

Do good, better.



He Kaupare. He Manaaki.
He Whakaora.
prevention. care. recovery.



ACC

Live Stronger For Longer
ImpactLab GoodMeasure Report
October 2024

ACKNOWLEDGMENTS

We would like to thank Brent, Richard, Harminder and Cam and the ACC team who contributed to the preparation of this report by sharing their values, processes, evidence and experience.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with ACC to learn how this organisation changes lives throughout New Zealand.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.



Sir Bill English
ImpactLab Chairman

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GoodMeasure Summary

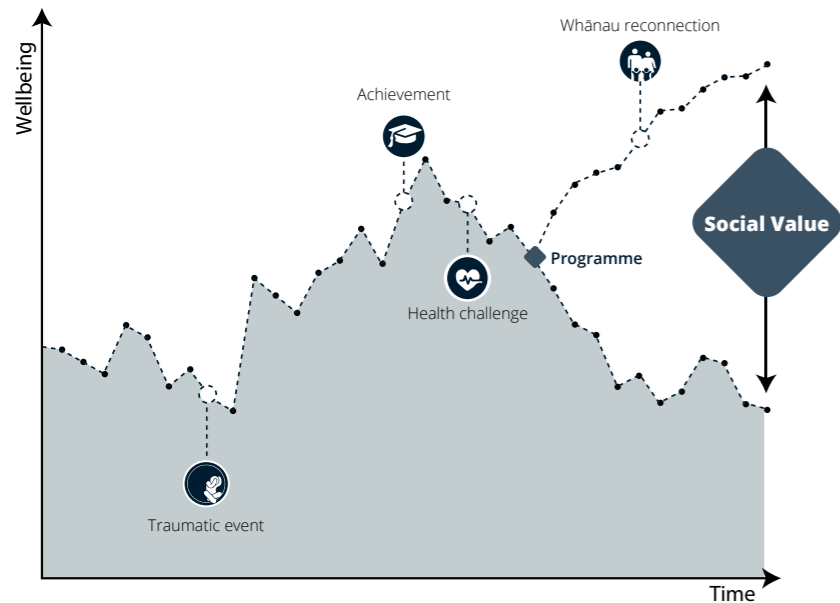
GoodMeasure connects decision makers with information they can act on to grow their social impact. It supports organisations to focus on investment that works for communities so that people can live the lives they choose.

Through the GoodMeasure journey ImpactLab supports our customers to understand their social value and empowers them to further understand their data, people and impact stories.

We use a standardised methodology that draws on publicly available data, academic research, and an organisation's own data, to estimate social value and a social return on investment (SROI).

Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.



Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a programme can be.
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

GoodMeasure for Live Stronger For Longer

The Live Stronger for Longer (LSFL) movement is a wider falls and fractures network all working together to support older adults to stay independent and injury-free. LSFL aims to reduce falls and promote physical resilience among older adults aged 65 and above. Through evidence-based interventions and partnerships, LSFL aims to empower individuals to maintain independence and enhance their quality of life as they age.

What does Live Stronger For Longer do?

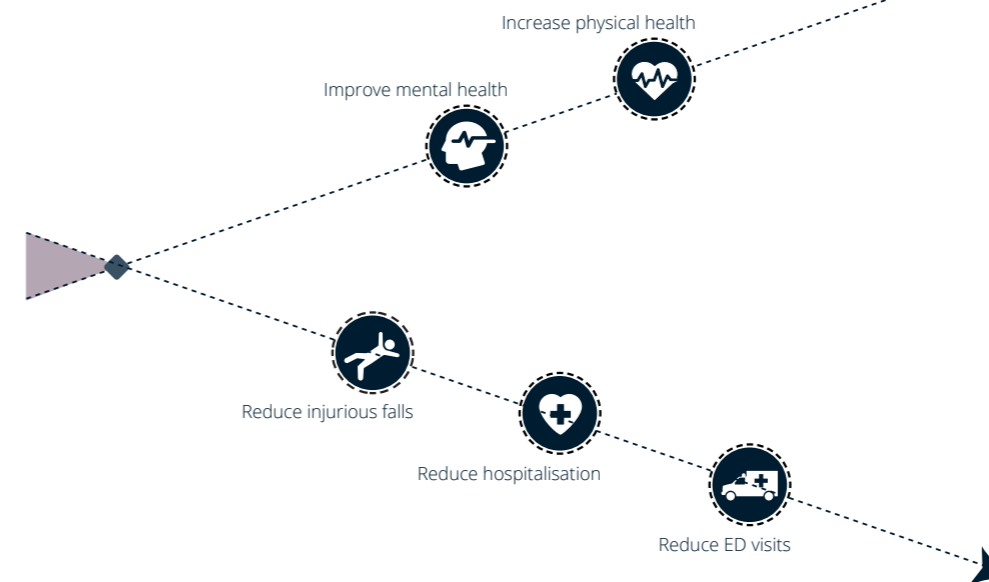
LSFL consists of two primary prevention interventions – Community Strength and Balance (CSB) classes and the Nymbi Balance app – and one secondary prevention intervention – Fracture Liaison Services (FLS). All LSFL's interventions are evidence-based.

