



Age-friendly Auckland Annual Report

Tāmaki Makaurau
Tauawhi Kaumātua

September 2025

Foreword

Tēnā koutou katoa, Ni Hao

Over the past year, the Age-friendly Auckland Implementation Rōpū has worked alongside communities, partners, and council teams to deliver real progress for older Aucklanders. We are proud of the positive response in the community to the Dementia Friendly Film Pilot Programme which you can read more about in this report.

In terms of progress towards an age-friendly city, we have achieved 95 per cent progress or completion of the actions in the Age-friendly Auckland Plan, reflecting our shared commitment to creating an inclusive, accessible, and connected city for people of all ages.

This progress means more opportunities, better services, and environments that support older people to live well, participate fully, and feel valued. We thank everyone involved for their dedication—together we are building a Tāmaki Makaurau Auckland where older people can thrive now and into the future.

Maxine Stiling, Tenancy Quality Manager, Haumaru Housing and Gloria Gao, Chief Operations Manager CNSST Foundation

Co-Chairs Age Friendly Auckland implementation Rōpū Te Rōpū Whakamana ki te Ao



Gloria Gao



Maxine Stiling

Contents

1.	Purpose of the Report.....	1
2.	Tāmaki Makaurau tauawhi kaumatua Age Friendly Auckland Action Plan	1
3.	Summary of Key Findings	3
4.	Age Friendly Auckland implementation Rōpū	4
5.	Progress of actions.....	5
6.	Summary of progress by domain	8
	Kaumātua.....	8
	Culture & Diversity	9
	Case Study 1: Taumatua Pacific Mamas.....	10
	Te Taiao – The Natural and Built Environments.....	11
	Transport.....	12
	Housing.....	13
	Social Participation.....	14
	Case Study 2: Selwyn Community Connector Service.....	15
	Respect and Social Inclusion.....	16
	Case Study 3: Dementia Friendly Film Screening Pilot.....	17
	Civic Participation and Employment.....	19
	Case Study 4: Franklin Aging Expo.....	20
	Communication & Information.....	21
	Case Study 5: Digital Seniors Tech Expo.....	22
	Community Support and Health Services.....	24
	Case study 6: Death Café.....	25
7.	Key findings from the 2023 census.....	27
8.	Conclusion.....	30
	Appendix 1: Tables with progress of each action in the plan.....	32
	Appendix 2: New and altered actions.....	45

Figure 1: Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland

TAHA TINANA
Physical
Environmental and Physical Wellbeing
Helping us cope well with stress and boosting resilience.

TAHA HINENGARO
Thoughts and Feelings
Mental Wellbeing
The thoughts, feelings and behaviours that are vital to emotional and mental wellbeing.

TAHA WAIRUA
Spirituality
Connection and Spirituality
Our spiritual wellbeing, that we feel connected and included.

TAHA WHĀNAU
Family and Social
Community Wellbeing
Connections with whānau, friends, neighbours and feeling part of our communities. Maintaining relationships and caring for young and old alike is an important part of life.

WHENUA
Land, Roots
Your Place of Belonging
Your connection to the land and to your roots and identity, including your whakapapa (genealogy).

Age-friendly o Tāmaki Makaurau

Whanaungatanga
A relationship through shared experiences and working together that provides people with a sense of belonging.

Wairuatanga
Spirituality, sense of identity and uniqueness - the holistic wellbeing of an individual.

Rangatiratanga
Autonomy, control, self-determination and independence.

Kaitiakitanga
Guardianship.

Manaakitanga
The process of showing respect, generosity and care for others.

1. Purpose of the Report

This report provides a progress update on the implementation of the *Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Action Plan*.

It presents information on the delivery of actions and activity aimed at supporting the wellbeing of older people from across the Auckland Council group and our age-sector community partners. This includes notable successes, key learnings, and case studies.

The report also includes an evaluation of the Dementia Friendly Film Screening Pilot Programme facilitated by Auckland Council and the Age Friendly Auckland Implementation Rōpū which took place from February to June 2025 and recommendations for future dementia friendly events.

It is the third progress report since the action plan was adopted by Auckland Council in November 2021.

2. Tāmaki Makaurau tauawhi kaumatua Age Friendly Auckland Action Plan

Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Action Plan (“the action plan”) is a region-wide cross sector action plan to improve the wellbeing of older Aucklanders. It was developed after engagement with over 5000 Aucklanders of all ages and backgrounds. Auckland Council’s Senior Advisory Panel played a pivotal role in advocating for Auckland to become an age-friendly city.

The plan has a unique outcome framework based on the World Health Organisation’s Age-Friendly Cities and Communities Framework, and Te Whare Tapa Whā - a Māori wellbeing model, as shown in Figure 1 overleaf.

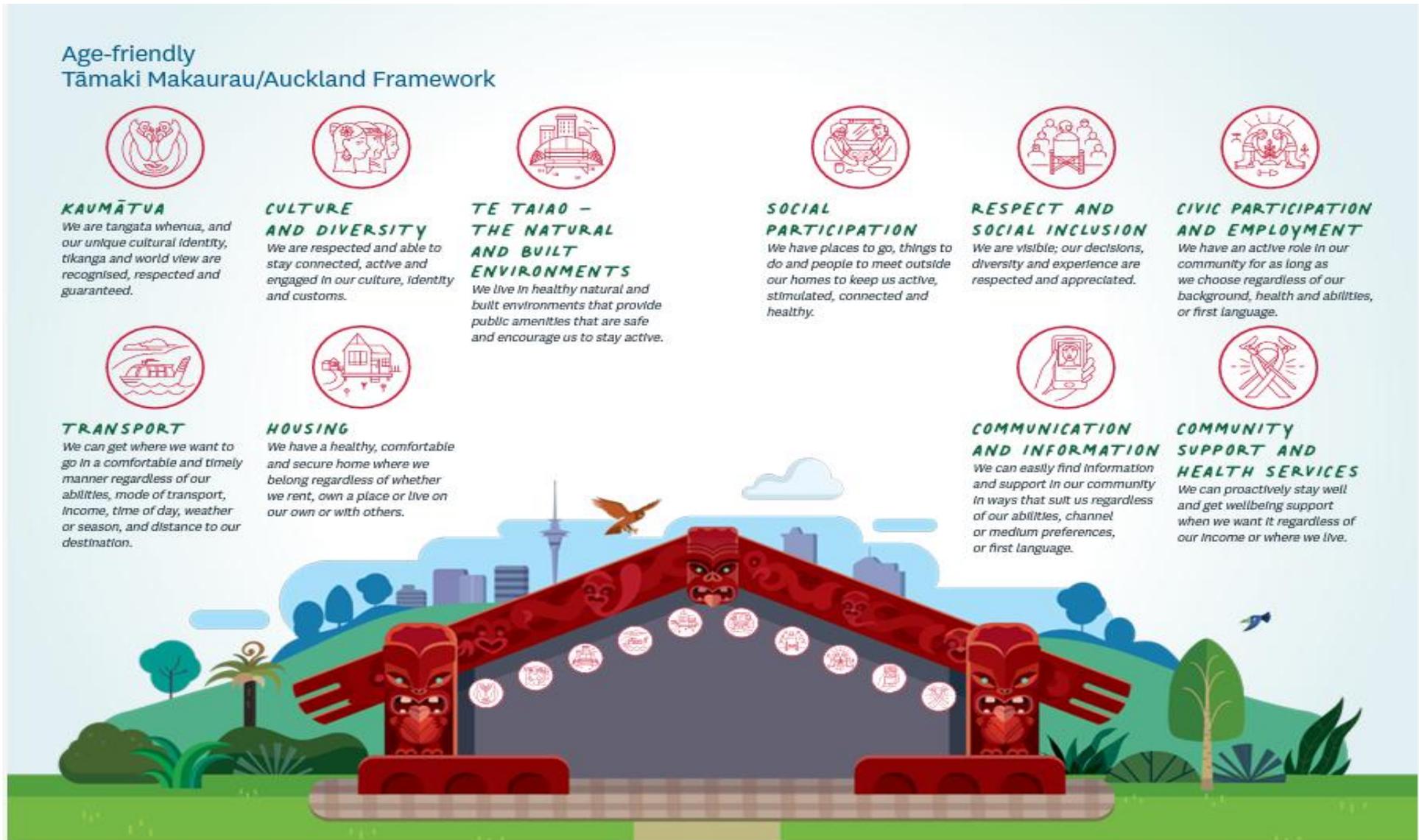
The framework has 10 outcome domains which provide direction for the council whānau, aged-sector and community groups on key areas of life that are important to improving the wellbeing of older people. (Figure 2).

The plan was formally adopted by Auckland Council in November 2021 and reflects council’s commitment to creating an age-friendly region that supports the inclusion and wellbeing of older Aucklanders.

In 2022, Auckland was endorsed as a WHO Age-Friendly City and obtained membership to the WHO Network of Age-Friendly Cities and Communities.

Implementation of the plan is supported by a cross-sector implementation group, Te Rōpū Whakamana ki te Ao, (Te Rōpū) who provide leadership and oversight for the plan.

Figure 2: Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Domains



3. Summary of Key Findings

This is a summary of key findings from the third annual progress update of the action plan.

Staff have worked with action holders to alter or update actions to accurately reflect current programmes and projects happening to support older people.

As part of the annual survey of action holders, action holders were asked to reflect on whether any of the actions or measures allocated to their organisation needed updating or could be clarified to more accurately reflect the work currently been undertaken. Twelve action/measures have been updated as a result, better reflecting work being undertaken to support the wellbeing of older Aucklanders. See Appendix 1 for a full summary of progress against all actions and Appendix 2 for a list of new and updated actions.

There has been a significant increase of the number of actions progressing or completed.

Of the 91 actions, 95 per cent are either “progressing” or ‘completed’ (including measures that have been altered/updated). This is a 11 per cent increase in actions that are progressing or completed under the Age Friendly Auckland plan since 2024.

Twelve actions have been deleted from the action plan as they have been completed or because the programmes are no longer taking place.

The domains of Respect and Social Inclusion and Social Participation have the most progressing or completed actions.

Of the 17 actions in the Respect and Social Inclusion domain, 12 are progressing and two have been completed. This is two more actions than in 2024. Three new actions have been added to this category in 2025.

Of the 16 actions in the Social Participation domain, 14 are progressing (including two that have been altered). This is an increase of progress in five actions since 2024.

Te Rōpū the Age Friendly Auckland Implementation group have expanded membership bringing wider collaboration with the aging sector

Te Rōpū Whakamana ki te Ao (Te Rōpū) the Age-Friendly Auckland implementation group has expanded its membership to include Professor Ngaire Kerse from the Centre for Co-Created Aging Research at the University of Auckland. The Centre for Co-Created Ageing Research is a research centre focused on improving the health, wellbeing, and human flourishing of older people in New Zealand. It achieves this by actively involving older adults, researchers, and other stakeholders in the co-creation of research.

Grace Ryu, Group Manager, Asian and Ethnic Health Services from Health New Zealand Te Whatu Ora has also joined Te Rōpū and brings expertise about public health and the Korean community. Health is a significant area of interest for the age-friendly network.

The Dementia Friendly Film Screening Pilot has been a successful collaboration to counter social isolation

Te Rōpū were successful in applying for age-friendly funding to run a Dementia Friendly Film Screening Pilot project, partnering with Dementia New Zealand and three cinemas in the Auckland region. Feedback from the 155 people who attended at the screening has been very positive.

Better coordination of the aging sector in Tamaki Makaurau would result in greater support for older Aucklanders

It was noted in 2023 and 2024 that the ageing sector would benefit from more dedicated resources to support better coordination and collaboration including around programmes offered, and pooling of volunteers to support multiple organisations in the region. Public sector funding cuts meant that pursuing partnership with central government agencies on this has not been possible. However, council staff and Te Rōpū are continuing to explore potential partnerships with other NGO and philanthropic age-sector organisations to achieve this goal.

Census results show the number of people over 65 years in our city is growing faster than the overall population

New data from the 2023 Census shows that the population of people aged over 65 years in Auckland has grown by 34.7% from 2013-2023 to 219,753 people. This is faster than the growth of the total Auckland population which grew by 17% in the same time period.¹

The areas with the largest number of older people are West Auckland, Central/East Auckland and to the North of the region. More information about Older Aucklanders from the Census is contained in Section 8 of the report.

4. Age-Friendly Implementation Rōpū

A key feature of implementing the Action Plan was the formation in early 2022 of a cross-agency implementation group to provide leadership and oversight for the plan.

A core purpose of the group, known as Te Rōpū Whakamana ki te Ao (Te Rōpū), is to facilitate information sharing and learning as well as enable collaboration and collective action that will advance the *Tāmaki Makaurau Tauawhi Kaumatua Age Friendly Auckland Action Plan*.

