



Tāmaki tauawhi kaumātua

Age-friendly Auckland Project

Community Engagement Findings Report

Ngā karere matua - Key messages we heard

This is a summary of the key messages we heard from over 3,000 people across all forms of our community engagement, including the community workshops, the Peoples Panel and the “Have Your Say” surveys. The detailed findings from each of these engagement channels are in following three sections of this report A, B and C.

Outdoor Spaces and Buildings

- **Accessible** and safe journeys from public transport or finding parking through to getting into buildings and accessing indoor and outdoor activities.
- **Public amenities** in the places we go, that are clean, accessible and well maintained. We feel more comfortable when both gender specific and unisex toilets are available.

“Visibility of older people in advertising outdoor spaces – encourage older people to be out and about by the design of outdoor spaces.”

Transportation

- **Safe** and accessible roads, footpaths, public transport, transport hubs and everything in between that accommodate different abilities and modes of transport.
- Our **transport journey** to be seamless. We need accessible parking options, seating and weather protection at stops and drivers to wait until we are seated on public transport.

“An Auckland where we have a sense of belonging with all having good, safe, warm, affordable housing.”

Housing

- **Affordable** housing for all, across Auckland.
- We need **housing options** that are universally designed to allow us to age in place. Different housing types, models and sizes.

Ngā karere matua - Key messages we heard



Social Participation

- We need barrier free **access** to transport, facilities, activities, outdoor spaces and events.
- **Affordable** activities, programmes and venues for our groups.

“Getting people out there looking for things – make sure people are able to be supported to participate in their communities.”

Respect and Inclusion

- **Visibility**, positive images, diversity and stories of older Aucklanders.
- Intergenerational **respect** and understanding – our lives, choices and diversity.

“Promote an age-friendly Auckland by respecting the wisdom, contribution and positive engagement of the senior community.”

Civic participation and employment

- We need **employment** options and ways to transition from full-time employment to part-time work, flexible work, volunteering or retirement, which recognise our changing circumstances, abilities and the contribution we want to make.
- Opportunities for **life-long learning**.

“People have real choice about staying in workforce and/or civic life as long as they choose.”

Ngā karere matua - Key messages we heard



Communication and Information

- Places to **access** information and get affordable support and training so we can keep up with technology.
- Information and news about community matters, services, events and activities provided in a **range of formats**, across **multiple channels** and ideally in our own language.

“Communicating in the right way for each audience – not one size fits all.”

Community Support and Health Services

- **Accessible** healthcare - services to be where we need them, when we need them. Mobile facilities that go to the places where we are.
- We need **affordable** healthcare services and support, including dentistry.

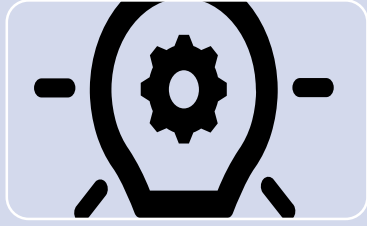
“People are supported to participate in their own cultural practices and also have opportunities to engage with other culture – visibility/diversity.”

Culture and Diversity

- An open, friendly and inclusive society of all cultures, where there is care, **respect** and all people are **valued**.
- Opportunities for **connection** with our own culture, other cultures and intergenerationally.

Thank you to the Aucklanders who participated in the community engagement for generously sharing your time and ideas on what matters to you, your whānau and communities.

Kaupapa - The project

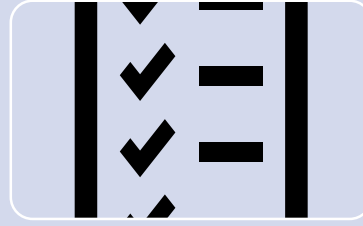


PURPOSE

The purpose of the Age-friendly Auckland Project is to develop a region-wide cross sector action plan.

This will raise awareness of older people's needs and contributions and improve the wellbeing of older Aucklanders (65 years and over).

This will also enable Auckland to obtain membership of the World Health Organisation (WHO) Global Network of Age-friendly Cities and Communities.

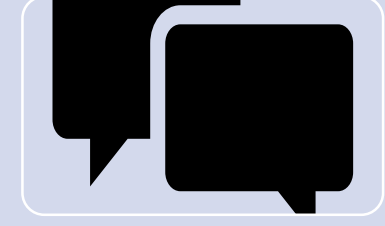


STRATEGIC CONTEXT

This project is connected to the Belonging and Participation outcome in the Auckland Plan as well as other Auckland Council strategies and policies.

We used the World Health Organisations Framework of eight domains for an Age-friendly city to guide discussion on what is needed to improve the age-friendliness of Auckland's physical and social environment.

We have included a ninth of Culture and Diversity to reflect our bi-cultural foundation and population diversity.

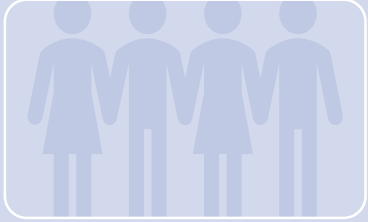


COMMUNITY ENGAGEMENT

We heard from over 3,000 Aucklanders from all ages and backgrounds and a range of organisations.

They shared the needs, opportunities and aspirations of older people and ideas on what Auckland Council, other organisations and community groups could do to improve the age-friendliness of Auckland.

Horopaki a Tāmaki - The Auckland Context



Auckland will be home to a much larger number and proportion of older people.

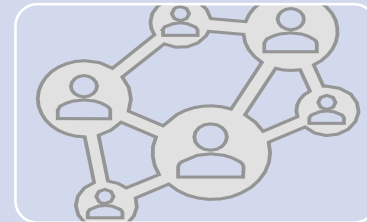
The older population is growing faster than any other age-group and is predicted to increase from 12 per cent in 2018 to 19 per cent by 2043.

Our population of older people will also become more ethnically and culturally diverse.



The ageing population will create greater and more complex demand for services and infrastructure.

Insufficient planning for this could mean the challenges worsen, and opportunities are missed as the number of older Aucklanders grows significantly.



While Auckland is a great place to live for most older people there are some who face greater challenges.

Those in the "older-old" age group, those with English as a second language and people with less financial means are more likely to be socially excluded.












This is why the council, older people and organisations are having this conversation.

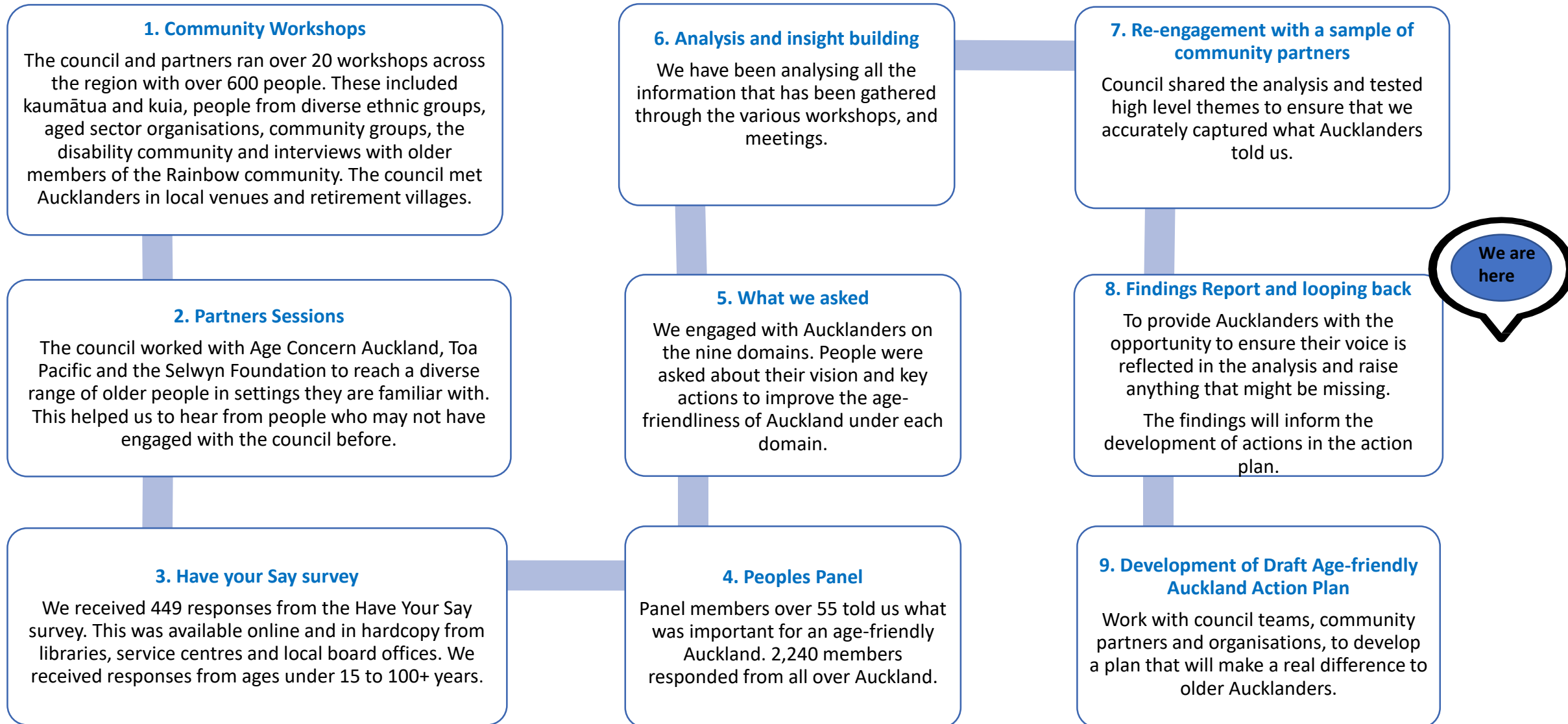
Participation from a diverse range of Aucklanders helps us understand what actions will make a difference to improving the age-friendliness and inclusiveness of Auckland.

