

**Tāmaki Makaurau
Tauawhi Kaumātua**
Age-friendly Auckland



Mahere Mahi
Action Plan
2022-2027

He kurupounamu ki te ao

A treasure to the world

E aku whare tiketike, e aku manu huia,
e ngā manu taki, e aku manu tāiko, tēnā koutou.

Ka tīkina atu e mātou hei hahu ake i te mahara,
hei whakaoho i te wairua,
hei kaiwhakaawe i te hinengaro,
hei kaitīkaro i te manawa!

E taku ngākau kia tau, e aku manako nui
kia hiwa rā.

Tēnā rā mātou e Rongo
whakatāirihia ki te rangi.

Tūturu whakamaua kia tina, tina, hui e taiki e!

Me pēhea he kupu ki a koutou
kua puta i ngā ākinga o ngā tau kua hori,
kua waia kē ki ngā hau pūkeri o te wā,
kua hoea ngā wai tāpokopoko o te raru,
kua hīkoi kē i te ara o te tika, kua karo i te hē?
Kua mōhio ki te pai, kua mātau ki te kino.
Koutou kua rongo i te reo o te pani,
kua kite i ngā pēhitanga o te rawakore.

E te hā o te ora,
ngā pae o te mātauranga,
ngā pepeha o te hunga kua ngaro,
te whirinakitanga mō te ngākau pōuri.

Tēnā e Rongo
whakatāirihia ki te rangi.

Tūturu whakamaua kia tina, tina hui e tāiki e!

Kāti rā e koutou kua kāhakina
e te ao taikoroheke,
kua korowaitia ki ngā raukura o taikūia
Nā koutou nei i tauria te oranga
kia tū mai ko te mauri tangata.

Tāwharautia rātou e Rongo,
hei whetū mārāma ki te ao
hei mihi ki te mauri whenua,
hei kurupounamu mauri atua.

Inheritors of our highest regard,
revered and noble bearers of age and wisdom,

stir our memories,
arouse our spirits,
inspire our minds,
and prise open our hearts!

Give me comfort and let my ambitions soar.

Rongo, Source of Peace,
take us to towering heights.

Make us resolute!

What can we say to all of you,
who have endured years of change,
weathered the storms of time,
sailed troubled seas,
and walked paths both straight and narrow?
You who have known good and bad times.
You have heard the voices of the destitute
and you have seen the challenges of poverty.

Breath of life,
keepers of knowledge,
hope for the lost,
haven to the bereft.

Rongo, Purveyor of Tranquility,
raise them all to lofty heights.

Render them to be resolute!

And to you, who have aged with grace,
and become refined by time itself.

You epitomise life
and the essence of humanity.

Rongo, Giver of Serenity,
may they shine like stars in the firmament
enlightening the world,
a natural creation of divine treasure.

Auckland Council (2021)
Tāmaki Makaurau Tauawhi Kaumātua – Age-friendly Auckland
Mahere Mahi – Action Plan (Final Published version)

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TAHA TINANA

Physical

Environmental and Physical Wellbeing

Helping us cope well with stress and boosting resilience.

TAHA HINENGARO

Thoughts and Feelings

Mental Wellbeing

The thoughts, feelings and behaviours that are vital to emotional and mental wellbeing.

TAHA WAIRUA

Spirituality

Connection and Spirituality

Our spiritual wellbeing, that we feel connected and included.

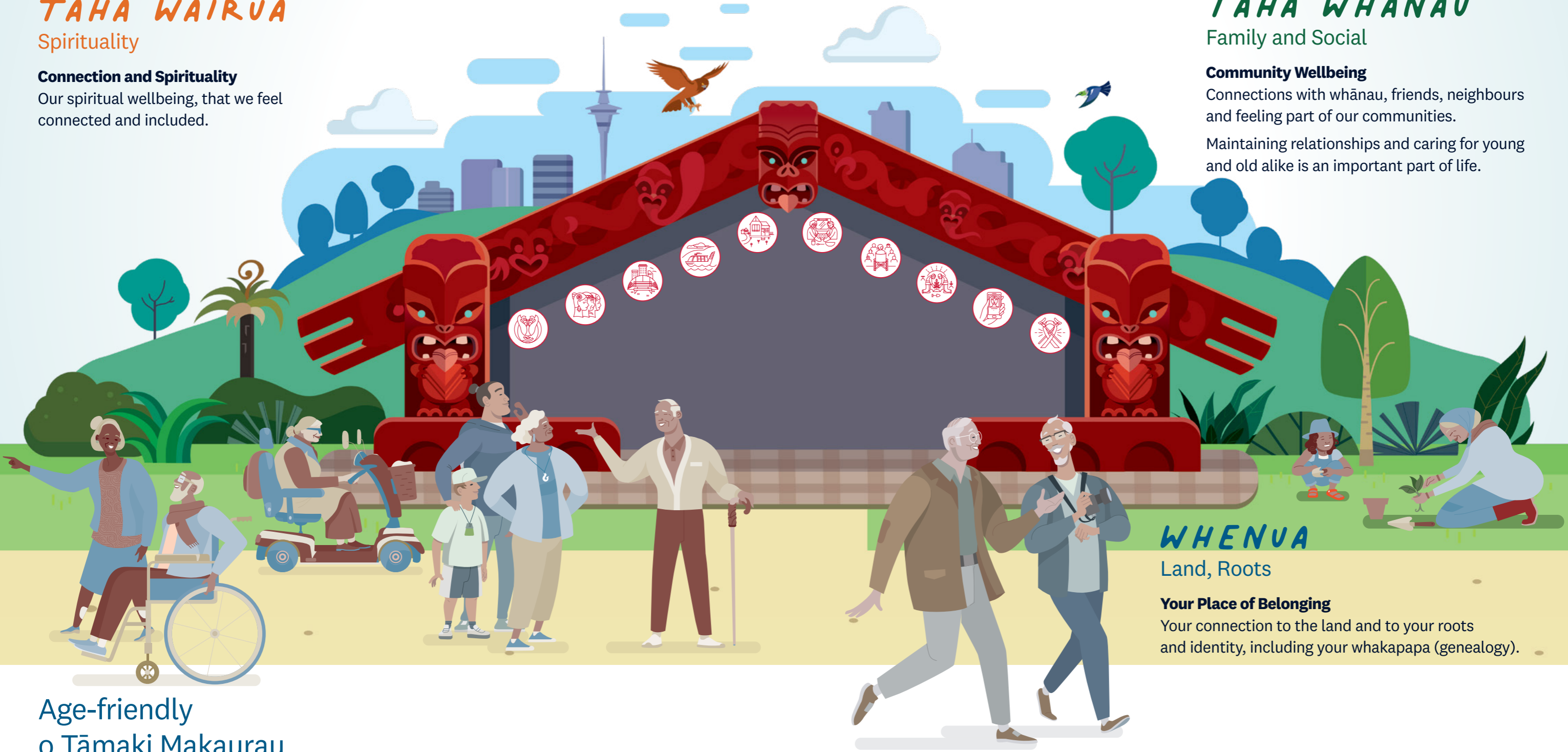
TAHA WHĀNAU

Family and Social

Community Wellbeing

Connections with whānau, friends, neighbours and feeling part of our communities.

Maintaining relationships and caring for young and old alike is an important part of life.



WHENUA

Land, Roots

Your Place of Belonging

Your connection to the land and to your roots and identity, including your whakapapa (genealogy).

Age-friendly o Tāmaki Makaurau

Whanaungatanga

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

Wairuatanga

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

Rangatiratanga

Autonomy, control, self-determination and independence.

Kaitiakitanga

Guardianship.

Manaakitanga

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

Age-friendly Tāmaki Makaurau/Auckland Framework



KAUMĀTUA

We are tangata whenua, and our unique cultural identity, tikanga and world view are recognised, respected and guaranteed.



CULTURE AND DIVERSITY

We are respected and able to stay connected, active and engaged in our culture, identity and customs.



TE TAIAO – THE NATURAL AND BUILT ENVIRONMENTS

We live in healthy natural and built environments that provide public amenities that are safe and encourage us to stay active.



SOCIAL PARTICIPATION

We have places to go, things to do and people to meet outside our homes to keep us active, stimulated, connected and healthy.



RESPECT AND SOCIAL INCLUSION

We are visible; our decisions, diversity and experience are respected and appreciated.



CIVIC PARTICIPATION AND EMPLOYMENT

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



TRANSPORT

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.



HOUSING

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.