Te Rōpū comprises representatives from across the council family and diverse representatives of the aged sector. Current members of Te Rōpū include:

- Auckland Council staff (from policy and operations)
- Auckland Transport
- Auckland Council's Seniors Advisory Panel (two representatives)
- Te Kotahi a Tāmaki (marae collective)
- Age Concern
- Haumarū Housing
- Toa Pacific Inc - an organisation dedicated to advocating on behalf of Pacific older people and Pacific Aiga Carers.
- CNSST Foundation - offers a range of social services to the Asian community, including social housing, elder abuse prevention and wellbeing programmes for the over 65's.
- Bhartiya Samaj Charitable Trust - supporting Aotearoa's diverse communities including a large number of older people in the South-Asian Community.
- Kāinga Ora
- Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)
- Centre for Co-Created Aging, University of Auckland
- Health New Zealand Te Whatu Ora

¹ P2, Bade, D., (2025). Older Aucklanders: Results from the 2023 Census. Auckland Council

Te Rōpū is being co-chaired in 2025 by Gloria Gao of CNSST (formerly Chinese New Settlers Trust) and Maxine Stiling of Haumarū Housing. The co-chairs were appointed by consensus of Te Rōpū.

The group meets bi-monthly as a core rōpū and holds in-person hui with the wider sector and community partners to progress discussion on specific domains and topics several times a year.

Auckland Council's Community Policy team provide backbone and secretariat support for Te Rōpū.

Notable activity of the Te Rōpū in 2025 includes:

- Delivery of three dementia friendly film screenings in March, April and May 2025 across the region funded by an Age-Friendly grant administered by the Office for Seniors.
- An evaluation report regarding the dementia friendly film screenings including recommendations for other cities and organisations wishing to hold dementia friendly events.
- A hui with action holders in August 2025 to discuss implementation, how measurement could be improved and what the next iteration of an Age-Friendly plan could look like for our region.
- Planning for delivery of the Age Friendly Symposium on 8th October 2025.



Te Rōpū at their planning hui at CNSST in January 2025

5. Progress against actions

All the organisations that have actions in the Age-Friendly Auckland Action Plan were surveyed to provide an update on progress and share any key learnings. There were also some follow-up interviews to clarify, obtain further information and identify case studies.

This year staff also asked all action holders to advise whether their actions are still current or needed to be altered and whether measures of success could be altered to make them more meaningful. As a result, twelve actions/measures have been altered in 2025 to better reflect how organisations are supporting older people in Tāmaki Makaurau.

Majority of actions in the Age-Friendly Plan are progressing or completed

There are 91 actions in the Age-Friendly Auckland Action Plan. They are delivered by a variety of organisations including 42 by non-governmental organisations (NGOs), and 49 by Auckland Council (of which 23 sit with local boards).

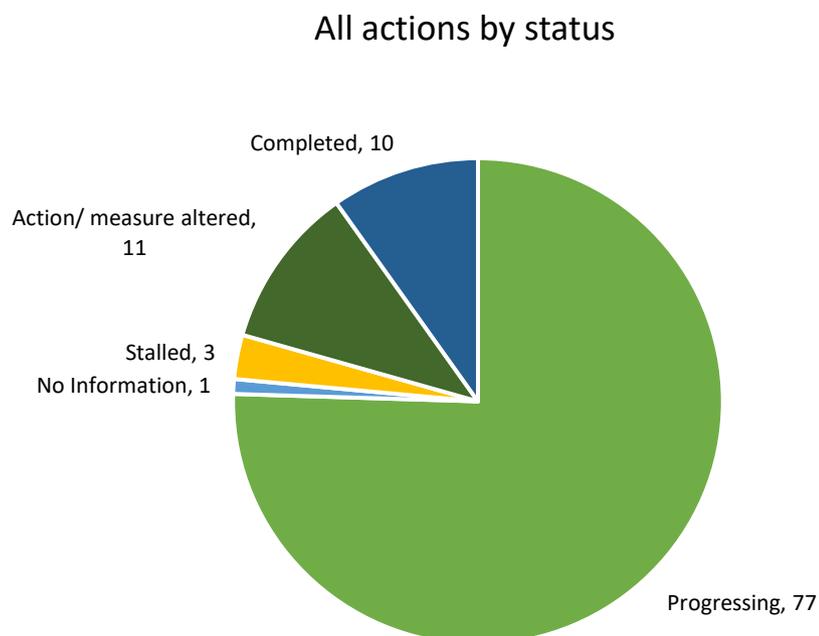
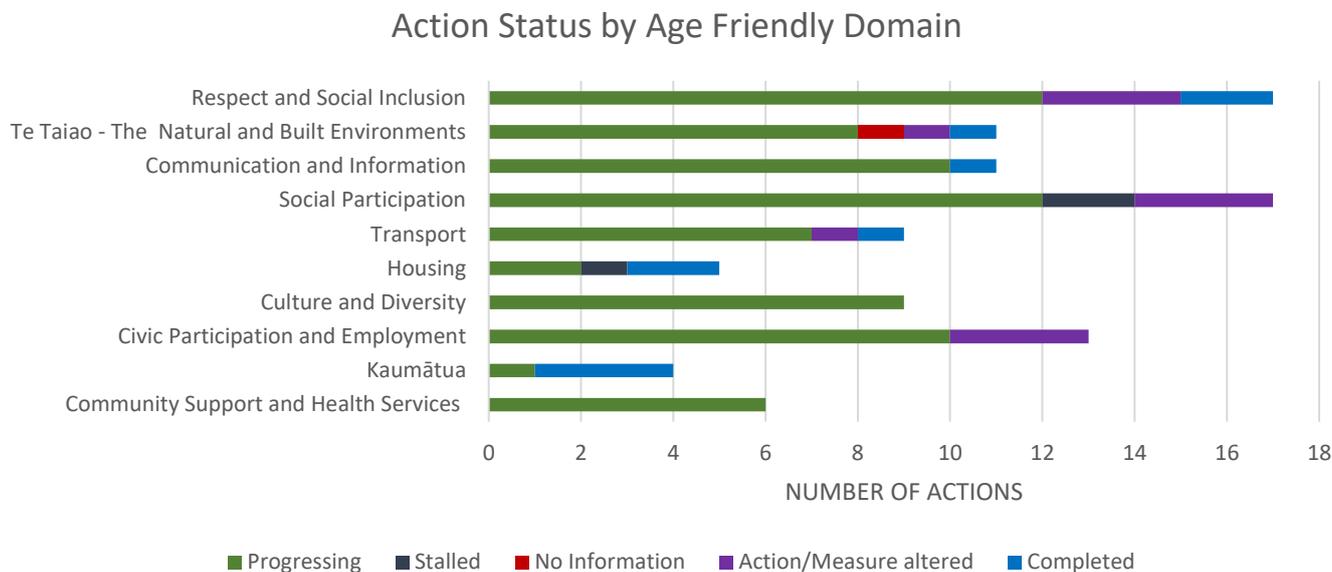


Figure 3: Progress of actions under the Age-Friendly Auckland action plan

Of the 91 actions, 95 per cent are either “progressing” (including 12 altered actions) or ‘completed’. This is an 11 per cent increase in actions that are progressing or completed from 2024. Four per cent have ‘stalled’ or action holders have not responded (‘No information’). This is an 11 per cent decrease from 2024.

Following up with action holders was an important process for continuing to drive momentum for the plan, and in some cases, this prompted further knowledge sharing or reminded action holders of their commitments under the plan.

Figure 4: Progress of actions in the Age Friendly Auckland action plan



Respect and Social Inclusion, and Social Participation had most progress.

Of the 17 actions in the Respect and Social Inclusion domain, 12 are progressing and two have been completed. This is two more actions than in 2024. Three actions have been added to this category in 2025.

Of the 16 actions in the Social Participation domain, 14 are progressing (including two that have been altered). This is an increase of progress in five actions since 2024. Two actions have no information under this domain.

There have been some notable success stories in 2024/2025.

Since the last annual report there have been some notable success stories across Tāmaki Makaurau. These include:

- Death Cāfe
- Dementia Friendly Film Screenings Pilot Programme
- Digital Seniors Tech Expo
- Franklin Positive Aging Expo
- Taumata Pacific Mamas Programme
- Selwyn Foundation activities

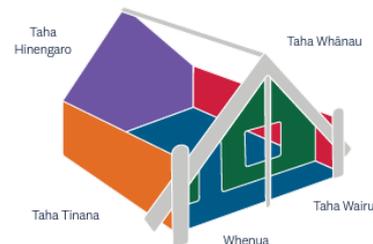
Further detail about these can be found in the Case Studies section of this report (Section 6).

6. Summary of progress by domain

Kaumātua

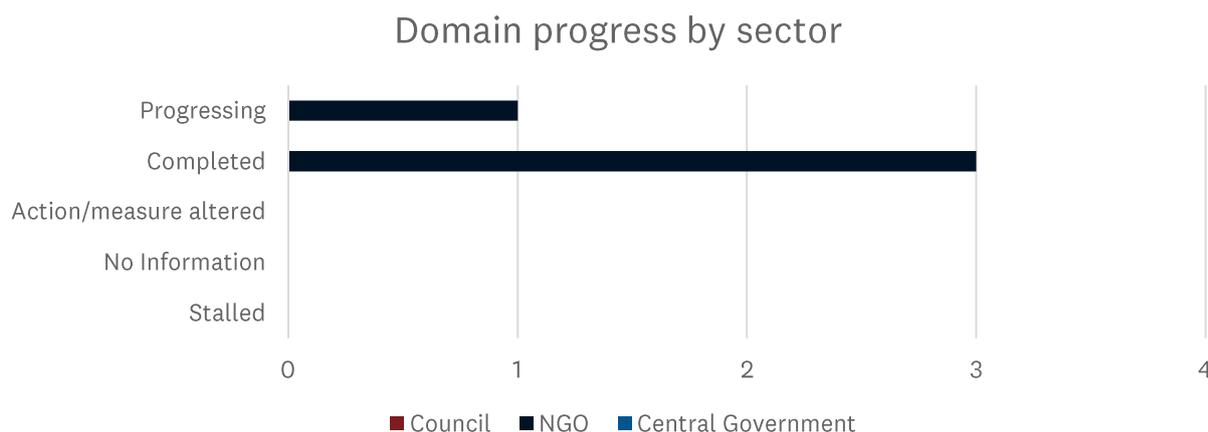


Actions within the Kaumātua domain are aligned with all five dimensions of the Te Whare Tapa Whā model of Māori well-being. The Kaumātua domain seeks to capture actions which acknowledge and foster the Māori worldview and ensure reo and tikanga are valued, visible, and passed on through generations.



Progress since 2024

Of the four actions in the domain, three are completed, and one is progressing. This is an increase in progress from 2024 when two actions were progressing.



Notable successes in this domain include:

- Completion of an action under the plan by Te Oranga Kaumātua Kuia Disability Support Services Trust (NGO) to provide a Kaupapa Māori Needs Assessment that is culturally sensitive and appropriate to the needs of kaumātua, kuia and whānau.

Key learnings/insights

Long-term programmes deliver real impact. Unlike one-off workshops, sustained engagement leads to stronger results, deeper learning, and services that last.

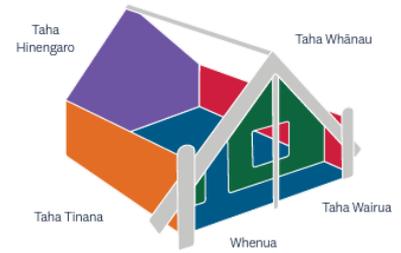
“Marae thrive when programmes build whanaungatanga — where they’re not just participants, but part of a collective journey. They value the opportunity to connect, share, learn from each other, and uplift one another. It’s this ongoing support and relationship-building that makes the difference”. Lorraine Douglas, Te Kotahi a Tāmaki.

Culture & Diversity



Actions contained in the Culture & Diversity domain align to all five dimensions in the Te Whare Tapa Whā model.

Actions in this area reflect the community partners expertise in providing linguistically and culturally appropriate support to migrant groups who may be unfamiliar with New Zealand culture, systems, and language.

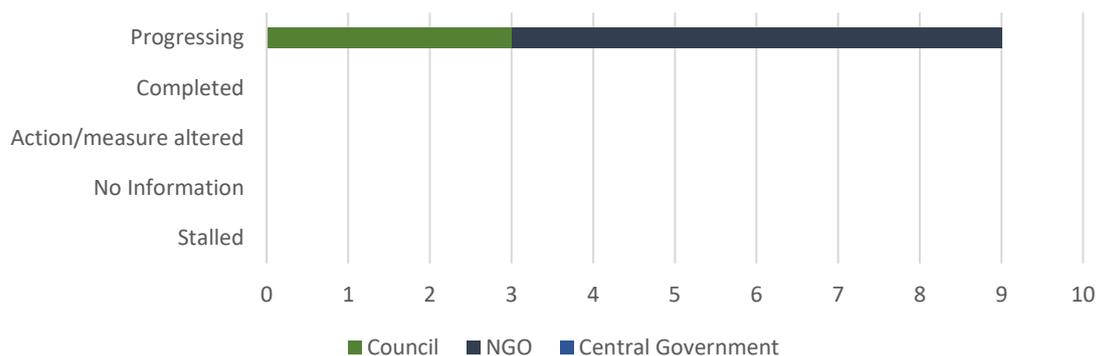


Progress since 2024

Of the nine actions in the domain, all are progressing, similar to last year.

Six of the actions in this domain are delivered by core implementation partners, and three are delivered by the council.

