

Māngere-Ōtāhuhu Local Board

Age-Friendly Plan

December 2020





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1 Introduction

An age-friendly plan for Māngere-Ōtāhuhu's older people

Older people are important members of society. They possess skills, knowledge, and experience to provide wisdom and advice to younger generations and society. They are valuable cherished members of our whānau as they assist in different ways, supporting their children, taking on care responsibilities of their grandchildren, earning money and volunteering in the community, performing household duties, and passing on their knowledge and expertise. The older people have the right to live life in dignity and to feel that they are valued members of society. ¹

The purpose of the Māngere Ōtāhuhu Local Board Age Friendly Plan is to ensure that the older people in the Māngere Ōtāhuhu local board area are enabled and empowered to thrive and prosper. We want older people in the area to have an increased sense of connectedness through creating opportunities for lifelong learning. We want older people to have an increased sense of wellbeing and take pride in their place.

The Māngere Ōtāhuhu Local Board Age Friendly Plan is a deliberate and purposeful approach to serving our older people communities. It is written in recognition of their invaluable contribution to this local board area and to acknowledge their importance to us. We want this Māngere Ōtāhuhu Local Board Age Friendly Plan to reflect what older people have said they wanted ². They want to:

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

In this document, the term 'older people' is used to mean people aged 65 plus but recognises that people age differently and have different aspirations and needs.

¹ (Ministry of Social Development, n.d.)

² (Auckland Council, 2020)

To avoid confusion with other age friendly plans, Māngere Ōtāhuhu Local Board Age Friendly Plan will be referred to as Māngere Ōtāhuhu Age Friendly Plan from hereon in.

The recommendations made in the Māngere Ōtāhuhu Age Friendly Plan are intended to span activity implemented by several council and non-council departments, these includes Arts, Community and Events, Parks, Sport and Recreation, Libraries, and Auckland Transport. This plan is designed to be a strategic document to guide local board activity, including work programme development, to prioritize activity to work towards a collective age-friendly approach.

2 Strategic alignment

2.1 Auckland as an Age-Friendly City

The older population in Auckland is growing faster than any other age group and is predicted to increase from 12% in 2018 to 19% by 2043. They will become more ethnically and culturally diverse. The complex demands on services and infrastructure will increase. Social exclusion will likely increase for those older people that have English as a second language and have fewer financial means. Hence the need to discuss making changes to improve age friendliness and inclusivity of Auckland.³

In 2018, the Auckland Council Seniors Advisory Panel advocated for Auckland to join the World Health Organisation's (WHO) Global Network of Age-Friendly Cities and Communities. The aim was to ensure that Tāmaki Makaurau was a great place to age; where everyone felt they belonged and could participate. Auckland Council's Governing Body formally endorsed this aspiration in July 2018, in a move to be more intentional in the approach to positively affecting and changing the lives of older people.⁴

Auckland Council's Community and Social Policy unit are leading the development of a regional Age-Friendly Action Plan for Tamaki Makaurau. Public engagements were completed in 2019 and the first findings from these engagements have been released in March 2020. The regional cross-sector Age-friendly Action Plan - Tāmaki tauawhi kaumātua, is planned to be completed by 2021.

³ (Seniors Advisory Panel)

⁴ (World Health Organisation, 2007)

What did older people say in the public engagements?⁵

Outdoor Spaces and building

We want accessible safe journeys from public transport or finding parking - through to getting into buildings and accessing indoor and outdoor activities.

We want our public amenities to be clean accessible and well maintained

We feel more comfortable when both gender specific and unisex toilets are available

Transport

We need safe accessible roads, footpaths, public transport, transport hubs and everything in between to accommodate different abilities and modes of transport

Transport journey need to be seamless. Accessible parking options, weather protection and seating at stops and drivers wait till we are seated on public transport

Social Participation

To socially participate we need barrier free access to transport, facilities, activities, outdoor spaces & events

We need affordable activities, programmes and venues for our groups

Respect and Inclusion

We need visibility – we want our community to have a positive image, celebrate diversity and share our stories

We need intergenerational respect and understanding – of our lives, choices, and diversity

Communication & Information

Places to access information and get affordable support and training so we can keep up with technology

Community services, events & activities – in multiple channels & formats – access to information in our own languages

Culture and Diversity

An open, friendly, and inclusive society of all cultures, where there is care, respect and all people are valued

Opportunities for connection with our own culture, other cultures and intergenerationally

⁵ This only reflects sayings that were relevant to Māngere Ōtāhuhu Local Board area. (Auckland Council , 2020)

The Māngere Ōtāhuhu Age Friendly Plan aligns to and develops on the key focus areas of the emerging regional Tamaki Makaurau Age Friendly Plan - Tāmaki tauawhi kaumatua. This in turn builds on the World Health Organisation Age-friendly Policy Framework.