Who does Live Stronger For Longer serve?

LSFL serves older adults aged 50 and above, prioritising those at risk of falls and associated injuries caused by falls:

- Target population for CSB: (65+ for NZ European, 55+ for Maori & Pasifika).
- Target population for Nymbi: (65+).
- Target population for FLS: (50+).

What outcomes does the Live Stronger For Longer movement aim to create?



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Reduce injurious falls
- Improve mental health
- Improve physical health
- Reduce hospitalisation
- Reduce ED visits

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Improve medication adherence
- Increased osteoporosis diagnosis rates
- Patient education and lifestyle modifications
- Better functional outcomes
- Improved sleep quality
- Better metabolic health

Live Stronger For Longer's impact



Social value definition

Social value generated for each participant	\$1,132
Measurable benefits as proportion of programme cost	520%
Cost of the programme per participant	\$157

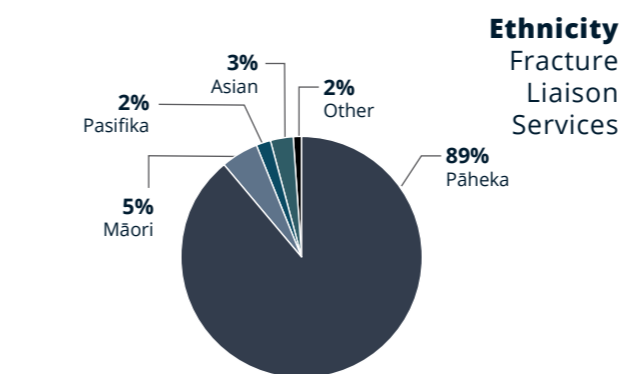
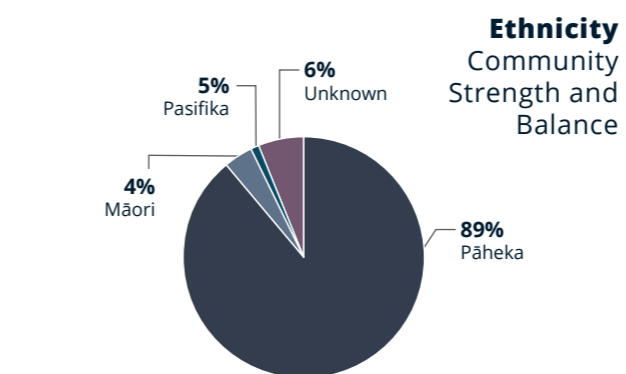
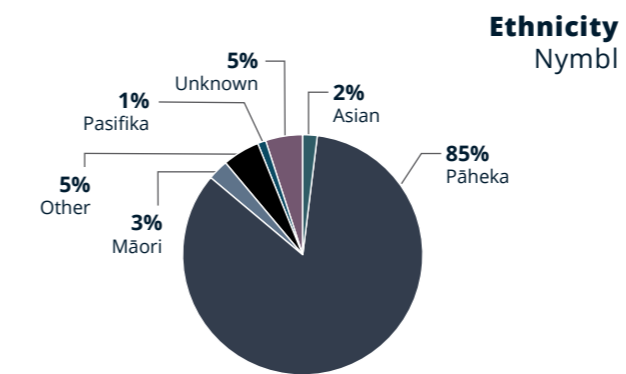
When we take into account the operating costs of the Live Stronger For Longer movement, we can calculate the social return on investment that is generated for every dollar in the programme.