Domain progress by sector



Notable successes in this domain include:

- A new programme being offered by CNSST to Chinese elders empowering and training “age-friendly ambassadors” to organise regular activities for other older people regarding arts and culture, healthy lifestyles and navigating New Zealand’s social system.
- Ongoing support by Henderson-Massey Local Board of the Taumatua Programme supporting Taumatua (Pacific elders) to lead and participate in Pacific art, workshop, activities and events. (see case study below).

Key learnings/insights

It is critical to respect and value the culture and diversity of age-friendly communities. Community-based programmes, using a “by Seniors for Seniors” approach are more sustainable and well received.

Case Study 1: Taumatua Pacific Mamas Programme supported by Henderson Massey Local Board

This programme empowers Pacific Taumatua to lead workshops around traditional Pacific arts and crafts, showcasing their expertise and supporting social connections.

Case Study 1: Taumatua Pacific Mamas – Henderson Massey Local Board

The Taumatua Pacifica Mamas programme supports strong connections for older people in the Pacific community in West Auckland. It takes place at The Pacifica Arts Centre, at the Corban Estate and has been supported and funded by the Henderson Massey Local Board since 2020. Each week, 60- 80 Taumatua, aged from 55 years upwards, meet to grow friendships, find support, and have fun through Pacific arts and cultural activities.

Council staff identified age-friendly support as a gap in the Henderson-Massey local board’s community wellbeing programme. Elected members, through their community links with Corban Estate Arts Centre, and the Pacifica Mamas Arts and Cultural Trust (Pacifica Arts Centre), were aware of the Taumatua work and were keen to support it.

The resourcing from the local board supports the Taumatua to hold activities that keep them active and engaged. Activities centre on creating items from weaving, sewing and carving including mats, placemats, and adornment items.



The contribution for this programme from the Henderson-Massey Local Board acknowledges the importance of supporting Pacific elders in the local area. An annual grant, with achievements that are reported to the Henderson-Massey Local Board annually, has guaranteed continued support for this programme since 2020. The resource from the local board allows elders to plan and take control of how they want to run their programmes. Self-direction by the Taumatua respects the vast array of skills and interests that older people have in growing self-worth, wellbeing, connection and pride.

Impacts and key learnings

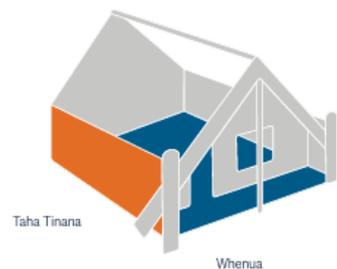
This programme provides Taumatua an opportunity to showcase their work and receive acknowledgements from the community for their expertise, generating pride in ‘work well done’.

The key learnings that benefit future direction of the programme include recognising a “by seniors for seniors” approach; the Taumatua decide for themselves how they want to plan their year, and what **they want to** achieve. Very successful workshops and a camp have confirmed they are a strong and respected pou in our community.

Te Taiao – The Natural and Built Environments

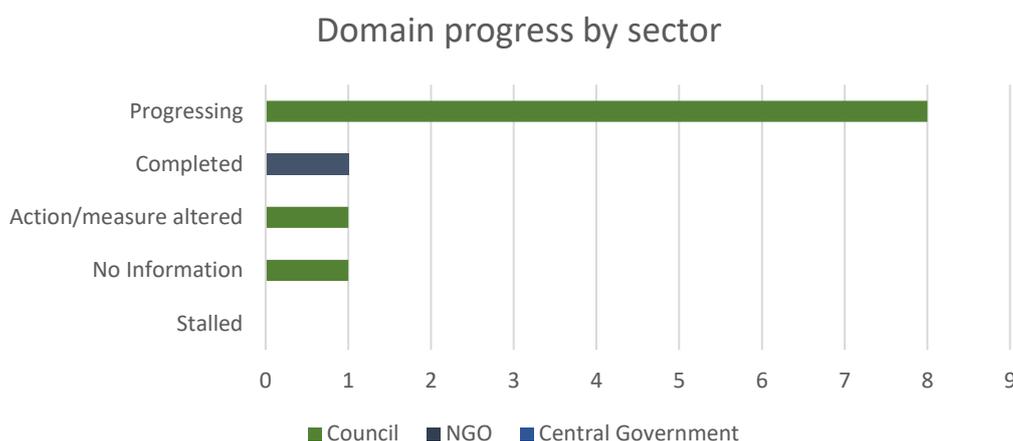


This domain addresses the taha tinana (physical) and Whenua (land & roots) dimensions of the Te Whare Tapa Whā model. Through these dimensions the natural and built environment has a major impact on the mobility, independence, and quality of life of older people.



Progress since 2024

Of the 11 actions in the Te Taiao- The Natural and Built Environments domain, nine are progressing (including one altered action), one has been completed, and one has no information. This is similar to 2024.



Notable successes in this domain include:

- Completion of an action by Kotāhi ā Tāmaki supporting Mana Whenua (including kaumatua) to advocate on behalf of marae and actively exercise Kaitiakitanga responsibilities and obligations in Tāmaki Makaurau. This provided a coordinated and aligned approach to remediate, regenerate, protect and enhance the mauri of these treasured environments for present and future generation.
- Auckland Council Parks and Place specialists together with colleagues from Universal Design Team developed an Accessibility and Inclusivity checklist for parks and open spaces. So far 25 parks have been assessed against this checklist.

Key learnings/insights

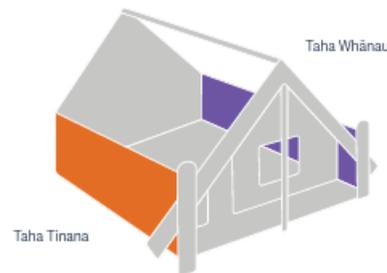
Consistently maintaining footpaths, parks and community assets ensures that Auckland’s public spaces remain age friendly.

Transport



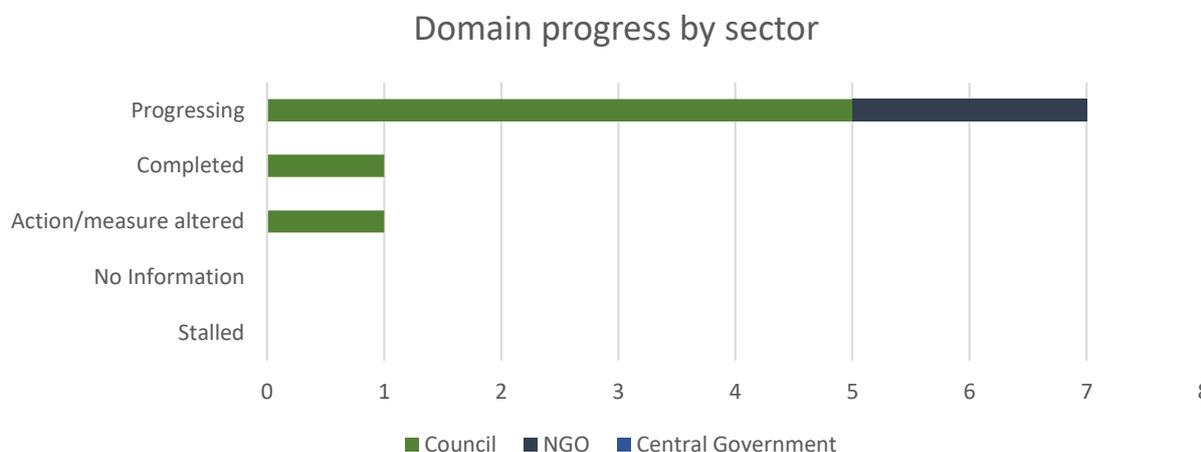
Accessible and affordable transport is key to ensuring Auckland’s older population can age actively and remain engaged with the community.

This domain covers the dimensions of Taha Whānau (community wellbeing) and Taha Tinana (environmental and physical wellbeing) in the Te Whare Tapa Whā model.



Progress since 2024

Of the 9 actions in the domain seven are progressing and one action has been completed. One action has been altered. This is one more action progressing than in 2024.



Notable successes in this domain include:

- Auckland Transport has completed the action under the action plan to ensure that all Auckland’s buses are accessible. Every bus on the network has step free access at the front of the vehicle and a forward-facing accessibility area. This means all buses can carry wheelchairs. All bus services welcome passengers accompanied by service dogs or disability assist dogs.

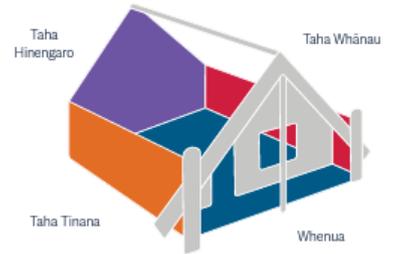
Key learnings/insights

Feedback to Auckland Transport via a customer survey is that customers want timely notifications about disruption to services, the impact of the disruption and when they can expect services to return to normal.

Housing

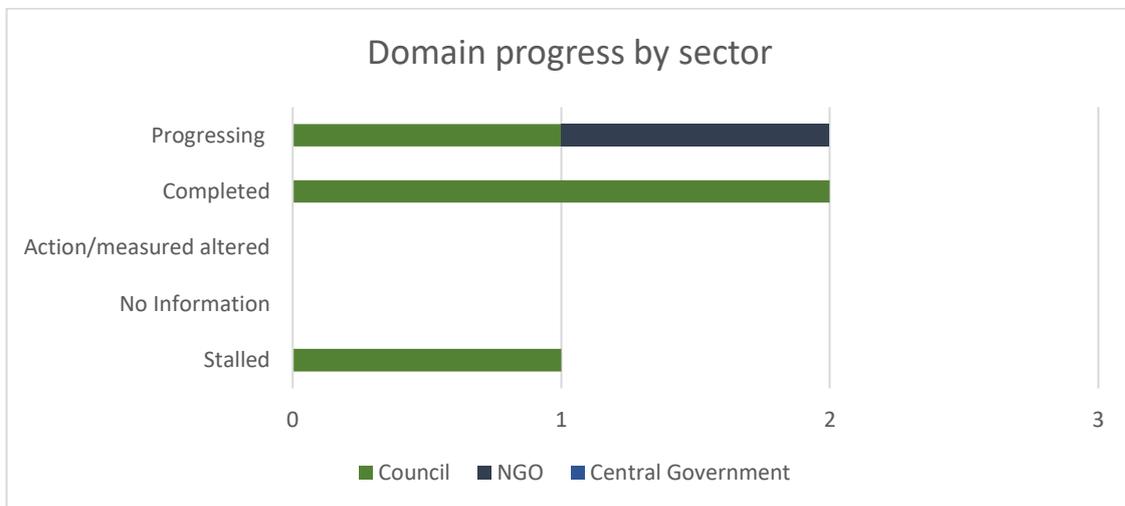


This domain is concerned with housing design, housing proximity and housing affordability to allow older residents to live comfortably and safely. It addresses four dimensions of the Te Whare Tapa Whā model; the Whenua (land/roots), Taha Tinana (physical), Taha Hinengaro (thoughts and feelings), Taha Whānau (family and social).



Progress since 2024

Of the 5 actions, two are progressing, two have been completed and one action has stalled.



Notable successes in this domain include:

- Age Concern’s Community Connectors programme is supporting increased numbers of older people to navigate housing options, barriers and issues.

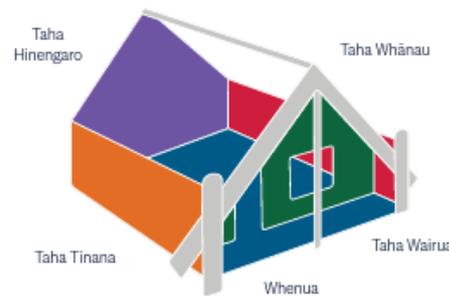
Key learnings/insights

Continued partnership between local government, central government and NGOs to work on sustainable affordable housing options for older people in the Auckland region is critical. Home ownership rates continue to lower with each generation.

Social Participation

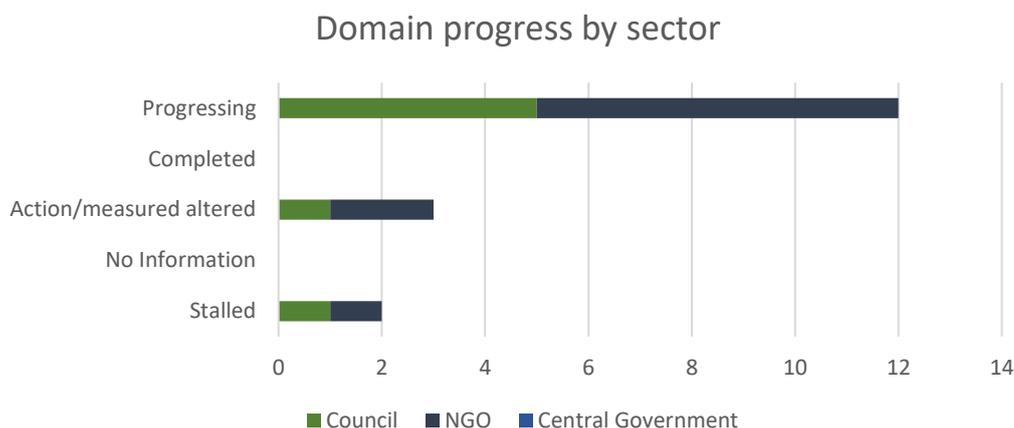


The social participation domain focuses on fostering people’s continued interaction with society through leisure, social, arts and culture and spiritual activities. Social participation addresses all five dimensions of the Te Whare Tapa Whā model of wellbeing.