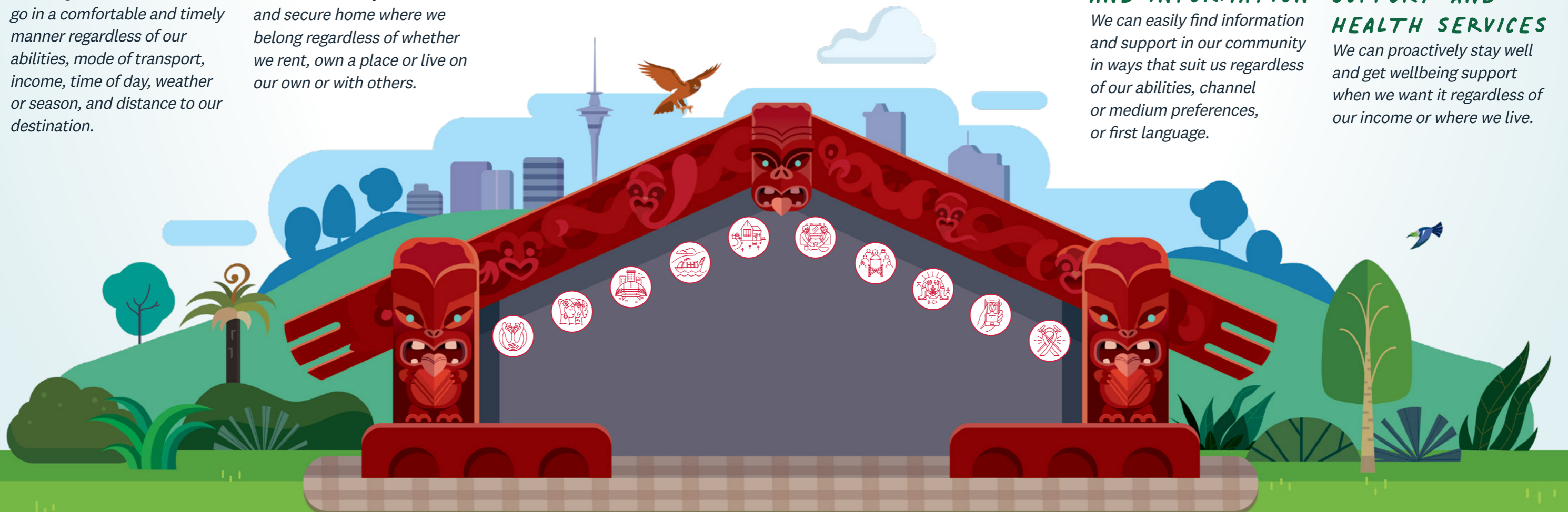
COMMUNICATION AND INFORMATION

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.



COMMUNITY SUPPORT AND HEALTH SERVICES

We can proactively stay well and get wellbeing support when we want it regardless of our income or where we live.



He kupu nā Te Koromatua

Foreword from the Mayor

Tēnā koutou katoa, Talofa lava, Malo e lelei,
Namaste, 你好, 안녕하세요 and greetings to all,

As Mayor of Auckland, I am passionate about Tāmaki Makaurau being an inclusive place where everyone feels they belong and can participate.

Older people play a vital role in our communities in so many ways – as mentors, parents, grandparents, caregivers, volunteers, friends and colleagues.

The Tāmaki Makaurau Tauawhi Kaumātua Action Plan is our commitment to supporting older Aucklanders to participate fully in their communities. We want our older citizens to feel valued for the contribution they make to the social, cultural and economic life of our region.

The number and diversity of older Aucklanders is growing, and this creates challenges and opportunities for improving the age-friendliness of our environment and infrastructure, now and in the future. It is important to reduce barriers to participation and future-proof our region so that people of all ages are supported and can succeed.

Many different organisations and groups are involved in supporting the wellbeing of older Aucklanders. Tāmaki Makaurau Tauawhi Kaumātua represents the collective commitment and collaboration of these entities. It establishes a unique Auckland-focused framework that will provide support and resources across organisations and the community to help meet the needs and aspirations of older Aucklanders.

This plan will help to ensure that Auckland is a place where seniors can participate in their communities in a way that they feel supported, valued and respected.

I would like to thank all those who have contributed to the development of the plan, to our partners, and to the older people and whānau for their feedback. We look forward to working together to make Auckland a world-class age-friendly city.

Te Koromatua a Phil Goff
Mayor Phil Goff



**NĀU TE ROUROU, NĀKU TE
ROUROU, KA ORA AI TE IWI**

**WITH YOUR FOOD BASKET AND
MY FOOD BASKET THE PEOPLE WILL THRIVE**

Everybody has something to offer,
and by working together we can all flourish.

Ngā Ihirangi

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Te hanga o te tuhinga

Structure of the document

To help explain the different parts of this document we have used the metaphor of the areas of a marae.

These areas of the marae serve a particular purpose, linking directly to the kawa (protocol) and tikanga (practice) of the local tangata whenua.

Like the marae setting, this document purposefully arranges the information according to:

TE WAHAROA *THE GATEWAY TO THE MARAE*

What an age-friendly city is and why it is important to have an action plan

TE WHARENUI *A SACRED BUILDING*

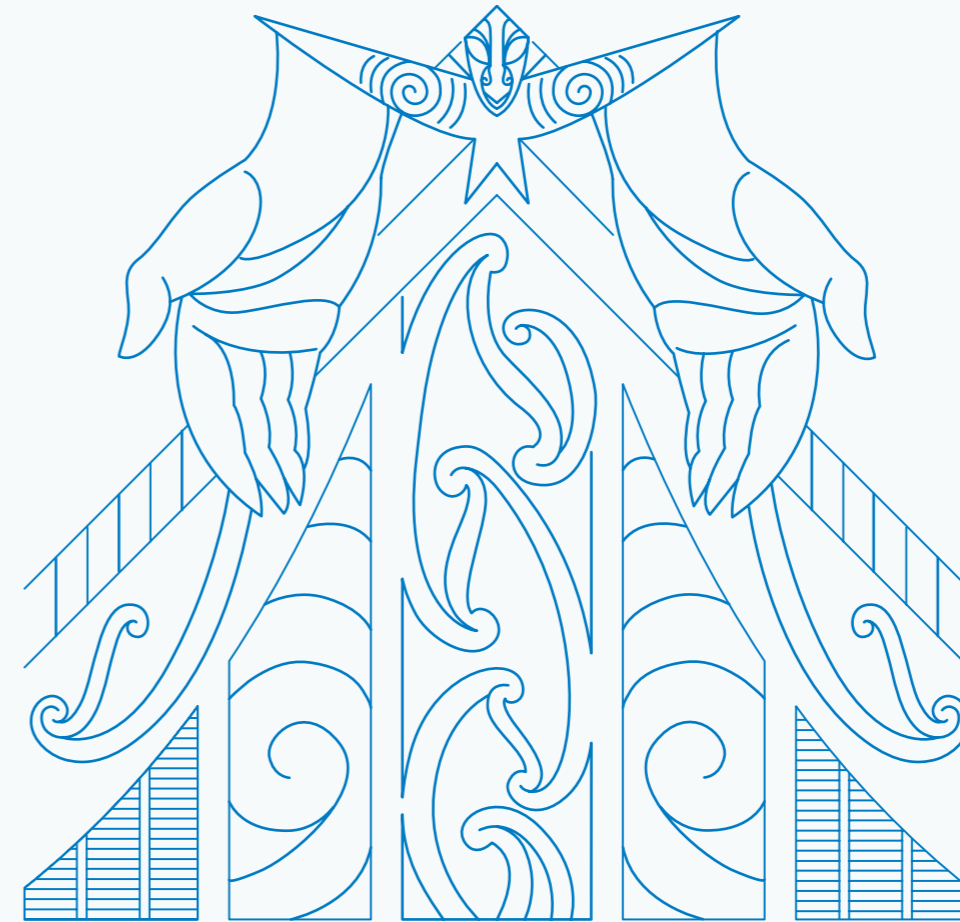
The actions organisations will deliver to contribute to an age-friendly environment

TE MARAE ĀTEA *A SIGNIFICANT AREA* *OF THE MARAE COMPLEX*

The Age-friendly Tāmaki Makaurau/ Auckland Framework, Te Whare Tapa Whā and World Health Organization Domains

TE WHAREKAI *WHERE FESTIVITIES ARE HELD*

Our journey to an age-friendly Tāmaki Makaurau and how we will implement and monitor the delivery of the action plan



Te Waharoa

The gateway to the marae

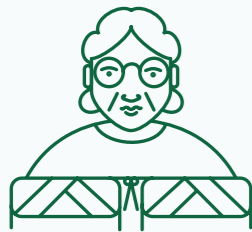
It is customary for manuhiri (visitors) to gather at the waharoa and await the call from the tangata whenua (people of the land) to enter. The waharoa provides the opportunity for manuhiri to briefly discuss the issues of the day. The knowledge of the marae, its tikanga (protocols), tīpuna or tūpuna (ancestors) and history are also discussed. This will ensure that those who reply to the karanga (call to enter) will reply appropriately.