Period in scope
1 July 2022 - 31 December 2023

Participants			
LSFL Participants	Description	Number starting	Engaging
All participants	All participants serviced by LSFL in scope	68,198	48,689 (71%)
Nymbi	LSFL participants who engage with the Nymbi app. 65+	19,037	7,152 (38%)
LSFL - S&B (Community S&B)	LSFL participants who engage with Community Strength and Balance classes 65+	30,000	26,400 (88%)
Fracture Liaison Services	LSFL plus additional community care - nutrition, medicine, referred on to LSFL 50+	19,161	15,137 (79%)



Live Stronger For Longer's people

The Live Stronger for Longer (LSFL) movement is a wider falls and fractures network all working together to support older adults to stay independent and injury-free.

Older adults face a heightened risk of falls which can lead to serious injury, loss of independence, and increased healthcare costs. LSFL addresses this pressing issue by offering evidence-based interventions aimed at enhancing physical resilience and reducing the likelihood of falls. LSFL consists of two primary prevention interventions – Community Strength and Balance (CSB) classes and the Nymbi Balance app – and one secondary prevention intervention – Fracture Liaison Services (FLS). All LSFL's interventions are evidence-based.

CSB classes aim to prevent falls and are approved based on evidence-based criteria to ensure they are safe, effective, and meet the needs of older adults. They promote independence and aim to enhance their quality of life as they age. Nymbi is a personalised balance training app designed for older adults to improve or maintain their balance at home. It combines simple body movements with brain games to challenge both body and mind, aiming to reduce falls. A Fracture Liaison Service (FLS) is a coordinated, multidisciplinary model of care that delivers comprehensive and systematic secondary fracture prevention so that all people aged 50 years and over who sustain a fragility fracture are proactively identified, investigated and where appropriate; initiated on treatment support with an individualised care plan.

LSFL, through its interventions – Nymbi, Community Strength and Balance classes, and Fracture Liaison Services – plays a vital role in promoting healthy ageing, preventing falls, and reducing the burden of fall-related injuries among older adults, ultimately contributing to improved quality of life and healthcare outcomes.

The change journey

The Live Stronger for Longer (LSFL) movement is a wider falls and fractures network all working together to support older adults to stay independent and injury-free. LSFL provides older adults aged 50 and above with practical interventions and support, aiming to reduce falls and improve physical resilience, ultimately fostering independence and well-being among New Zealand's ageing population.

The importance of strength and balance

For older adults, preserving strength and balance is essential to preventing falls, which can often lead to injury and decreased mobility. The evidence suggests that evidence-based community exercise programmes can reduce the risk of falling by 29%.

LSFL offers evidence-based interventions to bolster strength and balance, mitigating falls risk and promoting independence.

How do people engage:

- Those interested in participating in CSB classes can attend and join a class that suits their needs. In some districts, healthcare practitioners also refer patients onto the local 'Lead Agency' who can provide assistance with finding a suitable class. Word-of-mouth also plays a key role in people attending classes.
- Nymbbl is a free app that can be downloaded to a smartphone or tablet device.
- Older adults who engage with FLS are contacted directly once they have entered the hospital system due to sustaining a fragility fracture.

Nymbbl & Community Strength and Balance

Nymbbl

Nymbbl is an evidence-based balance training app aimed at helping older adults integrate daily balance exercises into their everyday routine. Nymbbl aims to improve balance and mobility among older adults by providing access to a range of interactive exercises, educational content, and progress tracking tools.

The more participants use Nymbbl, the more their balance improves and the lower their risk of falling.

Community Strength and Balance

There are around 1,700 approved CSB classes approved across New Zealand. CSB classes are approved based on evidence-based criteria to ensure they are safe, effective, and meet the needs of older adults.

Classes offer varied exercises tailored to participants' abilities that are specifically designed to improve lower leg strength and balance. They are facilitated by trained instructors in a wide variety of venues such as local community centres, gyms, or libraries.

Classes often incorporate elements of socialisation, creating a supportive environment for participants, in addition to promoting independence and enhancing older adults quality of life as they age.

Fracture Liaison Services

Fracture Liaison Services (FLS) is a coordinated, multidisciplinary model of care that delivers comprehensive and systematic secondary fracture prevention so that all people aged 50 years and over who sustain a fragility fracture are proactively identified, investigated and where appropriate; initiated on treatment support with an individualised care plan.

FLS teams provide targeted interventions, including education, referral to a CSB class or Nymbbl, lifestyle modifications (i.e., diet), and medication management, to reduce the risk of subsequent fractures.