World Health Organisation Age-friendly Cities and Communities Framework

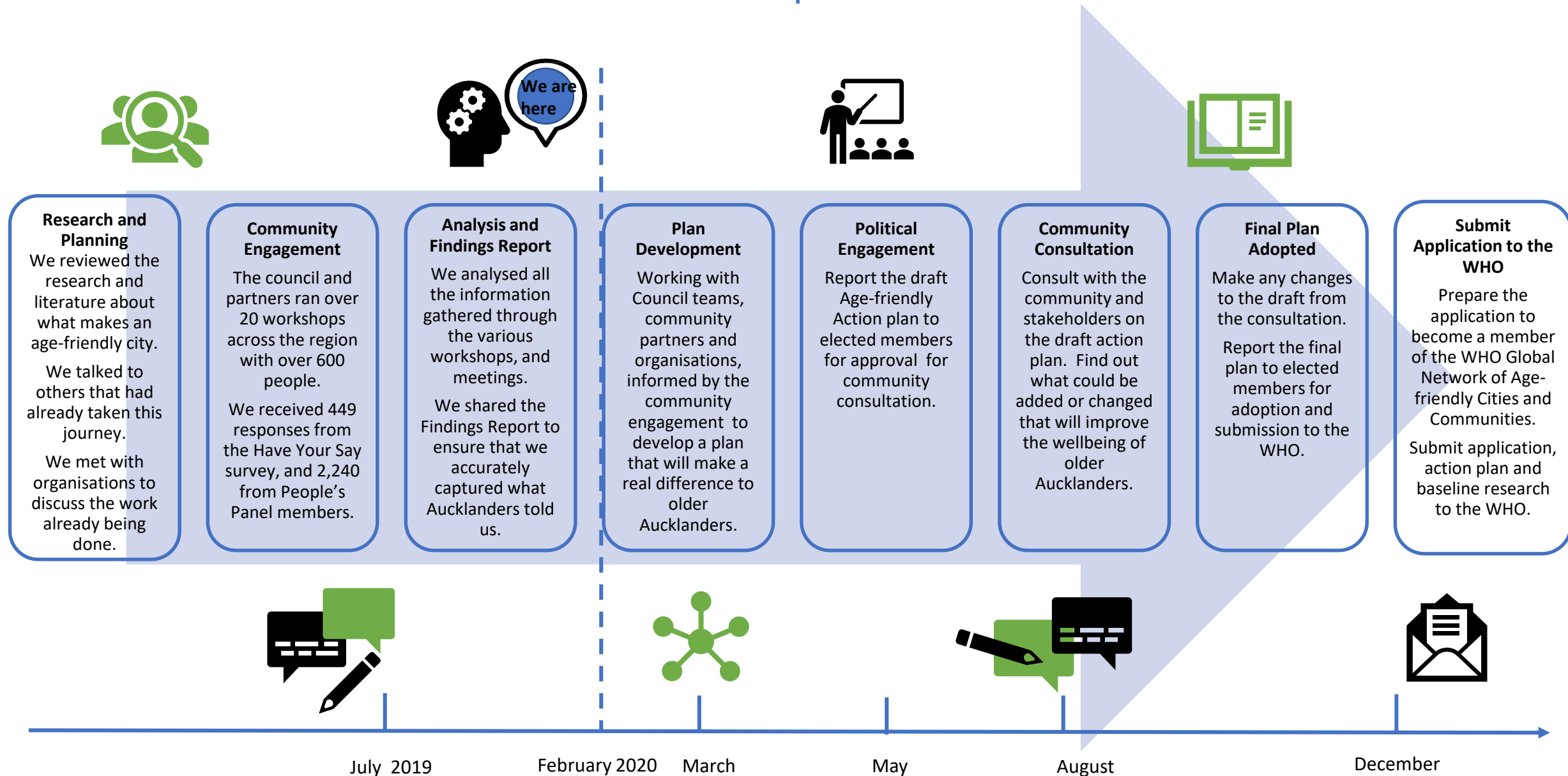
The WHO framework of eight interconnected domains cover community life. The framework helps us to identify opportunities and address barriers to the wellbeing and participation of older people. We are also proposing a ninth domain of *Culture and Diversity* to reflect the bicultural foundation of Tāmaki Makaurau and our diverse population.

| Domain | |
|--|---|
| 1. Outdoor spaces and buildings |  |
| 2. Transportation |  |
| 3. Housing |  |
| 4. Social participation |  |
| 5. Respect and social inclusion |  |
| 6. Civic participation and employment |  |
| 7. Communication and information |  |
| 8. Community support and health services |  |
| 9. Culture and Diversity |  |

Huarahi - Community engagement approach



Ngā koringa ā-muri - Next steps | Project process and approach





Tāmaki tauawhi kaumātua
Age-friendly Auckland Project
Section A – Community workshop findings

Nā wai mātou i kōrerorero - Who we talked to

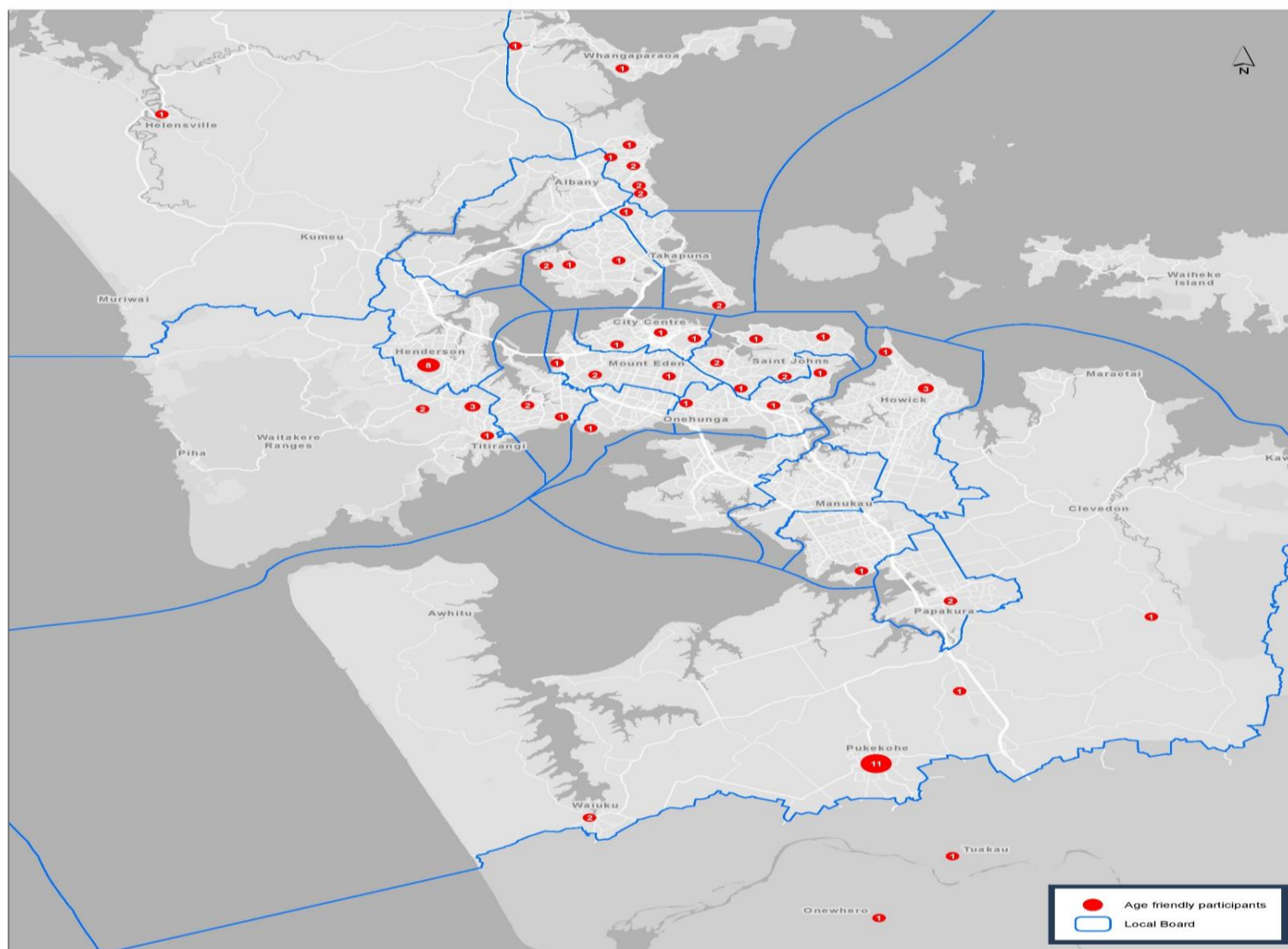


- 20 workshops and facilitated conversations were held throughout the region
- Over 600 people and a range of organisations participated
- Organisations included:
 - Grey Power, the Blind Foundation, Driving Miss Daisy, Belong Aotearoa and Disability Connects, Te Waipareira Rōpu Kaumātua, The Japanese Society and Men's Shed, Auckland Embroiders Guild, Franklin Heritage Group and local residents
- Targeted engagement facilitated by Age Concern, Toa Pacific and The Selwyn Foundation
- Meetings with members of the New Zealand Indian Senior Citizens Association and Hindu Elder Association
- Interviews with older members of the Rainbow community
- Workshop with older people with disabilities

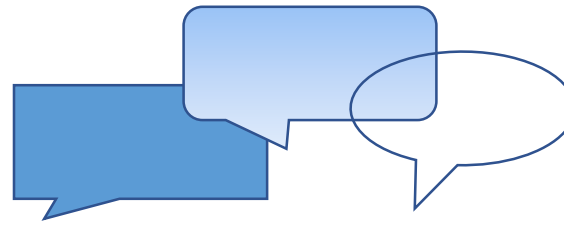
Nō hea rātou - Where were they from



We took a snapshot of where participants lived at four of the community engagements Auckland Council held. This shows people participated in the discussions from across the region.