Progress since 2024

Of the 14 actions in this domain, twelve are underway (including three actions that have been altered). That is an increase of one action since 2024. Two actions have stalled.



Notable successes in this domain include:

- An increasing number of older people are accessing the Live Stronger for Longer Strength and Balance Programme focussed on fall prevention offered by Age Concern.
- Older audiences and visitors rate their experiences positively in Tātaki Auckland Unlimited venues and sites including Auckland Zoo, Auckland Art Gallery, Aotea Centre, Town Hall and Maritime Museum.

Key learnings/insights

Everyone in our community benefits from projects and events that target better and more social connection for older Aucklanders.

Age Friendly Case Study 2: Selwyn Support Community Connector Service

The Selwyn Support Connector Service is delivered free to seniors through The Selwyn Foundation’s partners Age Concern Auckland and South Auckland-based Te Whare Ruruhau o Meri. This collaboration focuses on social connection and support for older people who are lonely and socially isolated. See more about the Selwyn Foundation’s work in the case study below.

Case Study 2: Selwyn Foundation Services

As a champion of initiatives that enable older New Zealanders to age with dignity and respect in their own communities, registered charity, The Selwyn Foundation, is a proud supporter of the Age Friendly Auckland Action plan which closely aligns with Selwyn's work to enable respectful ageing for seniors.

The Foundation is actively involved in the Aotearoa New Zealand National Forum for the Decade of Healthy Ageing / He Oranga Kaumātua, He Oranga Tangata – a New Zealand response to the United Nation's Decade of Healthy Ageing (2021-2030), which has age-friendly environments as a key action area.

Established by Selwyn in late 2023 in association with the Office for Seniors and Age Concern New Zealand, the National Forum brings together leading organisations that provide services for or advocate on behalf of older people/ kaumātua and their families/whānau. Through stakeholder engagement at a national policy level and raising awareness of the need for communities to prepare for the complex impact of population ageing, it looks to bring about transformational change and combat ageism in society, so that Aotearoa New Zealand can become a better place for everyone to grow older.

In addition to its national focus, the Foundation works in partnership with the Anglican Diocese of Auckland on its outreach 'Selwyn Support' programme to help vulnerable older people living across Tāmaki Makaurau Auckland. In parallel with the network of 20 Selwyn Centres, which are hosted in Anglican parish halls and offer a varied programme of social activities for people aged 65 and over, the Selwyn Support initiative provides health and social service navigation for seniors via Selwyn Connectors/Pou Hono. These registered social workers are available to assist older people who may need help with social connection, health, tech, counselling or home care, providing personalised support in ways that are culturally relevant, thereby enabling people to age safely at home in the community for longer.

The Selwyn Support Connector Service is delivered free to seniors through The Selwyn Foundation's partners Age Concern Auckland and South Auckland-based Te Whare Ruruahu o Meri. If you or someone you know needs a little extra support, you can ring the Selwyn Connectors/Pou Hono at Age Concern (09 820 0184, ageconcernauckland.org.nz) and Te Whare Ruruahu o Meri (0800 839 4273, whanau@tewhare.org.nz).

In a new initiative, Selwyn is also partnering with national charity and representative body, Carers NZ, to consider the potential for an 'age-friendly suburb' in the Point Chevalier area, home to the Foundation's historic Selwyn Village retirement living and residential aged care community. While still at an early stage, the project will look at how older people can be supported to continue to live at home through the provision of integrated care and services, so further enabling seniors to age-in-place/with whānau in their local neighbourhood.

By working alongside community partners and national organisations, The Selwyn Foundation is helping to shape a more age-friendly Tāmaki Makaurau Auckland and a brighter future for all. To learn more, visit selwynfoundation.org.nz.



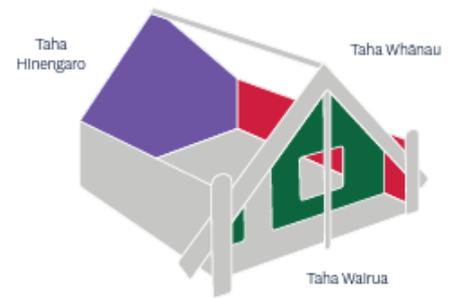
Selwyn Centres – fun, friendship and community

Selwyn Centres offer a welcoming space for older people to meet and socialise with other seniors in their area. Hosted by local Anglican parishes, these community hubs boost wellbeing **through** connection. Find one near you at: selwynfoundation.org.nz

Respect and Social Inclusion



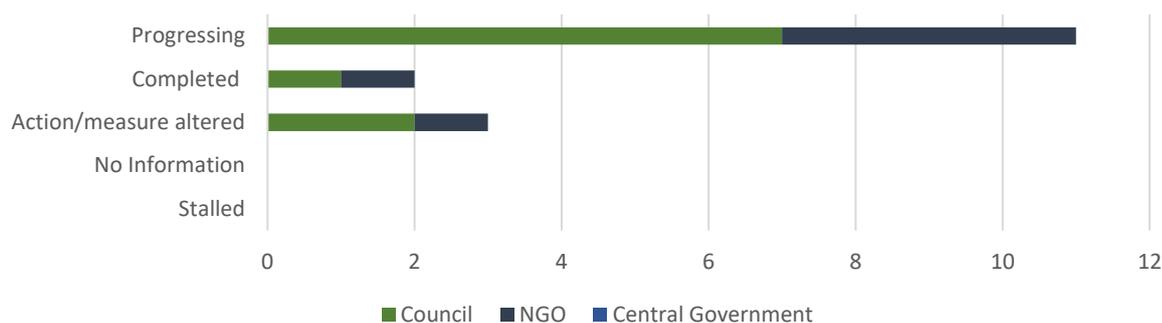
This domain focuses on actions aimed at creating an inclusive society in which the contributions of older people are valued and encouraged. This domain addresses three dimensions of Te Whare Tapa Whā. Taha Whānau (community wellbeing), Taha Hinengaro (thoughts and feelings), Taha Wairua (spirituality).



Progress since 2024

Of the 15 actions in this domain, 13 are progressing (including three measures which have been altered) and two are completed. This is one more completed action than 2024.

Domain progress by sector



Notable successes in this domain include:

- Completion of an age-friendly resource/toolkit by the Community Wellbeing directorate at Auckland Council. This resource is for council and communities to use when designing and delivering services for older people.
- Hato Hone Saint John’s Caring Caller programme that recruits and supports volunteers to call people that are lonely and socially excluded.

Key learnings/insights

There is a growing demand for multilingual resources. Offering materials in languages like Hindi, Punjabi, and others, and ensuring access to digital platforms for seniors, will significantly improve service accessibility and inclusivity.

Age Friendly Case Study 3: Dementia Friendly Film Screenings Pilot Programme

The Age Friendly Auckland Implementation Rōpū collaborated to facilitate a Dementia Friendly Film Screening Pilot Programme in the first half of 2025. This programme promoted the social inclusion of people with dementia and their carers/supporters. See appendix 1 for an evaluation report regarding the pilot programme.

Case Study 3: Dementia Friendly Film Screening pilot

To support the social participation of older adults with dementia, Te Rōpū, the age friendly Auckland implementation group collaborated to secure funding from the Officer for Seniors' age-friendly fund to facilitate a Dementia Friendly film screening pilot project. The pilot featured three film screening events, following the example of organisations in Australia and the United Kingdom.



The film screening in Devonport of "Singin' in the Rain"

Approach

Te Rōpū worked with Dementia NZ to facilitate an advisory group of older people with lived experience of dementia and their carers. The focus group's advice informed the way that the three pilot film screenings were planned and conducted.

Age-Friendly Auckland Rōpū members and cinema staff undertook Alzheimers NZ's "dementia-friendly" online training course.

The first screening, Singin' in the Rain, took place on 31st March 2025 at the historic Victoria Cinema in Devonport. Fifty people attended, a mixture of people with dementia and their carers/supporters.

The second screening, Strictly Ballroom, took place on 30th April at The Rialto Cinema in Newmarket. Fifty people attended including people with dementia and their carers.

A third screening, Strictly Ballroom took place on 28th May 2025 at Reading Cinema in New Lynn. Fifty-five people attended the screening. Free popcorn, ice cream and drinks were offered to attendees prior to each of the screenings. Soft lighting was provided to assist people wanting to move around during the films, intermissions took place halfway through the films. A light morning tea at the venue was provided after each of the screenings for relaxed social connections, and souvenir polaroid photos were provided as mementos of the event.

Evaluation of the pilot took place in accessible ways for participants with dementia and their carers.



Morning tea at The Vic, Devonport

Impacts and outcomes

Qualitative research was undertaken through observations at the lived experience advisory group meeting and film screenings, brief feedback on written cards, tokens and discussion with attendees after the screenings and several in depth interviews with film attendees in the days following the screenings.

Feedback from the 155 attendees was very positive.

Some of the feedback we heard included:

“Mum loved coming to the theatre and the hospitality of the organisers.”

“The movie brought back memories of my father who tried to pretend to be the star of the show – great memories.”

“It was a brilliant movie – it was fantastic for me to be able to bring Mum to something like this – it felt very safe for her. Thank you so much for doing this for the dementia community – it’s so valuable to keep her involved on the community.”

“Having a big smile on staff to greet us at top of escalator - really made me feel at home”

We also heard that marketing the film screenings as ‘dementia friendly’ was an important aspect in making people feel as though they could attend and that they would be safe.

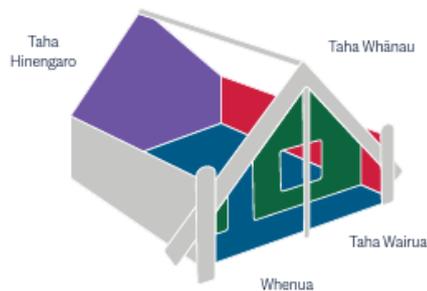
The opportunity to socialise afterwards over morning tea in a supportive atmosphere was enjoyed by most attendees. The choice of light entertainment with a focus on music was successful as following a plotline wasn’t necessary. The presence of volunteers, in addition to cinema staff was key, so that people could be greeted and supported to find their place in the cinema.

Making sure that an accessible venue is chosen is key for a successful dementia friendly event, preferably with bathrooms on the same level as the cinema. Support with transport options will also make the event more accessible and easier for carers. Providing a space for carers to connect and have information about support available will also be of value at future dementia friendly events. The full evaluation report can be found on the Knowledge Auckland website: <https://knowledgeauckland.org.nz/publications/>

Civic Participation and Employment



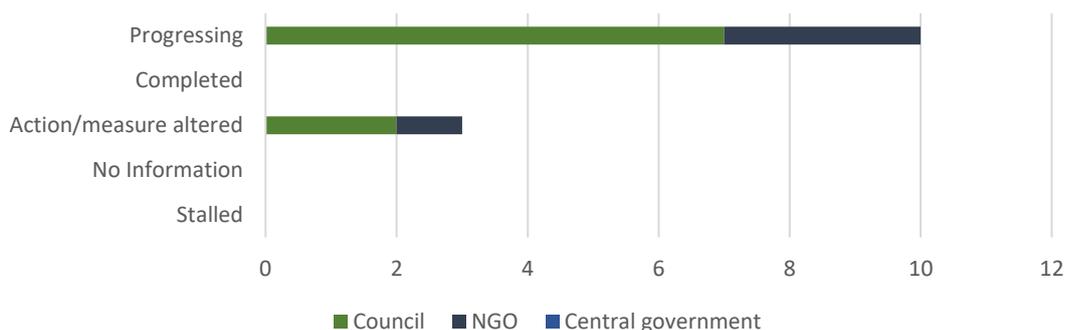
This domain is focused on actions that foster older Aucklanders' ability to learn and pass on skills and experience, contributing to their communities after retirement. The domain is aligned with the following dimensions of Te Whare Tapa Whā; Taha Hinengaro (thoughts and feelings), Taha Whānau (family and social), Taha Wairua (spirituality) and Whenua (land, roots).



Progress since 2024

Of the ten actions in this domain, all are progressing. One action has been added to this domain since 2024. Three actions have been altered.

Domain progress by sector



Notable successes in this domain include:

- Manurewa Local Board built on the success of their popular Lifelong Learning Fund to streamline administrative processes and include groups rather than just individuals so more people could benefit from the fund.

Key learnings/insights

- Hybrid and flexible working arrangements are valued by older workers and can support their continued engagement in the workforce.

Age Friendly Case Study 4: Franklin Positive Aging Expo

The Franklin Positive Aging Expo is a long-standing community event supporting positive aging in the Franklin Community. It is supported by the Franklin Local Board as well as well as a number of senior volunteers from the local community.

Case Study 4: Franklin Positive Ageing Expo

The Franklin Positive Aging Expo was first delivered in 2006 because of the Counties Manukau District Health Board (DHB) piloting an integration project to support the national goal of 'Aging in Place' to better support older people's access to services. The project's vision was to have accessible, equitable, and integrated services meeting the health needs of older people in Franklin.