Outcomes map

The outcomes that the Live Stronger For Longer movement aims to achieve and how these are reflected in the GoodMeasure calculation.

Referral channels



Client description

Live Stronger for Longer (LSFL) serves older adults aged 50+ and above, prioritising those at risk of falls and associated injuries caused by falls. LSFL aims to empower this demographic by offering evidence-based interventions and support to enhance physical resilience and promote independence.

Intervention structure



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Reduce injurious falls
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Additional outcomes

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GoodMeasure results summary

Every year, Live Stronger For Longer movement delivers \$55,125,048 of measurable good to society in New Zealand.

The Live Stronger For Longer movement's real-world value is even greater than this, as some outcomes such as improve medication adherence cannot yet be directly quantified with available data.

When we consider the operating costs of the Live Stronger For Longer movement, we can estimate the social return on investment that is generated for every dollar that is invested in the programme.

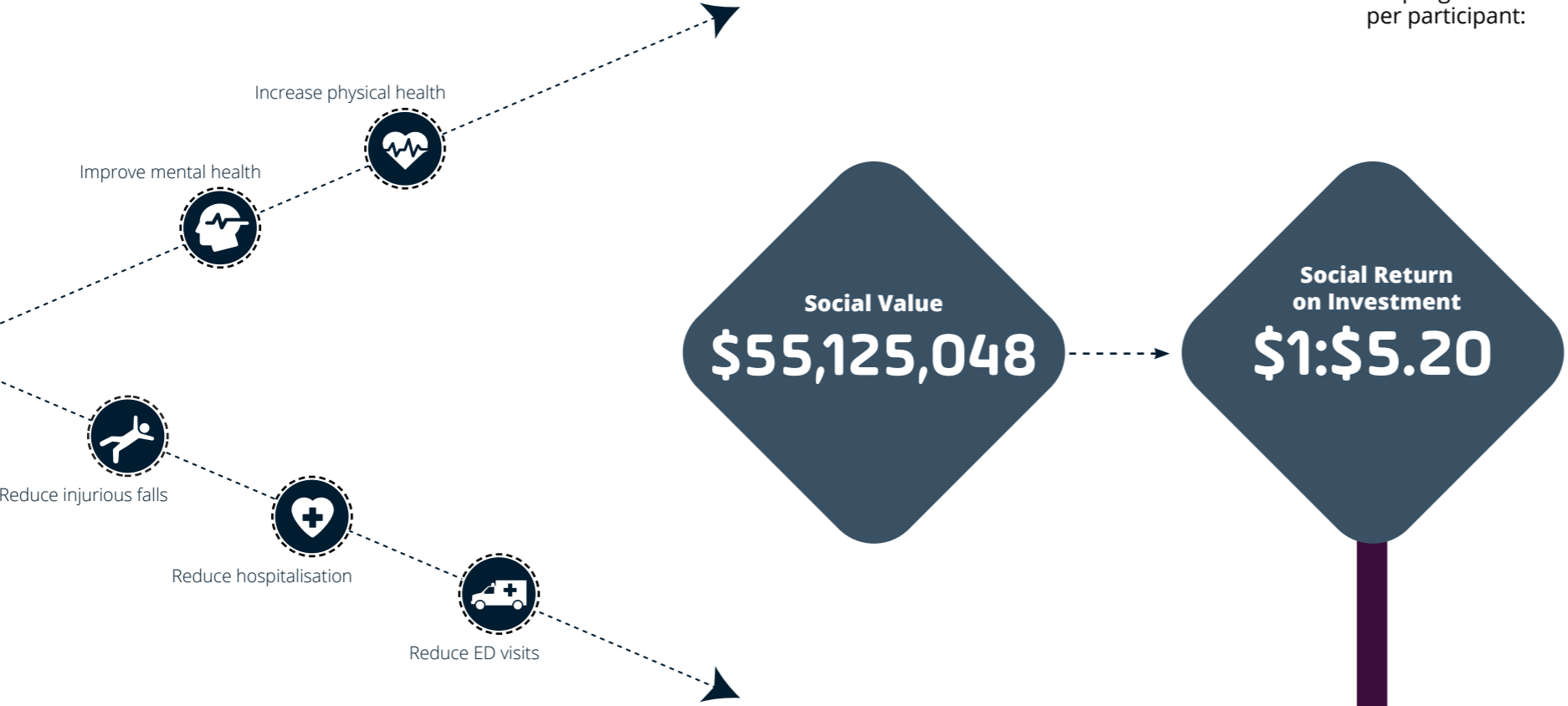
Social value generated for each participant:	\$1,132
Measurable benefits as proportion of programme cost:	520%
Cost of the programme per participant:	\$157