Ngā pātai - What we asked



- We used the World Health Organisations Framework's eight domains for an Age-friendly city to guide the discussion on the age-friendliness of Auckland.
- We also included a ninth domain of *Culture and Diversity* to reflect our bi-cultural foundation and population diversity.
- People were asked about:
 - their vision; and
 - key actions to improve the age-friendliness of Auckland under each domain.

The following are insights into what we can do to improve the age-friendliness of Auckland. We have grouped these under the nine domains. They tell us:

Why are these themes important to older people?

What is the need older people want us to respond to?

What's getting in the way, or holding older people back?

Outdoor Spaces and Buildings



Vision

People said they wanted:

- Universal design as a mandatory requirement
- Connected and accessible spaces
- Inclusive and safe spaces
- The retention of public space.

“A connected and accessible route to services and outdoor recreation spaces that maximise connecting with people and provide older people facilities”.

“Safety in all areas.”

“To retain public shared spaces to enable and expand civic participation.”

Below are the themes and subthemes that came through the community engagements. The following page provides insights we gained from what we heard.

| Theme | Activities | Outdoor Spaces | Public Buildings | Public Toilets |
|------------------|---------------|---------------------------|-----------------------|---------------------|
| Subthemes | Activities | Universal Design (Access) | Access | Access/Availability |
| | Affordability | Footpaths | Parking and Transport | Signage |
| | | Green Spaces | Design | Location |
| | | Seating | | Safety |

Outdoor Spaces and Buildings



| | Activities | Outdoor Spaces | Public Buildings | Public Toilets |
|----------------|---|--|--|---|
| WE NEED | <ul style="list-style-type: none"> Outdoor equipment and spaces designed for older people to enjoy. | <ul style="list-style-type: none"> Attractive, safe, green outdoor spaces in all communities. Spaces that have seating, shade, drinking fountains and good lighting. | <ul style="list-style-type: none"> Accessible journeys, from using public transport or finding parking through to getting into buildings to access the services and activities inside. | <ul style="list-style-type: none"> Public amenities in the places we go, that are clean, accessible and well maintained. We feel more comfortable when both gender specific and unisex toilets are available. |
| BECAUSE | Outdoor space and buildings are important for our physical and social wellbeing. We want to continue to be active, to go places safely, comfortably and with confidence. | | | |
| BUT | <ul style="list-style-type: none"> There is a lack of outdoor gym and play equipment for us. Hiring community facilities can be expensive. Facilities do not have storage space to keep our equipment. | <ul style="list-style-type: none"> Many outdoor spaces do not have these amenities which prevents us from using and enjoying them. | <ul style="list-style-type: none"> There aren't enough mobility or 'senior' courtesy parking spaces or charging ports for scooters and vehicles. Public transport and buildings need to be designed for easy access and safety with good signage, security and lighting. | <ul style="list-style-type: none"> There aren't enough toilets in public spaces. Many need to be upgraded to meet accessibility standards with clear signage. |

Transportation



Vision

People said they wanted:

- Walkability
- Accessibility
- Affordability
- Timely service
- Safe transport including footpaths.

“A walkable community with safe and accessible footpaths including smooth curbs for walkers and mobility scooters with plenty of seats and shade”.

“Suitable, safe, timely services.”

“Transport – accessible from home to everywhere – footpaths, anywhere walking.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Safety | Affordability | Parking | Communication | Public Transportation | Accessibility |
|------------------|--------------------------------|---|------------------|---|-------------------------|---------------------|
| Subthemes | Mobility and electric Scooters | Discounts | Park n Ride | Auckland Council and Auckland Transport | Bus shelters | Walkability |
| | Safer transport hubs | SuperGold Card benefits | Mobility parking | Bigger signage | Access and coordination | Transport Links |
| | Speed limit/Walking safely | Affordability for people without mobility cards | Car parking | Accessible | Design | Accessible services |
| | Cycle Lanes | | | | Bus driver behaviour | |
| | Roads | | | | | |
| | Footpaths | | | | | |

Transportation



| | Safety | Affordability | Parking | Communication | Public Transportation | Accessibility |
|----------------|--|--|---|--|---|---|
| WE NEED | <ul style="list-style-type: none"> Safe and accessible roads, footpaths and transport hubs to accommodate different abilities and modes of transport. | <ul style="list-style-type: none"> More affordable transport. We like our Gold Card. We would like to see the hours of use extended. We would also like to see others benefitting from cheaper transport, including total mobility services. | <ul style="list-style-type: none"> Access to parking that reflects our needs and abilities. This includes mobility parking, park n ride facilities and parking in the places where we go. We need parking to be safe and hazard free. | <ul style="list-style-type: none"> Information about public transport, timetables, routes, disruptions and changes that are accurate, timely, provided in New Zealand Sign Language and other languages. Signage at stops, for walkways and timetables need to be big and clear. Audio on buses would be a helpful way to provide this information and is essential for people who are visually impaired. | <ul style="list-style-type: none"> Our public transport journey to be seamless. We need access to public transport, seating and weather protection at stops, drivers to wait until we are seated and public transport to connect us to other services and places we need to go. | <ul style="list-style-type: none"> Our streets, public transport, linkages and everything in between to be accessible, safe and easy to use. |
| BECAUSE | We want to move around and do the things we have always done easily, safely and with confidence. Having transport options helps us stay active and independent. If things aren't accessible we can't participate. | | | | | |
| BUT | <ul style="list-style-type: none"> Often our roads and footpaths are not properly maintained or designed for all the different types of users and uses. | <ul style="list-style-type: none"> There are lots of people with low or fixed incomes and the cost of transport impacts our choices. Driving a private car is not an option for many older people. | <ul style="list-style-type: none"> There is not enough parking in the places we go, or a diversity of parking options. | <ul style="list-style-type: none"> Information is not provided in our languages and sometimes it is inaccurate, hard to read or hard to find. This can discourage us from using public transport. | <ul style="list-style-type: none"> There is a lack of transport options in some areas, and coordination of service connection and routes. There is a lack of courtesy shown to us in our public transport experience. | <ul style="list-style-type: none"> People designing the city or services don't consider our diverse needs. Standards are too low, and services are inconsistent. |

Housing



Vision

People said they wanted:

- Ageing in place
- Affordable housing
- Safe, comfortable and warm houses
- Sense of belonging.

“Supporting ageing in place – make sure people can stay where they want to with the services that they need.”

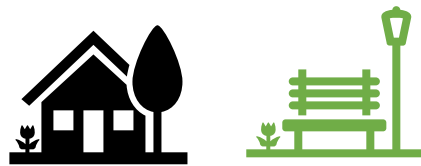
“More affordable, safe, warm housing.”

“We know and value each other, we connect and keep connecting with neighbours.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Affordability | Availability | Healthy, well designed homes | Neighbourhood | Support Services | Housing Options |
|-----------------|----------------------|----------------------------------|------------------------------|--------------------|---------------------|--|
| Subtheme | Affordable housing | Rental accommodation | Universal design | Safety | Support services | Housing types |
| | Rental Affordability | Housing development and planning | Healthy homes | Sense of community | Cultural competency | Intergenerational housing |
| | | Social housing | | | Information | Diverse and culturally appropriate housing needs |
| | | | | | | Ageing in place |

Housing



| | Affordability | Availability | Healthy, well designed homes | Neighbourhood | Support Services | Housing Options |
|----------------|--|---|---|--|--|---|
| WE NEED | <ul style="list-style-type: none"> Affordable housing for all, across Auckland. | <ul style="list-style-type: none"> Access to social housing and rental accommodation for older people who do not own their own home. | <ul style="list-style-type: none"> Our homes to be accessible, warm, safe and well maintained. | <ul style="list-style-type: none"> Friendly living environments and to be part of the community. Our neighbourhoods need to be close to transport, social services and activities. | <ul style="list-style-type: none"> Culturally appropriate social and support services. | <ul style="list-style-type: none"> Different housing types, models and sizes. We need options that work for different cultural preferences and family structures. |
| BECAUSE | <p>Good safe housing provides us with shelter, privacy and security. It is important to have housing choices and the ability to age in place, to stay connected to our community and be near family, services and facilities.</p> | | | | | |
| BUT | <ul style="list-style-type: none"> Housing costs are expensive particularly on a low or fixed income. | <ul style="list-style-type: none"> There is low availability of social housing due to a lack of investment, planning and development. There are long waiting lists for housing providers and the cost of market rental accommodation limits housing options for some of us. | <ul style="list-style-type: none"> Many houses aren't designed to cater for people at all ages and stages. Houses can become inaccessible and hard to maintain as we age and have to be retrofitted which is expensive. | <ul style="list-style-type: none"> Often, we don't know our neighbours anymore. There are not opportunities to share in activities or communal areas where we can meet and get to know each other. | <ul style="list-style-type: none"> There aren't providers who can cater to our specific cultural needs. It is hard to navigate the 'system' and information on housing and support entitlements are hard to find and understand. | <ul style="list-style-type: none"> There is a lack of support to stay in our own homes. There is also a lack of housing options to choose from within our neighbourhoods. |

Social Participation



Vision

People said they wanted:

- Connectedness
- Activities for wellbeing
- Social cohesion.