Using the metaphor of the waharoa, the following section provides important background information on the purpose and context of the action plan.

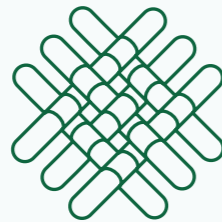
Improving the wellbeing and quality of life of older Aucklanders

The plan was created to respond to the needs of our growing and increasingly diverse older Aucklanders and ensure their needs are met now and into the future. This is a deliberate commitment to older Aucklanders to raise awareness of their needs and contribution. It is based on the World Health Organization's Age-friendly Cities and Communities Framework and *Te Whare Tapa Whā*, a Māori wellbeing framework. This reflects the bicultural identity of Aotearoa and the diversity of Tāmaki Makaurau.

The plan will impact on:



Improving the quality of life for older Aucklanders



Future-proofing our region so that everyone is supported to age well



Identifying and guiding action to support those most in need

Achieving collective impact through collaboration

Tāmaki Makaurau Tauawhi Kaumātua is a cross-sector plan that enables collaboration between the council, aged-sector organisations and communities to achieve collective impact for an age-friendly and inclusive Tāmaki Makaurau. The plan identifies important actions that the council and key partner organisations are working on to improve older people's wellbeing.

Many activities within the plan help people of all ages and stages. What we do now to improve older Aucklanders' accessibility and quality of life will also benefit future generations.

The plan will deliver impact because it is based on:

A shared framework for achieving an age-friendly Tāmaki Makaurau

The action plan establishes a shared Age-friendly Tāmaki Makaurau/Auckland Framework (Framework). It focuses on different domains that impact older people with statements about the future we are aiming to create together. The statements reflect the voices of older Aucklanders and what is important for them to live full and meaningful lives. The Framework will help ensure we are all heading in the same direction.

Delivering effectively to the diverse communities of Tāmaki Makaurau

The action plan identifies ways to respond to Auckland's diverse and growing communities and helps us focus on those most in need.

Targeting our resources more effectively

The action plan will help provide focus and direction. It will enable the council, age-sector organisations and communities to target their efforts and resources more effectively towards an age-friendly Auckland.

TĀMAKI MAKĀURAU
TAUAWHI KAUMĀTUA

OUR ACTION PLAN HAS BEEN
CREATED TO RESPOND
TO THE NEEDS OF OLDER
AUCKLANDERS

Working together successfully - leveraging our efforts for collective impact

The action plan encourages the sector and community to work collaboratively to leverage the benefits of working together. It aims to build on the collective strengths of the sector, communities and people to achieve results.

Monitoring and measuring impact

The action plan outlines an approach for ongoing implementation and evaluation to ensure we stay on track, monitor progress and measure the impact we are making.

Older people are a taonga – treasure



Older Aucklanders are valued members of our communities. They contribute to the social, cultural and economic fabric of Tāmaki Makaurau by nurturing younger generations and sharing their knowledge and wisdom.

Older Aucklanders need a region that enables them to live happy and healthy lives

Auckland will be a place where they are valued and respected, are socially connected, included and contributing to their communities in ways that matter to them. Tāmaki Makaurau Tauawhi Kaumātua supports older Aucklanders to be full and active participants, enjoying their lives.

**ME MAHI TAHI
TĀTOU MŌ TE
ORANGA O TE KATOĀ.
WE SHOULD WORK
TOGETHER FOR THE
WELLBEING OF EVERYONE.**

Auckland's older population is growing proportionally faster than any other age group and is increasingly diverse with diverse needs

Older Aucklanders are significantly more ethnically diverse compared to the rest of New Zealand and are less likely to own their own homes. Auckland's older population has differences in life stage, needs and abilities, culture, language, living situation and financial stability. These differences affect how older people contribute to and participate in their local area and wider community and their quality of life. Insufficient planning¹ for these differences could mean challenges deepen and

opportunities to create value for older Aucklanders are missed.

While Auckland is a great place to live for most older people, there are some who face challenges. Those in the 'older-old' age group (85 and older), those who speak English as a second language and people with less financial means are more likely to be socially excluded.

Experiences of the COVID-19 pandemic also need to be considered. Older people are at greater risk from COVID-19 fatalities. The stress of the pandemic may also lead to illness. The challenge of social distancing, isolation and general fear and uncertainty may have led to increased feelings of loneliness and anxiety in older people. This can have an ongoing impact on health and overall wellbeing.

Research and lessons learned from the pandemic have highlighted disparities in access to support services and online communications. Age-friendly action planning provides the council, organisations and communities with an opportunity to apply learnings.

Auckland Council recognises the contributions an ageing population makes as well as the challenges faced

Services and infrastructure are needed to support the growing population of older Aucklanders to participate in the community and to live full, healthy lives. This action plan is part of our commitment to ensuring an inclusive Tāmaki Makaurau where everyone can participate and belong.

¹ Planning includes infrastructure provision, transport, housing, healthcare, recreation, leisure, accessibility and the labour force.

Ngā tirohanga me ngā takoha a te hunga a kaumātua

An age-friendly city values older people's viewpoints and contributions

The World Health Organization (WHO) established the Global Network of Age-friendly Cities and Communities in 2006. These cities are committed to supporting each other and creating inclusive and accessible environments for all people to enjoy. The WHO identified eight interconnected domains of urban life that contribute to improving the wellbeing and participation of older people (see Figure 1).

We have added two additional domains to reflect our bicultural foundation – Kaumātua and Culture and Diversity.

We also recognise the importance of the natural environment's wellbeing on our own. We have combined te taiao (the natural environment), with the WHO Domain Outdoor Spaces and Buildings to become Te Taiao – The Natural and Built Environments (see Ngā Rohe – Domains section of this report).

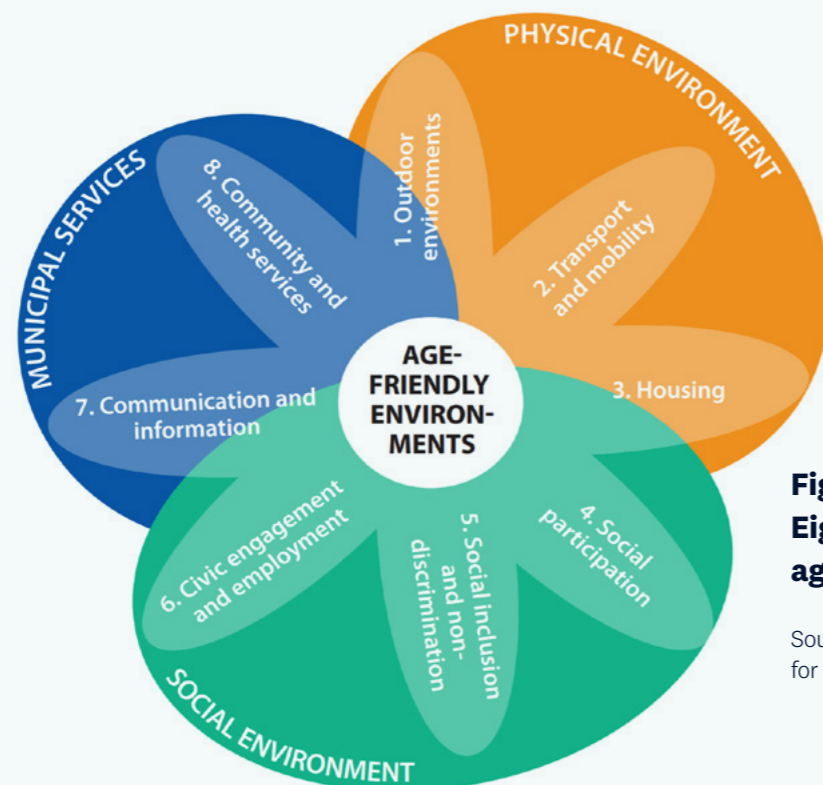


Figure 1.
Eight domains for age-friendly action

Source: WHO Regional Office for Europe (2016).