2.2 The World Health Organisation Age-friendly Policy Framework

The World Health Organisation (WHO) Age-friendly Policy Framework aligns well with the Auckland Council's Belonging and Participation outcome cited in the Auckland Plan. For this reason, WHO's framework of eight domains for an Age-friendly city is used to guide discussion on what is needed to improve the age-friendliness of Auckland's physical and social environment.

WHO describes eight key domains that can help to identify and address barriers to wellbeing and participation of older people. An age- friendly world is one that enables people of all ages to actively participate in community activities, and in which everyone is treated with respect regardless of age. It is a place that makes it easier for older people to stay connected to people that are important to them; it helps people stay healthy and active and provides appropriate support to those who can no longer look after themselves ⁶.

To adapt this framework to the Auckland context, the regional Tamaki Makaurau Age Friendly Plan added a ninth domain – Culture and Diversity. This was included to reflect New Zealand bi-cultural foundation and population diversity. ⁷

⁶ (World Health Organisation, 2020)

⁷ (Auckland Council Innovation Unit, 2020)

Domains of an Age-Friendly City - adapted from the World Health Organisation



2.3 Alignment to the Māngere-Ōtāhuhu Local Board Plan 2020

Several of these age-friendly domains in the WHO framework align closely to the key outcomes and objectives in the Māngere Ōtāhuhu Local Board Plan 2020:

This means the Māngere Ōtāhuhu Local Board is already investing in the social and physical environments that support older people to thrive⁸.

Age-Friendly Domains	Local Board Outcomes and Initiatives
<p>Outdoor spaces and buildings e.g.: Outdoor spaces and buildings are clean, pleasant, well signed, and accessible, and illuminated at night. Services are co-located and well placed.</p>	<p>Outcome One: A confident & sustainable economy</p> <ul style="list-style-type: none"> Promote town centres as safe, unique destinations <p>Outcome Two: We are building well connected, engaged and active communities</p> <ul style="list-style-type: none"> Community facilities meet our diverse needs, enhancing our lifestyles, culture, and wellbeing
<p>Transportation e.g.: Transportation costs are affordable. Public transport is reliable and frequent. Specialised transportation is available for people with disabilities. Transport stops and stations are well-signed and conveniently located. Parking and drop-off areas are conveniently located; traffic signs and intersections are visible and well-placed.</p>	<p>Outcome Two: We are building well connected, engaged and active communities</p> <ul style="list-style-type: none"> Enhance transport infrastructure and connections Explore free public transport options See better bus stops, shelters and transport routes to attract more use. <p><i>Note: this also aligns to the Māngere-Ōtāhuhu Accessibility Action Plan and the Māngere-Ōtāhuhu Local Paths Plan</i></p>
<p>Social participation e.g.: Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport. Events are held at times convenient for older people. Activities and attractions are affordable with no additional participation costs. There are outreach efforts to include people at risk of social isolation. Gatherings including older people are held in various local community spots such as recreation centres, schools, libraries, community centres and parks</p>	<p>Outcome Two: We are building well connected, engaged and active communities</p> <ul style="list-style-type: none"> Community facilities meet our diverse needs, enhancing our lifestyles, culture, and wellbeing <p>Outcome Six: We thrive and belong in safe, healthy communities</p> <ul style="list-style-type: none"> Champion ways to increase accessibility and participation in community life for people with disabilities Promote the unique spaces in our area and bring us together, celebrating our vibrant cultures and identities

⁸ (Māngere Ōtāhuhu Local Board, 2020)

Age-Friendly Domains	Local Board Outcomes and Initiatives
<p>Respect and social inclusion e.g.: Older people are consulted on what they need</p>	<p>Outcome four: Celebrating our unique Tangata Whenua and Pasifika identities</p> <ul style="list-style-type: none"> • Develop and deliver projects that celebrate Māori and Pasifika cultures and build a sense of belonging <p>Outcome Six: We thrive and belong in safe, healthy communities</p> <ul style="list-style-type: none"> • Support programmes allowing our ageing community to access our facilities and enjoy participating in our society
<p>Civic participation and employment e.g.: Older people's participation in civic process is facilitated. Seniors can voice their concerns and views to governing bodies or through participating in interest groups.</p> <p>Active involvement in voluntary activities or work.</p>	<p>Outcome four: Celebrating our unique Tangata Whenua and Pasifika identities</p> <ul style="list-style-type: none"> • We want to change the one-size-fits-all engagement approach and insist that more resources and expertise are dedicated to enabling our residents to have a meaningful say in building a better Auckland. • Champion innovative ways to engage and partner with Māori and Pasifika through the refreshed Local Board Engagement Strategy.
<p>Culture and Diversity e.g. Growing cultural and lifestyle diversity through participation in their own cultural practices and traditions.</p>	<p>Outcome 2: We are the heart of Māori and Pasifika culture</p> <ul style="list-style-type: none"> • Initiatives to maintain Pasifika languages and traditional culture through events and creative expressions; also advocating to improve their health and wellbeing

