

Tāmaki Makaurau
Tauawhi Kaumātua

Age-friendly Auckland Annual Report

September 2023

Tāmaki Makaurau Tauawhi Kaumatua Age-friendly Auckland annual report September 2023

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September 2023

ISBN 978-1-99-106095-2 (PDF)

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Foreword

Tēnā koutou katoa

Our older people are a treasure. Their lives contain the history of Tāmaki Makaurau, and their experiences are wisdom we can draw upon.

Tāmaki Makaurau Tauawhi Kaumātua Age-friendly Auckland Action Plan, is our region-wide plan to make our city the best place to grow older in. It was created on the advice of Auckland Council's Seniors Panel. Over 5,000 people including many older Aucklanders and their advocates had input into the creation of the plan.

Te Rōpū Whakamana ki te Ao, the Age-Friendly Auckland Implementation Group (Te Rōpū) is a diverse cross-sector group who collaborate to lead, connect, enable, and monitor the implementation of *Tāmaki Makaurau Tauawhi Kaumatua / Age-Friendly Auckland Plan*.

As Chair of Te Rōpū, I am proud to present the first progress report on the implementation of the action plan. There has been some great progress made and wonderful examples of great practise, that are highlighted in this report.

Over the last 2 years we have learned the tremendous importance of building connections in and across the sector and the value that is created from these relationships. This was evident in the way Te Rōpū members worked together to support older Aucklanders during the emergency weather events.

I wish to acknowledge and thank all my colleagues on Te Rōpū and our wider sector partners for all they do every day to support the wellbeing of older people in our communities. We also acknowledge and thank Auckland Council for being the backbone for the age-friendly action plan and supporting community networks like this. We can do and achieve so much more working together.

I look forward to building on this progress with Te Rōpū, Auckland Council and partners across central government and the aged sector to improve the wellbeing of older people in our region.

Ngā mihi nui

Maxine Stiling

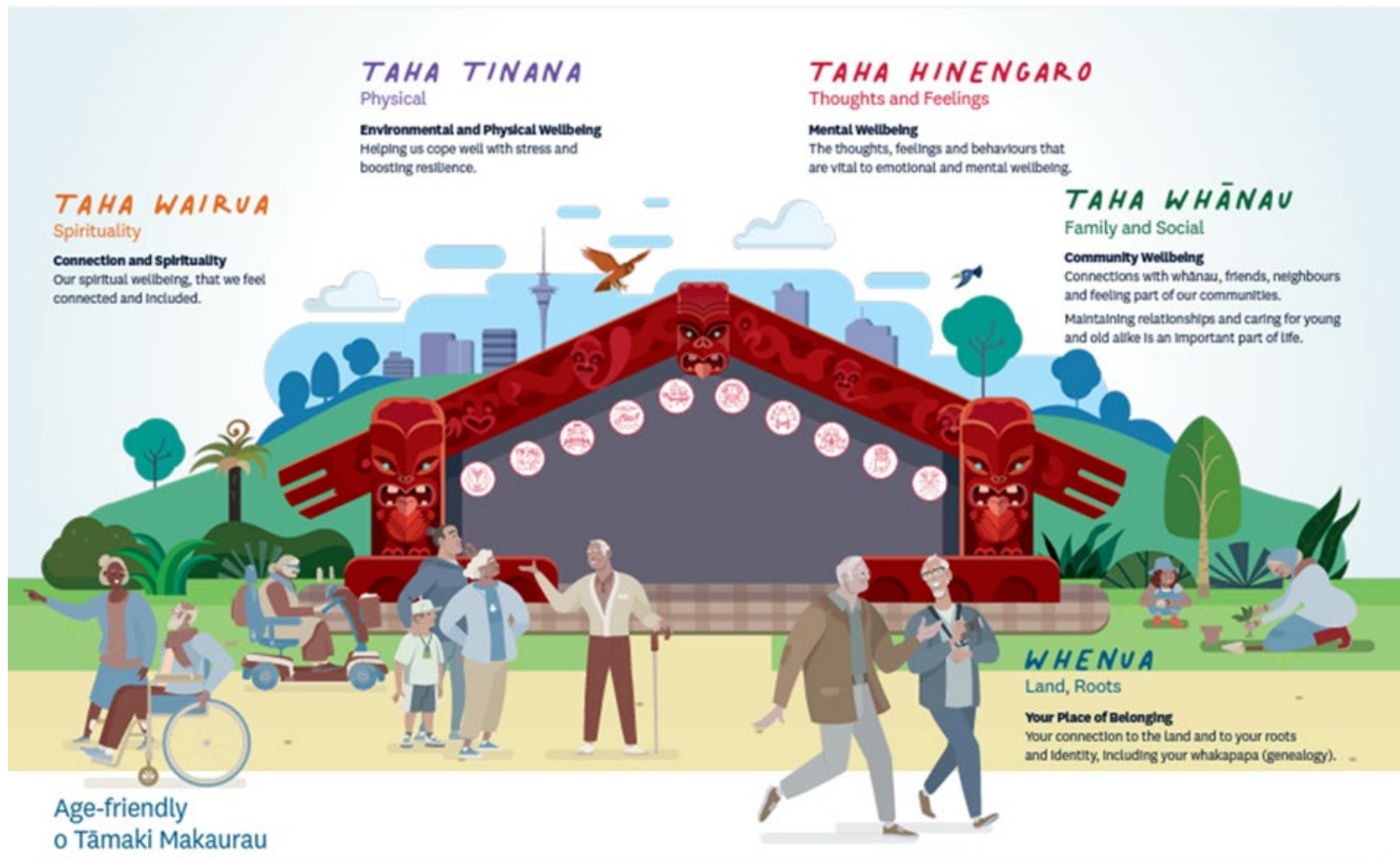
Chairperson, Te Rōpū Whakamana ki te Ao, Age-Friendly Auckland Implementation Group



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Figure 1: Tāmaki Makaurau Tauawhi Kaumātua Age-Friendly Auckland



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 aged sector community partners. This includes notable successes, key learnings, and case studies.

The report also includes some reflections and lessons learned from aged sector partners on the impacts of Auckland's extreme weather events on older people. These insights could assist council and other agencies in planning for future crisis events and how we can better respond to the needs of the most vulnerable older people in our communities.

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

2. Tāmaki Makaurau Tauawhi Kaumatua Age-Friendly Auckland Action Plan

Tāmaki Makaurau Tauawhi Kaumātua Age-Friendly Auckland 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 Organization's Age-Friendly Cities and Communities Framework, and Te Whare Tapa Whā – a Māori wellbeing model, as shown in Figure 1 overleaf.

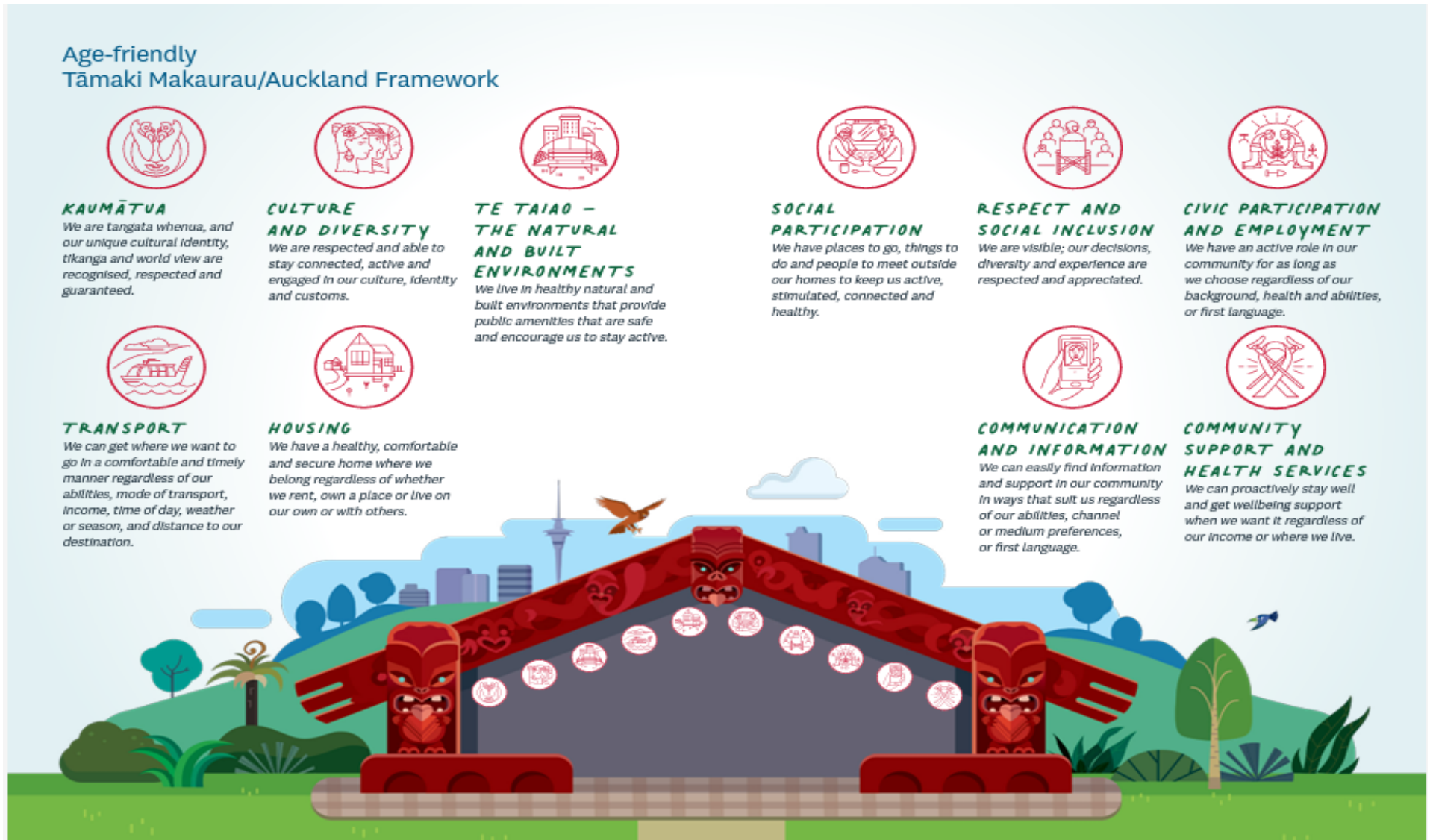
The framework has 10 outcome domains which provide direction for the council whānau, aged sector and community groups on key areas of life that are important to improving the wellbeing of older people. (Figure 2).

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 first annual update of Tāmaki Makaurau Tauawhi Kaumatua Age-Friendly Auckland Action Plan.

Majority of actions are underway with most progress in Respect and Social Inclusion and Community and Information domains

The Tāmaki Makaurau Tauawhi Kaumatua Age-Friendly Auckland Action Plan has 106 actions attributed to council, central government, and NGOs. Of those 106 actions, 70% are either 'underway' or 'completed'.

The domains of Respect and Social Inclusion and Communication and Information were areas with the most progress. This may be because council and key partners who make up the plan's implementation oversight group, Te Rōpū Whakamana ki te Ao, (Te Rōpū), are responsible for actions under these domains.

In-person hui have connected the sector and driven progress

A key learning for Te Rōpū has been the importance of bringing the aged sector together regularly (especially face to face) to build connections, share information and raise awareness of the action plan. The value that is created from these relationships was evident in the way Te Rōpū members worked together to support older Aucklanders during the emergency weather events.

Continuing to build connections in and across the sector will be a key ongoing role for Te Rōpū to ensure continued progress of the Tāmaki Makaurau Tauawhi Kaumatua Age-Friendly Auckland Action Plan and to create opportunities for greater collaboration and collective action.

Implementation rōpū recommend investigating a dedicated resource in the community to support the action plan

A key success factor in ensuring progress of the Age-Friendly Auckland action plan is building and maintaining relationships with all the organisations that are delivering actions in the plan, and the wider aged sector. Keeping these connections going is also important to creating opportunities for sector partnerships and more collective action. Doing this well is a time and resource heavy undertaking.

Council's Community and Social Policy team are currently providing backbone and secretariat support to the implementation rōpū, coordinating regular sector hui and undertaking monitoring activity such as compiling this annual progress report, but has limited capacity to do more.

To have more impact it would be worth investigating how sector coordination could be better resourced operationally, either from existing resources within council or through a partnership between government, council, and the sector. This could include, for instance, co-investing in an age-friendly coordinator whose role is to facilitate greater connections, collaboration, and collective action.

Improving communication between council, government and aged sector will progress outcomes faster

In several domain areas of the action plan key lessons noted are that improving communication and relationships between central government agencies, council and the aged sector will lead to better progress under the plan, and better outcomes for older Aucklanders. This was also noted regarding the response to the extreme weather events by central and local government, and the aged sector.

Auckland's extreme weather events provided valuable lessons about supporting older people in emergency situations

The extreme weather events that took place in Tāmaki Makaurau in January and February 2023, had a significant impact on older Aucklanders. Aged care facilities and retirement villages on the North Shore, Hibiscus Coast and in Pukekohe were significantly impacted. Tenants in two of Haumaru Housing's villages in South Auckland needed to be temporarily relocated.

While there is a lack of good data available about who Auckland Council provided support too during this period, the NGO sector supported thousands of older Aucklanders with welfare calls, advice and support, food packages, temporary shelter and connection to government and council services.

In the future, providing information during emergency events in different languages, and formats, as well as utilising existing networks of NGO's will be a more effective way to ensure the safety of older Aucklanders.