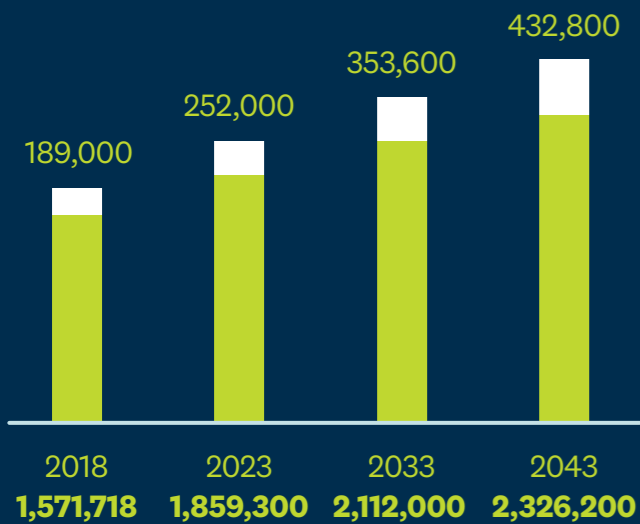


He rerekē te hunga kaumātua o Tāmaki Makaurau

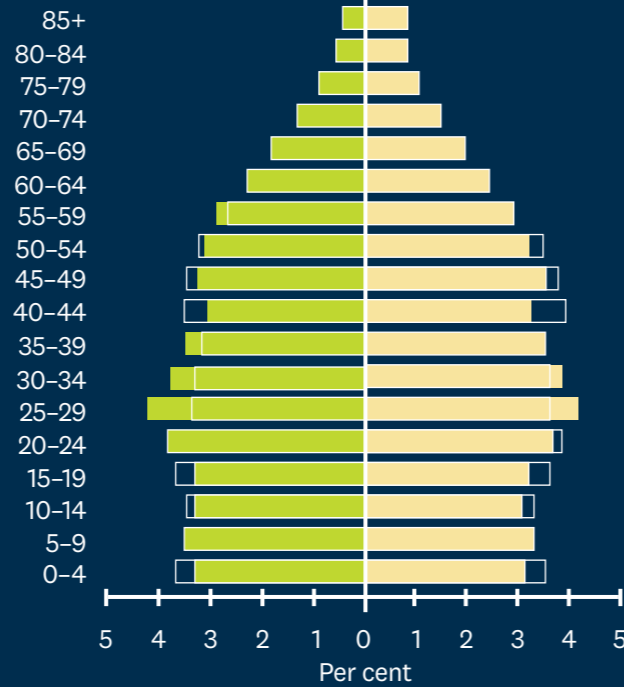
Older Aucklanders are diverse

12%

of Auckland's population was over 65 years of age in 2018, growing to **19%** in 2043



- Auckland population 65 years and older
- Auckland population



- 2013 Male
- 2013 Female
- 2018 Male
- 2018 Female

THERE ARE HIGHER NUMBERS OF OLDER FEMALES THAN OLDER MALES.

Ethnic Composition of Older Residents

Aucklanders over 65	Ethnicity	Overseas born over 65
5%	Māori	0%
73%	European	49%
7%	Pacific	15%
17%	Asian	36%
1%	MELAA	2%

PLACE OF BIRTH

44%

of Auckland's older population were born

OVERSEAS



HOME OWNERSHIP



67%

of older Aucklanders own or partly own their residence

10%
or
19,071

of older Aucklanders cannot speak English



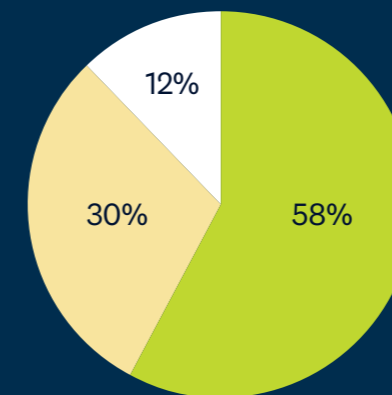
EMPLOYMENT



22%

A fifth of older Aucklanders are in full-time or part-time paid employment.

Age Distribution of Residents over 65



- 65-74yrs
- 75-84yrs
- 85+yrs



\$22,500

MEDIAN PERSONAL INCOME

Source: Census 2018

E pai ana te nuinga o ngā kaumātua o Tāmaki Makaurau, engari he taumahatanga kei ngā rā ki tua

Most older Aucklanders are doing OK, but more will face hardship in the future

Good relationships, having interests and activities to participate in, and good health are vital for a positive quality of life. Most older Aucklanders rate their quality of life highly; however, there is a small group of older people who are not doing so well. Some feel lonely all or most of the time, and others do not have enough money to cover living costs.

Over the next 10–20 years, the proportion of older people facing material hardship is likely to grow. More people are likely to enter older age with limited financial means or without the security of owning

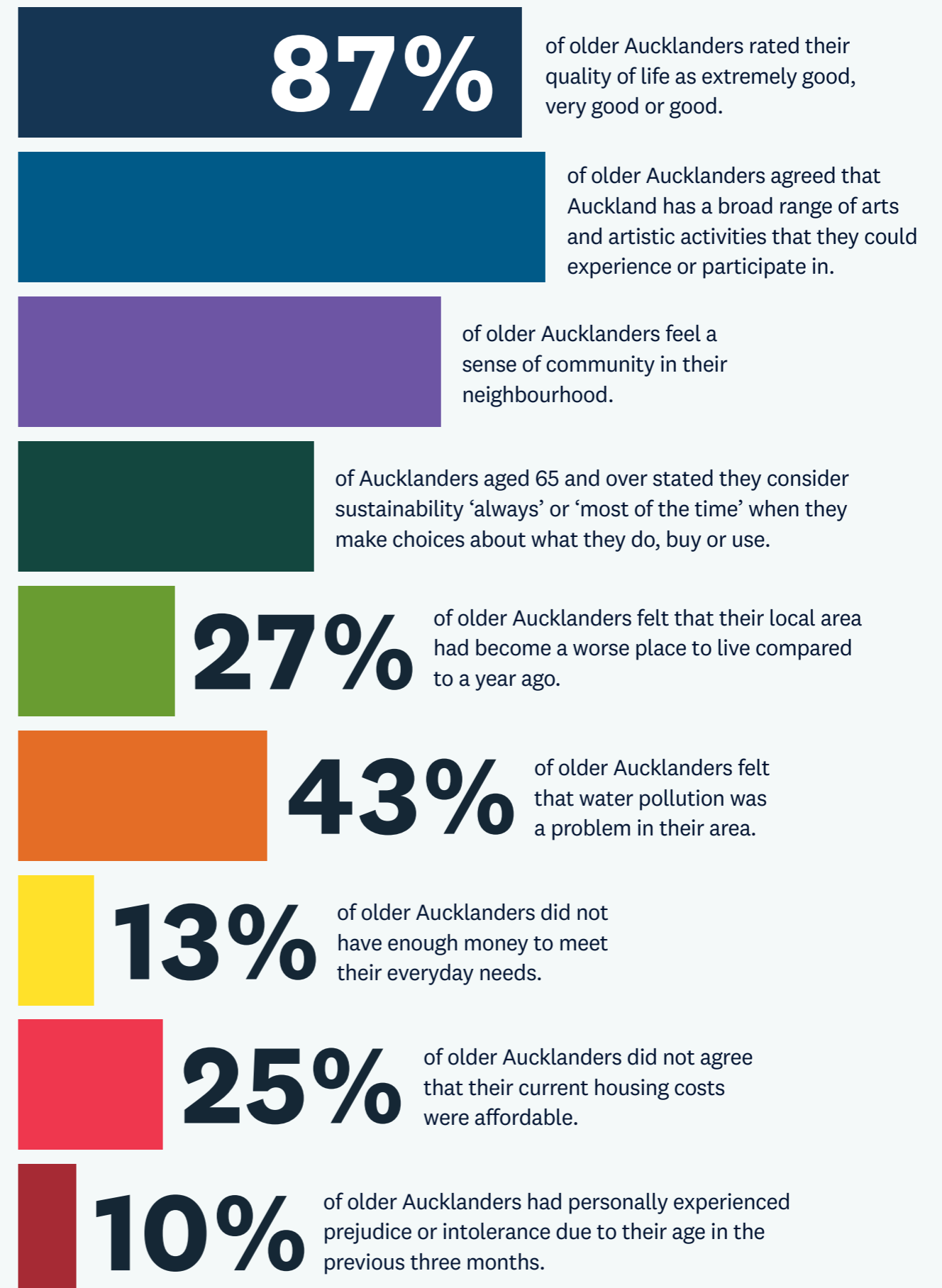
their own home. This is due to ongoing issues of housing affordability and increasing social inequalities. As age-friendly initiatives are progressed, we will need to focus further on issues of equity and on those most in need to ensure that all older Aucklanders have what they need to lead happy and healthy lives.