3 Māngere Ōtāhuhu Local Board Population

At the 2018 Census there were 78,450 usual residents in Māngere-Ōtāhuhu, an increase of 7,491 people since the 2013 Census. It is useful to the Māngere Ōtāhuhu Age Friendly Plan to use the latest ethnic demographics as diverse participation is anticipated. They are as follows⁹:

- 59.4% identified as Pacific Peoples (compared to 15.5% Auckland). Māngere-Ōtāhuhu has the largest proportion of Pacific people in Auckland.
- 19.1% identified as European (compared to 53.5% Auckland).
- 19.0% identified as Asian ethnicity (compared to 28.2% Auckland).
- 16.4% identified as Māori (compared to 11.5% Auckland). 12,861 Māori usually live in Māngere Ōtāhuhu. This is an increase of 2,526 people, or 24.4%, since the 2013 Census.



**Pacific Peoples
59.4%**



**Asian
19%**



**European
19.1%**



**Māori
16.4%**

⁹ (Research and Evaluation Unit, 2019)

4 Older people in Māngere-Ōtāhuhu

Nationally, the proportion of the population aged 65 plus is growing steadily across all ethnicities, and people are living longer. In Māngere-Ōtāhuhu Local Board area, the proportion of older people will almost double by 2033.

According to the 2018 Census, this is what we know about our older people group in Māngere Ōtāhuhu local board area¹⁰

- 8% of Māngere Ōtāhuhu residents are aged over 65 years of age.
- 63% of this group were born overseas – 65% were born in the Pacific, 25% were born in Asia and 11% were born in Europe.
- Although majority do speak English, the next most common languages spoken in Māngere Ōtāhuhu Local Board area are Samoan and Tongan.
- 17% of Māngere Ōtāhuhu older people group do not speak English.
- 49% of this group partly or fully own their homes.
- 18% are in either part time or full-time employment.
- 51% earn less than \$20,000 a year.

4.1 Protective Factors for Māngere Ōtāhuhu Older People

Although Māngere Ōtāhuhu Local Board area is often cited as being high on deprivation and poverty indexes, very little is said of the richness and strength in this area that form protective factors for Māngere Ōtāhuhu Older Peoples. We want to reflect these positive protective measures¹¹ in the Māngere Ōtāhuhu Age Friendly Plan.

A) Religion

It is well documented that religion/spirituality has a positive correlation to health and wellbeing for older people.¹² Māngere Ōtāhuhu local board area has a strong faith base with 81% of the population identify as belonging to a religion¹³.

The highest numbers associated with Christianity at 60.4%. Followed by Hinduism at 5.7% and Islamic at 5.1%. There is a significant number of religious places in the Māngere Ōtāhuhu Local Board area (see Appendix A). Many older people are members of faith based organisations and are supported by their affiliated place of worship. Some

¹⁰ (Auckland Council, 2018)

¹¹ There are other positive factors, but these are primary factors of Māngere Ōtāhuhu Local Board area

¹² (Koenig, 2012)

¹³ (Statistics New Zealand, 2018)

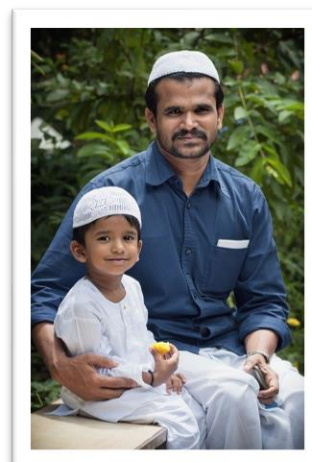
of these places provide age friendly services and activities and sometimes it serves as an intermediary to social and public services.

With reference to reaching Pacific Island older people communities, many organisations have identified the need to do deliver their programmes through the churches¹⁴.

B) Cultural Identity

Cultural Identity is another noteworthy protective measure. Identifying with a culture helps people feel they belong and gives them a sense of security. For example, there is mounting Maori research that Te Reo and cultural social connections lead to lesser feelings of isolation among Maori. It is important for their social inclusion¹⁵.