“Working together, strengthening connectedness, making friendships.”

“Social cohesion and capital – we need to grow the social fabric.”

“Activities that bring people together as part of healthy wellbeing and connections.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Access | Community | Funding | Information | Intergenerational participation |
|-----------------|------------------------|---------------------------|--------------------------------------|------------------------|---------------------------------|
| Subtheme | Physical accessibility | Programmes and activities | Support of social participation | Information formats | Engagement |
| | Transport | Facilities | Information on funding opportunities | Accessible information | Valuing contribution |
| | | Groups | | | |
| | | Diverse connections | | | |

Social Participation



| | Access | Community | Funding | Information | Intergenerational participation |
|----------------|--|---|---|--|---|
| WE NEED | <ul style="list-style-type: none"> Barrier free access to transport, facilities and events. | <ul style="list-style-type: none"> Activities, events, groups and cultural festivals that are as diverse as we are. | <ul style="list-style-type: none"> Affordable venues for our groups and activities. | <ul style="list-style-type: none"> Accessible information about community services and local events in different languages. | <ul style="list-style-type: none"> To connect, share and engage with all generations and cultures. |
| BECAUSE | It is important to be inclusive and included so we can maintain our independence, social connections and make new ones. | | | | |
| BUT | <ul style="list-style-type: none"> There is often a lack of connection between transport, services, facilities and events making social participation hard. | <ul style="list-style-type: none"> There is no support to facilitate activities, connections and make us feel welcome. Places and spaces are not being utilised to provide greater opportunity for community participation. | <ul style="list-style-type: none"> Venue hiring costs can be expensive for some older people. Applying for community group funding can be confusing and information hard to find. | <ul style="list-style-type: none"> Information is often only available online, in English and many of the activities seem targeted at young people. Many of us prefer printed information that is easy to find, translated where appropriate, and targeted to our needs and interests. | <ul style="list-style-type: none"> Involvement in many events and physical activities are not promoted for all ages. |

Respect and Social Inclusion



Vision

People said they wanted:

- To be valued and respected
- Intergenerational activities
- Cross cultural inclusion
- Access to support, information and activities.

“Celebrate social inclusion of older people. Everyone valued and respected for who they are (unique, individual, diverse) not pigeon-holed as ‘old people’.”

“All older people enjoy cross generation and cross cultural inclusion and respect from whanau/family including extended whanau and neighbours, with effective support form service providers and councils.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Image | Inclusion | Respect | Intergenerational connection | Opportunities to connect |
|-----------------|-----------------------------|---|------------------------|------------------------------|---------------------------|
| Subtheme | Positive images and stories | Inclusion of lonely and isolated people | Acknowledge difference | Engagement opportunities | Activities |
| | Visibility in the media | The role of Auckland Council | Respect | | Having a role and purpose |
| | Celebrate older Aucklanders | Digital inclusion | Education | | Community connectors |
| | | | Elder abuse | | |

Respect and Social Inclusion



| | Image | Inclusion | Respect | Intergenerational connection | Opportunities to connect |
|----------------|--|---|--|--|--|
| WE NEED | <ul style="list-style-type: none"> To increase the visibility, positive images and stories of older Aucklanders. | <ul style="list-style-type: none"> To work together to ensure people are included as people go through life's different stages. | <ul style="list-style-type: none"> To be respected – our lives, choices and diversity. | <ul style="list-style-type: none"> To promote intergenerational understanding and the opportunities to learn from each other. | <ul style="list-style-type: none"> Regular social activities and events to connect with others and have new experiences. |
| BECAUSE | As a diverse group it is important for our wellbeing to continue to have a purpose, to be valued and contribute to our communities. | | | | |
| BUT | <ul style="list-style-type: none"> We are often invisible in the media. When we are shown it is often a negative stereotype. | <ul style="list-style-type: none"> Retirement, loss of contact with people and changing technology can leave us lonely and isolated. | <ul style="list-style-type: none"> We can often suffer discrimination and abuse from family and the wider community because of our age. | <ul style="list-style-type: none"> Opportunities to share our knowledge and be useful are not promoted or provided. | <ul style="list-style-type: none"> Sometimes we need a purpose and help to connect with the community and participate in meaningful activities. |

Civic Participation and Employment



Vision

This is what people wanted:

- Choice
- Utilise the knowledge, skills and resource of older people
- Flexible working options
- To be included and valued in civic and work life.

“For elderly to be utilised and not disregarded because they’re old. They are a wealth of knowledge, resource to pass skills down to the next generation.”

“Older people from diverse backgrounds (cultural, linguistic, socioeconomic etc) can contribute, feel valued, share expertise in community, business and industry.”

Below are the themes and subthemes that came through the community engagements. The following page provides insights we gained from what we heard.

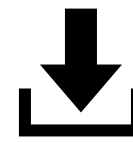
| Theme | Civic participation | Volunteering | Knowledge | Role of government | Employment |
|-----------------|-----------------------------|--------------------------------------|-----------------------------------|--------------------|----------------------|
| Subtheme | Consultation and engagement | Support | Mentoring | Age-friendly lens | Support |
| | Governance role | Information and promotion | Life-long learning | Local government | Disability community |
| | Language support | Matching skills, interests and needs | Respecting knowledge | Central government | Barriers |
| | Civic education and support | | Value and contribution recognised | | |

Civic Participation and Employment



| | Civic participation | Volunteering | Knowledge | Role of government | Employment |
|----------------|---|--|---|---|---|
| WE NEED | <ul style="list-style-type: none"> To encourage diversity in civic participation and respect the voices of the local community. | <ul style="list-style-type: none"> To promote and raise awareness of the opportunities and value of volunteering. | <ul style="list-style-type: none"> Opportunities to share and pass down our accumulated wisdom, history, experience and knowledge. At the same time we want to learn new things too. | <ul style="list-style-type: none"> Policies that work for all ages and abilities. Local and central government to be role models and apply an age-friendly lens to their decisions. | <ul style="list-style-type: none"> Ways to transition from full-time employment to part-time work, flexible work, volunteering or retirement, which recognise our changing circumstances, abilities and the contribution we want to make. |
| BECAUSE | We have skills, knowledge and experiences to share that contribute to social and economic wellbeing. | | | | |
| BUT | <ul style="list-style-type: none"> We often encounter language barriers, a lack of information and knowledge of civic processes and opportunities that prevent us from participating in discussions. | <ul style="list-style-type: none"> We need to be informed of the different ways to be involved. | <ul style="list-style-type: none"> The value and diversity of our knowledge is often not recognised. Opportunities in communities to share our knowledge and continue learning are limited. | <ul style="list-style-type: none"> Long-term planning and reviews of policies and services do not seem to consider an age-friendly point of view. | <ul style="list-style-type: none"> Older people can feel less valued at work or discriminated against when looking for work. Many workplaces don't accommodate special needs or arrangements that would help us transition to retirement at our own pace. |

Communication and Information



Vision

This is what people wanted:

- Invest in communication
- Take peoples needs into account
- People are empowered to access services.

“Get serious about communicating – invest in it, advertise in the right places.”

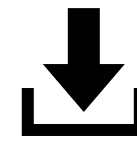
“Older Aucklanders feel confident and empowered to access services.”

“Communication should be focused on the whole person approach rather than just on basis of age, taking into account universal access principles and multi-lingual and cultural needs.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Communication | Accessibility | Connections |
|----------|-----------------------|--------------------------|---------------------|
| Subtheme | Information sharing | Accessible communication | Diverse information |
| | Media formats | Education and access | Sharing stories |
| | Help and coordination | | |

Communication and Information



| | Communication | Accessibility | Connections |
|----------------|--|--|--|
| WE NEED | <ul style="list-style-type: none">Information and news about community matters, services, events and activities provided in a range of formats, across multiple channels and ideally in our own language.We need to know where to access information in times of emergency. | <ul style="list-style-type: none">Communication and information to meet accessibility standards.Places to access information and get support and training so we can keep up with technology. | <ul style="list-style-type: none">Different communication and information channels that keep us informed and offer opportunities to share our stories and build connections with others. |
| BECAUSE | It is important for us to stay informed and connected with people and what is happening in our communities. | | |
| BUT | <ul style="list-style-type: none">We're a diverse group and have different communication preferences, needs and abilities. Although older people use the internet, many of us prefer to access information and news in other ways – e.g. through the radio, TV, newspapers, newsletters and in person. | <ul style="list-style-type: none">Information, including signage and advertising are not accessible or meet our different language needs.Often face to face conversations or training are not provided to support our technology needs. | <ul style="list-style-type: none">Information often doesn't meet our needs so fails to reach us and keep us informed.There are often not people to answer our questions and provide help. |

Community Support and Health Services



Vision

This is what people wanted:

- Coordination of services
- Considerate of cultural needs
- Affordable
- Accessible
- Availability of support and services throughout the region.

“To make sure no one falls through the cracks, especially those who are have language barrier, mental health, poverty or live in rural area.”

“Health and wellbeing focus (rather than illness).”

