelpAge Deutschland
HelpAge International España, Spain
HelpAge Italia*
Kwa Wazee, Switzerland
Pensionärernas Riksorganisation (PRO), Sweden
Slovenska Filantropija/Slovene Philanthropy, Slovenia
Valli, the Union for Senior Services, Finland
WorldGranny, Netherlands
Zivot 90, Czech Republic

* joined in 2017/18