APPROXIMATELY 10 PER CENT OF OLDER PEOPLE FEEL LONELY 'ALL OR MOST OF THE TIME', RISING TO OVER 50 PER CENT IN PEOPLE AGED 80 OR OVER.

Over 15,000 calls were made to our most vulnerable older people during lockdown.

Source 1: <https://www.ageingwellchallenge.co.nz/research/social-isolation/>

Source 2: Auckland City Council



Source: Quality of Life Survey 2020 Results for Auckland.



The plan consists of actions from over 20 different organisations.

We acknowledge the mahi and time of our partners in developing this action plan.

Tāmaki Makaurau Tauawhi Kaumātua was developed in partnership with many different groups and entities. Together, we will deliver and implement this plan. Our collaboration will help drive a sustainable plan where everyone has a voice.

Our partners support the continuous improvement journey of an age-friendly Tāmaki Makaurau.



Seniors Advisory Panel

Committed guardians of the plan

Auckland Council's Seniors Advisory Panel advocated for Tāmaki Makaurau to become an age-friendly city and to join the WHO Age-friendly Network

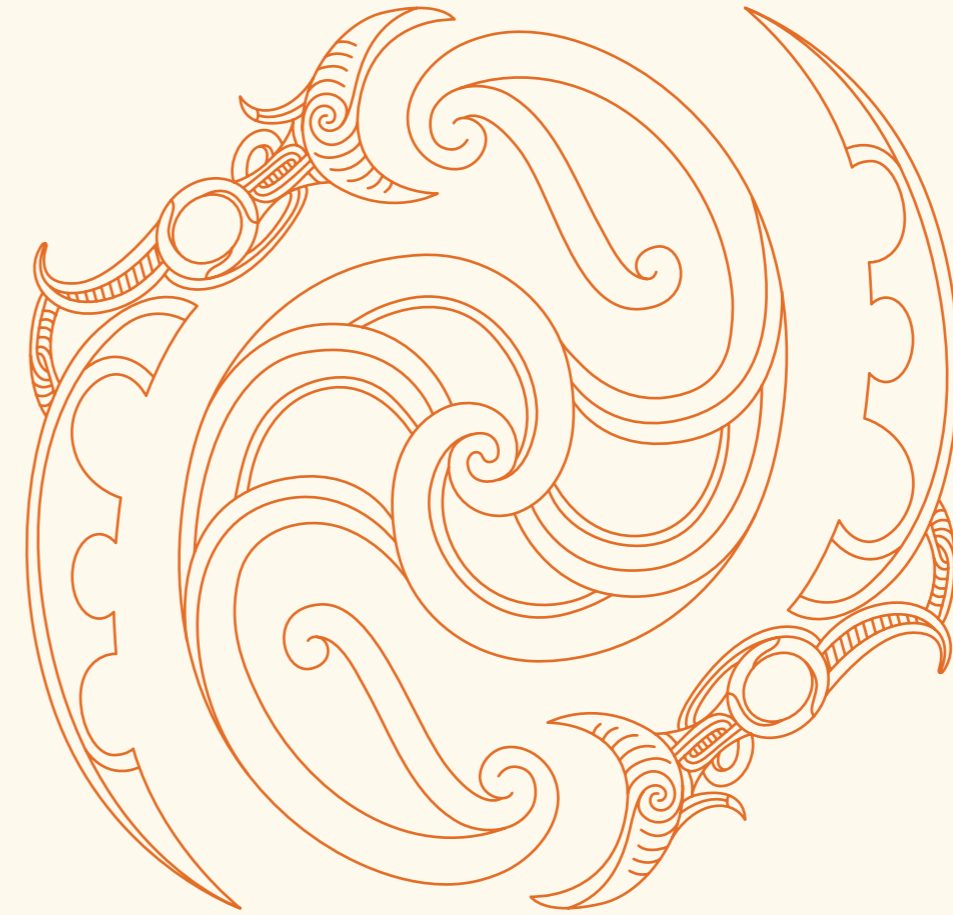
The panel members provide advice to the council, based on their experiences of living as older Aucklanders, to help improve outcomes for their communities. The panel works to:

- identify the issues that are important to older people
- provide advice on our regional strategies, policies and plans
- help us effectively engage with older Aucklanders.

The panel has been a key driver in the development of Tāmaki Makaurau Tauawhi Kaumātua. Members have acted as kaitiaki throughout the process, providing advice, guidance and feedback and contributing to workshops and action planning sessions. The Seniors Advisory Panel will continue to provide support and guidance on the Action Plan as it is delivered.

A member of the panel will be part of the Implementation Group.

We acknowledge and thank them for their wisdom, passion and commitment.



Te Marae Ātea

A significant area of the marae complex

Located in front of the wharenui (the large house). This area is traditionally the domain of Tūmatauenga (the God of War). Highly skilled kaikōrero (orators) draw on their knowledge of whakapapa (genealogy), history and issues of the day to address the reason why they have gathered on the marae.

This section explains the Age-friendly Tāmaki Makaurau/ Auckland Framework that underpins the action plan. The Framework and voices of older people reflect the long-term aspirations of older Aucklanders for Tāmaki Makaurau, where everyone can participate and have a sense of belonging.



SENIORS ADVISORY PANEL
2019-2022



SENIORS ADVISORY PANEL
2016-2019

The Age-friendly Tāmaki Makaurau/Auckland Framework

Improving outcomes for older Aucklanders in a unique combination of an international age-friendly framework and Te Whare Tapa Whā.

The Age-friendly Tāmaki Makaurau/Auckland Framework provides a holistic way to frame the plan. The Framework integrates the WHO domains with Te Whare Tapa Whā model and te ao Māori values².

Te Whare Tapa Whā (M. Durie) is a Māori health model with a holistic approach to health and wellbeing. The concept is about maintaining physical and mental health as well as social and spiritual connection to promote wellbeing.

Te Whare Tapa Whā and the WHO domains complement each other by recognising the importance of multiple connected dimensions on wellbeing.

Everything we do inside the whare (the domains and actions) is interconnected and supports the foundations, walls and roof – our hauora. If one dimension is diminished, damaged or missing, then the person (and whānau) may become unwell. If we take care of all these aspects of our lives, our overall wellbeing is good.

Te ao Māori values, drawn from Auckland's Māori Plan³, will also underpin the way people and organisations will work together to deliver this plan with, and for, our communities.

The Framework will continue to guide how we collectively improve and evaluate the age-friendliness of Auckland.

Ngā Rohe Domains



KAUMĀTUA

We are tangata whenua, and our unique cultural identity, tikanga and world view are recognised, respected and guaranteed.

Māori – tangata whenua – have a unique cultural identity that is recognised through Te Tiriti o Waitangi. It is important to ensure that the rangatiratanga (self-determination) and kaitiakitanga (guardianship) of kaumātua (Māori elders) as tangata whenua (people of the land) is recognised.



CULTURE AND DIVERSITY

We are respected and able to stay connected, active and engaged in our culture, identity and customs.

It is important that all older Aucklanders can participate and be active in their own cultural practices and traditions. They feel respected for who they are, feel safe to be themselves and their identity is valued.

²Whanaungatanga, Rangatiratanga, Manaakitanga, Wairuatanga, Kaitiakitanga

³Developed by the Independent Māori Statutory Board



TE TAIAO – THE NATURAL AND BUILT ENVIRONMENTS

We live in healthy natural and built environments that provide public amenities that are safe and encourage us to stay active.

It is important that we take care of our environment. The natural and built environments have a major impact on the mobility, independence and quality of life of older people as they go about their daily lives beyond their homes.



TRANSPORT

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.

Accessible and affordable transport is key to ensuring Auckland's older population can age actively and remain engaged with the community, with access to health and social facilities.



HOUSING

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.

Appropriate housing design and proximity of housing to community and social services allow older residents to live comfortably and safely, while housing affordability gives them peace of mind.



SOCIAL PARTICIPATION

We have places to go, things to do and people to meet outside of our homes to keep us active, stimulated, connected and healthy.

Participating in leisure, social, arts and culture and spiritual activities in the community fosters older people's continued interaction with society and helps them stay engaged and informed.



RESPECT AND SOCIAL INCLUSION

We are visible; our decisions, diversity and experience are respected and appreciated.

An inclusive society respects and recognises the contributions older people have and continue to make. They are encouraged to continue to participate in the social, civic and economic life of the region.