Lessons learned from implementation partners will be shared with council's emergency management team as these insights could assist council and other agencies in planning for future crisis events to ensure we can better respond to the needs of the most vulnerable older people in our communities.

Most older Aucklanders are doing well but quality of life varies across the region

The 2022 Quality of Life of Older Aucklanders research showed that most older Aucklanders are doing well but there are some variances in quality of life depending on where they live. Aucklanders in North Auckland and Central Auckland were more likely to say they experienced a good quality life, than people living in South, East, or West Auckland. Resources and support for older Aucklanders in these areas need to be an area of consideration for the future.

For more information about the demographics of Tāmaki Makaurau Auckland's ageing population, see Appendix one.

4. Next Steps

Based on the findings in this report staff will focus on the following priority areas of work in the next year:

- Communicating with the Recovery Office and Auckland Emergency Management regarding the using existing networks in the aged sector to communicate with and support older Aucklanders during extreme weather events and crisis, the need to put communications into multiple languages, and communicate through a variety of mediums.
- Investigate best practise nationally (including other council's) and internationally regarding flood preparedness for older people.
- Liaison with central government to scope the opportunity to jointly resource a co-ordinator for the aged sector based in the community to drive progress and impact for the action plan.
- Investigate how to achieve more impact for older people from existing resources within the council.

5. Age-Friendly Auckland 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 Whakamana ki te Ao 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)
- Te Kotahi a Tāmaki (marae collective)
- Age Concern
- 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 65s.
- Bhartiya Samaj Charitable Trust – supporting Aotearoa’s diverse communities including a large number of older people in the South-Asian Community.
- Auckland Transport
- Te Hā Oranga, – a Ngāti Whātua healthcare provider that provide wrap around services, including Kaumātua Services.

In its first year (2022) the group was chaired by Kevin Lamb CEO of Age Concern Auckland. The current chair (2023) is Maxine Stiling of Haumarū Housing. The chair is appointed by consensus of Te Rōpū.

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

In 2023, following its first year of operating, Te Rōpū reflected on how to gain more momentum and accelerate progress for the *Tāmaki Makaurau Tauawhi Kaumatua Age-Friendly Auckland Action Plan*. To support this the group decided to focus on four key domains, Housing, Transport, Social Participation and Kaumatua. It was also agreed that having bi-monthly face to face hui would be the best way to build connections with the wider aged sector and ensure progress for older Aucklanders.

Te Rōpū has recognised that bringing the wider sector together face to face regularly was important to keep community partners engaged and support actions being progressed. In-person hui have proven to be a successful way of achieving engagement with the Age-Friendly Auckland Plan across the aged sector.

Auckland Council’s Community and Social Policy team currently provide backbone and secretariat support for Te Rōpū. However, to keep up the momentum on relationship building, coordination of in-person hui and creating more opportunities for collaboration, Te Rōpū have identified that more dedicated operational resource is desirable. It would be worthwhile exploring how this could be achieved either within council’s existing operational resources or through a partnership between the sector and council to, for instance, co-investing to fund an age-friendly coordinator.

Notable activity of the Te Rōpū include:

- In 2022, Te Rōpū worked together to successfully support the council’s application to the World Health Organisation to have Tāmaki Makaurau Auckland accredited as part of the WHO Age-Friendly Cities and Communities Network.
- Te Rōpū collaborated to facilitate the first Age-Friendly Auckland Symposium in November 2022 which was attended by over 130 people from the aged sector, academia, and government.
- In 2023 Te Rōpū collaborated with the Health and Disability Commission to host a workshop with the Aged Care Commissioner to input into the priorities for her term.
- Two other successful in-person hui have been held regarding Transport, and Housing.
- A further hui is planned in 2023 to focus on the Social Participation domain.



Te Rōpū had a workshop with Carolyn Cooper Aged Care Commissioner in February 2023

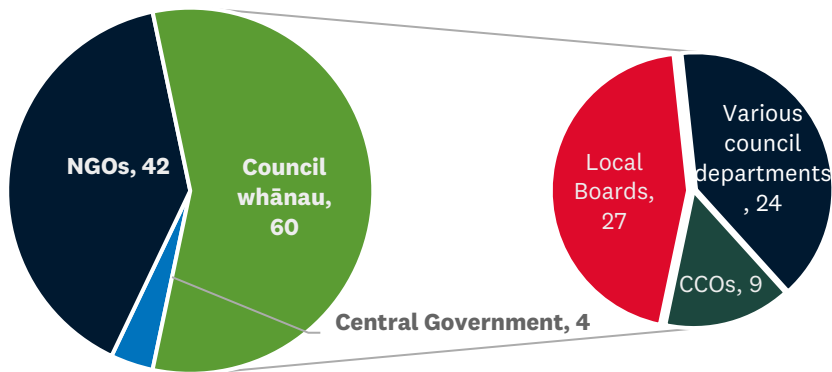
6. Progress Against Actions

All the organisations that have actions against their name under the Age-Friendly Auckland Action Plan were surveyed to determine progress against the actions, and any key learnings. There were also a number of follow-up interviews to clarify, obtain further information and identify case studies.

Action Plan has 106 actions across council, NGOs and government, 70% are underway

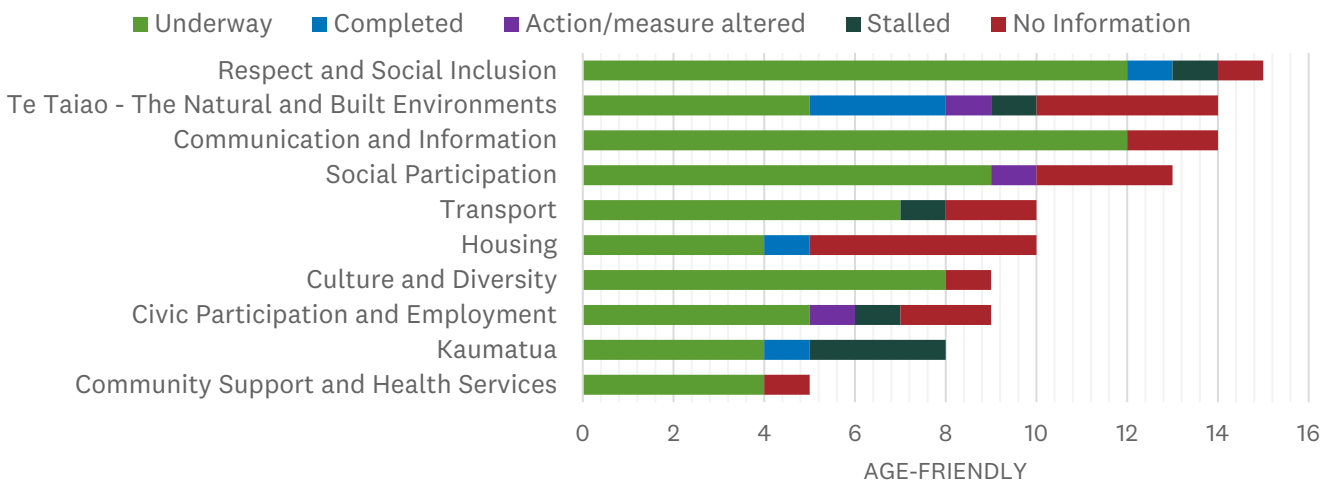
There are 106 actions in the Age-friendly Auckland Action Plan. They are delivered by a variety of organisations including 41 by non-governmental organisations (NGOs), four by central government, and 61 by Auckland Council (of which 27 sit with local boards).

Key action plan holders



Of the 106 actions, 72% are either ‘underway’ or ‘completed’, and 25% have ‘stalled’ or action holders have not responded (‘No information’). Following up with action holders was an important process of continuing the momentum of the plan, and in some cases, this prompted further knowledge sharing or reminded action holders of their commitments under the plan.

Action status by age friendly domain



Respect and Social Inclusion, and Communication and Information have seen most progress.

The domains of Respect and Social Inclusion and Communication and Information were areas of with the most reported progress. The domains of Housing and Te Taiao (the Natural and Built Environments) had the most stalled or ‘no information’ action updates.

The most common reason given for a stalled action were the Covid-19 related disruptions to social events, extreme weather event disruptions earlier this year, as well as funding cuts or reductions in spending.

There have been some notable success stories since the plan’s adoption

Since the plan’s adoption in 2021 there have been some notable success stories. These include:

- The Digital Seniors Programme run by Connected Communities in Auckland Council
- The 2022 Age-Friendly Auckland Symposium, organised by Te Rōpu in collaborations with AUT.
- The construction of Kaumatua Housing at Papakura Marae
- Age Concern’s Community Connector project
- Collaborative research about optimal temperatures for older people conducted by Auckland University and Haumaru Housing.

Further detail about these good practice case studies can be found in Section 6 regarding progress of each of the domains.

More specific and measurable actions would make monitoring progress easier and more effective

Actions in the plan were developed by action holders (council teams and age sector organisations) and include a mix of ongoing “business as usual” activity as well as some specific new initiatives. As the first age-friendly action plan for Auckland there was considerable enthusiasm among stakeholders for an inclusive approach whereby as many actions as possible were included. This was in a large part to demonstrate the level of commitment to making Auckland an age-friendly region.

However, with over 100 actions monitoring and obtaining data on progress has proven challenging and time consuming especially where key staff, funding or priorities have changed or when actions are also not easily measurable.

Feedback from staff and the sector during this progress review is that is that some of the actions are no longer relevant or able to be delivered (due to changes in teams, staff capacity or priorities) and some are not easily measurable.

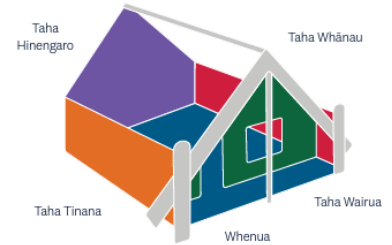
Moving forward some actions will need to either be removed (if completed or no longer being delivered) or refined so that they can be better measured and reported against. In the future there may be merit in the plan having fewer but more specific, strategic and measurable actions.

7. 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 wellbeing. 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.



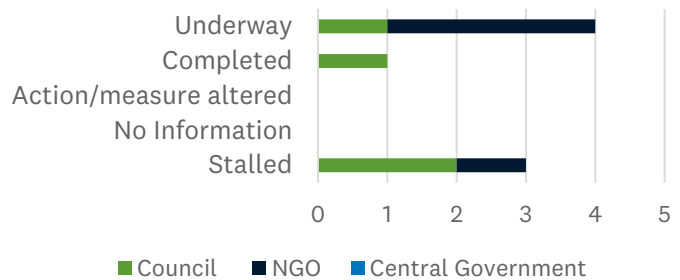
Progress since 2021

Of the eight actions in the domain, five are underway or completed, and three have stalled.

Covid-19 related disruptions were the main reason for stalled council actions – such as the Te Ra Kaumātua/ Kuia intergeneration event planned by Waitākere Ranges Local Board.

Through following up on actions, it was revealed that Papakura Local Board also funds a variety of additional age-friendly activities not included in the plan – such as supporting Senior Net through community leases and funding the SAMOM Trust to run a variety of activation programmes.

Domain progress by sector



Key learnings

Partners, such as Te Kotahi a Tāmaki, expressed that uncertainty regarding funding from council due to budget constraints may impact actions in the future. Partners also commented that older Aucklanders, were also more likely to refuse care, to avoid inconveniencing others.

The Ranui Action Project, funded in part by Henderson Local Board, reported 46% of all inquiries in December 2022 came from people aged over 60 years requesting advice and assistance around legal, IT and poverty issues. This shows that services which are not specifically created for older Aucklanders are being utilised in greater numbers by those over the age 65 years. Building partnerships and networks with these organisations will be an important part of understanding the wider trends of what services older Aucklanders are accessing and potentially need more of.

Age-friendly Case Study 1: Kaumātua Housing at Papakura Marae

The construction of Kaumātua Housing at Papakura Marae was assisted by several different partners, such as the Māori Housing Unit (MHU), and Papakura Local board. See the case study below for more information about this successful project aimed at protecting and empowering Papakura’s Kaumātua.

Case Study 1: Kaumatua housing at Papakura Marae

Age-Friendly Tāmaki Makaurau domains addressed:



In October 2022, three new units were opened for kaumatua at Papakura marae. The units are named Hononga Wairua, Āhurutanga, and Maungārongo. These units sit next to six units that were completed in 2021.

Papakura Local Board provided Landowner Approval as the marae holds a council lease on the land.

Tony Kake, Papakura marae CEO says Te Puni Kōkiri, Auckland Council and marae whānau have been amazing supporters of the Papakāinga/Māori housing initiative since the idea was first imagined.

“The board, councillors and council Principal Māori Housing lead Shane Cook, and his colleagues have been incredibly supportive. We wouldn’t be where we are without that.

“These homes will be filled with people who guard our wisdom and history, and I can’t wait to see the life that brings to this place.”

The units are all board and batten clad with corrugated iron roofing, aluminium windows, wooden decking, and open plan living designed with elderly access issues in mind. They also contain te Ao Māori features such as tukutuku panels, carved posts and second bedrooms for mokopuna to stay.





Figure 2: Papakura Local Board Member Keven Mealamu, Brent Catchpole, Tony Kake, marae CEO, board members Felicity Auva'a and Sue Smurthwaite and PBM NZ project manager Kieran Wilson in the units in 2021.

The new units bring the total number of long-term whare for kaumātua on Papakura marae grounds to nine.

Chief executive Tony Kake says the marae's papakāinga model sees kaumātua help bring the marae to life all year round, by contributing in the form of karanga, as a warden, or to kōrero on the paepae.

"They really just make a valuable contribution to the marae in some way," he says.