Likewise, 63% of Māngere Ōtāhuhu older residents born overseas bring with them their cultural traditions and their world views and pass this onto their whānau. Many studies indicate that cultural identity is important for youth in relation to positive mental health. The older people are crucial in passing on cultural values to help anchor the next generation positively. This helps older people feel a sense of purpose and connectedness. Cultural identity is linked to positive outcomes in health and education.¹⁶The Inclusive Auckland framework captures cultural identity and diversity as an important lever for social inclusion.¹⁷



¹⁴ This was evident during Covid19 lockdown online huis with church leaders. Agencies reflect use of churches: (Ministry of Pacific Peoples, 2018) (New Zealand Police, 2018) (Ministry of Social Development, 2019)

¹⁵ (Russell, 2018)

¹⁶ (Minsitry of Social Development, 2016)

¹⁷ (Auckland Council, 2017)

5 Methodology

The Māngere Ōtāhuhu Age Friendly Plan aims to reflect the aspirations and needs of the local community. Communities such as those who are the focus of this plan are frequently asked to participate in consultation by local and central government entities and have anecdotally shared frustration at perceived 'over-consultation'. For this reason, the approach taken to develop this plan was to draw on insights from existing research and community input, to develop a draft plan, and then share with individual community members, community organisations, and local service providers.

We researched what work had been done across Auckland Council that related to the age friendly topic. We reviewed the information and gained insights from each of the age friendly documents. Common themes emerged from these. These sources were :

- The developing Tamaki Makaurau Age Friendly Plan (An age friendly Tamaki Makaurau).¹⁸
- Age Friendly Auckland Project – Community Engagement Findings Report 2019.¹⁹
- Auckland Age Friendly Project – Community Engagement Analysis Workshop Powerpoint ²⁰
- Auckland Council Seniors Advisory Panel Report 2016 – 2019.²¹
- A survey of seniors by the Ministry of Social Development Super Seniors programme 2017.²²

We also drew inferences from feedback and initiatives for older people in other local board areas and extrapolated those items considered relevant to a Māngere-Ōtāhuhu context.

- Devonport Takapuna Building Age Friendly community report 2019²³
- Recommendations from Manurewa Senior Scoping report 2019 ²⁴
- Age Concern Auckland – Age Friendly Cities Otara Papatoetoe working groups report 2019 ²⁵
- Independent Living Services Survey into priorities of Seniors in Otara and Papatoetoe 2019 ²⁶

We collated insights from the Quality of Life Survey 2018 ²⁷ specific to Māngere Ōtāhuhu residents.

¹⁸ (Auckland Council, 2020)

¹⁹ (Auckland Council , 2020)

²⁰ (Auckland Council, 2019)

²¹ (Seniors Advisory Panel)

²² (Ministry of Social Development, 2017)

²³ (Auckland Council: Devonport-Takapuna Local Board, 2019)f

²⁴ Manurewa Senior Scoping Report 2019.pdf

²⁵ (Age Concern Auckland, 2019)

²⁶ (Independent Living Services Trust, 2019)

²⁷ (Quality of Life, 2018)

The common themes across all the age friendly documents was correlated with information specific to Māngere Ōtāhuhu Local board area. Four key focus areas emerged.



6 Key insights and focus areas

The review of existing research and community input has identified four key focus areas which are the focal point of this action plan: they were the most impactful and relevant to Māngere Ōtāhuhu local board area.

A. Fostering participation

- Participation in social networks and groups among older people from Māngere-Ōtāhuhu was significantly lower in the 2018 Quality of Life survey; 27% of those from Māngere-Ōtāhuhu reported no participation compared to a regional average of 17%.
- Older people told us they would socialise and participate more if they were able to attend at low or no cost. Their preference is for activities that are close-by, easy and affordable to get to, and during the daytime.
- Some of the respondents recommended that groups for activities be small to medium size, for a more personal connection. Some reflected that larger groups tended to lack cultural diversity and can be intimidating for new participants from other ethnic groups.
- There was a preference for a coordinated suite of activities and events for older people that are co-located with other services or shopping, and to coincide with public transport timetables and locations.
- While they may no longer be in employment, older people have a wealth of skills and experience that could be shared with others or used to volunteer.

- Interaction with younger generations, particularly youth, was of special interest.

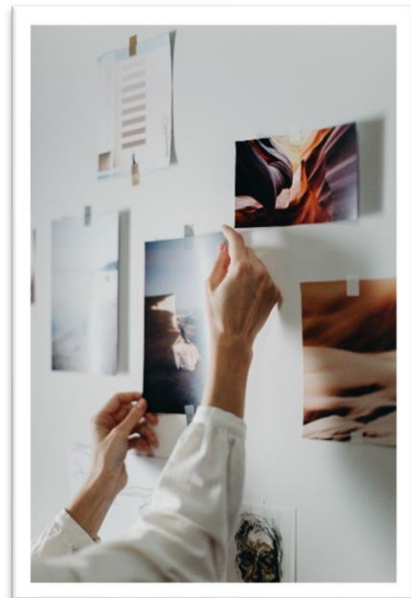
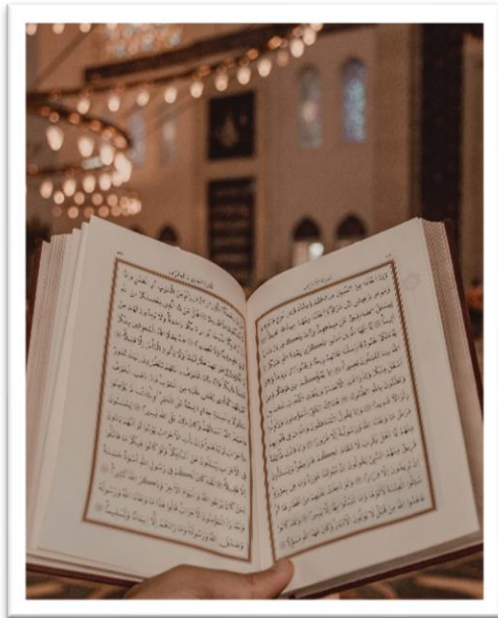
Aspiration: We want our older people to actively participate together in their community to enjoy the things they like to do so that they feel they belong



