
An age- friendly Tāmaki Makaurau

A vision for an age-friendly Auckland and opportunities for cross-sector collaboration to make it happen, based on feedback from older Aucklanders.



In an age-friendly Tāmaki Makaurau...

The following pages reflect what a future Auckland could look like, as described by older Aucklanders.

Older Aucklanders said they want to:

- feel part of - not pushed out of - their community
- have an active role and purpose in their family and community
- feel respected and valued
- foster existing relationships
- meet new people who are like - or different from - them
- be a visible part of society, and
- have their individuality acknowledged.



1
HOME
I have a healthy, comfortable and secure home where I belong

2
NEIGHBOURHOOD
I can stay in and stay connected to my diverse neighbourhood

3
TRAVEL
I can get where I want to go in a comfortable and timely manner

4
INFORMATION, SUPPORT
I can easily find information and support in ways that suit me

5
CONTRIBUTION
I have an active role in my community for as long as I choose

6
SOCIAL
I have places to go, things to do and people to meet

7
WELLBEING
I can proactively stay well and get wellbeing support

1 HOME

I have a healthy, comfortable and secure home where I belong regardless if I'm renting, owning, living on my own or with others.



"A sense of belonging with all having a good, safe and warm home."

"We need culturally appropriate age care communities, facilities and environments."

"A lot of people are on their own. Sometimes they can fall off the map."

Choice

- there is a variety of housing options in my community to choose from
- choice of the environment I live in, and with whom (including pets!)
- my unique needs/ preferences (e.g. gender, ability and culture) are recognised and catered for

Safe

- I know my neighbourhood and I can maintain my independence

Social

- I feel connected - even if my whānau aren't around or in the picture
- I can host people, and have people over to stay
- social connection isn't left to chance - I am not left on my own, or left behind
- isolated people are known, and have pathways to re-engage

Secure

- I feel in control of my home
- I can stay as long as I want to

Accessible

- Universal Design is mandatory as part of housing legislation
- my home adapts with me as my abilities and lifestyle changes
- I can continue to live with, or near, my family as my abilities change

Healthy

- warm, comfortable, healthy
- my home is maintained and I'm proud of it

Affordable

- living costs (rent, power, heating, rates etc) are not outside of my means
- short wait times for social housing
- no landlord discrimination

HOW MIGHT WE:

- provide affordable housing options that support older people to stay connected?
- ensure homes are safe, healthy and secure?
- adapt with older people as their abilities change over time?
- ensure older people's individuality is recognised, celebrated and catered for?

2 NEIGHBOURHOOD

I can stay in and stay connected to my diverse neighbourhood.



Included

- I live as part of my community, I'm not isolated from my family or diversity
- I am included both online and in person
- service/community professionals are proactive in identifying and connecting with lonely older people

Reflected diversity

- I often interact with people from different generations and backgrounds from me
- visitors are taught about our positive cultural diversity
- spaces reflect our diversity and cultural history
- information and signage reflects the cultures of those who live here
- indigenous knowledge and practices are elevated, maintained, and accessible
- I can safely explore/ navigate my own culture and whakapapa
- Mana whenua are involved and have ownership at all stages of implementation of any development(s)

Attractive & welcoming

- public facilities are attractive, well-maintained spaces
- there are spaces for me to be alone, but around others
- plenty of green spaces in the streets and close to my home
- outdoor spaces are welcoming for older people
- meaningful events, spaces, activities that meet the needs of older people
- clean, accessible public toilets and drinking fountains

Connected

- I live close to a variety of transport options, with easy access to amenities, services e.g. libraries, post office, bank, hospital
- I am supported to transition to digital services
- social media brings different groups of people together

Supported

- I am supported by - and support - those around me
- I know what formal support I'm entitled to
- partners/families/carers are supported to care for their loved ones

"The joyful sound of children."

"We are supported by our neighbours and community to stay."

"We need to cultivate the value of inclusion - it gets catalysed by disaster (but) should be an everyday thing: courtesy, kindness, respect."

"Not all lesbians have children, so they have less family to look after them as they get older."

HOW MIGHT WE:

- support older people to stay in their neighbourhoods as they age?
- identify and reconnect isolated older people?
- reflect the cultural diversity of our local neighbourhoods?
- create welcoming outdoor spaces for older people to meet others?
- ensure older people can connect with others safely online?

3 TRAVEL

I can get where I want to go in a comfortable and timely manner regardless of my abilities, mode of transport, income, time of day, weather/season, and distance to my destination.