The Papakura Marae and its health clinic became an increasingly pivotal touch point for elderly Māori and Pākehā during the Covid-19 pandemic, rolling out food parcels to those in need, and providing vaccination and support for those with questions about efficacy or vaccine side effects.

"Our kaumātua keep the marae warm, they are the ahi kaa," Kake says. "It's reciprocal."

Culture and Diversity



Actions contained in the Culture and 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 2021

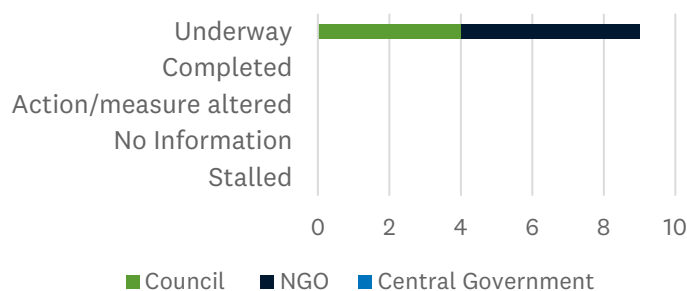
All nine actions in the domain are underway.

Five of the actions in this domain are delivered by core implementation partners, the rest are delivered by the council.

Notable successes in this domain include:

- CNSST’s approval as an accredited home-based support service for seniors and,
- the establishment of Age-Concern’s Asian Services department, which now has 921 WeChat subscribers in its communication channels.

Domain progress by sector



Key learnings

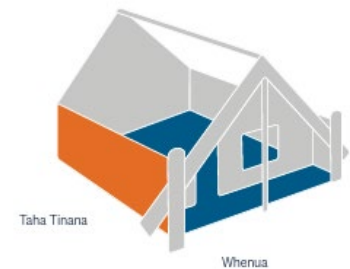
Operational staff within council highlighted how valued social connections were to older Aucklanders, and how many see libraries as a lifeline (especially those that deliver services to homebound older residents).

Many other delivery partners also highlighted how only having information available online and in English left behind significant segments of Auckland’s population during the extreme weather events early in 2023.

Te Taiao – The Natural and Built Environments



This domain addresses the taha tinana (physical) and Whenua (land and 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 2021

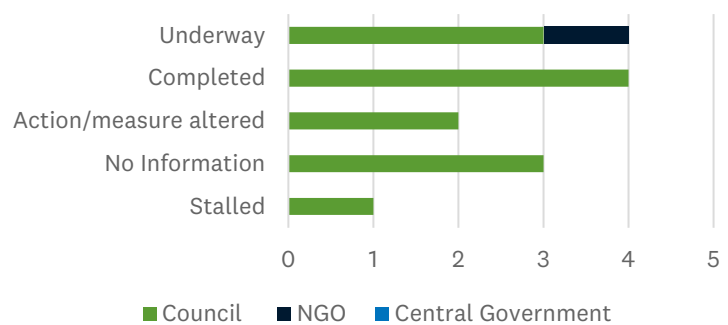
Of the 14 actions in the Te Taiao – The Natural and Built Environments domain, eight are underway or completed, three have been altered or stalled, and there is no information for three.

The most common reason for actions being altered, or not having information provided, is due to the broad nature of some of the measures of success, and the lack of data available to verify their progress.

Notable successes in this domain include:

- Guidance for accessible dining spaces for businesses and communities, as well as play spaces for older adults, were developed by council and added to the Urban Design Manual.

Domain progress by sector



Key learnings

Establishing clear measures of success and ensuring that teams are aware of their commitment to the plan will help reduce the number of altered or no information actions in the future.

Much of the work in this domain has overlaps with work conducted in advocating and designing more inclusive spaces for people with physical disabilities. Partnering and working with organisations that have expertise in the disability space, could also positively impact older Aucklanders.

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.



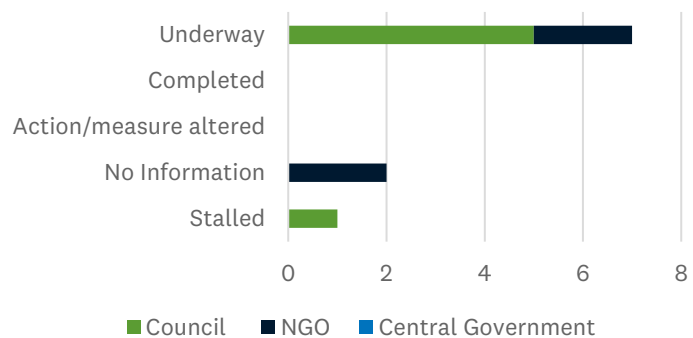
Progress since 2021

Of the 10 actions in the domain, seven are underway, and three have no updated information.

Notable successes in this domain include:

- Auckland Transports has captured 73% of the total client base of Total Mobility Clients¹. There are now 21,855 Total Mobility clients registered with Auckland Transport aged 65 or over.
- A total of 12.0% of passenger boardings with AT use the Super Gold card, the dedicated travel concession for older people using public transport. This is proportionate to the number older Aucklanders, who now make up 12% of the region’s population.
- Auckland Transport have the new Plus One bus scheme, which will benefit older people who need a carer or support person to travel with them. The support person will now be able to travel for free on the bus also. Phase two will be an extension of the scheme to Rail and Ferries.
- Age Concern continues to be the largest assessor of total mobility in Auckland, conducting approximately 300 total mobility assessments a month.

Domain progress by sector



Key learnings

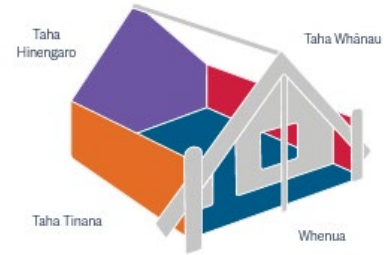
While there has been considerable success with the Total Mobility scheme, AT has highlighted that there are considerable funding pressures which may impact the longevity of the scheme (especially since the move to a 75% subsidy in April 2022). Total Mobility trips are funded by a combination of the client, the Crown, Waka Kotahi, and Auckland Council (through its appropriation to Auckland Transport). For this scheme to continue as intended, an increase in funding availability is needed, AT will continue to advocate for this.

¹ The Total Mobility scheme is a national scheme which supports people who cannot use public transport to travel, all or some of the time. Total Mobility customers receive a 75% discount off taxi fares, up to a maximum fare cap of \$80 per trip.

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).

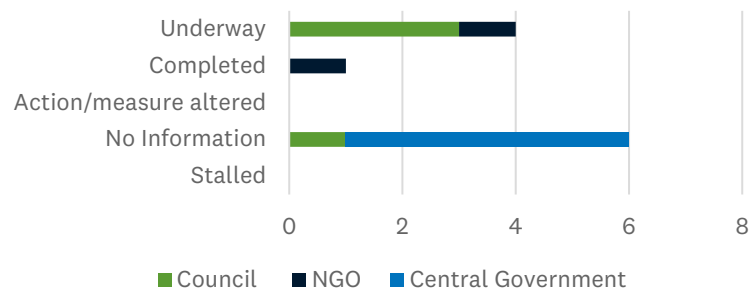


Progress since 2021

Of the 10 actions, five are underway or have been completed, and there is no updated information for five.

The high numbers of no updates in this domain can be attributed to high staff turnover and communication issues between local and central government delivery partners. Solidifying and reconnecting relationships with partners will be a future priority in this domain.

Domain progress by sector



Notable successes in this domain include:

- Age Concern and HANZA recently completed a successful [home-share pilot](#). This pilot paired householders and homeowners — such as older people who have a room to spare — with those who can offer a helping hand and company in exchange for affordable accommodation.
- Haumarū Housing and Auckland University collaborated on research concerning the optimum temperature for older residents. In the context of a changing climate this research will be vital in insuring the wellbeing of older Aucklanders.

Key learnings

Greater priority needs to be placed upon building and maintaining relationships with central government organisations such as Kainga Ora to successfully track actions in this domain. Furthermore, continued investment into innovative practices and pilots, such as Age Concerns home share pilot, may become more necessary as pressures on housing continue to rise for older Aucklanders.

Case Study 2: Collaboration Haumaru Housing and The University of Auckland

Age-Friendly Tāmaki Makaurau domains addressed:



Wilsher Village - Haumaru Housing



The temperature inside our homes has a big impact on our health and comfort, especially as our ability to handle hot or cold temperatures tends to decrease as we get older. Spending a lot of time indoors is common for older adults, so it's important that the temperature in their homes is just right for their wellbeing.

Research² suggests that a temperature range of 21°C to 25°C could be beneficial for age-friendly health in housing. If the temperature goes above 27°C, it can be considered overheating and may pose risks to their wellbeing.

² Itani, M., Ghaddar, N., Ghali, K., and Laouadi, A. (2020). Development of heat stress charts for older people under indoor environmental conditions. *Energy and Buildings*, 224, 110274.

Wilsher Village is an age-friendly housing project developed by Panuku on behalf of Haumaru Housing that was opened in 2020. It consists of 40 one-bedroom, self-contained apartments. The building holds a 7-Homestar Built green building rating with Homestar being the leading residential green building certification in New Zealand with a key aspiration of ensuring that the most vulnerable of society, particularly older people, have access to healthy, quality homes.

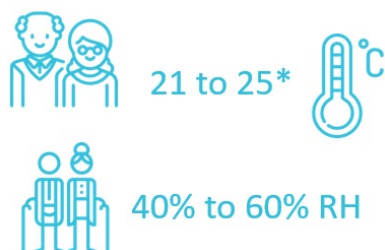
Maxine Stiling of Haumaru Housing, Rochelle Ade, and Michael Rehm of the University of Auckland Council have collaborated on a series of research projects to improve the health and wellbeing of residents in Haumaru Housing's Wilsher Village in Henderson. They wanted to see if these new apartments, specifically designed for older people, were keeping a comfortable temperature during the hottest and coldest months of the year.

Data loggers were installed in each apartment in Wilsher village to log temperature and relative humidity with the 2020 summer data reviewed, and the results published in the prestigious international Building Research and Information journal³. Surprisingly, even though the building had a green certification and was supposed to have cooling measures in place to prevent overheating, it still got hot in the two warmest months, January and February with temperatures in living rooms and bedrooms over 25°C 70% of the time and 2/3 of the apartments not meeting the overheating standards set by the CIBSE TM59 criteria. As a result of this study Haumaru Housing have installed heat pumps in all the apartments of Wilsher village which can be used to air condition and cool rooms in the Summer.

Further data has been collected over the 2020 and 2021 winters with another paper currently under peer review at Building Research and Information. The preliminary results show the building performs well spending only approximately 5% of the winter months in 2020 and 2021 under the New Zealand Building Code's 16°C threshold. However, the building performance is not uniform with the top floor (Level 3) apartments being significantly colder compared to other floor levels.

Currently further research is being undertaken surveying residents on their self-reported thermal comfort over the 2022-2023 summer and 2023 winter.

The findings of these research project are important for architects, policymakers, and those involved in designing and rating age-friendly buildings. It shows us that we need to pay more attention to how these buildings perform in the summer and winter, so that we can create better living environments for older adults.



³ Ade, R., and Rehm, M., "A summertime thermal analysis of New Zealand Homestar certified apartments for older people", *Building Research & Information*, Volume 50, 2022, Issue 6. Accessed from <https://doi.org/10.1080/09613218.2022.2038062>

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.



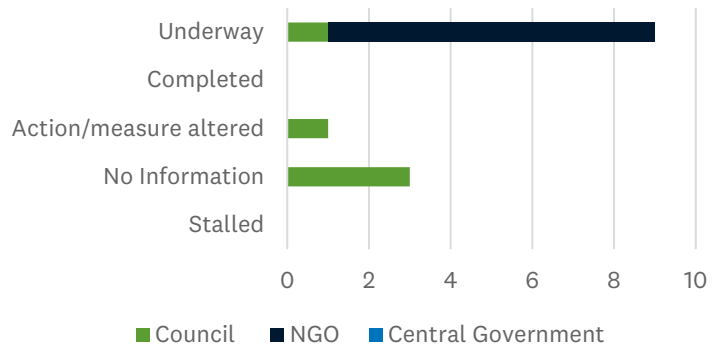
Progress since 2021

Of the 13 actions in this domain, nine are underway, and one has been altered, and there is no information (no updates given) for 3 actions.

Notable successes in this domain include:

- The pilot social connector model rolled out by Age Concern Auckland
- Continuing work by Haumaruru Housing and The Selwyn Foundation to provide older residents engaging and fulfilling activities and programmes.

Domain progress by sector



Key Learnings

The importance of collaborating with a variety of different organisations on issues affecting older Aucklanders was highlighted by all action holders in this domain. Responders highlighted how different organisations could harness their respective skills, networks, and ability to access funding/grants as means to act collectively on interconnected issues.

However, some action holders, such as those in Local Boards and Auckland Unlimited, pointed towards budget constraints, insufficient capacity and staffing as affecting their ability to deliver on actions in the future.

Age-Friendly Case Study 3: Age-Concerns Social Connector Model

Age Concerns Social Connector Model is an example of a successful programme to connect older adults with services, as well as cultural and social activities to further enrich their quality of life. See below for the case study regarding the programme.

Case Study 3: Social Connectors Pilot – Age Concern



What is the Social Connections Model?

Age Concern Auckland’s Visiting Service (ACVS) has been successfully providing individuals with companionship and support for 30 years. Whilst the visiting service has enjoyed great success, its “one size fits all” approach is less suited to different generations who are ageing differently and have a diverse range of obstacles and needs.

The Social Connection Model builds on the visiting service to create a service which is more:

- Community focused
- Flexible to different needs and interests, and
- Aimed at building the resilience and self-efficacy of individuals and communities.