Intergenerational interaction, sharing of knowledge and raising awareness about ageing helps older people feel valued in their community.



CIVIC PARTICIPATION AND EMPLOYMENT

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

Older people are an asset to the community, and they continue to learn and pass on skills and experience, contributing to their communities after retirement.



COMMUNICATION AND INFORMATION

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.

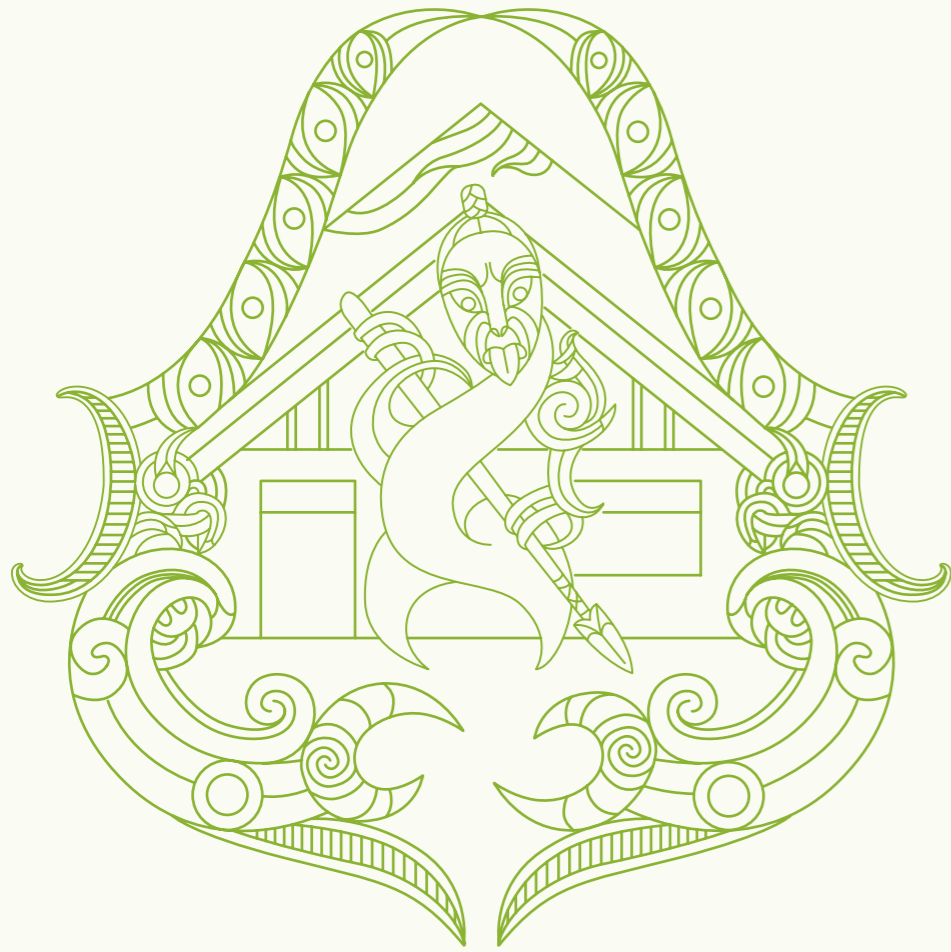
Staying connected with events, news and activities with timely, accessible and practical information is a key part of active ageing.



COMMUNITY SUPPORT AND HEALTH SERVICES

We can proactively stay well and get wellbeing support when we want it regardless of our income or where we live.

Accessible and affordable community and health services are crucial in keeping older people healthy, independent and active.



Te Wharenui A sacred building

It is here that the whakapapa of the iwi (tribe) and hapū (subtribe) resides. The carvings that adorn the wharenui represent tīpuna or tūpuna (ancestors) and in some cases tipua (demigods who celebrate the mana of the iwi/hapū in the land, rivers, lakes and coastal areas). The wharenui is also where people learn, debate, grieve and sleep — all within the presence of their tīpuna.

Using the metaphor of te wharenui in this section enables us to present the actions to ensure that all aspects of our wharenui, our hauora (health), are taken care of. This part of the plan captures some of the important and impactful mahi (work) happening in our communities. It highlights a variety of new and existing actions aimed at creating an age-friendly, inclusive region.



Me hānga ki te tuku pānga ngākau hihiko mō te hunga kaumātua o Tāmaki Makaurau

Actions focussed to deliver positive impacts for older Aucklanders

The following tables outline the actions that are already underway or new initiatives that organisations have prioritised for implementation over the next five years. The organisations listed will champion actions individually or in collaboration with others.

Some actions will provide short-term impact or gradually build impact over time. We acknowledge that the actions in the following tables are not exhaustive; they represent a portion of work undertaken by the council and other

organisations. What we do now will also help guide the future actions we develop to support those most in need. The actions within the plan will benefit older people and others in the community now and in the future.

Measures of success provide a high-level indication of the difference that Tāmaki Makaurau Tauawhi Kaumātua makes to older people.

The funding and implementation of the actions contained in the plan are the responsibility of the organisation(s) listed.

Ngā Papa Mahi ā-Rohe

Domain Action Tables



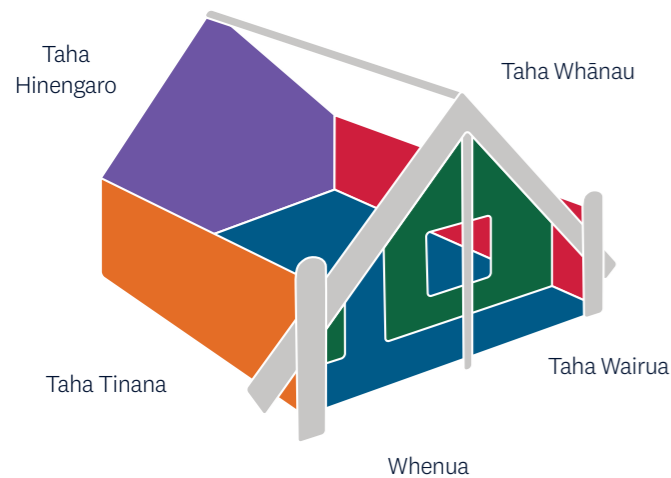
KAUMĀTUA

OUR COMMUNITY TOLD US IT WANTS

- Te ao Māori, reo and tikanga to be valued and visible everywhere.
- Marae that are safe and accessible and utilised for events, activities and socialising.

WHY THIS IS IMPORTANT

As Māori, we are tangata whenua; we have kaitiakitanga of te taiao. It is important that our world view is incorporated into an age-friendly Tāmaki Makaurau.



Māori – tangata whenua – have a unique cultural identity that is recognised through Te Tiriti o Waitangi. It is important to ensure that the rangatiratanga (self-determination) and kaitiakitanga (guardianship) of kaumātua and kuia (Māori elders) as tangata whenua (people of the land) is recognised.

	<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
1	Te Rā Kaumatua/Kuia: Enable Māori kaumātua and kuia to connect and share their culture.	Henderson-Massey Local Board	Ongoing	Kaumātua and kuia in the Henderson–Massey local community are kept connected to each other and their cultural network.
2	Build three additional kaumātua housing units at Papakura Marae.	Papakura Marae, Papakura Local Board	Ongoing	Māori Housing Unit (MHU) has assisted Papakura Marae through the development process, and this has led to nine Kaumātua houses being built on the Marae.
3	Kia ora Te Marae — Marae Development: Advocate on behalf of marae, support the development and delivery of marae services, including education, health and social services. Create opportunities to support whānau and community wellbeing, such as civil defence centres, kōhanga reo and early childhood education.	Te Kotahi a Tāmaki	Ongoing	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 and its council-controlled organisations. Improved delivery of marae services.
4	Collaborate with other service providers to extend support to other whānau members of kaumātua and kuia.	Te Oranga Kaumatua Kuia Disability Support Services Trust	Amplify	Enhanced care is given to kaumātua and kuia by linking their whānau members to services they may require.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
5 Facilitate Kaumātua Kuia Day Activity Programme offering a variety of therapeutic activities to help strengthen the wairua, hinengaro and tinana. The service specifically seeks to support kaumātua and kuia suffering from neglect and/or dementia.	Te Oranga Kaumatua Kuia Disability Support Services Trust	Ongoing	A very rich sensory experience that stimulates or awakens the mind and body by way of touch, sound, taste, colour and smell.
6 Mauri Ora: Provide a Kaupapa Māori Needs Assessment that is culturally sensitive and appropriate to the needs of kaumātua, kuia and whānau.	Te Oranga Kaumatua Kuia Disability Support Services Trust	Ongoing	A care plan developed along with kaumātua, kuia and whānau.
7 West Auckland Huhinga Kaumātua/ Kuia: Facilitate whakawhanaungatanga for kaumātua and kuia to learn the protocols of tangihanga and other tikanga practices.	Waitākere Ranges Local Board	Ongoing	Kaumātua and kuia in Waitākere are kept connected to each other and their cultural network.
8 Te Ra Kaumātua/ Kuia: Facilitate an intergenerational event at Te Kura Kaupapa Māori o Te Kōtuku.	Waitākere Ranges Local Board	Ongoing	People of different ages participate in the event and share their experiences.