B. Promotion of age-friendly activities

- Older people, especially those without whānau support, are at particular risk of social isolation. A key barrier to participation is a lack of awareness of the activities, events, and services available and appropriate for older people.
- A range of communication methods should be used, acknowledging that technological literacy among older people tends to be lower, and they may not have devices and/or internet connectivity available at home.
- With most older people in Māngere-Ōtāhuhu having been born overseas, it is likely that many speak English as a second language or have limited English. Activities which bring together members of cultural groups or can aid those with limited English can address the potential social isolation caused by a language barrier. Promotion and advertising of events and activities should also consider those with limited ability to read English.
- Some respondents noted that a key aspect which would encourage them to participate is a personal invitation from someone they know and trust, and who could go along with them on the first visit to help them feel safe and welcome in a new environment.

Aspiration: We want our older people, their whānau, and caregivers to know what age-friendly activities, events and services are available, so they have increased opportunity to participate



C. Attractive Amenities

- In the Quality of Life Survey 2018, residents of Māngere-Ōtāhuhu were among the most likely to report a lack of pride in the look and feel of the local area, and this perception was most common among Māori and Pacific peoples.
- In various forms of feedback, older people were vocal about the upkeep of outdoor and public spaces, and that it was the *attractiveness* of amenities rather than the number of amenities that would increase their positive perception.
- Respondents perceive that clean and attractive public and community facilities are a source of pride in their community.

Aspiration: We want to make our community hubs inviting, accessible and attractive for our older people to be proud of so that they feel that they can thrive and belong



D. Access and Transportation

- Older people are more likely than average to have physical or health limitations which can make it more challenging to participate in activities outside the home.
- Respondents highlighted the importance of physical transport, and that access to safe, reliable, and convenient public transport created more opportunities to attend events, activities, and appointments. Lack of transport was a key contributing factor in social isolation.
- A request was for specialised transport for older people and members of the disability community. This could mean more convenient access closer to home, and/or a more comfortable riding experience (e.g. easier to climb aboard).
- Affordability of transport options is a key consideration.

Aspiration: We want to make transportation easy and accessible so that our older people have more opportunities to participate with the community and feel they belong



7 Covid19 and its impact

Since the last presentation of this document to the Māngere Ōtāhuhu Local Board in February 2020, we saw an unprecedented impact of the Covid19 virus in our communities. The emergence of this new virus and the impact on human lives caused the world to take action to halt the spread. The most vulnerable to this virus were the older people and those who were immuno-compromised.

To eliminate this virus, New Zealand went into lockdown. Human contact was strongly dissuaded and the message to wash hands constantly prevailed. The older people, our seniors, were majorly affected²⁸.

²⁸ (RNZ, 2020)

Stories from some of the Māngere Ōtāhuhu older residents were emotional as they explained the loneliness, the isolation, and the fear²⁹. Unable to leave their homes to go shopping, pay their bills, walk outside, or connect to others led to anxiety. They had to rely on their whānau, neighbours and community organisations to assist them during the lockdown.

While others were able to relate and stay connected to whānau and friends via digital and social media means – unfortunately this was not the case for older people. While some had whānau with them to assist in connecting online, most did not. For those who owned devices, they didn't know how to use it efficiently to connect.³⁰ Some anecdotes and experiences have been mentioned below.

“I was lonely and it was very hard to cope as I can't see my friends, there is no internet/wifi and device- I don't know how to use it but I would like to learn”

“I do not know how I will cope if there's another lockdown, it is a bad time, I hope it doesn't happen again”

“Thank you for asking, as no one asked me how I felt during Covid lockdown and I want to talk about it”

“No Pa, you can't have my device”

(Bluespur Consulting, 2020)

It is well known that older people are affected by the digital divide and the lack of access to digital knowledge and technology. The most recent study from Citizens Advice Bureau (CAB) cited this in their Digital Exclusion report that was released a month before Covid19 lockdown. Māngere CAB recorded the highest issues of digital exclusion for their clients at 37% of enquiries (please see CAB infographic below). Majority of those clients who were digitally excluded were Pacific Peoples³¹.