“Considerate of other cultures needs.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Community support | Accessibility | Affordability | Health | Wellbeing |
|----------|---|-----------------------|-----------------------------|--|--------------------------------|
| Subtheme | Navigators | Transport and parking | Ambulance service | Hospitals and GP care | Diet |
| | Information and help | Mobile services | General practitioners (GPs) | Care options and availability | Physical wellbeing |
| | Types of and culturally appropriate support | Opening hours | Dental | Accessibility | Positive ageing expo |
| | Location | Public services | Funding | Green prescription and creative ageing | Spiritual and mental wellbeing |
| | | Information | Health aids | | |
| | | Design | | | |

Community Support an Health Services



| | Community support | Accessibility | Affordability | Health | Wellbeing |
|----------------|---|---|---|---|--|
| WE NEED | <ul style="list-style-type: none"> • 'Any door is the right door' to easily access support at neighbourhood and community levels. | <ul style="list-style-type: none"> • Healthcare services to be where we need them, when we need them. • Mobile facilities that go to the places where we are. | <ul style="list-style-type: none"> • Affordable health care and health aids including dentistry and hearing aids. Funding to support those most in need. | <ul style="list-style-type: none"> • Accessible healthcare options that are available when and where we need them. | <ul style="list-style-type: none"> • Education about how to stay healthy, including information about diet and exercise. |
| BECAUSE | Access to healthcare professionals, services and support allows us to stay healthy and independent for longer so we can continue to participate with our whanau and communities. | | | | |
| BUT | <ul style="list-style-type: none"> • The 'system' is complex and spread out, it is hard to navigate and find the solutions we are looking for. | <ul style="list-style-type: none"> • Transport, parking, the location of services and opening hours can stop us accessing care when we need it. | <ul style="list-style-type: none"> • The cost and need for health care and aids increase as we grow older. | <ul style="list-style-type: none"> • There aren't enough hospitals, general practitioners, and other healthcare options available in our local area. | <ul style="list-style-type: none"> • We don't know where to find information that is relevant to our age and stage or what information we should listen to. |

Culture and Diversity



Vision

This is what people said they wanted:

- Interaction with all cultures and generations
- Respect and value difference
- Social connection
- Space to practice own culture and traditions.

“My culture is important.”

“Be nice (its free).”

“Valuing the traditions and language of older people; build respect for difference and the different perspectives of older people/culture.”

Below are the themes and subthemes that came through the community engagements.
The following page provides insights we gained from what we heard.

| Theme | Te Ao Māori | Culturally appropriate support | Connection | Value and respect | Staying active and engaged |
|----------|---------------------------|--------------------------------|--|-------------------------|----------------------------|
| Subtheme | Tikanga and understanding | Translators | Intercultural events | Respect | Staying active and engaged |
| | Partnership | English and civic education | Intercultural education and knowledge exchange | Auckland Council's role | |
| | | Pacific liaisons/Navigators | Space to participate in own culture | | |
| | | Translations | | | |
| | | Aged care facilities | | | |

Culture and Diversity



| | Te Ao Māori | Culturally appropriate support | Connection | Value and respect | Staying active and engaged |
|----------------|---|--|--|---|--|
| WE NEED | <ul style="list-style-type: none"> To support, encourage and appreciate indigenous knowledge. Education about tikanga and te ao Māori. | Culturally appropriate services, facilities, care and support. This includes information translated into different languages and having people available that speak our language and know our customs. | Opportunities to connect with our culture and with other cultures. | An open, friendly and inclusive society for all cultures that is caring and respectful. | Opportunities to sing, dance and continue our traditions and practice our culture. |
| BECAUSE | It is important to understand and respect each other, be connected, and stay active and engaged in our culture and customs. | | | | |
| BUT | <ul style="list-style-type: none"> There is a lack of recognition of te ao Māori. Many older people do not know where to go to learn about tikanga and te ao Māori. | Participating in the community, accessing service and navigating 'systems' can be hard, lonely and intimidating when you don't speak English fluently or when providers do not know and respect our culture and customs. | There are not many opportunities for different cultures to connect and often these opportunities are hard to reach for older people. | Cultural and language barriers can make it difficult to learn about each other so that respect and value can be created between people. | It can be difficult to access existing cultural events and activities. Some spaces and activities are not accommodating of older people's needs and abilities. |

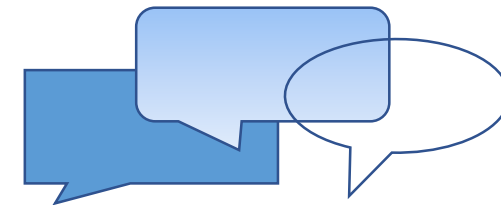


Tāmaki tauawhi kaumātua

Age-friendly Auckland Project

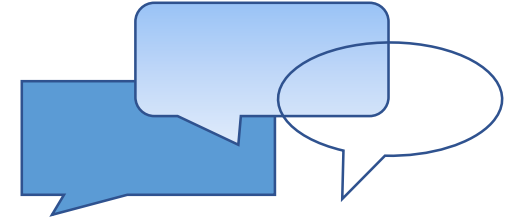
Section B – People’s Panel survey findings

Ngā pātai - What we asked



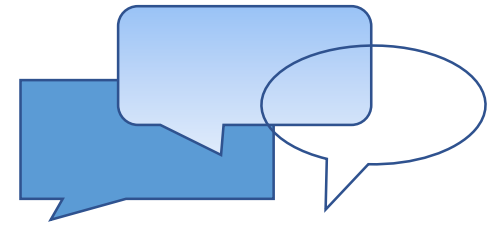
- We asked the 'People's Panel' respondents about:
 - The current age-friendliness of Auckland and the importance of age-friendliness;
 - Their vision for an age-friendly Auckland;
 - The actions they thought were the most important areas for us to focus on; and
 - What would help them live healthy, happy and independent lives.