It does this by utilising the expertise of Social Connections Coordinators, Volunteer Coordinators and Volunteers to create individualised support plans and facilitate social engagement and events for older adults within their communities.

How does it work?

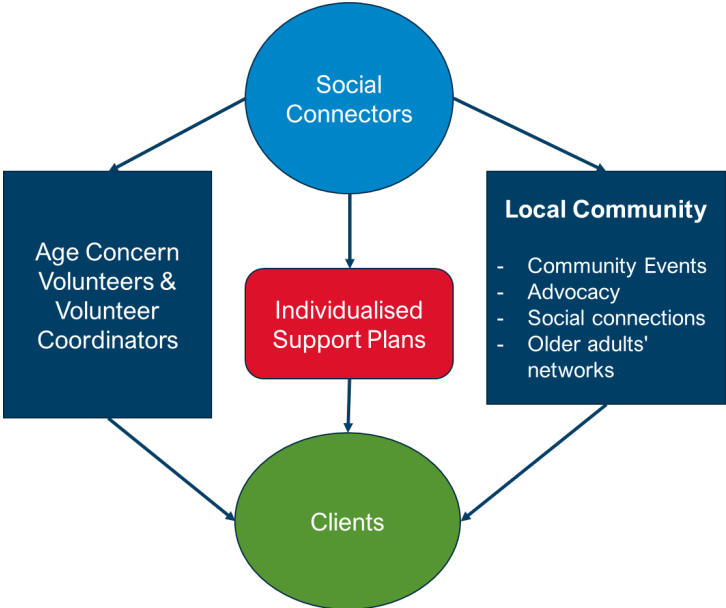
Within the model Social Connectors and Age Concern Volunteers work together to create and implement individualised support plans.

Social Connectors:

- Assess the needs of individuals
- Create personalised support plans
- Collaborate with other teams and community groups to provide social engagement and connectivity opportunities.
- Raise awareness about the needs of older adults in the community.

Volunteers and Volunteer Coordinators

- Provide a variety of different support services, such as: socialisation, handyperson, gardening, technology support or social buddies.



Case Example

Bob Jones, 86, lives in his own home. With reduced hearing and eyesight, Bob is no longer confident to engage in conversations and connect with his friends and peers. In addition to this, he is no longer able to drive, and is reliant on family to take him to visit his wife who lives in a care facility some distance away. Although Bob is still reasonably independent and requires little support around the home, his family all work full time and have limited capacity to help him maintain a level of social engagement that suits his needs.

During an initial visit with Bob, the aim of which is to get a full understanding of the challenges Bob faces, and what outcomes he would like to see from our support, the Social Connections Coordinator discusses a range of options, suggesting different ways in which Age Concern Volunteers could help. During the assessment process, several solutions are worked through:

- Bob would benefit from a regular volunteer visitor to provide one-on-one friendship and conversation.
- Bob is also assessed for a Total Mobility Card, allowing him to access transport options more freely at a lower cost.
- Bob is also advised that our team can help him learn how to navigate public transport and assist him to reconnect with his old (and new) groups and clubs.

Information is gathered about what hobbies and interests Bob has, what he used to get involved in prior to his health decline, and the coordinator provides encouragement and support, advising him that our volunteers and team will be able to assist him to participate in these activities again. Following the appointment, the coordinator processes the information and begins connecting Bob with the relevant support. The team encourages Bob to reach out should he need any additional help or advice. The team also assigns relevant volunteer(s) to address the service and support that Bob needs and provides them with relevant support and information on what Bob's needs are.

The newly matched volunteer(s) connect with Bob, meeting with him on a regular basis, and supporting him to visit his wife, and reconnect with the activities and groups he used to participate in. The team checks in on both the volunteer and Bob every few weeks as they form a new friendship, offering support and advice as required.

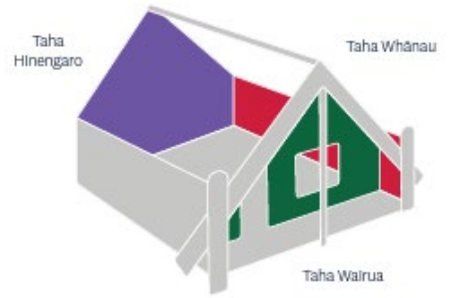
In the background, the Social Connections Coordinator connects with the local activities and group that Bob used to be a member of and offers to present to the group on Age Concern's services, while also encouraging the group facilitator to make their group environment more accessible and user-friendly for individuals with hearing and sight challenges. At the same time Bob is linked in with new community groups to provide as many adapted options as possible.

Over time, Bob has regained confidence now that he is regularly attending a selection of new and existing activities and groups. Through this process he has reconnected with old friends and created a new social circle within the new groups. His Total Mobility Card also provides a greater sense of freedom and independence, along with the ability to know how to use public transport when it is practical and safe. Bob is now visiting with his wife, most weeks, and has his friends from the community groups come and visit him on a regular basis. Bob no longer requires the regular companionship of his volunteer visitor, but they stay in touch occasionally, so that the volunteer can assist with practical tasks around the home.

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).



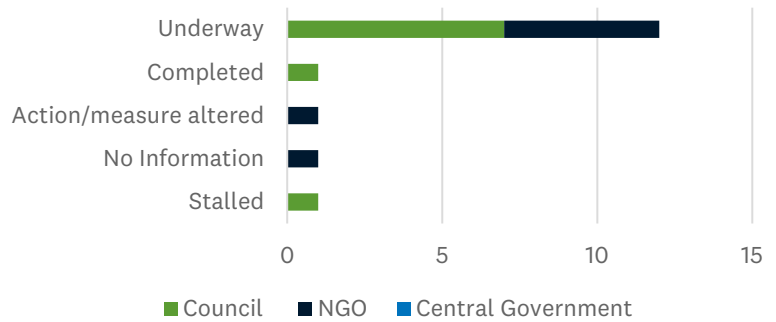
Progress since 2021

Of the 15 actions in this domain, 13 are underway or completed, one has been altered, and two have stalled or have no information.

Notable successes in this domain include:

- The publishing of council’s research into the Quality of Life of older Aucklanders’ status report.
- Auckland libraries ran approximately 2400 programmes and events throughout Auckland region which included older Aucklanders as a target group over the last financial year.

Domain progress by sector



Key learnings

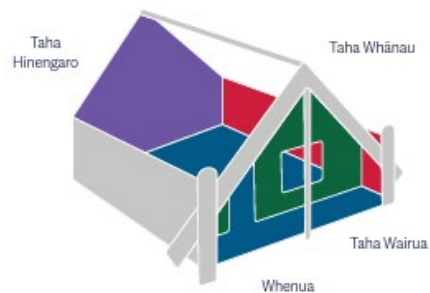
Local boards, such as Franklin, reported Covid-19 disruptions as being central to delaying Age-friendly events in their area, as well as challenges with staffing and volunteer capability coming into 2023.

More service delivery action holders, such as Haumarū Housing reported learnings around building cultural awareness, as well as being more responsive and individualised in their care approaches to tenants. Similarly, CNSST, called for more investment into linguistically and culturally appropriate care for older Asian Aucklanders as their population continues to increase.

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).



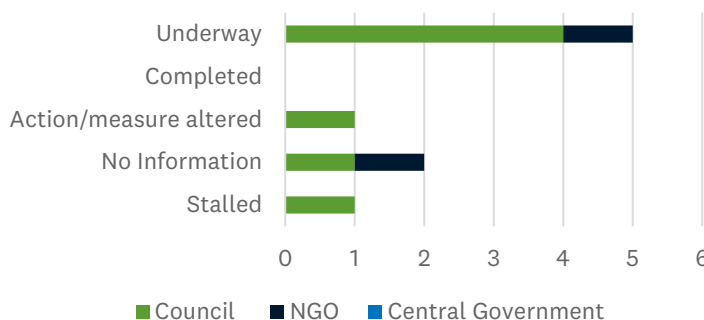
Progress since 2021

Of the nine actions in this domain, five are underway, one has been altered and three have stalled or have not given an update (no information).

Notable successes in this domain include:

- The Lifelong Learning fund and Manurewa Seniors Network, both supported by the Manurewa Local Board. These activities aim to provide older Aucklanders social contact, and access to learning new skills.

Domain progress by sector



Key learnings

Key learnings reported by Manurewa Local Board reflect challenges that are relevant throughout the aged sector.

These include:

- The aging silent generation and baby boomer cohorts show a decreased interest in maintaining facilities and senior networks within their communities.
- A growing number of residents are retiring later and need to work to make ends meet.

Key action holders, such as Auckland Unlimited, once again pointed towards future budget constraints as impacting their ability to deliver on actions.

Age-Friendly Auckland Case study 4: Age-Friendly Auckland Symposium

In November 2022 Auckland Council and the Auckland University of Technology's Centre for Active Ageing co-hosted the inaugural Age-Friendly Auckland Symposium bringing together government, academia, the aged sector, older people, and their advocates. See case study below.

Case Study 4: Age-Auckland's Inaugural Symposium

Age-Friendly Tāmaki Makaurau domains addressed:



In November 2022, Auckland Council and the Auckland University of Technology's Centre for Active Ageing co-hosted the Age-Friendly Auckland Symposium.

The Symposium celebrated the one-year anniversary of the Age-Friendly Auckland Plan being adopted; supported the implementation group's priorities of research, advocacy, and communications and engagement; commemorated the International Day of Older Persons; and connected the aged sector in Auckland together. It was well attended with 130-140 attendees and diverse speakers from across government (central and local), academia, non-governmental organisations (NGOs), and older people and their advocates.



Golden Swallows dance group perform.



Delegates at the Symposium

We heard from a diverse range of speakers from across government (central and local), academia, non-governmental organisations (NGOs), as well as older people and their advocates.

Speakers and attendees included:

- The Office for Seniors about Government's strategy for an ageing population
- MSD regarding using IDI data to gain insights about older people with multiple disadvantages.
- AUT's Centre for Active Ageing regarding research about the age-friendliness of Warkworth
- Haumaru Housing regarding collaboration with Auckland University researching healthy temperature ranges for elderly people.
- AUT's David Kukutai Jones regarding Traditional Māori approaches to health and wellbeing.

- CNSST Foundation, Massey University and HART about The Wellbeing of Older Chinese Immigrants following the Covid-19 pandemic in Aotearoa.
- Jo Cocker, Digital Literacy Specialist, Auckland Council about Digital Equity and Seniors
- Dr Jo Gamble from the Retirement Commission about the Retirement Savings Gap
- Auckland Transport presented about accessible public transport options for older people.

It was a valuable opportunity to get people from the aged sector together, create awareness about the Age-Friendly Auckland Action plan and to create connections for future collaboration.

It is hoped that this will be an annual event, with planning starting in mid-2023 for a Symposium in November 2023.

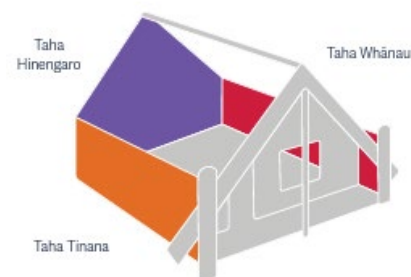


Participants at the 2022 Age-Friendly Auckland Symposium trying their hand at a fun game that promotes social connections and physical and mental agility for all ages.

Communication and 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).



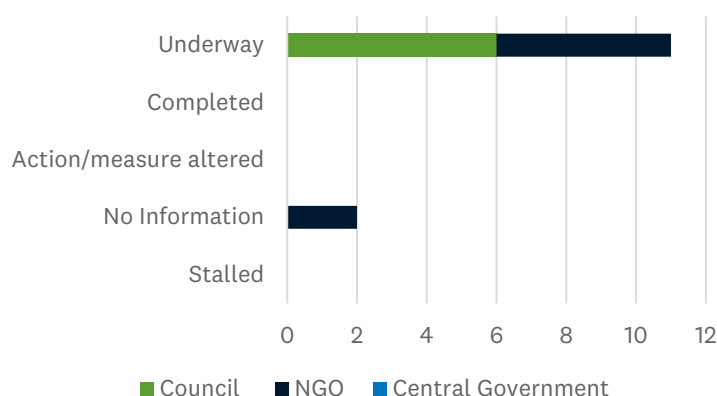
Progress since 2021

Of the 13 actions in this domain, 11 are underway and two have not given updates (no information)

Notable successes in this domain include:

- The continued success of the Connected Communities homebound library service and Mobile Library service which provides library books and services to homebound and rural Aucklanders (many of which are over 65 years old).
- The establishment of the iMATUA programme a digital literacy for Mātua (Seniors) by initiated Māngere-Ōtāhuhu Local Board.
- The Digital Seniors Pilot conducted in North Shore by council's Connected Communities (see appendix 2. for more information).

Domain progress by sector



Key learnings and challenges

Work programmes which rely on volunteers reported an inconsistent flow of volunteers affecting their ability to follow through on actions. Recruitment from some geographic areas of the North Shore has been slow.

It has also been a challenge to recruit volunteers from ethnic communities. Broadening advertising and marketing to target specific cultural and ethnic groups, as well as sharing databases of potential volunteers between organisations, may attract more diverse volunteers in the future.

Age-friendly Case Study 5: Digital Senior Pilot

The Digital Seniors pilot on the North Shore provided **safe learning spaces for seniors to learn about digital technology from volunteers from the local community.** See below for the case study.

Case Study 5: Digital Seniors Pilot – North Auckland

Age-Friendly Tāmaki Makaurau domains addressed:



What is the Digital Seniors Pilot?