²⁹ (Bluespur Consulting, 2020)

³⁰ (Bluespur Consulting, 2020)

³¹ (Citizens Advice Bureaux, 2020)



(Citizens Advice Bureaux, 2020)

7.1 Covid19 Learnings

- The landscape has changed for older people. Those who were already struggling to connect, were more so during Covid19. The fear of the virus will impact participation; this means some will take time to re-orient back to gather in groups.
- Digital literacy prior to Covid19 was a 'nice to have' in the first draft Age Friendly Plan. The lockdown has demonstrated that it is now a 'must have' – a high priority.
- More older people may now be more open to learning the use of digital devices as a means of keeping in touch with people; this will also help prepare them for the digital future as organisations are moving to online platforms for daily transactions.
- Faith based organisations, local neighbourhood organisations and Maraes galvanised and responded immediately to those in need (including older people).
- These groups were already networked in the community and they were locally located – this highlights the importance of supporting local connection and investing in local groups.
- The need for an age friendly Māngere Ōtāhuhu directory. While this had been floated prior to lockdown, Covid19 highlighted how useful it would have been to have one so that older people, whānau, local helpers, and local authorities could coordinate to give or receive assistance where it was necessary.

7.2 Covid19 Impact on Māngere Ōtāhuhu Age Friendly Plan

While developing this Māngere Ōtāhuhu Age Friendly Plan (September 2020), we are now in the second lockdown; a regional one with Auckland at Alert level 3.

It is important to state we are now in a new 'normal' environment that needs navigation. Wearing masks, tracking our travels, and keeping our distance from each other is fast becoming the norm.

Some initiatives were ready to be trialed under the draft Māngere Ōtāhuhu Age Friendly Plan but Covid19 lockdowns has set this back twice and it will take time for Māngere Ōtāhuhu older people residents to feel confident to participate again.

Māngere Ōtāhuhu Age Friendly Plan must be flexible as we face emerging issues and adapt to the new world, we live in. During the lockdown, there is public confusion regarding the roles of local and central government. The Māngere Ōtāhuhu Age Friendly Plan outlines the latitude in which the Local Board and Auckland Council services can operate.

It is crucial to note that the Māngere Ōtāhuhu Local Board have existing work that benefit older people but the Māngere Ōtāhuhu Age Friendly Plan helps to enclose the work to collaboratively depict how we support our communities of older people. Indirectly, the Māngere Ōtāhuhu Age Friendly Plan acts as an accountability tool in which we can measure our performance of serving older people communities. This is more imperative post the Covid19 environment.

7.3 Covid19 Impact on Auckland Council

In response to Covid19 impacts, Auckland Council produced a new strategy – Kia Manawaroa Tatou Strategy 2022 (see picture below). Auckland Council will be using this strategy to make decisions regarding organisation change structure.



- It is important to acknowledge the change climate in which Auckland Council is operating in. This includes financial restrictions - *Deliver within our Means*
- Covid19 has impacted the way kaimahi (workers) do their work. Kaimahi were encouraged to work from home and had to adjust to digital platforms such as Zoom, MS Teams and Skype to continue their mahi – *A more adaptable organisation*
- The recent release of the Pacific Strategy: Ara Moana³² which is pertinent to Māngere Ōtāhuhu Local Board area embraces the Pacific world view and is to be incorporated into our mahi. We will need to look at new ways of serving our communities - *Change how we serve our customers*
- The Māngere Ōtāhuhu Age Friendly Plan – older people communities need a comprehensive approach and more so since Covid19. – *Focus on communities that need us most*

8 Conclusion

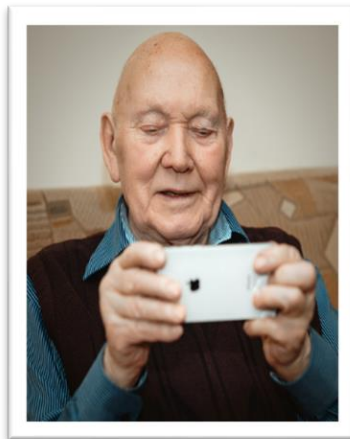
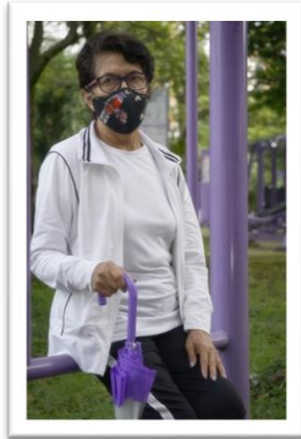
The Māngere Ōtāhuhu Local Board outcomes for older people have not changed. We still want our older people to thrive in safe and healthy communities. To promote the richness in culture, arts, and diversity they possess as well as connect them to younger generations³³. We know that when older people are connected, they have a sense of belonging that leads to positive health and wellbeing. What has changed is the means in which this may happen. Where previously kanohi te kanohi (face to face) was the major means for older people to participate, we now must include digital online platforms as an additional way to connect with each other.