Tā mātou mahi - What did we do



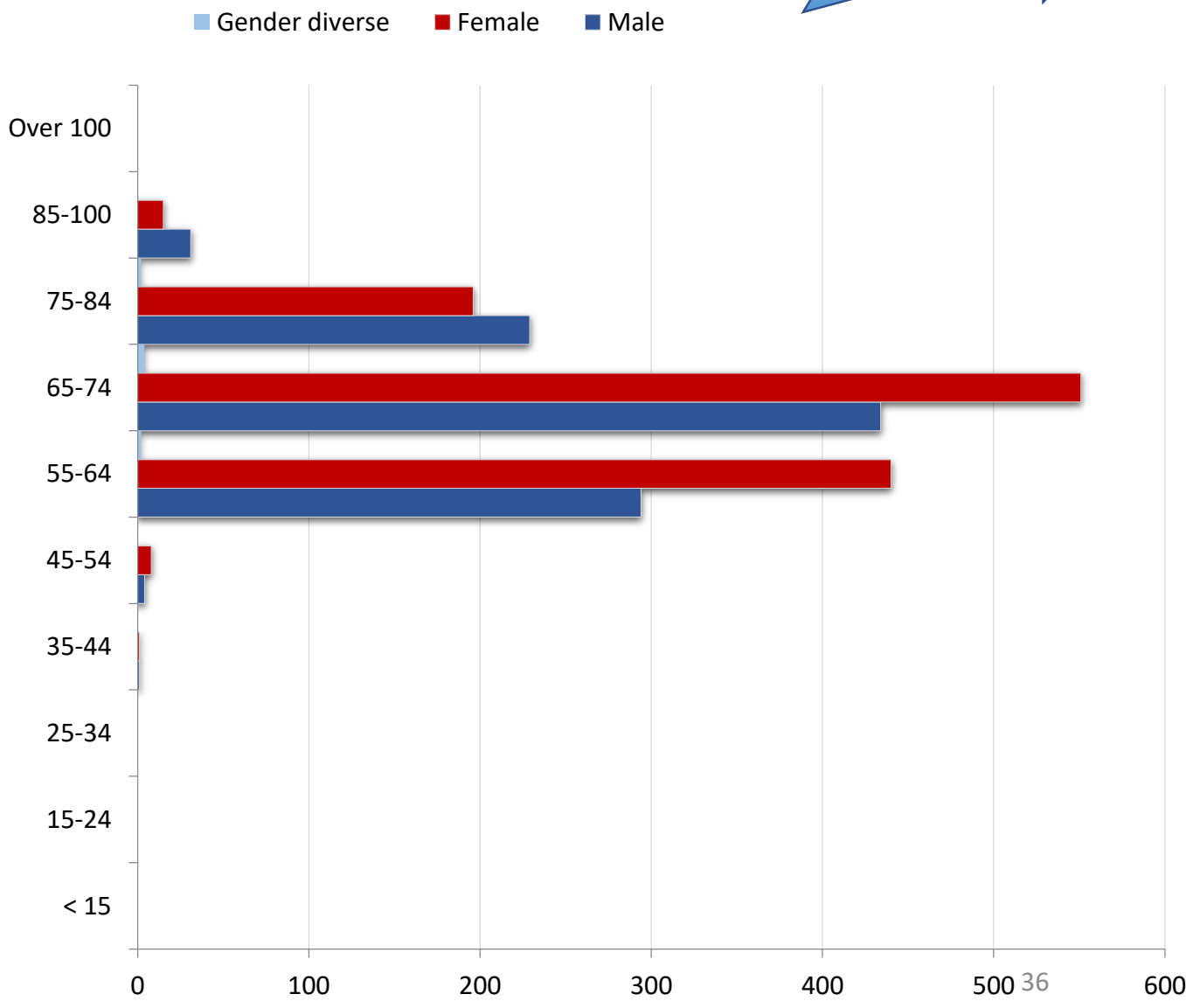
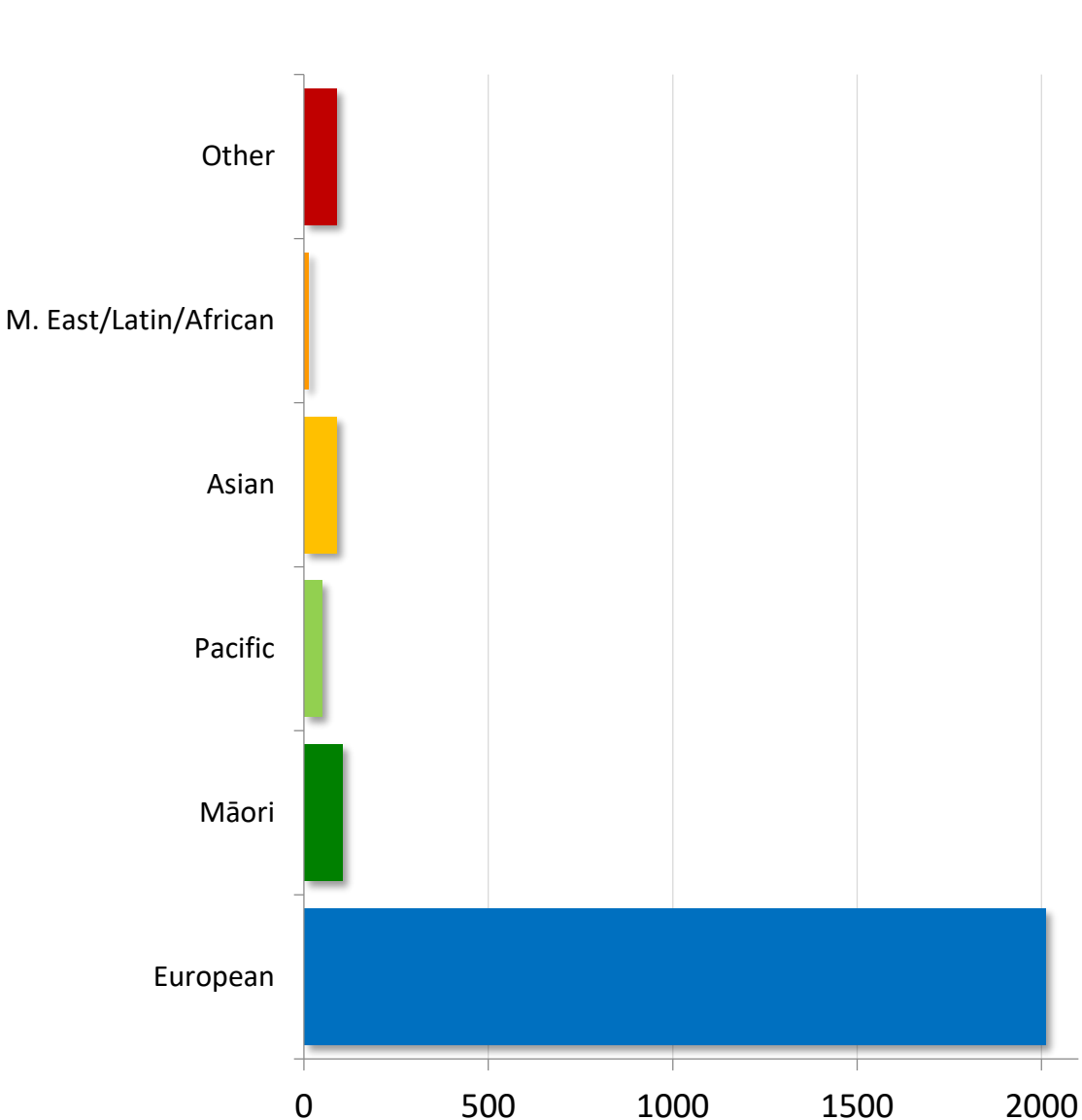
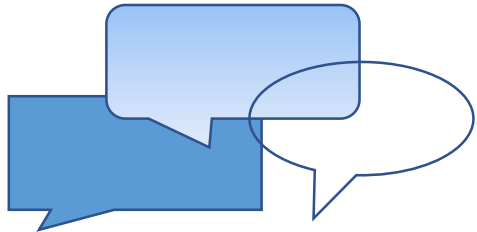
- The 'People's Panel' respondents were asked to focus on the nine key domains and what an age-friendly Auckland would look like for them.
- The survey was targeted at people aged 55 and over.
- The survey was open for 14 days (19 June – 3 July 2019)
- We received **2,240** surveys from People's Panel members.
- This represents a 21% response rate of panel members.
 - This is a high response rate for the People's Panel and demonstrates the significance of the Age-friendly project for Aucklanders.

Nā wai mātou i whakarongo - Who we heard from



- Respondents to the People's Panel survey were mostly European female.
- We received survey responses from people aged from 15-100. Responses were received from all local board areas.
 - 4% of older Aucklanders are of Māori decent. 120 survey responses were received from Māori, representing 5% of responses.
 - 6% of older Aucklanders are of Pacific decent. 75 survey responses were received from the Pacific community, representing 3% of responses.
 - 12% of older Aucklanders are of Asian decent. 89 survey responses were received from the Asian community, representing approximately 4% of responses.

Nā wai mātou i whakarongo - Who we heard from



Outdoor Spaces and Buildings



Submitters were provided nine prompts and asked to select no more than five key actions we need to take to make our outdoor spaces and buildings age-friendly in Auckland.

Key actions

People said they wanted:

- Well maintained outdoors spaces and facilities
- Public toilets
- Public seating

“Railings are important in a wet and windy environment.”

“More green spaces with shade would be appreciated.”

- Well maintained outdoor spaces and facilities were more important to people aged **55-74 years old**;
- Public toilets were more important to people aged **75-84 years old**; and
- Accessibility for outdoor areas were more important to people aged **85-100+ years old**.

“Toilets in public spaces are often too low.”

Transportation



Submitters were provided 17 prompts and asked to select no more than seven key actions we need to take for age-friendly transport in Auckland.

Key actions

People said they wanted:

- Good quality footpaths
- Public transport that is easier to get around in
- Obstruction free footpaths

“I think the free buses is very helpful especially for those who are not permitted to drive.”

“Lower speed limits on main routes.”

- People aged **55-100+** years old identified good quality footpaths as a key action area for transport.
- Safety, parking and more public transport infrastructure were also highlighted as important key areas for people aged **85-100+** years old.

“I think e-scooters on footpaths are terrifying for older people who have mobility issues. Also cafes with tables on the footpath are nice, but if they have sandwich boards, dog bowls, etc. it all encroaches upon safe walking space for older people.”

Housing



Submitters were provided eight prompts and asked to select no more than four key actions we need to take for age-friendly housing in Auckland.

Key actions

People said they wanted:

- Range of housing options
- Proximity to services
- Affordable housing

“The issue is we have increasing numbers of older people being part of Auckland’s population, but apart from those who can afford their own homes, those needing to rent or live in rest homes paid for by the government face a bleak future.”

“Supporting ageing in place – make sure people can stay where they want to with the services that they need.”

- Māori were more likely to identify age appropriate design as a key area for action;
- A range of housing options was more important to people aged **55-74 years old**; and
- People aged **75-84 years old** were more likely to identify proximity to services as a key area for housing action.

Social Participation



Submitters were provided 13 prompts and asked to select no more than six key actions we need to take for age-friendly social participation in Auckland.

Key actions

People said they wanted:

- Life-long learning
- Economic inclusion, e.g. being employed
- Accessibility for activities and groups

“Accessible public transport is a key to social inclusion as at some point seniors will have to give up driving but still are able and want to take part in various activities and daily life generally. If they can't easily get to a destination this can be the beginning of social isolation and all the negatives that accompany that.”

- Māori submitters also identified support and funding, outdoor, sport and recreation options available for older people and open areas for activities as important key areas for action;
- Accessibility for activities and groups were selected most by people aged **85-100+ years old**.

“Keep the high-density housing as close as possible to public transport i.e. railway stations.”

Respect and Social Inclusion



Submitters were provided 11 prompts and asked to select no more than five key actions we need to take for age-friendly respect and social inclusion in Auckland.

Key actions

People said they wanted:

- Positive images of aging
- Elder abuse prevention
- Combating age discrimination

“It is important to have mixed activities not exclusive elderly focused events. Social activities are so important.”

“Ensure council staffing and culture encourages respect of different ages and cultures.”

- Māori were more likely to identify teach about respect and inclusion as an important key area for action;
- Positive images of ageing was selected most commonly by people aged **75-84 years old**.

Civic Participation and Employment



Submitters were provided eight prompts and asked to select no more than four key actions we need to take for age-friendly civic participation and employment in Auckland.

Key actions

People said they wanted:

- Employment opportunities
- Life-long learning
- Incorporate views of older people

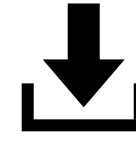
“Older people who have retired can contribute to communities. Perhaps an advertised list of all activities requiring volunteer participation be placed in local newspapers.”

“Elderly people are massive libraries of knowledge and once they close can never be accessed again, they are a valuable resource that are under-utilised.”

“Diverse Auckland needs diverse representation including the elder experienced and skilled people of all race.”

- Employment opportunities were identified most commonly by people aged **55-64 years old**;
- Incorporate views of older people was selected most commonly by people aged **65-74 years old**; and
- Life-long learning was selected as the most important key area to people aged **75-84 years old**; and
- Māori agreed to the areas above but were equally likely to identify more volunteer opportunities and combating discrimination as important key areas for action.

Communication and Information



Submitters were provided 10 prompts and asked to select no more than five key actions we need to take for age-friendly communication and information in Auckland.