The Digital Seniors Pilot provides safe, social, learning spaces for seniors run by volunteer digital coaches recruited from the local community who provide free one-on-one digital coaching and support for seniors in a positive, fun environment. The digital coaches help build the digital confidence of seniors, attendees can bring in their own devices to troubleshoot problems they may have using them and get support accessing the internet for things such as: connecting with friends and whanau, sending photos, paying bills, using hearing aids, learning to use smartphone, password security, setting up 2FA and much more. The hubs run for 2 hours and operate on a drop-in basis supported by an 0800 number and take place in community venues.

A relational approach is adopted, bringing together a wide range of stakeholders, and is influenced by Te Ao Māori values: Manaakitanga, Kotahitanga, Whanaungatanga.

The pilot is funded by two Auckland Local Boards (Devonport-Takapuna and Upper Harbour) and Auckland Council, delivered in collaboration with Auckland Libraries and supported by an advisory group consisting of local Aged Care providers and community organisations. The programme is being implemented by Community Manager Fiona Colbert who oversees the establishment of Digital Seniors Hubs across the North Shore including the recruitment and training of volunteers.

How the programme came about – where did the idea come from?

The pilot was born out of a meeting between Cathy Hardinge, Chief Executive of Digital Seniors, a charity based in the Wairarapa district and Jo Cocker, Digital Literacy Specialist in the Connected Communities Team at Auckland Council. After successfully running Digital Seniors since 2018, the organisation was beginning to explore if the model could be delivered in other parts of the country. At the same time Jo was investigating how public libraries in Auckland could meet the growing digital literacy needs of seniors in the community.

Older people prefer to learn in a patient, trusted one-to-one environment from someone they know and feel comfortable with. The goal is to reduce the number of people who fall through the net by developing a flexible, sustainable, and inclusive network of digital hubs which provide individualised support to seniors to build their digital confidence and skills to benefit their wellbeing and quality of life in the context of the wider aged care ecosystem.

Where has the pilot been rolled out?

Across the North Shore, Auckland: Devonport, Takapuna, Birkenhead, Glenfield, and Browns Bay – currently setting up the next hub in Albany.

How many people have attended?

There have been 48 hubs run in total since the first hub launched in mid-December 2022 to the end of April 2023. Over the last 5 months there have been 5 hubs launched. The last 2 hubs were launched in March 2023. 174 people have attended the hubs in that time and the average time each digital coach spend with a senior is approximately 44 minutes.

Gender: Female 70% / Male 30%

Figure 1: Age of people that attended Digital Seniors Hubs

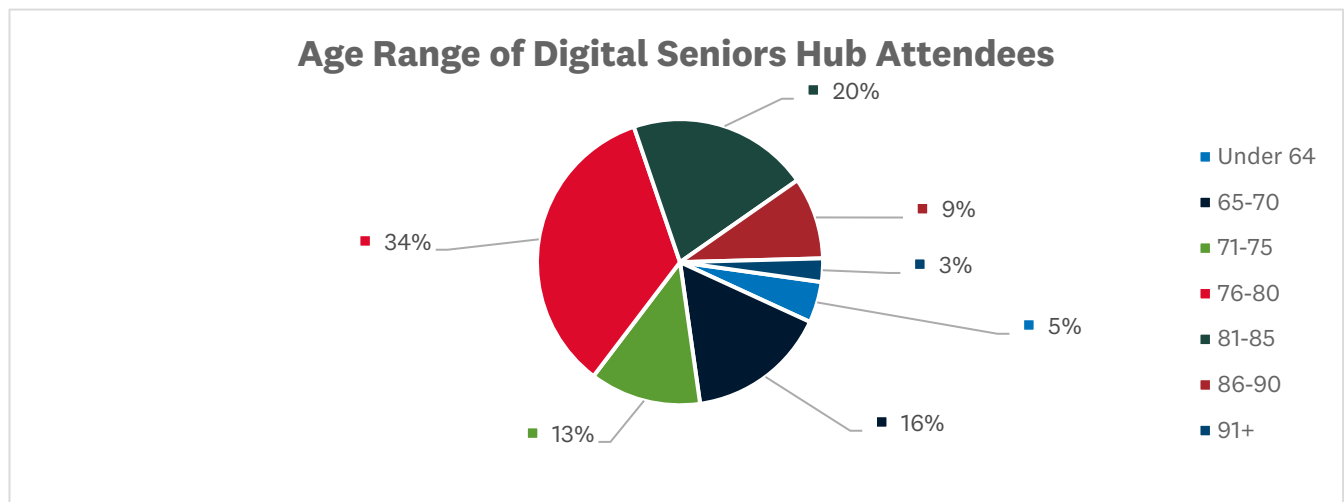
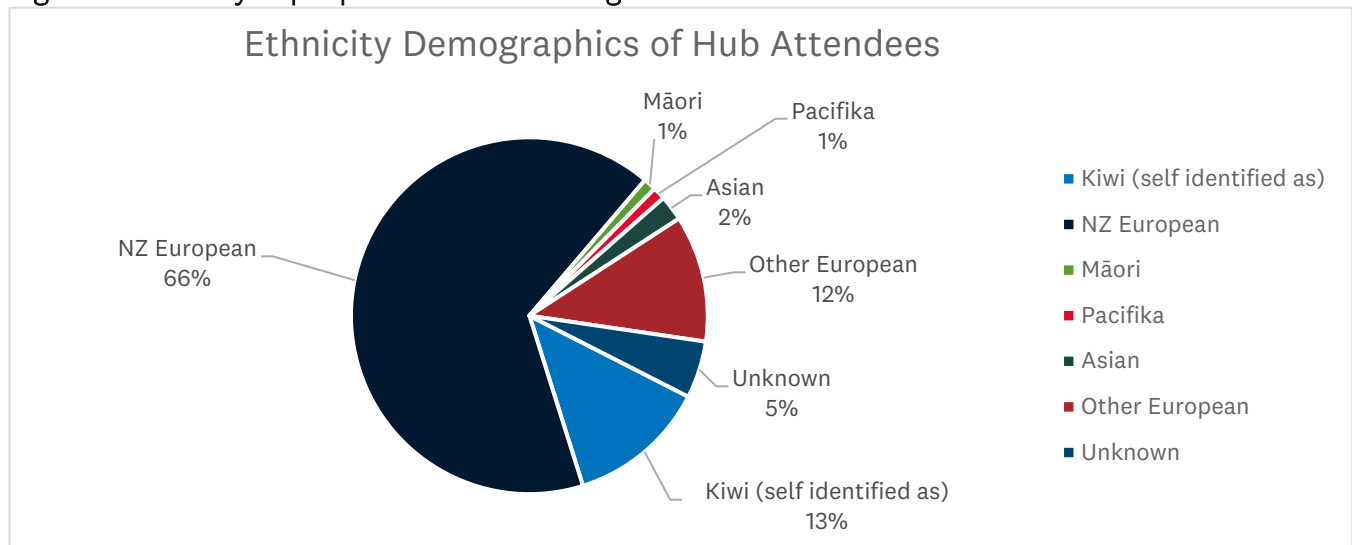


Figure 2: Ethnicity of people that attended Digital Seniors Hubs



Impact

There has been evidence that participants and volunteers really value the increased skills and social contact learned in a supportive environment.

One hub attendee stated *“you make the Hub a safe space where we feel valued and not ashamed that we don't get it immediately. The funding better not get cut to another service like this just as it gets going; we need to know we have somewhere to go”*.

One hub attendee said *“my husband died last year, and I have had to learn how to do online banking, pay my bills and stay in touch with my family who lives overseas. It is so overwhelming having to learn so many new things at my age. It all feels so complicated”*.

Many people often return to the hubs after building a trusted relationship with the volunteers. Whilst another came to a hub for help with accessing their online medical appointment, *“my physiotherapist sent me a text to attend a Zoom appointment. I don't know what Zoom is”*.

The positive impact of this initiative affects not just the seniors who seek help but also the coaches who volunteer their time to give back to their communities. One coach spoke about what motivated them to be involved, *“while watching my mum adapt to using a smartphone and a tablet to stay in touch with her kids and grandkids, I kept thinking there's got to be a way to help seniors keep human connections with technology. Digital Seniors provides me with the perfect environment to help seniors in their digital journey”*.

How it aligns with the Age-Friendly Auckland action plan

The Digital Seniors Pilot programme aligns with five points under the Age-Friendly Auckland action plan in the following ways:

- Ensuring seniors continue to access information and improve communication by receiving support as more services move onto digital platforms, easily accessible at libraries as trusted spaces for information. Partner with aged care service providers to increase awareness of support available.
- Volunteers from diverse cultures and communities to deliver support in multiple languages.
- Seniors increase their social participation through volunteering and attendance at the digital hubs.
- There is scope to extend to intergenerational support through younger volunteers, encouraging respect and social inclusion for seniors, creating connection to wider aged friendly stakeholders to encourage social participation in events and activities.
- Civic Engagement is increased through volunteering and enabling seniors to stay digital connected to democratic processes.
- Digital Seniors facilitates connection and access to aged care service providers increasing community support and access to health services for participants.

Any challenges encountered, unexpected consequences?

One of the main challenges the pilot has faced is balancing the demand for Digital Seniors hubs with the flow volunteers. After a steady number of people signing up to volunteer in the first few months this waned after the new year. It has also a challenge to recruit volunteers from different ethnic communities and interest from some geographic areas of the North Shore has been a slower than others. There is a growing demand for more hubs across the North Shore area and this relies on increasing the number of volunteers and training them to ensure each hub is staffed with confident and well-supported volunteers.

Any changes made to address the challenges?

As a result of these challenges the pilot is focusing on marketing to diverse communities including translating volunteer recruitment material and strengthening the ecosystem of Digital Seniors to engage with a more diverse range of more community stakeholders.

Future plans for the program

- Focusing on embedding and growing existing hubs
- Continue to strengthen and develop North Shore Digital seniors network
- Working towards long-term sustainability with potential to upscale to other areas of Auckland.
- Create more opportunity for co-development of additional digital seniors' services and support with the libraries, community, and aged care sector organisations.



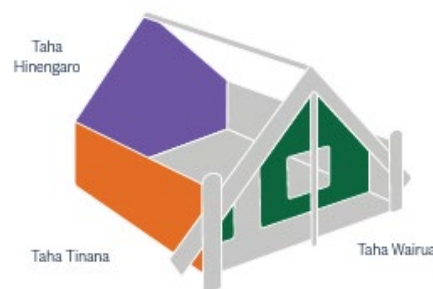
Participants at the Glenfield Digital Seniors hub

Community Support and Health Services



This domain contains action 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).



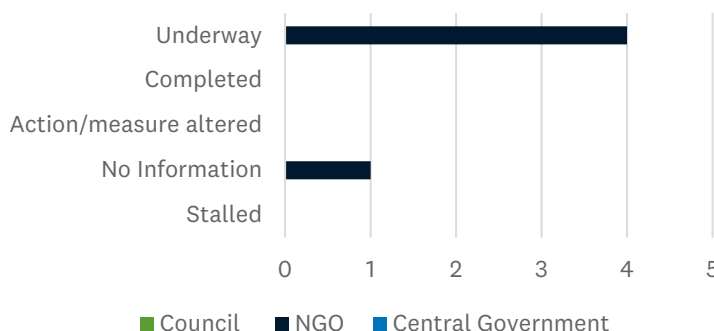
Progress since 2021

Of the five actions in this domain, four are underway and one has not given updates (no information). All actions in this domain are carried out by community partners.

Notable successes in this domain include:

- TOA Pacific’s Home visitations programme (Asiasiga), in which Pacific staff and trained volunteers visit homebound older Aucklanders.

Domain progress by sector



Key learnings and challenges

St Johns, like many of our other implementation partners, also reported difficulty recruiting volunteers in Auckland compared to other regions of the country.

TOA Pacific reported budget constraints affecting the sustainability of their work programmes in the long term.

8. Impacts of Auckland's Extreme Weather Events

This section sets out some of the impacts of Auckland's extreme weather events on older Aucklanders based on available data and the experiences and insights of Te Rōpū members.

Many older Aucklanders have impaired mobility, complex health circumstances and/or are dependent on essential medicines; these chronic conditions make it difficult for them to react quickly in the event of an emergency.

During the extreme weather events that took place in Tāmaki Makaurau in January and February 2023, aged care facilities and retirement villages were significantly impacted. The most impacted facilities included the Lady Allum Aged Care and Retirement Village in Milford, Parklane Retirement Village in Sunnynook, Aria Bay in the Hibiscus Coast, and The Lakeside Lodge Rest Home in Pukekohe.

Haumarū Housing, a joint venture between Auckland Council and The Selwyn Foundation to provide housing for older Aucklanders, had several units yellow stickered during the events. Across all Haumarū Housing's portfolio 39 tenants across were displaced. Currently 10 of the 62-council owned Haumarū Housing villages have more than 50% of their property boundary overlap with an existing floodplain, with two villages in South Auckland located 100% within the boundary of an existing floodplain.

Te Rōpū members provided vital support to older Aucklanders

Throughout the flooding events community organisations rallied to support older community members. Support was provided in the following categories:

- **In-kind support**, this involved providing goods such as blankets and furniture, as well as grocery drop off and pharmaceutical delivery.
- **Direct accommodation support**
- **Connecting support**, to essential government services and insurance providers for example
- **Mental health and wellbeing support**, this could be in person or phone check ins.
- **Essential information and translation services**, primarily for Asian and Pacific communities

In-kind support

In-kind support ranged from picking up groceries and pharmaceuticals to home bound individuals, to pastoral care and assistance in replacing lost furniture.