On a final note, our older people have traversed their way through many of life's challenges. They have had to adapt to many changing environments and situations. Some have left familiar shores to settle in New Zealand. Others have overcome many barriers to support their whānau while contributing to the New Zealand economy. Some have fought hard for rights that exist today. Some of them are navigating the changes that come with ageing.

It is the hope of the Māngere Ōtāhuhu Local Board that the Māngere Ōtāhuhu Age Friendly Plan reflects and builds on their strength and resilience. And afford them the respect and dignity they deserve.

³² (Auckland Council: Pacific Strategy, 2020)

³³ (Māngere Ōtāhuhu Local Board, 2020)



9. Māngere Ōtāhuhu Local Board Age-Friendly Action Plan

Māngere Ōtāhuhu Local Board Age Friendly Plan describes the initiatives that are prioritised to support older people to thrive. These initiatives are designed to strategically inform local board activity to be carried out by a variety of council and non-council departments.

A. Fostering participation

We want our older people to actively participate together in their community to enjoy the things they like to do so that they feel they belong

Activity Description	Activity Benefits	Local Board Outcomes
<p>Encourage participation in interest-based groups e.g.:</p> <ul style="list-style-type: none"> Promote the range of activities available for older people to participate in, and leverage commonalities as a hook for those who may not have participated in the past Support age friendly initiatives that support movement e.g. Zumba, Hula, Tai Chi, Walking groups and so on Initiate and activate age-friendly activities in Māngere-Ōtāhuhu i.e. form and foster groups according to their interests such as community gardens, culture, faith etc. Support age friendly initiatives that are informative e.g. end of life planning, recognizing scams, social service assistance availability, food systems 	<ul style="list-style-type: none"> Communities get to know each other Communities work on common interest More outreach to isolated older people Increased senior wellbeing Opportunities for lifelong learning 	<p>Outcome four: Celebrating our unique Tangata Whenua and Pasifika identities</p> <p>Outcome six: We thrive and belong in safe, healthy communities</p>
<p>Leverage council community facilities such as libraries, community places, parks, art centres, leisure centres etc e.g.:</p> <ul style="list-style-type: none"> Promote the use of community facilities as a place to gather and share for older people and youth Encourage the use of community facilities as information hubs – work as a network for the age friendly community Expand the range of age-friendly activities in community facilities Explore age friendly tours of local council community facilities 	<ul style="list-style-type: none"> Increased wellbeing of older people Intergenerational interaction Reduced social isolation Increased use of community spaces Opportunities for lifelong learning 	<p>Outcome two: We are building well connected, engaged and active communities</p>
<p>Foster intergenerational and intercultural sharing e.g.:</p> <ul style="list-style-type: none"> Connect with schools & youth groups for sharing opportunities e.g. digital literacy opportunities Encourage older people to use their knowledge and stories; foster leadership among kaumatua and kuia Support celebratory participation e.g. language weeks, Matariki, Anzac, Diwali, Easter, International Day of the Older Persons 	<ul style="list-style-type: none"> Increased wellbeing of older people Communities work on common interests Intergenerational sharing of knowledge Older people are valued Opportunities for lifelong learning 	<p>Outcome four: Celebrating our unique Tangata Whenua and Pasifika identities</p> <p>Outcome five: Our children and young people grow and succeed</p>

Activity Description	Activity Benefits	Local Board Outcomes
<p>Support volunteering opportunities</p> <p>e.g.:</p> <ul style="list-style-type: none"> • Identify ways for older people to share knowledge, expertise and values with others, particularly young people • Encourage the participation of older people to partake in civic engagements • Refresh the Local Board Engagement Strategy 	<ul style="list-style-type: none"> • Intergenerational sharing of knowledge • Increased participation by older people • Opportunities for lifelong learning 	<p>Outcome five: Our children and young people grow and succeed</p>
<p>Support the sustainability of age-friendly activities and groups</p> <p>e.g.:</p> <ul style="list-style-type: none"> • Support the capacity building of community-led programmes, groups and providers to support their sustainability • Support digital literacy as a way of upskilling older people to connect with each other online • Work with local maraes, churches, cultural and community groups to promote the use of their spaces for age-friendly activities • Explore social enterprise as a mechanism for older people and groups to increase their resources 	<ul style="list-style-type: none"> • Increased capacity of local groups to support the local community 	<p>Outcome one: A confident and sustainable local economy</p>