Since 2011, the Franklin Integration Project (FIP) has concentrated on improving information about services for older people and improving transport to services through the Franklin Transport Initiative. This includes the staging and delivery of the Franklin Positive Ageing Expo.

The Franklin Local Board has committed base funding in principle through its Community Partnership Programme for the coming 2 years, however, the event is fully reliant on the commitment of community volunteers for it to go ahead.



Approach

The Expo committee has primarily been made up of local seniors with strong connections and relationships across the wider community and local business sector. The Expo offers free space to exhibitors with the committee ensuring a broad range of supports, services, businesses and clubs are represented every year.

The fully volunteer committee provides hundreds of hours of support to deliver the expo each year, not just in planning, communication, marketing and logistics but in the event delivery and management for the day of setting up and the event itself and pack down.

The expo has consistently attracted between 1000 and 2000 attendees mainly from across Franklin but also from the North Waikato, Papakura, Manurewa and even Tauranga.

Impacts and Outcomes

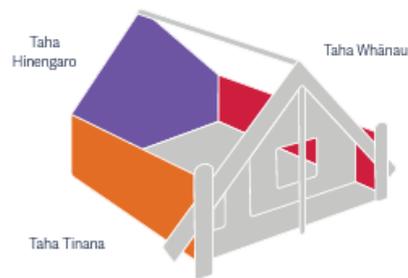
Every year the committee undertake surveys of the exhibitors, the entertainers, the parking, food and serving volunteers, and attendees. The committee collates and reviews all the feedback to inform planning for the next expo.

They also survey attendees with a quick 'top of mind' survey to understand what the most important issues are for older people in the area. This consistently raises transport to services and access to health care, cost of living and finances, and loneliness and isolation.

Communication & Information

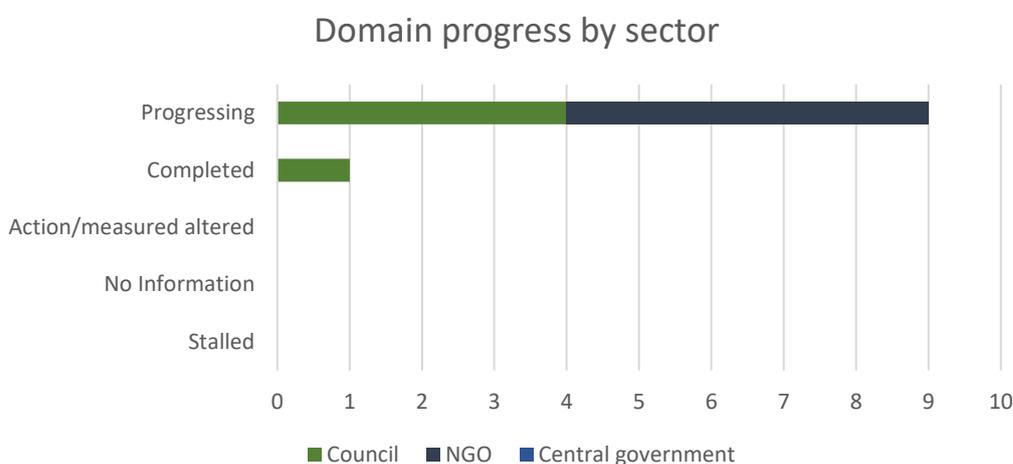


This domain contains actions concerned with connecting older Aucklanders to events, news, and activities in a timely, accessible, and practical way. The domain is aligned with the following dimensions of Te Whare Tapa Whā: Taha Hinengaro (thoughts and feelings), Taha Whānau (family and social), Taha Tinana (environmental and physical wellbeing).



Progress since 2024

Of the 10 actions in this domain, 9 are progressing, one has been completed.



Notable successes in this domain include:

- The Stroke Foundation has created aphasia friendly resources that can be accessed by people in the community impacted by a stroke.
- Papakura Local Board supported the first Age Friendly Expo which took place in Papakura Library.

Key learnings/insights

Ensuring that communication about events and key information is in age-friendly formats and the languages of Auckland's different ethnic communities will ensure older Aucklanders are more connected to events, news and activities.

Age Friendly Case Study 5: Digital Seniors Tech Expo

The inaugural Digital Seniors Tech Expo took place at Eventfinda Stadium in November 2024. Building on the successful Digital Seniors hubs, the expo aimed to educate and upskill older people about technology in a friendly and supportive environment.

Case Study 5: Digital Seniors Tech Expo

The inaugural Digital Seniors Tech Expo on Sunday 10th November 2024 was a huge success. Held at the Eventfinda Stadium, Wairau Valley, Auckland, the event saw over a 1500 people come and experience cutting-edge technology and meet with a huge range of organisations working with a passion to help support healthy aging and lifelong learning. Auckland Council was a proud sponsor of this event, with six different teams attending the expo including Auckland Emergency Management, Healthy Waters and Flood Resilience, Auckland Libraries, WasteWise, Auckland Transport and Pools and Leisure.

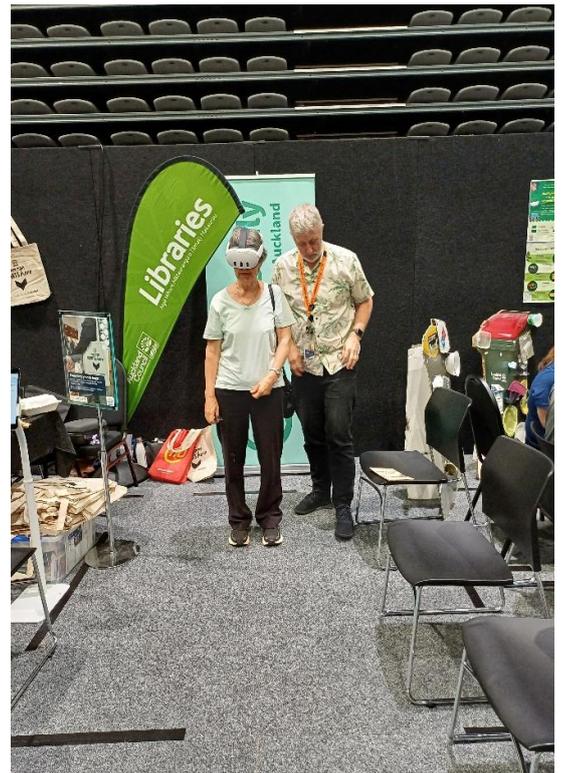
Approach

The expo was preceded by a networking event on Friday 8th November 2024, which provided sponsors the opportunity to meet and hear about the growing silver economy, the importance of digital equity to aging well, and some myth-busting around older people and digital technology.

At the event, 60 organisations came together as sponsors, exhibitors and speakers to encourage new modern stereotypes of people ageing well, empowered with technology.

Some of the technological highlights of the event included:

- the Omeo wheelchair which is controlled solely by your body movement.
- RecoveriX - new technology from Japan that uses neurotechnology to help people recover from strokes and Multiple Sclerosis
- talks including using speech AI to diagnose conditions such as dementia, on the future of exoskeletons to help maintain physical movement, and how to secure your digital legacy, and
- presentations on a new Augmented Reality experience which enables people to literally step into the history of the signing of the Te Tiriti o Waitangi.



Impacts and Outcomes

The expo was a great opportunity for council staff to have meaningful conversations with older people and hear their feedback on our digital solutions and experiences interacting with Auckland Council technology. It deepened staff understanding and provided valuable insights into the challenges older people face accessing technologically driven solutions. The expo highlighted a need for council to better support accessible and inclusive digital solutions as well as supporting older people to develop their digital skills to maintain their independence, wellbeing, and participation.

Cathy Hardinge, Chief Executive of Digital Seniors said:

“Thank you to all our sponsors & exhibitors who came out to support and connect – the energy was contagious and seeing so many passionate people together was truly inspiring! ... We love how collectively we all came together to treat seniors to our combined support, opportunities and empowerment. Everyone kept saying how amazing this experience was with such a different feeling to other expos. We all rocked it!”

It is hoped that the Digital Seniors Tech Expo will become a regular event. Planning is underway for a 2025 Expo.



Community Support and Health Services



This domain contains actions concerning accessible and affordable community health services which help keep older Aucklanders healthy, independent, and active.

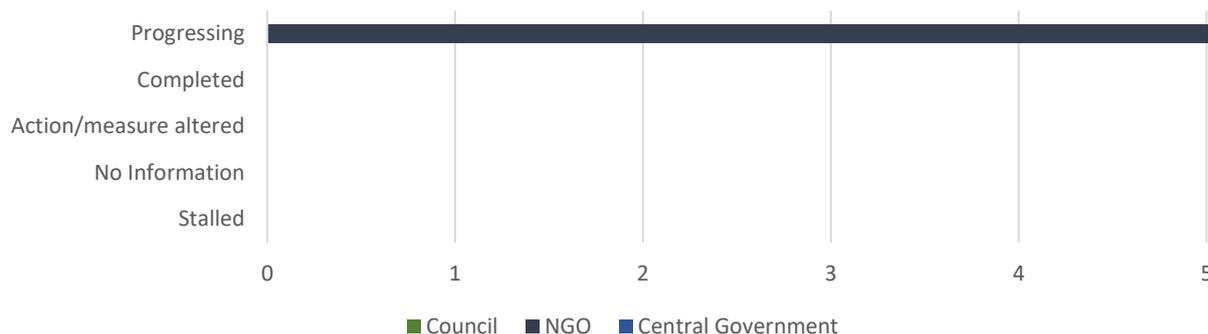
The domain address three dimensions of Te Whare Tapa Whā, these are: Taha Hinengaro (thoughts and feelings), Taha Tinana (physical), and Taha Wairua (connection and spirituality).



Progress since 2024

Of the five actions in this domain, all are progressing. This is one more than 2023. All actions in this domain are carried out by community partners.

Domain progress by sector



Notable successes in this domain include:

- Hato Hone St John has increased the number of volunteers and older people using their Health Shuttle Service that supports people to attend at health appointments.
- Toa Pacific has increased the number of people they are supporting through Asiasiga, their home visitation programme.

Key learnings/insights

Reducing social isolation is a key part of supporting older people to remain healthy and well.

Age Friendly Case Study 6: Death Café

Auckland Council libraries partnered with Honohono Tātou Katoa, a Mercy Hospice to provide a supportive environment for people to talk about grief, dying and care in an initiative called Death Café.

Case Study 6: Death Café

Death Cafés are welcoming spaces for open, thoughtful conversations about death and dying. These group-led discussions have no set agenda or objectives and are not grief support or counselling—just supportive environments where people share thoughts, experiences, and questions about mortality in a safe, non-judgmental setting.



Approach

Auckland Libraries' Death Cafés began in May 2023 through the work of Honohono Tātou Katoa (HTK), a Mercy Hospice supported, and community-driven initiative committed to increasing death literacy, compassion, support and inclusion in the community. Libraries identified a growing need for safe, open discussions around grief, dying, and care—especially post-COVID-19.

Death Cafés are co-organised and co-facilitated by Auckland Libraries and Honohono Tātou Katoa. Libraries provide the venue and promotion, while HTK supports facilitation, volunteer training, cultural safety practices, and ongoing development.



On average, every death café will have in between 6 and 15 attendees, with majority of attendees ranging from 55 – 80 years old. The project has been running for over two years, expanding from one library to six different Auckland Libraries: Mount Roskill, Avondale, Birkenhead, Glenfield, East Coast Bays, and Panmure. A special series was also held for the Latin American community in Spanish—one of the first language-specific Death Cafés in the city. We plan to train more community facilitators, expand into rest homes and retirement villages, and offer Death Cafés in more languages and cultural contexts.

Impacts and Outcomes

Participants frequently express relief at being able to talk about death in a relaxed, welcoming setting. Many note a sense of connection, greater peace of mind, and increased confidence to speak with family members or plan their own end-of-life wishes. Some share poems, art, or stories. Others simply listen and feel heard.

Through this programme, we have learnt:

- **Location matters** – accessible, familiar community spaces like libraries encourage participation.
- **Cultural safety is essential** – having co-facilitators from different cultural backgrounds helps build trust and belonging.
- **Consistency builds momentum** – regular sessions help build community and normalize talking about death.
- **Flexibility is key** – allowing each session to follow the energy and needs of the group works better than rigid programming.
- **Partnerships work** – strong relationships between libraries and community groups are the foundation of this project's success.

8. Key findings from the 2023 census

Auckland Council’s Social and Economic Research and Evaluation team have recently completed a report on what the 2023 Census tells us about older Aucklanders. Below is a summary of the main findings of that report. You can read the full report here. <https://knowledgeauckland.org.nz/search/?query=older+people>

Auckland’s older population is growing in size and diversity.