CULTURE AND DIVERSITY

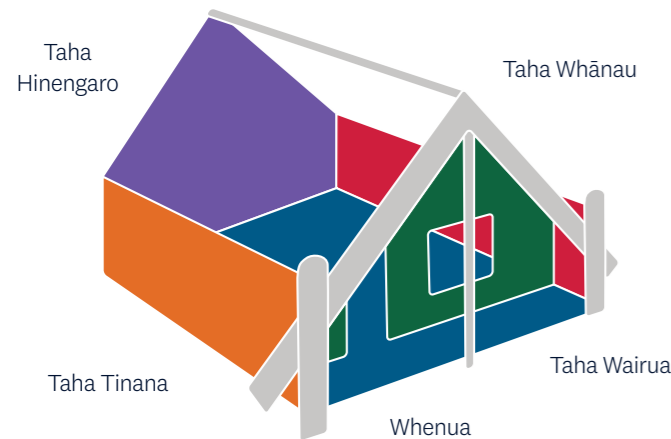
OUR COMMUNITY TOLD US IT WANTS

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

WHY THIS IS IMPORTANT

It is important to understand and respect each other, be connected, and stay active and engaged in our culture and customs.

It is important that all older Aucklanders can participate and be active in their own cultural practices and traditions. They feel respected for who they are, feel safe to be themselves and their identity is valued.



ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 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.	Age Concern Auckland	Amplify	Increased number of older people supported. Increased number of active volunteers. Benefits of both participation and volunteering are evaluated.
2 Deliver programmes that reduce barriers to migrants and refugees, Rainbow communities, youth, children, older people and people of all abilities.	Albert-Eden Local Board	Ongoing	People are included, interconnected and celebrate our diversity and widespread participation is enabled.
3 Chinese Housebound Trial: Partner with the New Zealand Overseas Chinese Union to deliver the housebound service to older Chinese adults.	Auckland Council	Pilot	Trial to be assessed in six months.
4 Create and support opportunities for older people to engage in their culture through groups and activities in Auckland Council facilities and spaces.	Auckland Council	Ongoing	Improved participation rates of seniors in local groups and activities. Increased feelings of connection to community for seniors.
5 Provide culturally appropriate retirement care and services at BUPA David Lange care home Aashirwad wing.	Bhartiya Samaj Charitable Trust	Ongoing	Increased number of older people supported. Increased participation.



<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
6 Provide culturally and linguistically appropriate home-based support service for older Chinese people.	CNSST Foundation	New	Approval as an accredited home-based support service provider is gained. Culturally appropriate home-based support services start to be provided to Chinese seniors in Auckland.
7 Taumatua Programme: Support Taumatua to lead and participate in Pacific art, workshops, activities, gatherings and events.	Henderson-Massey Local Board	Ongoing	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.
8 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.	TOA Pacific	Ongoing	Increased number of attendees.
9 Empower to Pamper Programme (ETP): Promote the rights of older persons to prevent the occurrence of neglect and abuse of Pacific older people.	TOA Pacific	Ongoing	Older people are supported to share their thoughts and feelings.



TE TAIAO – THE NATURAL AND BUILT ENVIRONMENTS

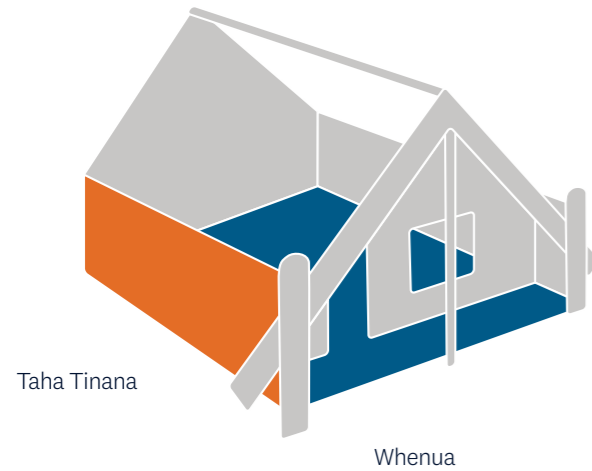
OUR COMMUNITY TOLD US IT WANTS

- Environmental recognition and action to protect Papatūānuku and our harbours.
- Accessible buildings, indoor and outdoor activities, with clean, accessible and well-maintained public amenities in the places we go.

WHY THIS IS IMPORTANT

Te taiao and outdoor space and buildings are important for our physical and social wellbeing. We want to continue to be active, to go places safely, comfortably and with confidence. It is also our duty to act as kaitiaki of our environment.

It is important that we take care of our environment. The natural and built environments have a major impact on the mobility, independence and quality of life of older people as they go about their daily lives beyond their homes.



ACTION

ORGANISATION STATUS MEASURES OF SUCCESS

ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 Conduct an audit of the age-friendliness of facilities including parking, public transport options and access to buildings.	Auckland Council	Ongoing	Increased use of facilities by seniors. Increased use of digital searches for age-friendly facilities. Facilities' managers choose to prioritise accessibility.
2 Develop guidance including a checklist for accessible dining spaces for business and community use.	Auckland Council	New	Accessible dining spaces checklist is promoted and available on the Auckland Design Manual site.
3 Designing Play Spaces for Older Adults guidance is finalised and available for Auckland Council staff and the community to utilise.	Auckland Council	New	Designing Play Spaces for Older Adults is promoted and available on the Auckland Design Manual site.
4 Provide communities with access to local and regional parks: <ul style="list-style-type: none"> • maintain and support the development of local open spaces to meet community needs • protect, manage and enhance natural landscapes within council's regional parks and maunga. 	Auckland Council	Ongoing	Open spaces in Tāmaki Makaurau are developed to provide a variety of opportunities for all Aucklanders to connect with nature.
5 Review the Regional Parks Management Plan to better reflect the needs of all Aucklanders, including older people.	Auckland Council	Ongoing	Our plans, strategies and policies better reflect the needs of all Aucklanders, including older people.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
6 Support volunteering in parks working with local boards to deliver the local parks ecological and environmental programme.	Auckland Council	Ongoing	Increased opportunities for older Aucklanders to protect our environment.
7 Auckland Paths Initiative: Provide information about our existing user-friendly infrastructure.	Auckland Transport	Ongoing	People can find what they're looking for.
8 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.	Auckland Unlimited	Amplify	Increased percentage of older adults accessing our venues due to improved accessibility.
9 Ensure our outdoor spaces and playgrounds are accessible so that people of all ages and stages can use them.	Devonport-Takapuna Local Board	Ongoing	Our parks, sports fields, community facilities, beaches and open spaces are well maintained to meet the recreation and social needs of our growing population.
10 Ensure parks, coastal facilities and amenities are adaptable and accessible for a range of activities, abilities and age groups.	Hibiscus and Bays Local Board	Ongoing	Provide a range of play and active recreation opportunities for all ages.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
11 Maintain accessible outdoor spaces and buildings so people of all ages and stages can use them to stay healthy, active and connected.	Howick Local Board	Ongoing	Facilities are accessible and well maintained.
12 Enhance existing facilities so they are accessible to people of all ages and abilities.	Maungakiekie-Tāmaki Local Board	Ongoing	Our facilities and open spaces are accessible.
13 Build accessible playgrounds for people of all ages and stages.	Rodney Local Board	Ongoing	Our communities have great local options for indoor and outdoor sport and recreation that provide opportunities for all ages and abilities.
14 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.	Te Kotahi a Tāmaki	Ongoing	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.