Key actions

People said they wanted:

- Provide information in a range of channels
- Retain offline (non-digital) channels
- Provide affordable/accessible digital training of older people

“These actions would be of benefit to many in the community, not just older people. We tend to assume that everyone has computer access and digital ability, but for some folk, even being able to read is difficult.”

- Māori were more likely to identify making digital communication affordable as an important key area for action;
- Providing information in a range of channels was identified most commonly by people age **55-64 years old**; and
- Retaining offline (non-digital) channels was selected most commonly by people aged **65-74 years old**, while affordable/accessible digital training was most commonly selected by people aged **85+ years old**.

“Training for older residents on how to safely utilise iPads, tablets etc, without fear of scammers, hackers, and platforms.”

Community Support and Health Services



Submitters were provided 11 prompts and asked to select no more than five key actions we need to take for age-friendly community support and health services in Auckland.

Key actions

People said they wanted:

- Affordable services
- Mobile healthcare
- Physical wellbeing

“Most people wish to remain in their own homes for as long as possible. Physical access should always be a consideration when dealing with the elderly.”

“Mobile library service for the rural areas.”

- Affordable services was identified most commonly by people age **55-84 years old**; and
- Ageing in place was selected most commonly by people aged **85+ years old**.

Culture and Diversity



Submitters were provided nine prompts and asked to select no more than four key actions we need to take for age-friendly culture and diversity in Auckland.

Key actions

People said they wanted:

- Respect and acceptance
- Teach about respect and inclusion
- Intergenerational/family activities

“Cultural acceptance irrespective of the racial background.”

“I think the city should be inclusive of race and culture especially when English is not a first language. We have mums and bubs get together in the libraries but nothing for immigrant elderly.”

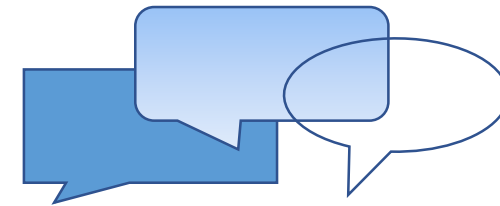
- Respect and acceptance was identified most commonly by people age **55-84 years old**; and
- Te Ao Māori was most commonly selected by people aged **85+ years old**.

“More Māori names for all the basics like train station, bus shelter, parking, etc.”



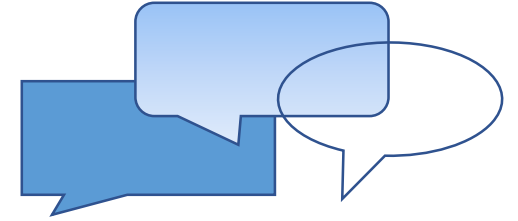
Tāmaki tauawhi kaumātua
Age-friendly Auckland Project
Section C – Have Your Say survey findings

Ngā pātai - What we asked



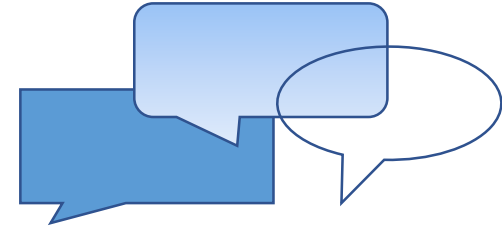
- We asked the 'Have Your Say' respondents about:
 - The current age-friendliness of Auckland and the importance of age-friendliness;
 - Their vision for an age-friendly Auckland;
 - The actions they thought were the most important areas for us to focus on; and
 - What would help them live healthy, happy and independent lives.

Tā mātou mahi - What did we do



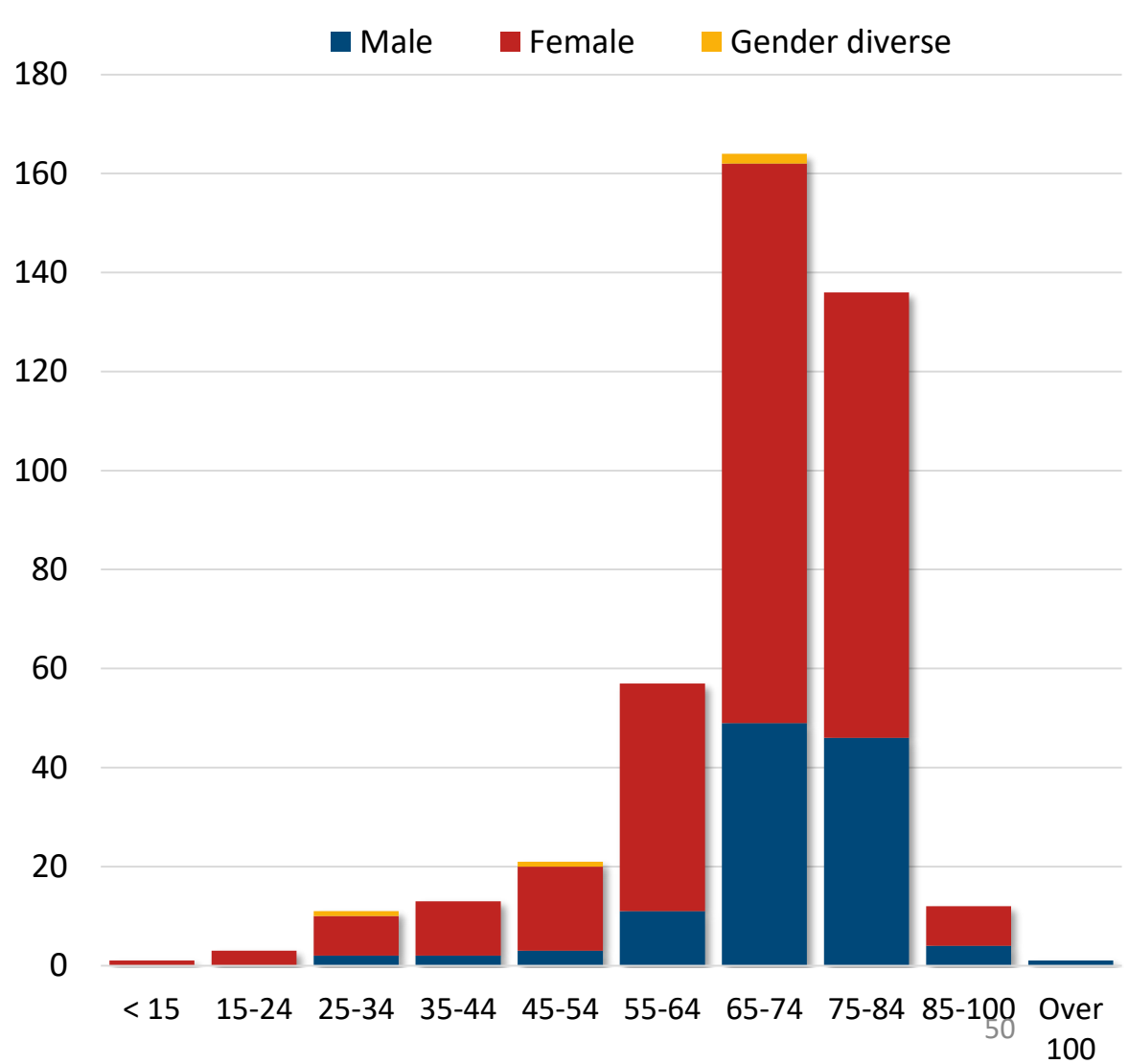
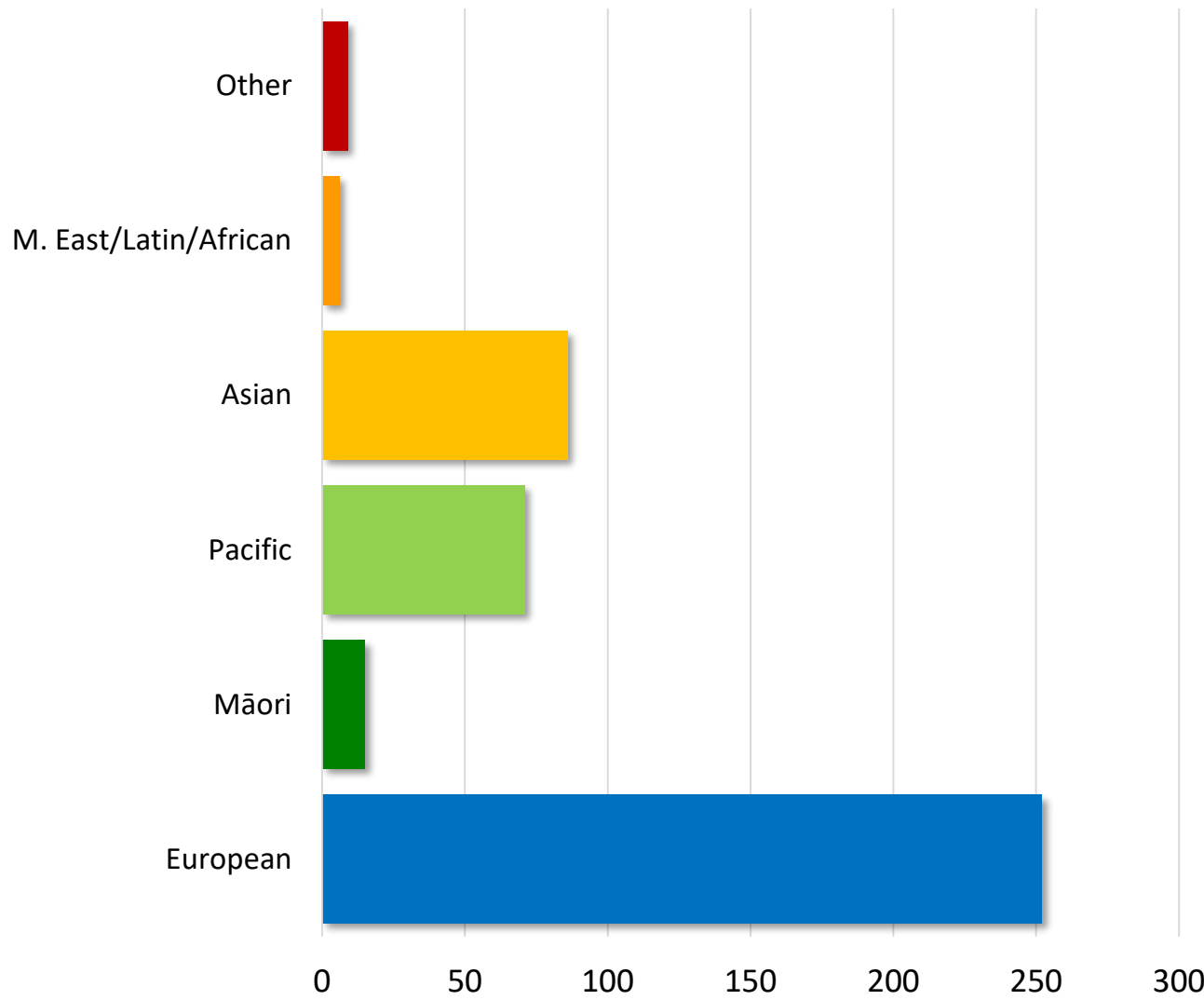
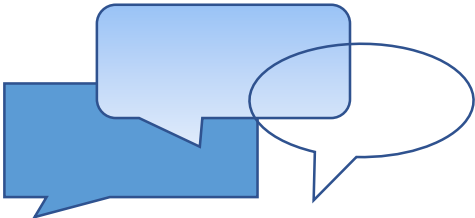
- The 'Have Your Say' respondents were asked similar questions to the People's Panel, focusing on nine key domains and what an age-friendly Auckland would look like.
- The survey was open from mid-May until 5 July and was available at libraries, service centers and through Age Concern and Toa Pacific.
- We translated the survey into simplified Chinese, Korean, Samoan, Tongan, Cook Island Māori and Fijian and we received surveys back in Mandarin, Samoan and Tongan.