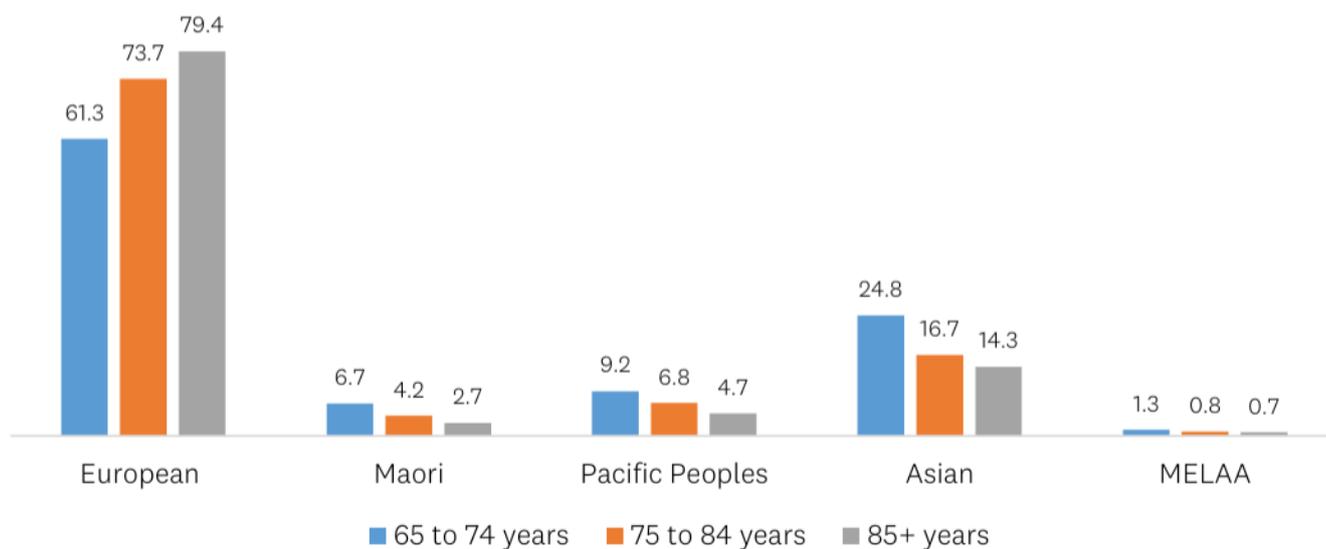
In 2023, there were 219,753 Aucklanders aged 65 years and over, 13.3 per cent of the total Auckland population. The total number of older Aucklanders grew significantly between 2013 and 2023 (+56,595, or 34.7 per cent).

Auckland’s older population is diverse. In 2023, slightly more older Aucklanders identified as female (54.2 per cent) than male (45.7 per cent). A small number (0.1 per cent) identified with another gender.

One in six older Aucklanders (16.6 per cent) were categorised as disabled. Slightly higher proportion of females (17.7 per cent) were disabled compared to males (15.3 per cent), and those in the Pacific Peoples ethnic group had the highest proportion with a disability (30.2 per cent).

Ethnic diversity within this group has also been increasing since 2013. While European ethnicity remains the highest proportion of all the ethnic groups, this is declining steadily and all other ethnic groups increased between 2013 and 2023. Figure 1 below summarises the ethnic breakdown of older Aucklanders by age group:

Figure 1: Proportion of Aucklanders aged 65 and over in each ethnic group, by age (2023) (%)



Additionally, a total of 102,078 (46.9 per cent) older Aucklanders were born overseas. This is a higher proportion than in 2018 (45.5 per cent) and in 2013 (43.1 per cent), reflecting increasing diversity.

The geographical distribution of older Aucklanders generally followed patterns of the population as a whole, with higher numbers in the isthmus² and in the west, and lower numbers in rural areas in northern Auckland, and to the west of the city centre.

The below table shows the five local board areas with the highest number of older Aucklanders, and the five areas with the lowest.

Table 1: Local board areas with the highest and lowest numbers of Aucklanders (2023)

SA3 area (local board area)	Number
<i>Five highest:</i>	
Henderson (Henderson-Massey)	5370
Remuera (Ōrākei)	4791
Orewa (Hibiscus and Bays)	4533
Papatoetoe (Ōtara-Papatoetoe)	4335
Flat Bush (Ōtara-Papatoetoe)	3993
<i>Five lowest:</i>	
Eden Terrace (Albert-Eden)	135
Kingsland (Albert-Eden)	186
Drury (Papakura)	201
Red Hill (Papakura)	210
North Harbour / Rosedale (Upper Harbour)	225

Older Aucklanders tend to live in private dwellings, which are improving in condition

In 2023, nearly all (95.2 per cent) older Aucklanders lived in private dwellings. While most older Aucklanders living in private dwellings lived in separate houses (73.5 per cent), the number living in joined dwellings³ increased 45.5 per cent since 2018. Additionally, 4.8 per cent of older Aucklanders lived in non-private dwellings and 6.5 per cent lived in a registered retirement village in 2023.

In 2023, nearly two-thirds of older Aucklanders lived in a one-family household, and just over one in five lived alone. Conversely, 2.4 per cent of older Aucklanders lived in a severely crowded household (with two or more bedrooms required). This was a slight increase from 2018 (2.3 per cent) and 2013 (1.9 per cent).

The quality of housing was generally good for older Aucklanders. The proportion of older Aucklanders who lived in dwellings which were reported to always have mould and/or dampness decreased since 2018.

Many older Aucklanders are in the labour force. At the 2023 Census, 24.4 per cent of older Aucklanders were in the labour force, an increase since 2018 (22.9 per cent).

² The Auckland isthmus is a narrow strip of land between the Waitematā Harbour and Manukau Harbour

³ For example, terraced homes or apartments

The 65-to-74-year age group had a much higher proportion in the labour force than the older age groups. Over a third of 65- to 74-year-olds were in paid employment, compared to 11.3 per cent of 75- to 84-year-olds and 2.4 per cent of those 85 years and over. The below table illustrates the employment differences among these age cohorts.

Table 2: Work and labour force status of older Aucklanders (2023)

	65-74 years		75-84 years		85 years and over		Total 65 years and over	
	n	%	n	%	n	%	n	%
Employed Full-time	27,414	22.0	3135	4.5	345	1.4	30,897	14.1
Employed Part-time	16,272	13.1	4830	6.9	657	1.6	21,762	9.9
Unemployed	876	0.7	135	0.2	30	0.1	1038	0.5
Not in the Labour Force	80,121	64.3	62,232	88.5	23,700	56.5	166,053	75.6
Total stated work and labour force status	124,683		70,332		24,732		219,750	
<i>Subtotals</i>								
Total people in labour force	44,562	35.7	8100	11.5	1032	4.2	53,697	24.4
Total people employed	43,686	35.0	7965	11.3	1002	4.1	52,659	24.0
Unemployment rate ²¹		2.0		1.7		2.9		1.9

The most common occupation among all those 65 years and over were professionals (29.9 per cent), followed by managers (19.0 per cent) and clerical and administrative workers (12.4 per cent).

Some older Aucklanders had lower incomes than others. The largest proportion of older Aucklanders had a personal income in the range of \$20,001 to \$25,000 (18.6 per cent).

The highest median personal incomes were reported by older Aucklanders who were European (\$28,700) and Māori (\$27,500). Lower median incomes were recorded among Pacific Peoples (\$24,000) and Asian (\$20,600) older Aucklanders.

9. Conclusion

There has been significant progress in implementation of the actions in the Age Friendly Auckland Plan since 2024 with an 11 per cent increase in actions that are progressing or completed. Overall 95 percent of all age-friendly actions are in progress.

Auckland Council's Social and Economic Research and Evaluation Unit SARU completed a report called Older Aucklanders: Results from the 2023 Census. The report notes that Auckland's population of people over the age of 65 years has increased by 34.7% in the last decade, a faster increase than the general population. This confirms the continued need to focus on the wellbeing of older Aucklanders.

Age-Friendly Auckland Implementation Rōpū members continue to collaborate particularly around the domains of Social Participation and Respect and Social Inclusion. The successful Dementia Friendly Film Screenings Pilot Programme has demonstrated the need in the community for accessible, welcoming events for people with dementia, their whānau and carers. As Auckland's population ages, and the number of people with dementia increases, the need for welcoming community events that foster connection and overcome isolation will increase.

It was noted in previous annual reports in 2023 and 2024 that the ageing sector in Tāmaki Makaurau would benefit from more dedicated resources to support greater coordination and collaboration especially around programmes offered, and pooling of volunteers to support multiple organisations. This remains an ongoing challenge. Public sector funding cuts has meant that partnership with central government agencies to achieve this has not been possible. However, partnerships with aging sector NGO partners may prove to be more fruitful in the future. Council staff and Te Rōpū will continue to explore opportunities to secure more dedicated resource, especially as we work towards what the next iteration of the Age-Friendly Auckland Plan could look like from 2027 onwards.



Kaumatua and Kuia from Ngāti Whātua Orākei at the 2024 Age Friendly Auckland Symposium



Susan Jordan from Seniors Dance leading attendees at the Age Friendly Auckland Symposium 2024 in movement that helps maintain physical and cognitive wellbeing.

Appendix 1: Updated actions and measures

Table 1 – Kaumātua domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Kaumātua	Kia ora Te Marae - Marae Development: Advocate on behalf of marae, support the development and delivery of marae services, including education, health, cultural and social services to support whānau.	Increased delivery of marae services that are mana enhancing and align with kaumātua and kuia needs/aspirations. Meaningful relationships are developed and sustained with Auckland Council.	Te Kotahi a Tāmaki (NGO)	Complete
Kaumātua	Collaborate with other service providers to extend support to other whānau members.	Enhanced care is given to kaumātua and kuia by linking their whānau members to services.	Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)	Complete
Kaumātua	Facilitate Kaumātua Kuia Day Activity Programme offering a variety of therapeutic activities.	A rich sensory experience that stimulates or awakens the mind and body by way of touch, sound, taste, colour and smell.	Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)	Progressing
Kaumātua	Mauri Ora: Provide a Kaupapa Māori Needs Assessment that is culturally sensitive and appropriate to the needs of kaumātua, kuia and whānau.	A care plan developed along with kaumātua, kuia and whānau.	Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)	Complete

Table 2 – Culture & Diversity domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Culture & Diversity	Asian Services: Provide direct support, tools, information and skills that are culturally and linguistically appropriate to help older Asian people to participate and live independently for longer.	Increased number of older people supported. Increased number of active volunteers. Benefits of both participation and volunteering are evaluated.	Age Concern Auckland (NGO)	Progressing
Culture & Diversity	Deliver programmes that reduce barriers to migrants and refugees, Rainbow communities, youth, children, older people and people of all abilities.	People are included, interconnected and celebrate our diversity and widespread participation is enabled.	Albert-Eden Local Board (Council)	Progressing

Culture & Diversity	Provide culturally appropriate retirement care and services at BUPA David Lange care home Aashirwad wing.	Increased number of older people supported. Increased participation.	Bhartiya Samaj Charitable Trust (NGO)	Progressing
Culture & Diversity	Provide culturally and linguistically appropriate home-based support services for older Chinese people.	Approval as an accredited home-based support service provider is gained. Culturally appropriate homebased support services start to be provided to Chinese seniors in Auckland.	CNSST Foundation (NGO)	Progressing
Culture & Diversity	Empower Age-friendly Ambassadors 'by elders for elders' to organise regular activities on Art and Culture, NZ Social System Navigation and Healthy Lifestyle enhancement, in Auckland ethnic elder communities	Number of trained Age-friendly Ambassadors. Number of activities organised by the trained Ambassadors. Number of elder participants.	CNSST Foundation (NGO)	Progressing
Culture & Diversity	Create and support opportunities for older people to engage in their culture through groups and activities in Auckland Council facilitates and spaces.	Improved participation rates of seniors in local groups and activities. Increased feelings of connection to community for seniors.	Community Wellbeing – Auckland Council	Progressing
Culture & Diversity	Taumatua Programme: Support Taumatua to lead and participate in Pacific art, workshops, activities, gatherings, and events.	Older people in Tuvaluan local community are kept connected to each other and have the ability to tell their stories and pass on their knowledge.	Henderson-Massey Local Board (Council)	Progressing
Culture & Diversity	Deliver the Day Care Ageing in Place initiative (MAAMA): For Pacific older adults 55 years old and over with Alzheimer's disease or those who have suffered strokes and are lonely or live alone during the day and need care.	Increased number of attendees	TOA Pacific (NGO)	Progressing
Culture & Diversity	Empower to Pamper Programme (ETP): Promote the rights of older persons to prevent the occurrence of neglect and abuse of Pacific older people.	Older people are supported to share their thoughts and feelings.	TOA Pacific (NGO)	Progressing

Table 3 – Te Taiao - The Natural and Built Environments domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Te Taiao - The Natural and Built Environments	Investigate the end to-end journey of the audience and employee through an accessibility and age-friendly lens. Continue to improve accessibility at all Auckland	*Older adults (65+ years) rate accessibility at Auckland Live and Auckland Stadiums venues positively	Tātaki Auckland Unlimited (Council)	Progressing