Planning and way-finding

- it's simple and unthreatening to plan my journey
- I can find reliable information about public transport and ways to pay in my preferred language (including audio)
- way-finding is accessible and clear (e.g. bus timetables and numbers, road signs)
- there are few transitions between modes of transport and they are seamless
- there is always somewhere to leave/charge my vehicle close to my destination

Diverse transport options

- public, private, shared
- free/low-cost
- environmentally friendly
- frequent and reliable
- little walking required

Spaces for different modes

- fit for purpose, separate, and safe
- clear rules/regulations
- well-designed, safe and maintained walking spaces, e.g. non-slip even surfaces, smooth curbs, wide enough to walk with others, safe crossings
- easy access for buses and emergency vehicles

Inclusive public transport and services

- I feel welcome on public transport with my wheelchair or walking frame
- I can get on and off easily
- drivers and other people are patient and courteous
- there are guidelines for public transport to be inclusive
- emergency vehicles always use their lights

Safe spaces

- walking and public transport is prioritised
- speed limits are low
- plenty of sheltered places to rest and enjoy the journey regardless of the weather
- transport hubs feel safe
- well-lit streets and spaces
- women-only spaces e.g. toilets and hospital spaces

Accessible building design

- I can easily find, enter, and get around buildings
- Universal Design is default and mandatory

*"Transport is **key** to many of the other domains - social inclusion, participation, health and employment."*

*"If this isn't done right we are **trapped** in our homes."*

"To attend events I must work it out in my mind how to deal with the whole accessibility thing."

"Advertising on busses makes it hard for me to see or recognise my stop."

HOW MIGHT WE:

- make travel easy for older people from start to end?
- ensure older people feel safe when travelling?
- create more welcoming and inclusive public transport and services?

4 INFORMATION & SUPPORT

I can easily find information and support in - and about - my community in ways that suit me regardless of my abilities, channel/medium preferences, or first language.



Safe and accessible

- I can safely use and navigate online channels
- I can comfortably communicate and get the information/support I need
- information is designed for me to easily understand e.g. font size, contrast, use of NZSL
- Plain English and accessible design is standard across all public information
- there's 'no wrong door' for finding information and support

Tailored options to engage

- information is tailored to me; what I care about, through my preferred channels/mediums, in ways I easily understand
- the services I interact with respond appropriately to my background, culture and language
- I can communicate in my chosen language, regardless of channel (e.g. face to face, phone, digital)

Content

- I know what is happening in my community and how I can get involved
- I can stay in touch with my loved ones

Reliable

- information is accurate and up to date

"Be aware that some people struggle to read. Make it easier for them to understand and keep it simple when explaining."

"Don't only point people to websites - I can't see! Nor do I want to use a computer."

"Language is the biggest barrier to live in AKL and integrate into the culture."

HOW MIGHT WE:

- support and normalise the use of Plain English and accessible design?
- help older people access and understand information in their preferred language?
- ensure information and support is culturally responsive?

5 CONTRIBUTION

I have an active role in my community for as long as I choose regardless of my background, health and abilities, or first language.



Planned and gradual transitions

- I am supported to stay or transition out of work
- employers proactively create transition plans and employment pathways with employees

Diverse opportunities to add value to my community

- tailored to my skill-set and experience
- paid and volunteer options
- no discrimination
- brokerage with businesses who would benefit from my skills/time

Shaping my community

- I know who to contact about different issues
- I'm part of an ongoing two-way conversation to help shape my local area
- it's easy to participate in civic issues through spaces and events that I already go to
- I can see how my input has helped shape my community
- I feel represented by people like me in public/private governance roles

Safe and accessible workspaces

- employers creatively solve any participation barriers with those with disabilities
- flexible work conditions
- advice for workplaces to be age-friendly
- age-friendly workplaces are celebrated

Older people are visible

- ageing is seen as a normal, positive experience
- media shows positive aging stories, messaging
- the diversity of older people is seen

Recognition & respect

- of my skills/experience and contribution
- volunteering work is appreciated, celebrated and supported e.g. expenses covered
- my time is not taken advantage of

Reciprocal learning

- opportunities to learn from others and pass on knowledge to the next generation
- I am supported to maintain my current skills and continue learning

"A more flexible attitude to working rather than a sudden transition and the sudden loss - not only of income but of status...no one wants to be cut and dried."

"For elderly to use be utilised, not disregarded because they're old...Treat the aged as a repository of experience - not a burden."

"There is not generally much respect for elder's knowledge of history. We hold the history."