CNSST (formerly the Chinese New Settlers Trust) provided a total of 71 food parcels to impacted older residents throughout Auckland.

Age-Concern Auckland mobilised its 50 staff and approximately 400 volunteers to conduct welfare checks and provide a variety of services.

Bhartiya Samaj reported attending to hundreds of impacted families throughout the flooding events.

Often the most at-risk individuals were already known to these organisations or were referred to them through General Practitioners, the Ministry of Social Development, Police, concerned community members or the individuals themselves.

Key lessons

- While Auckland Council was a key provider of in-kind support, there is no definitive data available on who was given aid at Civil Defence Centres (CDCs) and how much was distributed. Ensuring more robust administrative systems are set in place for future emergencies will provide a clearer picture of who was given aid, which local board area they live in, and who may be underserved.
- Members of migrant communities often preferred to connect to services through organisations that they are familiar with and trust, instead of going directly to local or central government.
- Members of Te Rōpū pointed out that often the most in need don't have the ability or capacity to go to Civil Defence Centres (CDCs) for help. Having in person, or telephone, welfare checks to people in their homes was more appropriate for many older residents.
- In future this process could be facilitated by collecting and sharing robust datasets on the location of the most at-risk older residents, such as those in social housing or with existing health conditions, to response teams. This would require collaboration and information sharing with MSD, PHOs, commercial retirement providers and Auckland Council. This is an issue to bring to the attention of Auckland Emergency Management and the Auckland Recovery Office.

Direct accommodation support

The Ministry of Social Development, working with Auckland Council, dealt with most emergency accommodation needs for people displaced by the emergency weather events. However, CNSST and Haumarū Housing also used their existing housing facilities to house impacted individuals.

Other organisations, such as TOA Pacific, Bhartiya Samaj, and Age-Concern helped source or refer high needs individuals to appropriate authorities or house them within their community networks. Churches in Pacific communities, and maraes in Māori communities, also played an important role in providing shelter for impacted elders and kaumātua.

Key lessons:

- Connecting impacted older residents to households that are willing and able to provide temporary accommodation (and speak the same language/share cultural similarities), was a common method used by churches and other community groups. Expanding on this model by facilitating intercommunity support, may help reduce levels of disruption felt by impacted individuals during emergency responses. Having older residents housed within familiar communities is a possible model which could be expanded on during future national emergencies. This information will be shared with the Auckland Emergency Management and the Recovery Office.
- Members of Te Rōpū convened and shared resources during their response to the extreme weather events. This collaborative approach proved how valuable Te Rōpū is to form and maintain connections in the aged sector.

Connecting support

Providing older residents assistance to navigate complex bureaucratic processes, such as obtaining financial assistance and making insurance claims, was a core part of the support provided by members of Te Rōpū.

Key lessons:

- Capacity built up during the Covid-19 lockdowns (such as the Community Connector Funding from MSD), was a valuable resource to communities. Social workers present in organisations were able to provide referral advice during the emergencies. Both Age Concern and TOA Pacific mentioned the utility of having community connectors in their organisation.
- Older residents often found navigating government or insurance processes complex and benefited from connecting with organisations that they trusted to receive pastoral or linguistic support during this process.
- Pacific and Asian Aucklanders benefited the most from the translation services provided by aged sector members of Te Rōpū.

Mental health and wellbeing check ups

This type of support often involved calling or visiting at risk individuals to provide mental health support and combat loneliness and distress.

Most organisations relied on volunteers to make wellbeing checks on known high needs individuals or those that have been referred to them. Age-Concern Auckland reported they were in regular contact with ~10,000 older residents across Auckland, primarily by phone, with the help of around 400 volunteers at the peak of the extreme weather response efforts.

Key Lessons

- Often the most at-risk older residents do not have a mobile phone or even a landline to be contacted with.
- Emergency response messages need to use a variety of mediums (such as television, radio, print, or door knocking) to reach people without phone or internet access.
- Identifying and pre-emptively reaching out to known at risk individuals is an important element of reducing the mental health impacts of extreme weather events. This will form part of a set of learnings we recommend are shared with Auckland Emergency Management and the Recovery Office.

Essential information and translation services

Providing essential information to older residents through accessible mediums was another core part of the services implementation group members provided.

Translating essential information into Mandarin, Hindi, and Pacific languages, then distributing them through appropriate channels, such as WhatsApp, Kakao Talk or Facebook, meant that non-native English speakers could stay informed and easily reach out to ask questions or clarify information.

Key lessons

- Having multiple channels of active communication on a variety of different platforms and languages is an essential part of communicating information to older Aucklanders during an emergency.
- Communications teams in local and central government should be aware of which platforms are favoured by which groups and when to translate essential information. Community organisations

are a ready distribution network for key messages to Aucklanders who don't speak English (many of whom are over the age of 65).

Impacts of extreme weather events on Haumaru Housing residents

During the extreme weather events of January and February 2023, the following impacts occurred at Haumaru Housing:

- 51 units were White Stickered
- 6 units were yellowed stickered

As a result, thirty-nine tenants were displaced of whom:

- 20 moved in with family
- 19 were re-housed to other Haumaru Housing units

The table below shows residents who were moved to another area:

Area	Flood impacted Units	Decanted to	Re-housing Area
North	Alma, Milford	Lancaster Court, Beach Haven	North
North	Alma, Milford x 2 tenancies	Kaumatua, Te Atatu Peninsula	West
North	Alma, Milford	Kings Court, Devonport	North
North	Alma, Milford	Stratford Court, Milford	North
North	Hillcrest	Preston Court, Bayswater	North
North	Hillcrest	Stratford Court, Milford	North
North	Hillcrest	Dallington Court, Milford	North
Franklin	Parkway x 3 tenancies	Leabank Court, Manurewa	South
Franklin	Par/kway	Norfolk, Waiuku	Franklin
Franklin	Parkway	Pahurehure Flats, Papakura	South
South	Topping, Mangere East	Otara Court, Otara	South
South	Topping, Mangere East x 3 tenancies	Selwyn Village	
South	Topping, Mangere East	Topping Court, Mangere East	South
West	19 Karaka, New Lynn	Godley Court, Green Bay	West

The villages where residents were most impacted were:

- Alma Court, Milford, North Shore
- Hillcrest Court, Hillcrest, North Shore
- Parkway Village in Franklin, South
- Topping Court in Mangere East, South.

To better prepare for future emergency weather events, it may be necessary to identify the most vulnerable aged care facilities and retirement villages to ensure they have adequate prevention and support systems in place.

Summary of key lessons from the extreme weather event response

Staff recommend the key lessons and insights passed on from aged sector partners regarding the flood response are (below) are shared with Auckland Emergency Management and the Recovery Office to enhance readiness for future extreme weather events and disasters:

- Utilising multiple communication channels and social media platforms is necessary to reach older migrant groups (for example, many older Asian Aucklanders use WeChat or Kakao Talk to get essential information in their languages). Council can leverage community organisations (such as the age-friendly implementation group) who are trusted by migrant communities to communicate key information quickly.
- Often the most at risk, including older Aucklanders, do not have access to a mobile phone or the internet to access essential information. There needs to be a wide array of options for individuals to access emergency information outside of those mediums (such as TV, radio, community networks etc.)
- Maintaining collaborative networks, such as Te Rōpū, can help to ensure a more coordinated response from the sector and knowledge/resource is shared during an emergency response.
- Ensuring there are more robust administrative systems within the council to track aid distribution so underserved communities can be identified. Currently there is no definitive dataset regarding how many food parcels were distributed and to whom.
- Many older Aucklanders were not able to visit Civil Defence centres to attain aid due to mobility, linguistic or other access barriers.
- Conducting in-person or telephone welfare check-ups on high-risk individuals is often more appropriate for older residents (as opposed to having information available online or at CDCs).
- Housing older residents within their own communities (as opposed to motels and hotels) when they cannot remain in their own home after an emergency is a model that may be able to reduce isolation and disruption during flooding. The [home-share](#) pilot run by Age-Concern is a potential model which could be built on and activated in the event of a natural hazard. This would require building up a database of willing hosts and conducting various police and safety checks in preparation.

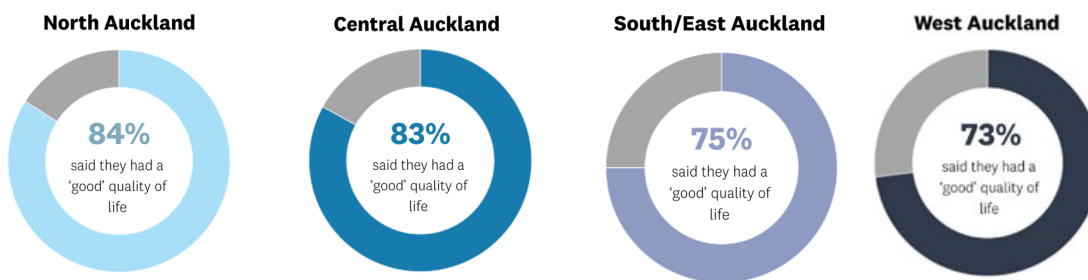
9. Indicators of Wellbeing for Older Aucklanders

In 2017 council commissioned a baseline study on the quality of life of older Aucklanders from which future wellbeing could be tracked and measured. This resulted in the *Older Aucklanders: A Quality of Life Status Report 2017*.

A follow-up survey and research report were produced in 2022 based on a revised wellbeing indicator framework that aligned with the new Age-Friendly Action Plan domains (see Appendix 1). The findings from both the 2017 and 2022 Quality of life reports were circulated to elected members and published in full and in summary versions on Knowledge Auckland. The 2017 be found [here](#) and the 2022 report [here](#).

Key findings from Older Aucklanders: a quality of life status report 2022

Older Aucklanders experienced varying quality of life depending on where they live. Aucklanders in North Auckland and Central Auckland were more likely to say they experienced a good quality life, than people living in South, East or West Auckland.⁴

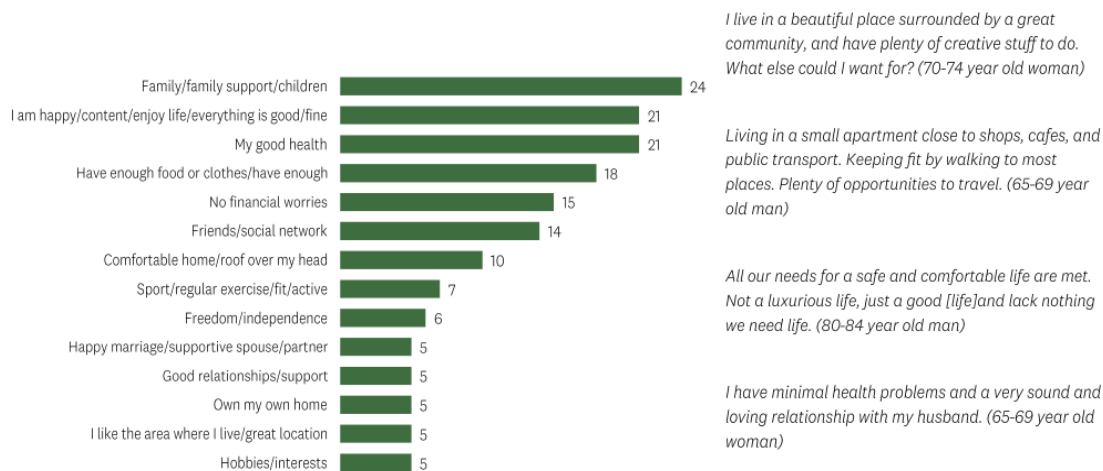


Family is the top reason older Aucklanders rated their quality of life good or extremely good, followed by a general feeling they were happy, and that their health was good.⁵

⁴ Prakash, A. and K. Ovenden (2022) *Older Aucklanders: a quality-of-life status report*. Auckland Council technical report, TR2022/22.

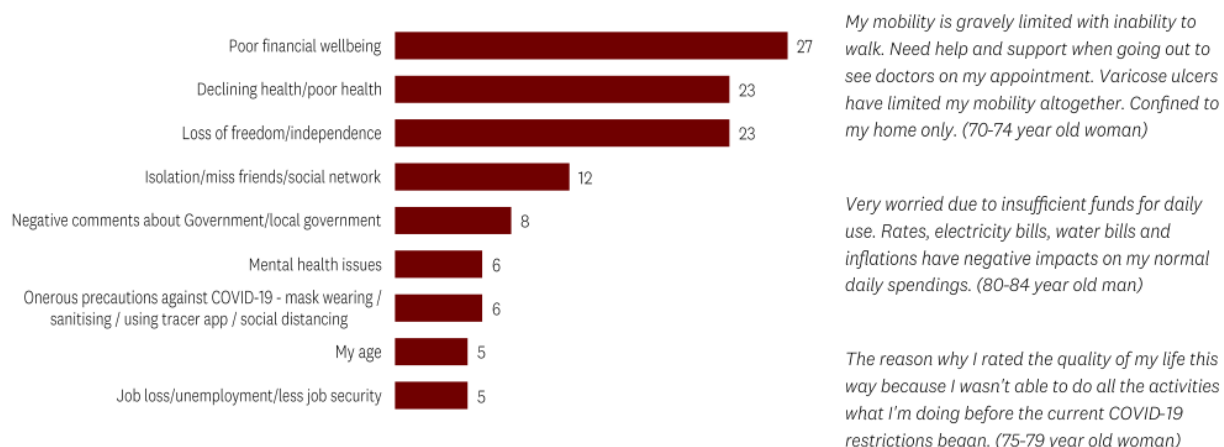
⁵ P17 Prakash, A. and K. Ovenden (2022) *Older Aucklanders: a quality-of-life status report*. Auckland Council technical report, TR2022/22.