	Unlimited venues to enable mobility, independence and quality of life.			
Te Taiao - The Natural and Built Environments	Ensure our outdoor spaces and playgrounds are accessible so that people of all ages and stages can use them.	Our parks, sports fields, community facilities, beaches and open spaces are well maintaining to meet the recreation and social needs of our growing population.	Devonport-Takapuna Local Board (Council)	No information
Te Taiao - The Natural and Built Environments	Ensure parks, coastal facilities and amenities are adaptable and accessible for a range of activities, abilities, and age groups.	Provide a range of play and active recreation opportunities for all ages (this is provided by council's out and about programme).	Hibiscus and Bays Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Maintain accessible outdoor spaces and buildings so people of all ages and stages can use them to stay healthy, active and connected.	Facilities are accessible and well-maintained.	Howick Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Enhance existing facilities so they are accessible to people of all ages and abilities.	Our facilities and open spaces are accessible.	Maungakiekie-Tāmaki Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Conduct an audit of the age-friendliness of facilities including parking, public transport options and access to buildings.	Increased use of facilities by seniors. Increased use of digital searches for age-friendly facilities. Facilities' managers choose to prioritise accessibility.	Parks and Community Facilities – Auckland Council	Progressing
Te Taiao - The Natural and Built Environments	Support volunteering in parks working with local boards to deliver the local parks ecological and environmental programme.	Increased opportunities for older Aucklanders to protect our environment.	Parks and Community Facilities – Auckland Council	Progressing
Te Taiao - The Natural and Built Environments	Provide communities with access to local and regional parks: <ul style="list-style-type: none"> maintain and support the development of local open spaces to meet community needs. protect, manage and enhance natural landscapes within council's regional parks and maunga. 	Open spaces in Tāmaki Makaurau are developed to provide a variety of opportunities for all Aucklanders to connect with nature.	Parks and Community Facilities – Auckland Council	Progressing

Te Taiao - The Natural and Built Environments	Build accessible playgrounds for people of all ages and stages.	Our communities have great local options for indoor and outdoor sport and recreation that provide opportunities for all ages and abilities.	Rodney Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Kia ora te Taiao - Kaitiakitanga - Mana Whenua exercise Kaitiakitanga of Te Taiao Tāmaki Makaurau (Mana Whenua): Advocate on behalf of marae and actively exercise Kaitiakitanga responsibilities and obligations in Tāmaki Makaurau alongside Mana Whenua where possible. Provide a coordinated and aligned approach to remediate, regenerate, protect and enhance the mauri of these treasured environments for present and future generations.	Marae Mana Whenua are actively engaged in protecting te taiao the environment. Marae Mana Whenua exercise increased Kaitiakitanga. Mātauranga Māori concepts such as Maramataka are normalised.	Te Kotahi a Tāmaki (NGO)	Completed

Table 4 – Transport domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Transport	Social Connections: Providing advice and assistance to older adults to overcome transport obstacles that prevent social engagement.	Self-reported decrease in transport barriers to engagement.	Age Concern Auckland (NGO)	Progressing
Transport	Staying Safe: Provide classroom-based courses designed to help improve the road safety of seniors.	Number of courses run. Number of participants. Self-reported increased knowledge about other transport options available to help keep mobile.	Age Concern Auckland (NGO)	Progressing
Transport	Build safe roads and walkways	People of all ages can travel safely on our roads and walkways.	Aotea/Great Barrier Local Board (Council)	Progressing
Transport	Super Gold: Seniors can travel for free on trains and selected bus and ferry services in Auckland, after 9am weekdays and all day on weekends and public holidays.	Senior citizens use public transport.	Auckland Transport (Council)	Progressing
Transport	Total Mobility Scheme: Funded in partnership with central government, the Total Mobility Scheme assists eligible people with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation.	Eligible people use the assistance for subsidised door-to-door transport services wherever scheme transport providers operate.	Auckland Transport (Council)	Progressing

Transport	Ensure all buses are accessible, enabling passengers with mobility impairment easier access to bus services.	All buses are accessible	Auckland Transport (Council)	Completed
Transport	Extend customer service (supporting an integrated network) for Auckland Council and Auckland Transport staff.	Research and develop improvement to Customer Relationship Management (CRM) to identify Public Transport complaints received by Auckland Council and Auckland Transport (related to Age-friendly issue).	Auckland Transport (Council)	Progressing
Transport	Fund the Manurewa shuttle bus that enables older people (and others) to access the Manurewa town centre easily.	Number or percentage of people aged 55+ utilising the shuttle service.	Manurewa Local Board (Council)	Progressing

Table 5 – Housing domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Housing	Community Connectors: Supporting older people to navigate housing options, barriers and issues.	Increased number of older people supported. Self-reported decrease in barriers to adequate housing.	Age Concern Auckland (NGO)	Progressing
Housing	Deliver more developments on surplus council land, in partnership with community housing providers, mana whenua, mātāka trusts or organisations, governments and private developers.	Increased number of new partnerships formed. Increased number of new affordable housing units.	Auckland Urban Development Office – Auckland Council	Complete
Housing	Invest in Haumaru Housing new builds and refurbishment.	Increased number of units refurbished, and new units delivered.	Auckland Urban Development Office – Auckland Council	Complete
Housing	Support working closely with housing developers such as Kāinga Ora or private developers to ensure the delivery of community centred housing and neighbourhoods.	Neighbourhoods are well-designed and interconnected with healthy and affordable homes.	Puketāpapa Local Board (Council)	Progressing
Housing	Support initiatives that enable elders to age in situ, including community efforts to establish rest homes and respite care.	Development of on-island rest home and respite care options.	Waiheke Local Board (Council)	Stalled

Table 6 - Social Participation domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Social Participation	Live Stronger for Longer/ Community Strength and Balance Programme: Providing falls prevention, and strength and balance classes for older adults.	Increased number of older people participating.	Age Concern Auckland (NGO)	Progressing
Social Participation	Pilot psychosocial group intervention (interpersonal psychotherapy, mediation and creative art activities) for older New Zealanders with loneliness.	Feasibility of delivering group treatment for loneliness in the community.	Age Concern Auckland (NGO)	Stalled
Social Participation	Pilot community/social connector model to support older adults to remain socially engaged in their communities.	Increased number of volunteers. Increased number of referrals to pilot. Increased number of participants.	Age Concern Auckland (NGO)	Progressing
Social Participation	Social Connections Programme: Facilitate the engagement of older people in community life and activities.	Increased number of older people supported. Increased number of volunteers. Evaluated benefits of both participation and volunteering.	Age Concern Auckland (NGO)	Progressing
Social Participation	Deliver experiences and events across Auckland Live, Auckland Zoo, Auckland Art Gallery, and New Zealand Maritime Museum that support an age-friendly Auckland (e.g. Morning Melodies).	Older audiences and visitors (people aged 65+) positively rate TAU venues. We will know we have achieved this because our Net Promoter Score (NPS) will be over +40 (NPS scores range from -100 to +100)	Auckland Unlimited (Council)	Progressing
Social Participation	Facilitate social activities to support new migrants integrate into society and help reduce loneliness and isolation.	Increased number of older people supported. Increased participation.	Bhartiya Samaj Charitable Trust (NGO)	Progressing
Social Participation	Support people aged 55 years and over to participate in community life and engage in continuous learning.	Improved participation rates of seniors. Increased opportunity for Progressing learning.	Connected Communities (Council)	Progressing
Social Participation	Facilitate monthly van trips for residents to socialise and participate in activities.	Survey results and tenant feedback are utilised.	Haumaru Housing (NGO)	Progressing
Social Participation	Henderson Massey Local Board will fund programmes in their local area that support the social participation of older people.	The programmes run by community trusts in the area are negotiated with older people.	Henderson-Massey Local Board (Council)	Progressing

Social Participation	Forever Fit programme: Grow programme across council facilities.	The Forever Fit programme is expanded to four additional facilities.	Pools and Leisure – Auckland Council	Stalled
Social Participation	Provide fitness classes specifically for older people	Increased opportunities for older people to be active in spaces (indoor and outdoor) that are affordable, convenient and close to home.	Operational Support Team (Council)	Progressing
Social Participation	Foster belonging, encourage social connectedness and support resilience, leading to fulfilment and growth for older people through meaningful programmes.	Increasing numbers of older people attend the Selwyn Centres, with referrals to the Selwyn Connector/Pou Hono service growing exponentially.	The Selwyn Foundation (NGO)	Progressing
Social Participation	Residents of Selwyn Village’s residential aged care homes enjoy engagement in life activities and programmes that meet their cognitive, social, and physical needs.	All care residents have input into the development of personalised activities’ plans that meet their specific needs and interests.	The Selwyn Foundation (NGO)	Progressing
Social Participation	Enable older people and people of different ages and stages to participate in community life and activities.	Community members share social connections and improved wellbeing.	Waitematā Local Board (Council)	Progressing

Table 7 – Respect and Social Inclusion domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Respect and Social Inclusion	Research, develop and deliver programmes and activities designed to enhance social participation, e.g., new technologies, overcoming barriers of ageing, mental health and encouraging volunteering.	increasing number of older adults participating; research is carried out on specific areas and programmes developed accordingly. Number of volunteers supporting older people is increased. Number of older adults engaged in volunteering is increased.	Age Concern Auckland (NGO)	Progressing
Respect and Social Inclusion	Explore opportunities to support collective impact initiatives identified by the sector	Opportunities and issues are identified where collaborative action would provide greater impact. The implementation Group is supported by Auckland Council to work collectively.	Age-friendly Implementation Rōpū Group (Council)	Progressing

Respect and Social Inclusion	Provide intergenerational mentoring programme. Younger mentors provide IT training and support and in return elder mentors provide information on traditional cultural knowledge and life-long wisdom.	Increased number of participating younger mentors. Increased number of participating senior mentors. Increased demand.	CNSST Foundation (NGO)	Progressing
Respect and Social Inclusion	Develop age-friendly resources/toolkit for the council and communities to use when designing and delivering services to support older people.	Resources are developed to consider older people when designing and delivering services. Resources are promoted to staff and community organisations.	Connected Communities (Council)	Complete
Respect and Social Inclusion	Invest in intergenerational practice, process and promotion, e.g., technology help from youth volunteers, programmes run by older adults for children and teens (cooking, sewing, embroidery) and community days.	Local boards support age-friendly outcomes through funding programmes and initiatives that promote wellbeing, inclusion, and participation for seniors. Libraries and community centres programmes are accessible to all and create opportunities for intergenerational connections through hosting age-friendly activities and promoting wellbeing, welfare and health outcomes for older people.	Connected Communities (Council)	Progressing
Respect and Social Inclusion	Support community-led projects that encourage intergenerational activity.	Our people are supported to actively contribute to their community and the places they live.	Franklin Local Board (Council)	Progressing
Respect and Social Inclusion	Good Neighbour Programme - Support the tenants of Haumarū to develop and maintain a sense of community and support within their village.	Survey results and tenant feedback are utilised.	Haumarū Housing (NGO)	Complete
Respect and Social Inclusion	Provide intergenerational opportunities for young and old to share skills and talents.	Our diversity is strength that we nurture and celebrate.	Kaipātiki Local Board (Council)	Progressing
Respect and Social Inclusion	Māngere-Ōtāhuhu Local Board Age-Friendly Plan: Support older people in Māngere-Ōtāhuhu to thrive and prosper.	The plan guides local board strategic decision making and investment to prioritise Age-Friendly activity.	Māngere - Ōtāhuhu Local Board (Council)	Progressing
Respect and Social Inclusion	Build an age-friendly community where people of all ages, kuia and kaumātua, can live healthy and active later lives, participate in activities they value and	All groups in the community feel informed and included.	Ōrākei Local Board (Council)	Progressing

	contribute to their communities for as long as they want to.			
Respect and Social Inclusion	Explore opportunities to support collective impact initiatives that improve safety for older people. This includes improving transport safety, falls prevention and reducing alcohol harm.	Opportunities and issues are identified where collaborative action would provide greater impact. Auckland Council provides information and support for common areas of interest and joint work.	Safety Collective (NGO)	Progressing
Respect and Social Inclusion	Provide Caring Caller programme to those who need the service.	Volunteers are recruited and supported. Those who require the service are identified and contacted regularly.	St John (NGO)	Progressing
Respect and Social Inclusion	Facilitate opportunities for older people to participate in inter-cultural and intergenerational community-led programmes, including place finding, introduction to local marae, ethnic communities and physical events.	Number of sessions held. Attendance numbers. Range of groups that participate. Responses from participants.	Whau Local Board (Council)	Progressing
Respect and Social Inclusion	Whau Seniors Providers Network, And Whau cultural specifics events: Provide opportunities for older people to participate in low-impact exercise, foster connection between community agencies, build relationships with Māori organisations, support Keeping Whau Clean and strengthen governance.	Number of sessions held. Attendance over 30 people. Number of other organisations participating. Collated feedback and learnings from participants.	Whau Local Board (Council)	Progressing

Table 8 – Civic Participation and Employment domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Civic Participation and Employment	Continue flexible working at Auckland Council to support a wide range of individual circumstances and business needs.	Increased staff engagement and retention for those over 60 years old.	Auckland Council Capability (Council)	Progressing
Civic Participation and Employment	Deliver age-friendly volunteer and employment opportunities through volunteer programmes at Auckland Zoo, Auckland Art Gallery, New Zealand Maritime Museum and Auckland Stadiums and employment opportunities at Auckland Live.	Older adults remain well represented across TAU volunteer programmes and in appropriate employment opportunities at Auckland Live.	Auckland Unlimited (Council)	Progressing