HOW MIGHT WE:

- support businesses to pro-actively plan work transitions with their older employees?
- create safe and accessible workspaces?
- celebrate and appreciate volunteers?
- provide ongoing opportunities for older people to keep sharing and learning?

6 SOCIAL

I have places to go, things to do and people to meet outside of my home to keep me active, stimulated, connected and healthy.



Diverse activities & events

- attractive and accessible outdoor activities and events for me to meet people formally and informally e.g. food, walking groups, art, kapahaka, dancing, games, music, classes, hobbies, singing

Inclusive spaces & events

- I am comfortable (physically and perceived safety) at events and public spaces
- NZSL for events, museums, galleries

Cohesion

- A better understanding of different cultures and beliefs; respect for each other
- inter-ethnic events

Affordable

- venues to host activities for different sizes groups
- underutilised spaces are offered free/low cost for community groups
- activities to participate in
- accessing grants to fund activities in my community is easy

Culture

- opportunities to learn about, engage in, and share my and others' culture
- local cultural hubs have open days e.g. marae, mosque, churches
- significant cultural dates and events are recognised and celebrated e.g. Matariki
- heritage and language is preserved

"I've worked hard all my life. Now I just want to play."

"We are the same, yet different. We offer aroha to each other."

"Language and culture bond us...food, dance, singing, prayer...we share concerns and support each other."

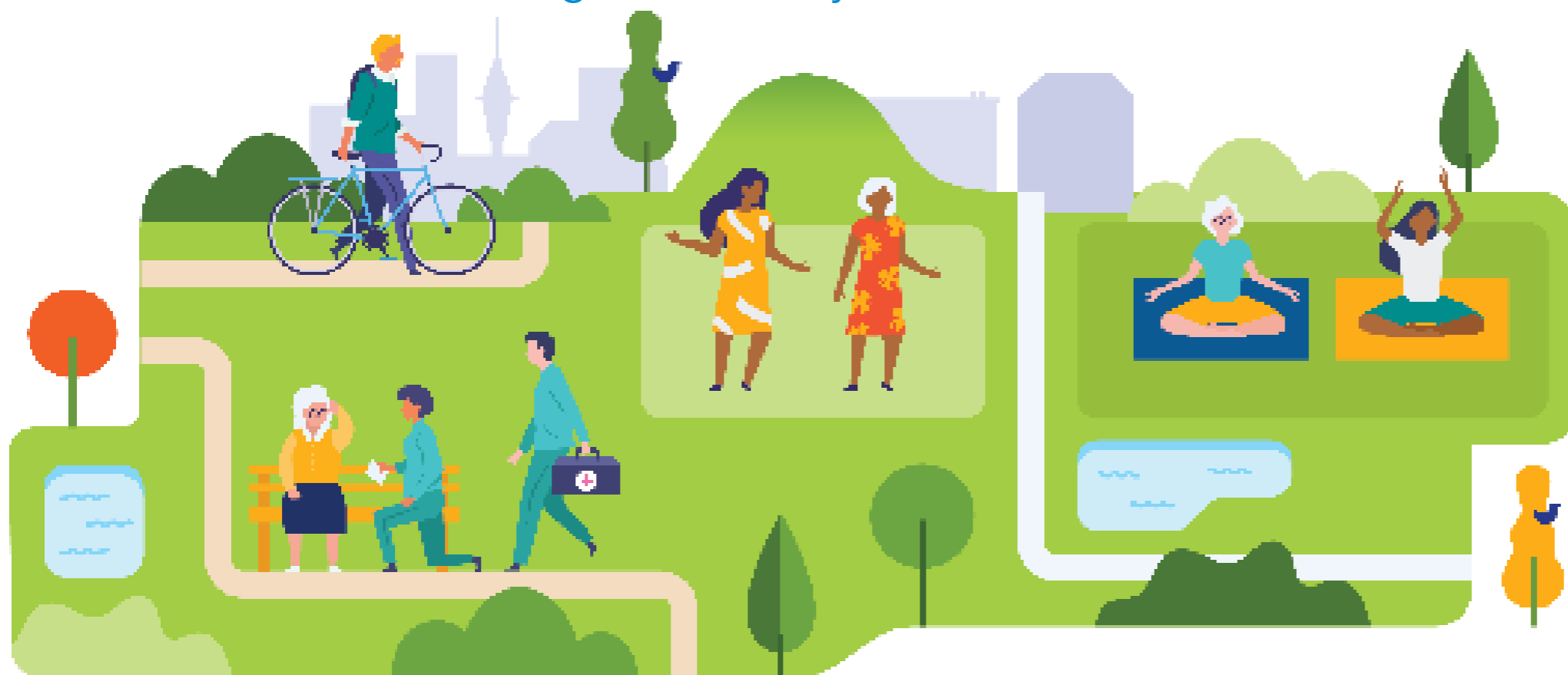
"Being active and engaged in the community is important for older people to remain healthy, but the cost of running these groups is expensive."