Figure 5: Reasons for rating quality of life good or extremely good



Financial wellbeing, declining health and loss of independence are the top reasons older Aucklanders experience a negative quality of life.⁶

Figure 6: Reasons for rating the overall quality of life as “poor” or “extremely poor.”



The Covid-19 lockdowns had an impact of the mental and physical health of older Aucklanders. More than half (54%) of older Aucklanders surveyed said the pandemic had negatively impacted their mental health. A third (37%) felt the pandemic had negatively impacted their physical health.⁷

⁶ P18 Prakash, A. and K. Ovenden (2022) *Older Aucklanders: a Quality of life status report*, Auckland Council technical report, TR2022/22.

⁷ P18-19 Prakash, A. and K. Ovenden (2022) *Older Aucklanders: a Quality of life status report*, Auckland Council technical report, TR2022/22.

10. Conclusion

There has been significant progress in implementation of the actions in the Age-Friendly Auckland Plan.

Lessons from council staff and aged sector colleagues note that the impacts of Covid-19 and reduced funding have impacted the progress of some actions.

Organisations facilitating programmes that rely on volunteers to carry them out have noticed that recruiting and retaining volunteers is becoming harder. This is because many older Aucklanders are needing to work for longer or take on caring responsibilities so have less free time.

The aged sector would benefit from greater coordination around programmes offered, and pooling of volunteers to support multiple organisations.

Building stronger relationships between local and central government, and the aged sector is vital to facilitate wellbeing outcomes for older Aucklanders. Better coordination and use of existing networks would also assist in communicating with older Aucklanders during emergency situations.

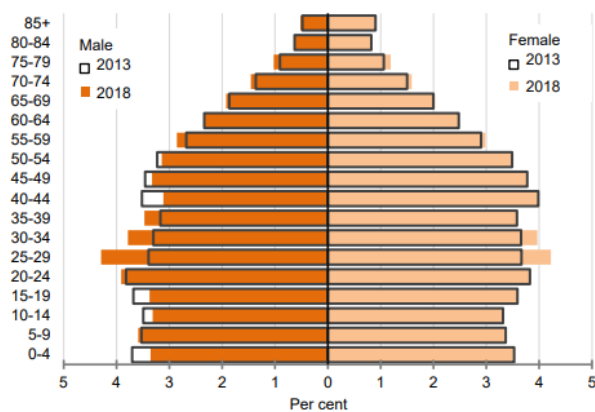
Appendix 1: A profile of Auckland’s older people

In 2018 there were 189,177 residents aged 65 years and over in Auckland, making up 12% of the total population in the region. More than half (58.1%) were aged 65 to 74 years, with 30% aged 75-84 years and 11.8 percent aged 85 years or over.⁸

Stats NZ projects that as our population ages, by 2043, almost one in five Aucklanders (18.6%) will be aged 65 years and over.⁹ This equates to 432,000, an increase of 238,760 from 2018.

There are more older females than males which becomes pronounced in the over 85-year-old age group.

Figure 1: Age-Sex structure for Auckland 2013 and 2018 compared.¹⁰



The local board areas with the largest number of older adults are Howick (19,092 people), Hibiscus and Bays (18,306 people) and Ōrākei (13,338 people). The local boards with the highest proportion of their population aged 65 years and over are Aotea / Great Barrier (23.6%), Waiheke (20.2%), Hibiscus and Bays (17.5%), Rodney (17.5%) and Devonport Takapuna (15.9%).

⁸ P iv, Roberts. L, *Older Aucklanders: results from the 2018 Census*, Auckland Council technical report, TR2020/023, Research and Evaluation Unit, Auckland Council.

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¹⁰ P4, Roberts. L, *Older Aucklanders: results from the 2018 Census*, Auckland Council technical report, TR2020/023, Research and Evaluation Unit, Auckland Council.

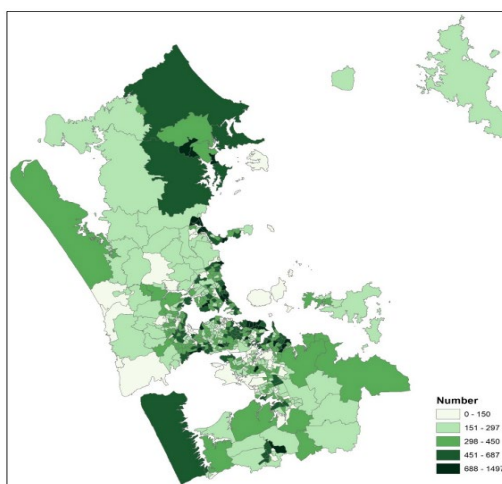


Figure 2: Distribution of older Aucklander's (65 years and over)

Older Aucklander's are less ethnically diverse than the general population. 70.8% of people over 65 years identify as European (compared to 53% of the general Auckland population), 16% are Asian, 7% are Pacific peoples, 4.7% are Māori and 9% are Middle Eastern, Latin American, or African.¹¹ Notably, the numbers of older Aucklanders identifying as Asian more than doubled between 2006 and 2018.¹²

Figure 3: Ethnicity of older Aucklanders 2006, 2013, 2018

	Number			Percentage		
	2006	2013	2018	2006	2013	2018
European	94,302	120,312	137,775	76.9	77.7	70.8
Māori	4239	6264	9144	3.5	4.0	4.7
Pacific	7173	9792	13,566	5.8	6.3	7.0
Asian	10,749	18,927	31,356	8.8	12.2	16.1
MELAA	570	951	1566	0.5	0.6	0.8
Other ethnicity	9120	1830	1149	7.4	1.2	0.6
Total stated	122,634	154,839	194,556	-	-	-

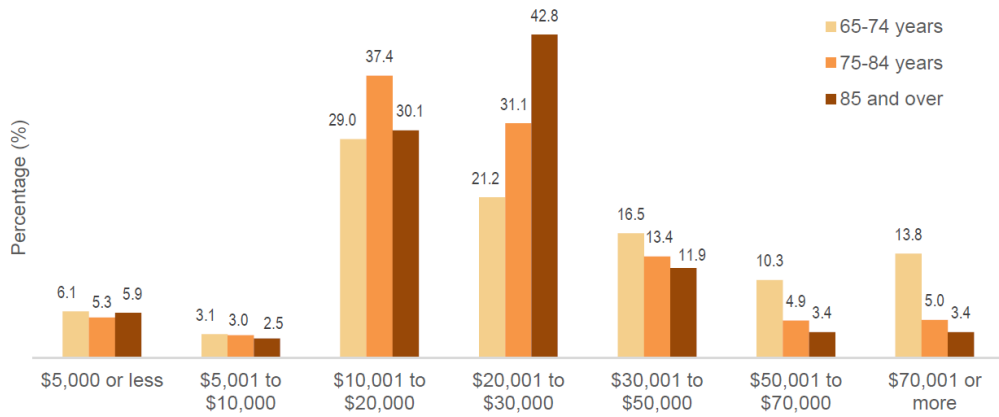
Just over two thirds (67%) of older Aucklanders own the home they live in compared to just under half (49%) of the general Auckland population.

Just over twenty two percent (22.4%) of older Aucklanders are employed. The median income of older Aucklanders is \$22,500, compared to \$34,400 for the overall median income of the population.











¹¹ P iv, Roberts. L, *Older Aucklanders: results from the 2018 Census*, Auckland Council technical report, TR2020/023, Research and Evaluation Unit, Auckland Council.

¹² P12 Roberts. L, *Older Aucklanders: results from the 2018 Census*, Auckland Council technical report, TR2020/023, Research and Evaluation Unit, Auckland Council.

Figure 4: Income brackets of older Aucklanders



Appendix 2: Indicator framework developed to measure the quality of life of older Aucklanders against Age-Friendly Auckland domains

Ngā rohe/Domains	Description	Indicators
Kaumātua 	<p>We are tangata whenua, and our unique cultural identity, tikanga and world view are recognised, respected and guaranteed.</p>	<ul style="list-style-type: none"> Engagement in te ao Māori Te reo Māori Whanaungatanga Wairua Mana Mauri Hinengaro Whatumanawa Tinana Hā a koro ma, a kui ma/taonga tuku iho
Culture and Diversity 	<p>We are respected and able to stay connected, active and engaged in our culture, identity and customs.</p>	<ul style="list-style-type: none"> Ethnic and cultural diversity Feeling respected Feeling safe and supported Culturally appropriate services Cultural participation and expression
Te Taiao 	<p>We live in healthy natural and built environments that provide public amenities that are safe and encourage us to stay active.</p>	<ul style="list-style-type: none"> Quality of green spaces Cleanliness of green spaces Perceptions of pollution Climate change
Transport 	<p>We can get where we want to go in a comfortable and timely manner regardless of our abilities, mode of transport, income, time of day, weather or season, and distance to our destination.</p>	<ul style="list-style-type: none"> Use of public transport Perceptions of public transport Walkability Licensed drivers Accessibility
Housing 	<p>We have a healthy, comfortable and secure home where we belong regardless of whether we rent, own a place or live on our own or with others.</p>	<ul style="list-style-type: none"> Housing type and tenure Household composition Crowding Perceptions of safety Affordability Housing quality and suitability
Social Participation 	<p>We have places to go, things to do and people to meet outside our homes to keep us active, stimulated, connected and healthy.</p>	<ul style="list-style-type: none"> Contact with others Social connectedness Trust in others Community strength and spirit Perceptions of safety
Respect and Social Inclusion 	<p>We are visible; our decisions, diversity and experience are respected and appreciated.</p>	<ul style="list-style-type: none"> Discrimination Victims of crime Elder abuse
Civic Participation and Employment 	<p>We have an active role in our community for as long as we choose regardless of our background, health and abilities, or first language.</p>	<ul style="list-style-type: none"> Civic participation Valued contribution Unpaid work/volunteering Income Living standards Paid employment
Communication and information 	<p>We can easily find information and support in our community in ways that suit us regardless of our abilities, channel or medium preferences, or first language.</p>	<ul style="list-style-type: none"> Access to telecommunications
Community support and health services 	<p>We can proactively stay well and get wellbeing support when we want it regardless of our income or where we live.</p>	<ul style="list-style-type: none"> Life expectancy at age 65 Harmful behaviours Self-rated holistic health status Emotional and mental health Accidental injuries Access to support and services Levels of physical activity

Appendix 3: Progress report of each action

The tables below have individual progress updates regarding each action in the Age-Friendly Auckland action plan.

Domain updates

Categories of actions

Actions in the plan were categorised as either:

- **Ongoing**, which represent business as usual age-friendly services, programmes, or projects.
- **Amplify**, which are improvements to existing services or programmes.
- **New**, are new age-friendly services, programmes, or initiatives.
- **Pilot**, which are pilot programmes which will be assessed upon completion.

Most actions in the plan concern ongoing services and programmes (71 actions). In this regard the plan can be seen as an attempt to take stock of the various age-friendly programmes happening across Tāmaki Makaurau.

A metric which could be added for the next progress update, is the amount of funding that is required to carry out each action. This metric can be used to give a sense of scale to the amount resource being used towards making Auckland a more age-friendly city and identifying areas that may need more resources in the future.

The following section sets out progress against each of the 10 domains, this includes notable successes, the status of actions, and key learnings from partners and action holders. For specific information about the progress of each action please see Appendix three.

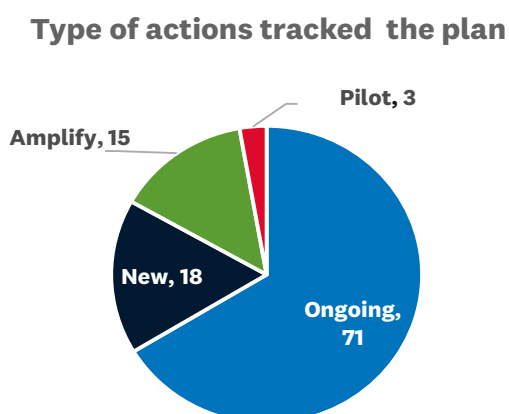


Table 1 – Kaumātua domain actions in the Age-friendly action plan

Domain	Action description	Measure of success	Action Type	Primary Reporting Organisation	Progress 2023
Kaumātua	Facilitate an intergenerational event at Te Kura Kaupapa Māori o Te Kōtuku.	People of different ages participate in the event and share their experiences.	Ongoing	Council (Waitākere Ranges Local Board)	Stalled
Kaumātua	West Auckland Huhuinga: Facilitate whakawhanaungatanga for kaumātua and kuia	Kaumātua and kuia in Waitākere are kept connected to each other.	Ongoing	Council (Waitākere Ranges Local Board)	Stalled
Kaumātua	Build three additional kaumātua housing units at Papakura Marae.	Māori Housing Unit (MHU) has assisted Papakura Marae through the development	Ongoing	Council (Papakura Local Board)	Completed
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	Amplify	NGO (Te Oranga Kaumatua Kuia Disability Support Services Trust)	Underway
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.	Ongoing	NGO (Te Oranga Kaumatua Kuia Disability Support Services Trust)	Stalled
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.	Ongoing	NGO (Te Kotahi a Tāmaki)	Underway
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.	Ongoing	NGO (Te Oranga Kaumatua Kuia Disability Support Services Trust)	Underway
Kaumātua	Te Rā Kaumatua/Kuia: Enable Māori kaumātua and kuia to connect and share their culture	Kaumātua and kuia in the Henderson–Massey local community are kept connected to each other and their cultural network.	Ongoing	Council (Henderson–Massey Local Board)	Underway