Civic Participation and Employment	Support and encourage the civic participation for our older Asian community.	Increased number of Asian seniors participating in local and central government consultation, the census, and elections	CNSST Foundation (NGO)	Progressing
Civic Participation and Employment	Provide English literacy and numeracy, employment-related training and volunteering opportunities	Increased number of learning, volunteering or working Asian seniors.	CNSST Foundation (NGO)	Progressing
Civic Participation and Employment	Provide accessible methods of political engagement, e.g., support people to provide written and digital submissions on local boards, plans, space for verbal submissions and alternative methods of accessing political information (videos, booklets, static imagery, posters).	All members of the community can engage with political processes (i.e., consulting on proposed plans, reading council proposals, voting, etc.) in a format that is easily accessible to them.	Democracy & Engagement (Council)	Progressing
Civic Participation and Employment	Continue to provide our Lifelong Learning fund	The fund can be used to support learning opportunities for people of all ages	Manurewa Local Board (Council)	Progressing
Civic Participation and Employment	Utilise older people in the Meals on Wheels volunteer drivers' team.	Increased number of volunteers. Increased number of recipients.	NZ Red Cross (NGO)	Progressing
Civic Participation and Employment	Support opportunities for older people's involvement in social enterprise and innovation.	Development of social enterprise, entrepreneurship and innovation that leads to gainful employment.	Papakura Local Board & Manurewa Local Board (Council)	Progressing
Civic Participation and Employment	Provide opportunities for volunteers and volunteering groups to directly deliver environmental outcomes in Auckland's parks.	Increased opportunities for older Aucklanders to protect our environment.	Parks and Community Facilities (Council)	Progressing
Civic Participation and Employment	Facilitate participation for older people in local decision making with a focus on older people from ethnic communities.	Targeted communication and increased participation in workshops and events around local decision making by older people (with a focus on ethnic communications).	Upper Harbour Local Board (Council)	Progressing

Table 9 – Communication and Information domain update

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Communication and Information	Provide relevant and appropriate information that reflects the needs and cultural and linguistic backgrounds and use appropriate channels to ensure older people have access to and receive relevant information.	Quarterly newsletters circulated, email updates regularly provided, development of WeChat platform to support older Chinese community.	Age Concern Auckland (NGO)	Progressing
Communication and Information	Hindi Quarterly Newsletter: Develop a free Hindi quarterly newsletter in physical and digital format to provide health and wellbeing information and resources.	Increased social media engagement. Feedback survey twice a year. New relationships with stakeholders. Low demand for Hindi Newsletter. Newsletters have been sent out in English.	Bhartiya Samaj Charitable Trust (NGO)	Progressing
Communication and Information	Delivery services for vulnerable or homebound customers: Volunteers collect library items and deliver them to homebound customers who are unable to visit a library due to mobility, access or other circumstances.	People who are unable to visit a physical library due to mobility, access or other circumstances still have access to library materials.	Connected Communities (Council)	Progressing
Communication and Information	Mobile libraries services: Buses and vans that provide a full library service throughout the Auckland region - a wide range of books, magazines and audiobooks as well as free Wi-Fi on board.	We reach communities that are far from our physical libraries and people who are unable to visit. We promote and support literacy and access to information and help customers use digital devices and services.	Connected Communities (Council)	Progressing
Communication and Information	Provide digital support through libraries - check eligibility for Skinny Jump free internet access assistance, help register, set up modems, support getting online and act as the first point of contact for queries.	Communities have access to support through the use of digital products and services.	Connected Communities (Council)	Progressing
Communication and Information	Develop a booklet from information provided by tenants about what a good neighbour is and does, reminding tenants of their rights and responsibilities and sharing helping contacts.	Survey results and tenant feedback are utilised.	Haumaru Housing (NGO)	Progressing

Communication and Information	Haumaru tenants are provided with a monthly newsletter and information through village noticeboards to keep them informed.	Surveys and tenants feedback are utilised. Our elderly feel informed and communicated with.	Haumaru Housing (NGO)	Progressing
Communication and Information	iMATUA programme - Digital literacy for Mātua (Seniors): Delivered through community groups. Support Mātua use of technological devices so that Mātua can communicate on digital platforms.	Participants increase their confidence in use of devices. Increased demand to want to learn more. Communicating more with other people through use of their devices.	Māngere - Ōtāhuhu Local Board (Council) and Ōtara-Papatoetoe Local Board	Complete
Communication and Information	Explore opportunities for regular forums for the sector to discuss issues and share learnings and successes.	Annual forums are held for the sector to come together. The implementation Group is supported by Auckland Council to hold forums.	Policy, Planning & Governance (Council)	Progressing
Communication and Information	Provide accessible and relevant sources of information and knowledge exchange for older people and their families.	Increased online resources. Increased number of participants. Increased requests for information. Improved website accessibility.	The Stroke Foundation (NGO)	Progressing
Communication and Information	Establish different formats of information so that community information can be accessed by those people affected with communications issues, such as aphasia, following a stroke.	Aphasia-friendly resources are available alongside other forms of publicly available community information.	The Stroke Foundation (NGO)	Progressing

Table 10 – Community Support and Health Services domain

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Community Support and Health Services	Ageing Well Services: Provide tools, information and skills to older people and whānau to enable independence and participation.	Increased number of older people supported. Increased number of volunteers. Evaluate benefits of both participation and volunteering.	Age Concern Auckland (NGO)	Progressing
Community Support and Health Services	Intervention Services: Support older people and their whānau to build resilience and live free from abuse, neglect or vulnerability.	Increased number of older people supported. Evaluate benefits of both participation and volunteering.	Age Concern Auckland (NGO)	Progressing

Community Support and Health Services	Ensure that older people referred from their hospital or district health board receive hot meals through Meals on Wheels to maintain their health.	Increased number of volunteers. Increased number of recipients.	NZ Red Cross (NGO)	Progressing
Community Support and Health Services	Provide Health Shuttle service to enable attendance at health appointments.	Increased number of volunteers. Increased number of recipients.	St John (NGO)	Progressing
Community Support and Health Services	First phase of 'Enabling Ageing in Place in Point Chevalier' research project with Carers NZ completes mapping of existing supports and services in the area that enable older people to age at home.	Seniors and whānau living in Point Chevalier have the opportunity to participate in focus groups to identify age-friendly supports that enable ageing-in-place.	The Selwyn Foundation (NGO)	Progressing
Community Support and Health Services	Deliver the Home visitation programme (Asiasiga): Pacific staff and trained volunteers visit Pacific older people in the community who are bedridden or unable to leave their homes.	Increased number of older people using services.	TOA Pacific (NGO)	Progressing

Appendix 2 – New and altered actions 2025.

New actions

The below table shows the actions that were added to the Age Friendly Action Plan in 2025.

Domain	Action description	Measure of success	Reporting Organisation	2025 status
Civic Participation and Employment	Provide English Literacy and Numeracy, employment-related training and volunteering opportunities	Increased number of learning, volunteering or working Asian seniors.	CNSST Foundation (NGO)	Progressing
Culture & Diversity	Empower Age-friendly Ambassadors ‘by elders for elders’ to organise regular activities on Art and Culture, NZ Social System Navigation and Healthy Lifestyle enhancement, in Auckland ethnic elder communities	Number of trained Age-friendly Ambassadors. Number of activities organised by the trained Ambassadors. Number of elder participants.	CNSST Foundation (NGO)	Progressing
Social Participation	Henderson Massey Local Board will fund programmes in their local area that support the social participation of older people.	The programmes run by community trusts in the area are negotiated with older people.	Henderson-Massey Local Board (Council)	Progressing
Community Support and Health Services	First phase of ‘Enabling Ageing in Place in Point Chevalier’ research project with Carers NZ completes mapping of existing supports and services in the area that enable older people to age at home.	Seniors and whānau living in Point Chevalier have the opportunity to participate in focus groups to identify age-friendly supports that enable ageing-in-place.	The Selwyn Foundation (NGO)	Progressing

Altered actions

The Age Friendly Action Plan was established in 2022, and since then there has been change within reporting organisations and Auckland Council. This has resulted in some actions in the Age Friendly Action Plan becoming outdated or misaligned to current activity. To rectify this, Auckland Council enabled action holders to alter the wording of their actions or measures of success in this years' reporting to better reflect the work underway and the intent of the action. The below table shows how each action has changed.

Domain	Original action description	Original measure of success	Altered action	Altered measure of success	Reporting Organisation
Civic Participation and Employment	Develop a framework to support age-friendly volunteer opportunities	Increased number of older adult volunteers.	Deliver age-friendly volunteer and employment opportunities through volunteer programmes at Auckland Zoo, Auckland Art Gallery, New Zealand Maritime Museum and Auckland Stadiums and employment opportunities at Auckland Live.	Older adults remain well represented across TAU volunteer programmes and in appropriate employment opportunities at Auckland Live.	Tātaki Auckland Unlimited (Council)
Civic Participation and Employment	Support and encourage the civic participation of our older Asian community.	Increased number of participating Asian seniors.	N/A	Increased number of Asian seniors participating in local and central government consultation, the census, and elections	CNSST (NGO)
Civic Participation and Employment	Facilitate participation for new residents, youth, older people and people of all abilities in local decision making.	Our residents participate in and feel a sense of belonging to their community.	Facilitate participation for older people in local decision making with a focus on older people from ethnic communities.	Targeted communication and increased participation in workshops and events around local decision making by older people (with a focus on ethnic communications).	Upper Harbour Local Board (Council)
Respect and Social Inclusion	Invest in intergenerational practice, process and promotion, e.g., technology help from youth volunteers, programmes run by older adults for children and teens (cooking, sewing, embroidery) and community days.	Library programmes are accessible to all and create opportunities for intergenerational connections.	N/A	Local boards support age-friendly outcomes through funding programmes and initiatives that promote wellbeing, inclusion, and participation for seniors. Libraries and community centres programmes are accessible to all	Connected Communities (Council)

				and create opportunities for intergenerational connections through hosting age-friendly activities and promoting wellbeing, welfare and health outcomes for older people.	
Respect and Social Inclusion	Whau Walking Communities: Provide opportunities for older people to participate in low-impact exercise, foster connection between community agencies, build relationships with Māori organisations, support Keeping Whau Clean and strengthen governance.	Number of sessions held. Attendance over 30 people. Number of other organisations participating. Collated feedback and learnings from participants.	Whau Seniors Providers Network, And Whau cultural specifics events: Provide opportunities for older people to participate in low-impact exercise, foster connection between community agencies, build relationships with Māori organisations, support Keeping Whau Clean and strengthen governance.	N/A	Whau Local Board (Council)
Respect and Social Inclusion	Provide intergenerational mentoring programme. Younger mentors provide IT training and support and in return elder mentors provide information on traditional cultural knowledge and life-long wisdom.	Increased number of participating youth mentors. Increased number of participating senior mentors. Increased demand	N/A	Increased number of participating younger mentors. Increased number of participating senior mentors. Increased demand.	CNSST (NGO)
Social Participation	Develop an audience strategy to support an age-friendly Auckland	There is a clearly articulated policy that supports social participation of older adults and a strategy to achieve this outcome.	Deliver experiences and events across Auckland Live, Auckland Zoo, Auckland Art Gallery, and New Zealand Maritime Museum that support an age-friendly Auckland (e.g. Morning Melodies).	older audiences and visitors (people aged 65+) positively rate TAU venues. We will know we have achieved this because our Net Promoter Score (NPS) will be over +40 (NPS scores range from -100 to +100)	Tātaki Auckland Unlimited (Council)
Social Participation	Foster belonging, encourage social connectedness and support resilience, leading to fulfilment and growth for older people through meaningful programmes.	InterRai data and wellbeing outcome measures are utilised.	N/A	Increasing numbers of older people attend the Selwyn Centres, with referrals to the Selwyn Connector/Pou Hono service growing exponentially.	Selwyn Foundation (NGO)
Social Participation	Provide older people in the Selwyn care homes with engagement in life activities and programmes that meet their	InterRai data and wellbeing outcome measures are utilised.	Residents of Selwyn Village's residential aged care homes enjoy engagement in life activities and programmes that meet their	All care residents have input into the development of personalised	Selwyn Foundation (NGO)

	cognitive, social, and physical needs.		cognitive, social, and physical needs.	activities' plans that meet their specific needs and interests.	
Te Taiao - The Natural and Built Environments	Investigate the end to-end journey of the audience and employee through an accessibility and age-friendly lens. Continue to improve accessibility at all Auckland Unlimited venues to enable mobility, independence, and quality of life.	Increased percentage of older adults accessing our venues due to improved accessibility.	N/A	Older adults (65+ years) rate accessibility at Auckland Live and Auckland Stadiums venues positively	Tātaki Auckland Unlimited (Council)
Transport	Extend customer service training programme (supporting an integrated network) for Auckland Council and Auckland Transport frontline-facing staff.	Fewer complaints received by Auckland Council and Auckland Transport.	Extend customer service (supporting an integrated network) for Auckland Council and Auckland Transport staff.	Research and develop improvement to Customer Relationship Management (CRM) to identify Public Transport complaints received by Auckland Council and Auckland Transport (related to Age-friendly issue).	Auckland Transport (Council)