B. Promotion of age-friendly activities

We want our older people, their whānau and caregivers to know what age-friendly activities, events and services are available, so they have increased opportunity to participate

Activity Description	Activity Benefits	Local Board Outcomes
<p>Understand what's available</p> <p>e.g.:</p> <ul style="list-style-type: none"> • Conduct a stock take of age friendly-activities, events and services in Māngere-Ōtāhuhu • Provide an age friendly directory of events, activities and services to service providers and wider community • Identify potential gaps and opportunities 	<ul style="list-style-type: none"> • Increased awareness of available services and activities • Increased participation in local activity 	<p>Outcome four: Celebrating our unique Tangata Whenua and Pasifika identities</p>
<p>Promotion of Age Friendly Activities and support</p> <p>e.g.:</p> <ul style="list-style-type: none"> • Use different platforms of communication to promote age friendly activities e.g. radio announcements, posters, directory • Provide support in digital literacy as a form of gaining information of age friendly activities and services • Work with retirement villages, senior groups and faith-based networks to promote age friendly activities of community facilities • Promote Age Friendly Initiatives in different languages 	<ul style="list-style-type: none"> • Increased participation in local activity due to increased awareness • Decreased social isolation 	<p>Outcome four: Celebrating our unique Tangata Whenua and Pasifika identities</p>

C. Attractive Amenities

We want to make our community places inviting, accessible and attractive for our older people to be proud of so that they feel that they can thrive and belong

Activity Description	Activity Benefits	Local Board Outcomes
<p>Improve perceptions of safety in public spaces and facilities</p> <p>e.g.:</p> <ul style="list-style-type: none"> • Continue support for holistic community safety, beautification and placemaking activity – work with town centers and local business associations • Convey positive community experiences and local successes so residents can have pride in their place • Encourage the participation and leadership of older people in the Māngere-Otahuhu Community-Led Community Safety Action Plan 	<ul style="list-style-type: none"> • Increased perceptions of safety • For community to take ownership • Increased perception of safety • Increased sense of ownership in outcomes • Residents have pride in their place 	<p>Outcome two: We are building well connected, engaged and active communities</p>
<p>Support neighbourhood enhancements</p> <p>e.g.:</p> <ul style="list-style-type: none"> • Foster intergenerational activity to support older people living independently and beautify local streets • Advocate for accessible and attractive housing and streets with new developments with key central and local govt agencies • Advocate for community involvement in placemaking for new housing development areas • Refresh Local Pathways Plan (Greenways) 	<ul style="list-style-type: none"> • Older people's voices are heard • Increased perception of safety • Residents have pride in their place 	<p>Outcome two: We are building well connected, engaged and active communities</p> <p>Outcome three: Protecting our environment and heritage for future generations</p> <p>Outcome five: Our children and young people grow and succeed</p>

D. Access and transportation

We want to make transportation easy and accessible so that our older people have more opportunities to participate with the community and feel they belong

Activity Description	Activity Benefits	Local Board Outcomes
<p>Increased use of public transport e.g.:</p> <ul style="list-style-type: none"> • Work with Auckland Transport to ensure that older people are aware of free public transport and can access this benefit • Support older people to utilise public transport by leading trial outings, wayfinding signage, or personalised travel planning • Continue advocacy work to address access needs and supportive infrastructure such as seating in bus stops, shelter etc. • 	<ul style="list-style-type: none"> • Reduced social isolation • Increased independence for older people • Increased use of public transport 	<p>Outcome one: A confident and sustainable local economy</p> <p>Outcome two: We are building well connected, engaged and active communities</p>
<p>Ensure facilities and services meet the needs of people with special needs e.g.:</p> <ul style="list-style-type: none"> • Refresh the Māngere-Ōtāhuhu Accessibility Plan to suggest recommendations for council • Advocate to other owners for improvements to non-council spaces in response to community input • Consider any additional projects or programmes with Universal Access principles – advocate for age friendly designs 	<ul style="list-style-type: none"> • Spaces are accessible and welcoming 	<p>Outcome two: We are building well connected, engaged and active communities</p>
<p>Consider initiatives to complement the public transport network e.g.:</p> <ul style="list-style-type: none"> • Explore opportunities for transport initiatives where there are gaps in the public transport network or specific access needs e.g. uber like services, shuttles etc • Leverage transport services provided by residential services and senior specific organisations to benefit as many older people as possible 	<ul style="list-style-type: none"> • Reduced social isolation • Increased independence for older people 	<p>Outcome one: A confident and sustainable local economy</p> <p>Outcome two: We are building well connected, engaged and active communities</p>

10 Māngere Ōtāhuhu Churches and Temples

APPENDIX A – Google Search for Churches and Temples (As at 7 September 2020)



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