Table 2 – Culture and Diversity Action Summary

Domain	Age-Friendly Actions	Measure of success	Action Type	Primary Reporting Organisation	2023 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.	Amplify	NGO (Age Concern Auckland)	Underway
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.	Ongoing	Council (Albert-Eden Local Board)	Underway
Culture & Diversity	Chinese Housebound Trial: Partner with the New Zealand Overseas Chinese Union to deliver the housebound service to older Chinese adults.	Trial to be assessed in six months.	Pilot	Council (Connected Communities)	Completed
Culture & Diversity	Create and support opportunities for older people to engage in their culture through groups and activities in Auckland Council facilities and spaces	Improved participation rates of seniors in local groups and activities. Increased feelings of connection to community for seniors	Ongoing	Council (Auckland Council)	Underway
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	Ongoing	NGO (Bhartiya Samaj Charitable Trust)	Underway
Culture & Diversity	Provide culturally and linguistically appropriate home-based support service 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.	New	NGO (CNSST Foundation)	Underway
Culture & Diversity	Taumatua Programme: Support Taumatua to lead and participate in Pacific art, workshops, activities, gatherings, and events	Older people in the Tuvaluan local community are kept connected to each other and have the ability to tell their stories and pass on their knowledge.	Ongoing	Council (Henderson-Massey Local Board)	Underway
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.	Ongoing	NGO (TOA Pacific)	Underway
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	Ongoing	NGO (TOA Pacific)	Underway

Table 3 – Te Taiao – The Natural and Built Environments Domain Summary

Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Reporting Organisation	2023 Status
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	Ongoing	Auckland Council Regulatory Services (Auckland Council)	Action/measure altered
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.	Amplify	Auckland Unlimited (Council)	Action/measure altered
Te Taiao – The Natural and Built Environments	Develop guidance including a checklist for accessible dining spaces for business and community use.	Accessible dining spaces checklist is promoted and available on the Auckland Design Manual site	New	Urban Design Strategy & Projects (Council)	Completed
Te Taiao – The Natural and Built Environments	Designing Play Spaces for Older Adults guidance is finalised and available for Auckland Council staff and the community to utilise	Designing Play Spaces for Older Adults is promoted and available on the Auckland Design Manual site	New	Urban Design Strategy & Projects (Council)	Completed
Te Taiao – The Natural and Built Environments	Review the Regional Parks Management Plan to better reflect the needs of all Aucklanders, including older people	Our plans, strategies and policies better reflect the needs of all Aucklanders, including older people.	Ongoing	Council	Completed
Te Taiao – The Natural and Built Environments	Auckland Paths Initiative: Provide information about our existing user-friendly infrastructure.	People can find what they’re looking for.	Ongoing	Auckland Transport (Council)	Completed
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.	Ongoing	Council	No Information
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.	Ongoing	Howick Local Board (Council)	No Information
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.	Ongoing	Maungakiekie-Tāmaki Local Board (Council)	No Information

Table 3 – Te Taiao – The Natural and Built Environments Domain Summary

Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Reporting Organisation	2023 Status
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	Ongoing	Rodney Local Board (Council)	Stalled
Te Taiao – The Natural and Built Environments	Provide communities with access to local and regional parks: • 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.	New	Council	Underway
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 maintained to meet the recreation and social needs of our growing population	Ongoing	Devonport-Takapuna Local Board (Council)	Underway
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).	Ongoing	Hibiscus and Bays Local Board (Council)	Underway
Te Taiao – The Natural and Built Environments	Kia ora te Taiao – Kaitiakitanga – Mana Whenua exercise Kaitiakitanga of Te Taiao in 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	Ongoing	Te Kotahi a Tāmaki (NGO)	Underway

Table 4 – Transport Actions Summary

Domain	Age-Friendly Actions	Measure of success	Organisation Type	2023 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)	Underway
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)	Underway
Transport	Build safe roads and walkways	People of all ages can travel safely on our roads and walkways.	Aotea/Great Barrier Local Board (Council)	Underway
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)	Underway
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)	Underway
Transport	Ensure all buses are accessible, enabling passengers with mobility impairment easier access to bus services	All buses are accessible (currently at 99 per cent)	Auckland Transport (Council)	Underway
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.	Auckland Transport (Council)	Underway
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)	Stalled
Transport	Educate public transport operators on how to safely communicate with and transport people affected by stroke	Transport operators' plans and strategies identify training to assist easy access for people affected by stroke. The stroke-affected community reports easier and safe access on public transport	The Stroke Foundation (NGO)	No Information

Domain	Age-Friendly Actions	Measure of success	Organisation Type		2023 Status
Transport	Work with Auckland Transport to deliver actions within the Be Accessible Plan.	People of all ages can travel safely on our roads and walkways, including connections with the Downtown area and Wynyard Quarter and hospital connectivity	The Stroke Foundation (NGO)		No Information
Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 Status
Housing	Complete the Highbury Triangle development, including adaptable design for deaf people, people with intellectual or developmental disabilities, mental health disabilities, learning disabilities and/or vision loss.	The development is completed and fully tenanted within the agreed development timeframe.	Ongoing	Kāinga Ora (Central Government)	No Information
Housing	The development is completed and fully tenanted within the agreed development timeframe.	The 15 per cent national target has been achieved (and exceeded).	Ongoing	Kāinga Ora (Central Government)	No Information
Housing	Ensure the Highbury Triangle development is accessible for people with mobility needs.	The development is completed and fully tenanted within the agreed development timeframe.	Ongoing	Kāinga Ora (Central Government)	No Information
Housing	Support our other Kāinga Ora housing to meet as many of our Universal Design standards as possible.	The 15 per cent national target has been achieved (and exceeded).	Ongoing	Kāinga Ora (Central Government)	No Information
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	Ongoing	Puketāpapa Local Board (Council)	No Information
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.	Amplify	Age Concern Auckland (NGO)	Underway
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.	Ongoing	Waiheke Local Board (Council)	Underway
Housing	Support residents to 'age in place' and ensure all new Haumaru Housing complies with the Healthy Homes Regulations, considering the future needs of tenants.	Utilise surveys and feedback from tenants, awards and acknowledgments given for developments.	Ongoing	Haumaru Housing (NGO)	Completed

Domain	Age-Friendly Actions	Measure of success	Organisation Type		2023 Status
Housing	Deliver more developments on surplus council land, in partnership with community housing providers, mana whenua, mataawaka trusts or organisations, governments and private developers.	Increased number of new partnerships formed. Increased number of new affordable housing units	Ongoing	Eke Panuku (Council)	Underway
Housing	Invest in Haumaru Housing new builds and refurbishment	Increased number of units refurbished, and new units delivered	Ongoing	Eke Panuku (Council)	Underway

Table 6 – Social Participation Actions Summary

Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 Status
Social Participation	Live Stronger for Longer/ Community Strength and Balance Programme: Providing falls prevention, and strength and balance classes for older adults.	Increased numbers of older people participating.	Ongoing	Age Concern Auckland (NGO)	Underway
Social Participation	Pilot psychosocial group intervention (interpersonal psychotherapy, meditation and creative art activities) for older New Zealanders with loneliness.	Feasibility of delivering group treatment for loneliness in the community	Pilot	Age Concern Auckland (NGO)	Underway
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.	Amplify	Age Concern Auckland NGO	Underway
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.	Amplify	Age Concern Auckland (NGO)	Underway
Social Participation	Forever Fit programme: Grow programme across council facilities.	The Forever Fit programme is expanded to four additional facilities	Amplify	Parks, Sport & Recreation (Council)	No Information
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.	Ongoing	Parks, Sport & Recreation (Council)	No Information
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 ongoing learning	Ongoing	Connected Communities (Council)	Underway
Social Participation	Develop an audience strategy to support an age-friendly Auckland.	There is a clear policy that supports social participation of older adults and a strategy to achieve this outcome.	Amplify	Auckland Unlimited (Council)	Action/measure altered
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	Amplify	Bhartiya Samaj Charitable Trust (NGO)	Underway
Social Participation	Facilitate monthly van trips for residents to socialise and participate in activities.	Survey results and tenant feedback are utilised	Ongoing	Haumaru Housing (NGO)	Underway
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.	Ongoing	The Selwyn Foundation (NGO)	Underway

Table 6 – Social Participation Actions Summary

Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 Status
Social Participation	Provide older people in the Selwyn care homes with engagement in life activities and programmes that meet their cognitive, social, and physical needs.	The Selwyn Foundation	Ongoing	The Selwyn Foundation (NGO)	Underway
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.	Ongoing	Waitematā Local Board (Council)	No Information

Table 7 – Respect and Social Inclusion Actions Summary

Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 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.	Increased numbers 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.	Amplify	Age Concern Auckland (NGO)	Underway
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.	New	Safety Collective (NGO)	Action/measure altered
Respect and Social Inclusion	Conduct research on the quality of life and wellbeing of older Aucklanders to produce a five-yearly Quality of Life Status Report.	Research is carried out and reported every five years from 2021/22.	Ongoing	RIMU (Council)	Completed
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.	New	Connected Communities (Council)	Stalled
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	New	Age-friendly Implementation Group	Underway
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	Ongoing	Connected Communities, (Council)	Underway
Respect and Social Inclusion	Provide intergenerational mentoring programme. Youth mentors provide IT training and support and in return older mentors provide Chinese language and food	Increased number of participating youth mentors. Increased number of participating senior mentors. Increased demand.	Pilot	CNSST Foundation (NGO)	Underway
Respect and Social Inclusion	Support community-led projects that encourage inter-generational activity	Our people are supported to actively contribute to their community and the places they live.	Ongoing	Franklin Local Board (NGO)	Underway
Respect and Social Inclusion	Good Neighbour Programme – Support the tenants of Haumaru to develop and maintain a sense of community and support within their village.	Survey results and tenant feedback are utilised.	New	Haumaru Housing (NGO)	Underway

Table 7 – Respect and Social Inclusion Actions Summary

Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 Status
Respect and Social Inclusion	Provide intergenerational opportunities for young and old to share skills and talents.	Our diversity is a strength that we nurture and celebrate.	Ongoing	Kaipātiki Local Board (Council)	Underway
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.	Ongoing	Māngere-Ōtāhuhu Local Board (Council)	Underway
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 contribute to their communities for as long as they want to.	All groups in the community feel informed and included	Ongoing	Ōrākei Local Board (Council)	Underway
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.	Ongoing	St John (NGO)	No Information
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.	New	Whau Local Board (Council)	Underway
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.	Ongoing	Whau Local Board (Council)	Underway

Table 8 – Civic Participation and Employment Actions Summary

Domain	Age-Friendly Actions	Measure of success	Organisation Type	2023 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 Regulatory Services (Council)	Stalled
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)	Underway
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.	Council	No Information
Civic Participation and Employment	Develop a framework to support age-friendly volunteer opportunities.	Increased number of older adult volunteers	Auckland Unlimited (Council)	Action/measure altered
Civic Participation and Employment	Support and encourage the civic participation of our older Asian community	Increased number of participating Asian seniors	CNSST Foundation (NGO)	Underway
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)	Underway
Civic Participation and Employment	Utilise older people in the Meals on Wheels volunteer drivers’ team.	Increased number of volunteers. Increased number of recipients.	New Zealand Red Cross (NGO)	No Information
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)	Underway

Domain	Age-Friendly Actions	Measure of success	Organisation Type	2023 Status
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.	Upper Harbour Local Board (Council)	Underway

Table 9 – Communication and Information Actions Summary

Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 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.	Amplify	Age Concern Auckland	Underway
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.	Ongoing	Connected	Underway
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.	New	Community & Social Policy, (Council)	Underway
Communication and Information	Mobile libraries service: 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.	Ongoing	Connected Communities	Underway
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	Ongoing	Connected Communities	Underway
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	New	Bhartiya Samaj Charitable Trust	Underway
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 helpful contacts	Survey results and tenant feedback are utilised.	New	Haumarū Housing	Underway
Communication and Information	Haumarū tenants are provided with a monthly newsletter and information through village noticeboards to keep them informed	Surveys and tenant feedback are utilised. Our elderly feel informed and communicated with	Amplify	Haumarū Housing	Underway
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.	New	Māngere-Ōtāhuhu Local Board	Underway

Table 9 – Communication and Information Actions Summary

Age-Friendly Domain	Age-Friendly Actions	Measure of success	Action Type	Organisation Type	2023 Status
Communication and Information	iMATUA programme – Digital literacy for Mātua (Seniors): Delivered through community groups. Foster digital learning and 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.	Ongoing	New Zealand Red Cross	Underway
Communication and Information	Facilitate Good and Ready Emergency Preparedness Workshops including workshops for older Aucklanders to increase the awareness of disaster preparation.	The number of older Aucklanders and their family members we reach	Ongoing	The Selwyn Foundation	No Information
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	New	The Stroke Foundation	Underway
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	Ongoing	Waiheke Local Board	No Information
Communication and Information	Aphasia-friendly resources are available alongside other forms of publicly available community information	Increased community wellbeing and participation	Amplify	Age Concern Auckland	Underway

Table 10 – Community Support and Health Services Action Summary

Domain	Age-Friendly Actions	Measure of success	Action Type	Primary Report Organisation	2023 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	Amplify	Age Concern Auckland	Underway
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	Amplify	Age Concern Auckland	Underway
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	Ongoing	New Zealand Red Cross	No Information
Community Support and Health Services	Provide Health Shuttle service to enable attendance at health appointments.	Increased number of volunteers. Increased number of recipients	Ongoing	St John	Underway
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.	Ongoing	TOA Pacific	Underway

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Find out more: phone 09 301 0101, email agefriendlyauckland@aucklandcouncil.govt.nz or visit aucklandcouncil.govt.nz and knowledgeauckland.org.nz