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development's (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

Definitions

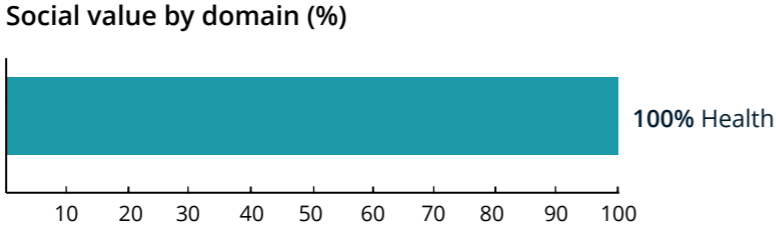
Health: People's mental and physical health.



Social value breakdown

The Live Stronger For Longer movement creates social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.



This means that every dollar invested in the Live Stronger For Longer movement delivers \$5.20 of measurable good to New Zealand.

(1 July 2022 - 31 December 2023)

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Fracture Liaison Clinic Services

- The programme engages in multifaceted interventions including medication, education and exercise
- The programme provides regular assessments and check-ups
- The programme engages in systematic identification of patients aged 50+ with fragility fractures

◆ Community Strength and Balance Classes

- The programme includes targeted exercises that target lower body strength, balance, and mobility
- The programme incorporates exercises that are of a low-to-moderate intensity, such as Tai Chi, balance training, and resistance training
- The programme provides opportunities for social interaction to enhance motivation and adherence

◆ At-Home Strength and Balance Exercises

- The programme is characterised by gradual progression, starting with low intensity and gradually increasing the intensity and duration of the exercises
- The programme provides a selection of weight-bearing exercises such as step-ups and balance challenges like single-leg stands
- The programme incorporates stretching exercises that target major muscle groups to improve flexibility

References and further reading

In compiling our reading lists we consider a wide variety of topics, focusing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

Chiu, Hsiu-Ling, et al. "The Effects of the Otago Exercise Programme on Actual and Perceived Balance in Older Adults: A Meta-Analysis." *PLOS ONE*, vol. 16, no. 8, 2021, e0255780

Clemson, Lindy, et al. "Integration of Balance and Strength Training into Daily Life Activity to Reduce Rate of Falls in Older People (the LiFE Study): Randomised Parallel Trial." *BMJ*, vol. 345, 2012, e4547

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Nakayama, Akira, et al. "Evidence of Effectiveness of a Fracture Liaison Service to Reduce the Re-Fracture Rate." *Osteoporosis International*, vol. 27, no. 3, 2016, pp. 873-879

Sherrington, Catherine, et al. "Exercise to Prevent Falls in Older Adults: An Updated Systematic Review and Meta-Analysis." *British Journal of Sports Medicine*, vol. 51, no. 24, 2017, pp. 1750-1758

Thomas, Ewan, et al. "Physical Activity Programs for Balance and Fall Prevention in Elderly." *Medicine*, vol. 98, no. 27, 2019, e16173

Thomas, Susie, et al. "Does the 'Otago Exercise Programme' Reduce Mortality and Falls in Older Adults?: A Systematic Review and Meta-Analysis." *Age and Ageing*, vol. 39, no. 6, 2010, pp. 681-687

Wu, Chia-Hui, et al. "Evidence of Effectiveness of a Fracture Liaison Service to Reduce Re-Fracture Risk." *Osteoporosis International*, vol. 27, no. 3, 2016, pp. 873-879

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Yan, Chengli, et al. "The Effectiveness of Fracture Liaison Services in Patients with Hip Fractures: A Systematic Review and Meta-Analysis of Randomized Controlled Trials." *Bone*, vol. 159, 2023, 116409

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Appendix

Note:

Data and percentages throughout this report may have been rounded.

About ImpactLab

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

Contact us



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Key Terms

Below is a list of definitions of key terms contained in this report.

Amount invested

The dollar amount that has been invested in a specific programme, in New Zealand dollars.

Cost per person

The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.

Population

The group of people supported by the programme, in terms of age, gender, and ethnicity.

Programmes

The services delivered by the provider for the amount invested.

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the programme to the amount invested in it.

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.



Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesise literature

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.