Nā wai mātou i whakarongo - Who we heard from



- We received **449** 'Have Your Say' online and hardcopy surveys.
- The age of respondents ranged from under 15 to over 100 but were mostly in the 65-84 age group.
- Responses were received from all local board areas, except Aotea/Great Barrier.
- 4% of older Aucklanders are of Māori decent. 15 responses were received from the Māori community, representing 3% of surveys received.
- 6% of older Aucklanders are of Pacific decent. 71 responses were received from the Pacific community, representing 16% of surveys received.
- 12% of older Aucklanders are of Asian decent. 86 responses were received from the Asian community, representing 19% of responses.

Nā wai mātou i whakarongo - Who we heard from



Outdoor Spaces and Buildings



‘Have Your Say’ submitters were asked to select key actions that we need for age-friendly outdoors spaces and buildings in Auckland.

Key actions

People said they wanted:

- Public toilets
- Public seating
- Well maintained outdoor spaces and facilities

“For me it’s mainly decent footpath surfaces everywhere people want to go and be.”

“Raising awareness of how important it is that the physical environment is accessible so older people can get about safely and enjoy the wonderful outdoor environments that Auckland offers.”

- Public toilets were more important to people aged **55-74 years old**;
- Public seating was more important to people aged **75-84 years old**;
- Māori submitters were more likely to identify accessibility of buildings as a key action.

Transportation



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly transport in Auckland.

Key actions

People said they wanted:

- Parking
- Priority seating on public transport
- Good quality footpaths

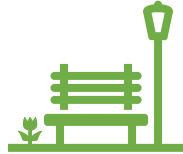
“Improved public transport – it is too hard to get around across a very large city...Many elderly people are not confident drivers.”

“Better maintained street surfaces, curbs, crossings.”

- Parking was identified as an important area for action by people aged **55-84 years old**;
- Good quality footpaths were most important to submitters aged **85-100+**, similar to the People’s Panel respondents;
- Safety at bus stops were important, particularly to Pacific peoples.

“The super gold card is great – it should continue to allow free transport on AT busses, ferries, etc. Improvement of public transport is extremely important e.g. rail link to airport – cycleways are important too – get people out of cars.”

Housing



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly housing in Auckland.

Key actions

People said they wanted:

- Affordable housing
- Proximity to services
- Range of housing options

“Auckland must adopt liveability standards for housing so that the internal and immediate external spaces work for everyone. Auckland has the opportunity to be at the forefront of the next generation of housing which meets the needs of seniors and their whānau from all cultures. So we need to see the policies which support and encourage papakāinga style intergeneration housing for everyone.”

“More homes for homelessness – elderly especially.”

- Affordable housing was most important to respondents aged **55-84 years old**;
- Having a range of housing options was the most important area for action for people aged **85-100+ years old**;
- Affordable housing and housing options were also important to Māori, Pacific peoples and Asian peoples.

“Supporting ageing in place – make sure people can stay where they want to, with the services that they need.”

Social Participation



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly social participation in Auckland.

Key actions

People said they wanted:

- Accessibility for activities and groups
- Activities specifically for the elderly
- Support and funding

“More participation groups of varying needs set up at libraries, churches, community halls for socialisation. These need to be easily accessible in their communities. Have things going on 7 days a week morning and afternoon.”

- Māori identified outdoor and open areas for activities as an important key area for social participation;
- Accessibility for activities and groups was selected most commonly by respondents aged **55-84 years old**; and
- Activities specifically for the elderly, and outdoor and open areas were the most important areas for action for people aged **85-100+ years old**.
- Opportunities to connect with shared lunches or cups of tea are important to Pacific peoples.

“Social participation in activities, events and facilities are very important so their minds and brains can still be active. These will help aged people to be more friendly with others in the community as well.”

Respect and Social Inclusion



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly respect and social inclusion in Auckland.

Key actions

People said they wanted:

- Teaching about respect and social inclusion
- Intergenerational/family activities
- Positive images of ageing

“More interaction of generations – old folk linked to education.”

“Encourage intergenerational and intercultural interaction through events and activities at community houses and libraries, and outreach to retirement villages and rest homes.”

- Māori identified intercultural activities as the most important area for respect and social inclusion, most submitters aged **75-84** also selected this key area;
- Teach about respect and social inclusion was selected most commonly by respondents aged **55-64 years old**; and
- Positive images of ageing were the most important areas for action for people aged **65-74 years old**.

“Recognise cultural differences in our diverse ageing population.”

Civic Participation and Employment



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly civic participation and employment in Auckland.

Key actions

People said they wanted:

- More volunteer opportunities
- Life-long learning
- Employment opportunities of older people

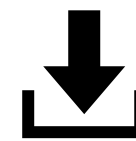
“More volunteering, employment options, life-long learning, and training. Valued work contributions. New jobs and courses suitable for older people. Acceptance within the workforce. IT assistance with work.”

“If the elderly can help in some activities please let them know so that they can have a sense of belonging.”

- Life-long learning and more volunteer opportunities were selected more commonly by respondents aged **55-64 years old**; and
- Positive images of aging were the most important areas for action for people aged **65-74 years old**;
- More opportunities for Māori and Pacific people to work in service positions was an important action area for Pacific peoples.

“Employers to consider elderly employment with flexible work conditions/hours for workers who are 60 and above.”

Communication and Information



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly communication and information in Auckland.

Key actions

People said they wanted:

- Provide affordable/accessible digital training
- Retain offline (non-digital) channels
- Make digital communication affordable

“Groups for connection, peer support, word of mouth, notices posted, billboards, courses on internet, smart phones, banking. Building assistance with using technology, ATMs.”

- Make digital communication affordable was selected more commonly by respondents aged **55-64 years old**; and
- Provide affordable/accessible digital training was the most important area for action for people aged **65-74 years old**.

“Advertise for safer elderly care to reduce elderly abuse.”

Community Support and Health Services



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly community support and health services in Auckland.

Key actions

People said they wanted:

- Affordable services
- Easily accessible services
- Mental wellbeing and physical wellbeing

“Mental wellbeing e.g. somewhere to go, someone to talk to about all aspects/challenges of life, physical e.g. services and programmes that encourage good health, fitness and physical ability. Elder abuse prevention e.g. training to avoid elder abuse, how to identify elder abuse, fraud, exploitation. Dedicated spaces for community support and health services, affordable services e.g. low/free costs for medical services and prescriptions.”

- Easily accessible services was selected more commonly by respondents aged **55-64 years old**; and
- Affordable services was the most important area for action for people aged **65-74 years old**.

“Support for elder abuse, physical wellbeing, independence. Social workers, counsellors, easy to access.”

Culture and Diversity



‘Have Your Say’ submitters were asked to select key actions that we need to take for age-friendly culture and diversity in Auckland.

Key actions

People said they wanted:

- Te Ao Māori
- Intercultural activities
- Respect and acceptance

“This should be a consideration across all areas of service provision.”

“Support the old of various ethnicities and nationalities in passing down their culture and participating in their own cultural activities.”

- Respect and acceptance was selected more commonly by respondents aged **55-64 years old**;
- Intercultural activities was the most important area for action for people aged **65-74 years old**; and
- Te Ao Māori was selected more commonly by respondents aged **75-84 years old** and by Māori and Pacific peoples.