HOW MIGHT WE:

- make hosting social community events and activities easy and affordable?
- create more inclusive spaces and events?
- provide opportunities for older people to learn about their own and other cultures?

7 WELLBEING

I can pro-actively stay well, and get wellbeing support when I want it, regardless of my income or where I live.



Wellbeing focus

- holistic wellbeing is normalised; positive aging is celebrated
- proactive, preventative focus with early identification, intervention
- the impacts of social isolation on wellbeing is a public health priority; loneliness is included in needs assessments
- social and active activities participation costs are subsidised
- active aging is promoted through access to active spaces and activities
- healthy, nutritional food is affordable and accessible

Access & flexibility

- 24/7 access to GP/A&E
- short hospital wait times for specialist treatment
- technology enables more flexible care options e.g. video calls for 'in-home visits'
- mobile and digital health services are normalised; eye checks, speech rehab, pharmacy etc

Affordable

- free ambulance
- dentists and GPs are free/low cost
- health products and services that promote wellbeing are subsidised e.g. glasses, hearing aids
- transparency around costs

Coordinated support/ services

- staying healthy is simple
- health and social services are seamless
- no one falls through the gaps

Choice & control

- I have control over my life and can get the support I need when I want it
- I can choose how I want to access support and engage in community life
- there is no elder abuse

"Video conferencing can be a positive - it takes away the barriers (time poor, accessibility)."

*"To care for older people we must first care **about** them."*

"For the first time we have people who have survived (HIV) and they are aging. They will need support, activities, aged care and support groups like no other time in our history."

HOW MIGHT WE:

- normalise holistic wellbeing and positive aging?
- use new technologies to reduce barriers to healthcare?
- better collaborate across services and reduce gaps in the system?
- empower older people with choice over their wellbeing and care?

Working better together for lasting change

To bring this vision for an age-friendly Tāmaki Makaurau to life, we need to work together in new and exciting ways.

Health, transport, housing, employment, the media, and many others have all been identified as having a role to play. By working together across areas which often operate in isolation from each other, and using the diverse perspectives, resources and expertise available, we can create lasting change across the system.

Opposite are some key opportunities to explore together, based on feedback from older people.



01 CONNECTION

Enable greater connection between older people and the world

- enable people to continue to live social lifestyles as they age, complete with pets, family and friends where they live (appropriate housing),
- make it easy to meet others who are like, or different to them (accessible transport, technology, community activities, events and spaces),
- provide opportunities to continue contributing to their community and being valued for their skills and experience,
- proactively identify and include isolated older people,
- advise workplaces on how to be age-friendly and celebrate those who are.



02 SEEING THE WHOLE PERSON

Recognise the individuality and diversity of older people

- increase the visibility and diversity of older people online and in the media,
- treat older people with kindness, courtesy and respect,
- move away from 'one size fits all' solutions; tailor services/support (e.g. health), infrastructure (e.g. housing) and activities to older people's unique needs and wants,
- adopt a holistic approach to wellbeing which recognises the importance of elements other than the medical dimension of ageing.



03 INFORMATION PATHWAYS

Create clear and accessible information pathways

- make information easy to find, navigate and understand across all channels and mediums to remove barriers to participation
- ensure information pathways are clear for ways to participate (e.g. across the travel journey from planning online, finding and using buss stops, reading travel information on signs and on/in buses, clear way-finding)
- provide clear information around available support, services, and rights



04 ACCESSIBILITY

Make everyday life easier for older people

- ensure ease of movement, access to facilities, and a sense of safety across all aspects of life in Auckland through the design and provision of public infrastructure and services.

Mental models

What beliefs/assumptions influence our ways of working?

Power dynamics

Where and how are decisions being made? Whose voices are preferenced through that process? Which are missing?

Policies and practices

What rules, regulations, ways of working and priorities govern how we operate?

Resources

How are resources (e.g. money, people, knowledge, information, assets) currently allocated? Are they being used/shared in the best way to achieve better outcomes for older people?

Relationships and connections

How are different people/groups in our system connected? Are different perspectives being heard? Who could work better together to achieve better outcomes for older people?