TRANSPORT

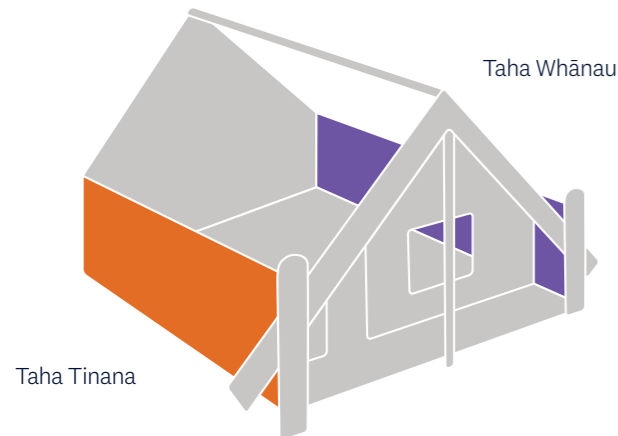
OUR COMMUNITY TOLD US IT WANTS

- Safe and accessible roads, footpaths, public transport, transport hubs and everything in between that accommodates different abilities and modes of transport.
- Transport journeys that are seamless, with accessible parking options, seating and weather protection at stops and drivers to wait until people are seated on public transport.

WHY THIS IS IMPORTANT

We want to move around and do the things we have always done easily, safely and with confidence. Having transport options helps us stay active and independent. If things aren't accessible, we can't participate.

Accessible and affordable transport is key to ensuring Auckland's older population can age actively and remain engaged with the community, with access to health and social facilities.



	<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
1	Social Connections: Providing advice and assistance to older adults to overcome transport obstacles that prevent social engagement.	Age Concern Auckland	Amplify	Self-reported decrease in transport barriers to engagement.
2	Staying Safe: Provide classroom-based courses designed to help improve the road safety of seniors.	Age Concern Auckland and Waka Kotahi	Ongoing	Number of courses run. Number of participants. Self-reported increased knowledge about other transport options available to help keep mobile.
3	Build safe roads and walkways.	Aotea/Great Barrier Local Board		People of all ages can travel safely on our roads and walkways.
4	SuperGold: 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.	Auckland Transport	Ongoing	Senior citizens use public transport.
5	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.	Auckland Transport	Ongoing	Eligible people use the assistance for subsidised door-to-door transport services wherever scheme transport providers operate.



	<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
6	Ensure all buses are accessible, enabling passengers with mobility impairment easier access to bus services.	Auckland Transport	Ongoing	All buses are accessible (currently at 99 per cent).
7	Extend customer service training programme (supporting an integrated network) for Auckland Council and Auckland Transport frontline-facing staff.	Auckland Transport	Ongoing	Fewer complaints received by Auckland Council and Auckland Transport.
8	Fund the Manurewatanga shuttle bus that enables older people (and others) to access the Manurewa town centre easily.	Manurewa Local Board	Ongoing	Number or percentage of people aged 55+ utilising the shuttle service.
9	Educate public transport operators on how to safely communicate with and transport people affected by stroke.	The Stroke Foundation	New	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.
10	Work with Auckland Transport to deliver actions within the Be Accessible Plan.	Waiheke Local Board	Ongoing	People of all ages can travel safely on our roads and walkways, including connections with the Downtown area and Wynyard Quarter and hospital connectivity.



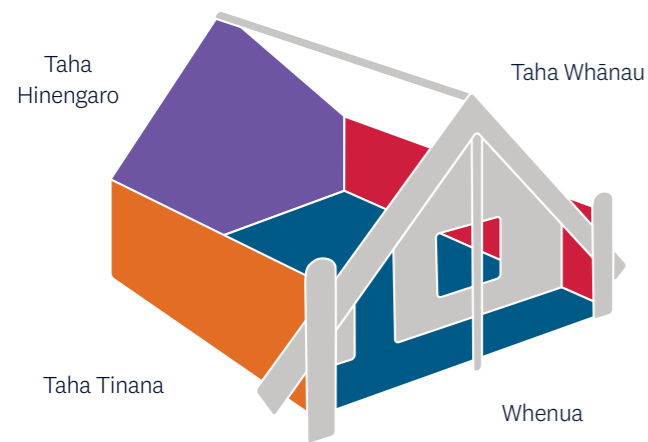
HOUSING

OUR COMMUNITY TOLD US IT WANTS

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

WHY THIS IS IMPORTANT

Good, safe housing provides us with shelter, privacy and security. It is important to have housing choices and the ability to age in place, stay connected to our community and be near family, services and facilities.



Appropriate housing design and housing proximity to community and social services allow older residents to live comfortably and safely, while housing affordability gives them peace of mind.

ACTION

ORGANISATION

STATUS

MEASURES OF SUCCESS

ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 Community Connectors: Supporting older people to navigate housing options, barriers and issues.	Age Concern Auckland	Amplify	Increased number of older people supported. Self-reported decrease in barriers to adequate housing.
2 Deliver more developments on surplus council land, in partnership with community housing providers, mana whenua, mataawaka trusts or organisations, governments and private developers.	Auckland Council and Eke Panuku	Ongoing	Increased number of new partnerships formed. Increased number of new affordable housing units.
3 Support residents to 'age in place' and ensure all new Haumaru Housing complies with the Healthy Homes Regulations, considering the future needs of tenants.	Haumaru Housing	Ongoing	Utilise surveys and feedback from tenants, awards and acknowledgments given for developments.
4 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.	Kāinga Ora and Eke Panuku	Ongoing	The development is completed and fully tenanted within the agreed development timeframe.
5 Ensure at least 15 per cent of all Kāinga Ora public housing new builds are built to Universal Design standards.	Kāinga Ora	Ongoing	The 15 per cent national target has been achieved (and exceeded).

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
6 Ensure the Highbury Triangle development is accessible for people with mobility needs.	Kāinga Ora and Eke Panuku	Ongoing	The development is completed and fully tenanted within the agreed development timeframe.
7 Support our other Kāinga Ora housing to meet as many of our Universal Design standards as possible.	Kāinga Ora	Ongoing	The 15 per cent national target has been achieved (and exceeded).
8 Invest in Haumarū Housing new builds and refurbishment.	Eke Panuku	Ongoing	Increased number of units refurbished and new units delivered.
9 Support working closely with housing developers such as Kāinga Ora or private developers to ensure the delivery of community-centred housing and neighbourhoods.	Puketāpapa Local Board	Ongoing	Neighbourhoods are well-designed and interconnected with healthy and affordable homes.
10 Support initiatives that enable elders to age in situ, including community efforts to establish rest homes and respite care.	Waiheke Local Board	Ongoing	Development of on-island rest home and respite care options.





SOCIAL PARTICIPATION

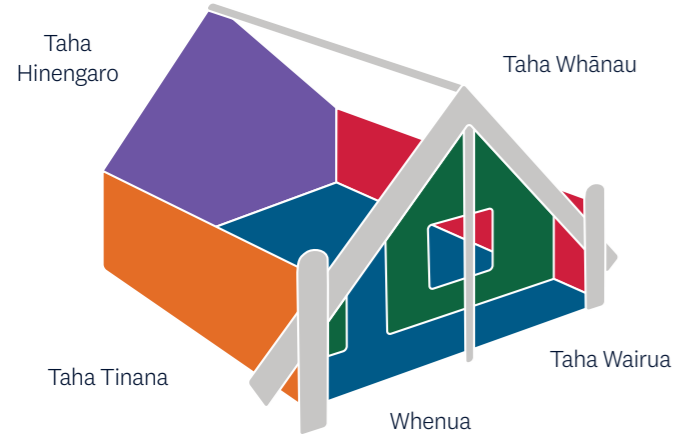
OUR COMMUNITY TOLD US IT WANTS

- Barrier-free access to transport, facilities, activities, outdoor spaces and events.
- Affordable activities, programmes and venues for our groups.

WHY THIS IS IMPORTANT

It is important to be inclusive and included so we can maintain our independence and social connections and make new connections.

Participating in leisure, social, arts and culture and spiritual activities in the community fosters older people's continued interaction with society and helps them stay engaged and informed.



ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 Live Stronger for Longer/ Community Strength and Balance Programme: Providing falls prevention, and strength and balance classes for older adults.	Age Concern Auckland and Harbour Sport	Ongoing	Increased numbers of older people participating.
2 Pilot psychosocial group intervention (interpersonal psychotherapy, meditation and creative art activities) for older New Zealanders with loneliness.	Age Concern Auckland The University of Auckland	Pilot	Feasibility of delivering group treatment for loneliness in the community.
3 Pilot community/social connector model to support older adults to remain socially engaged in their communities.	Age Concern Auckland	Amplify	Increased number of volunteers. Increased number of referrals to pilot. Increased number of participants.
4 Social Connections Programme: Facilitate the engagement of older people in community life and activities.	Age Concern Auckland	Amplify	Increased number of older people supported. Increased number of volunteers. Evaluated benefits of both participation and volunteering.
5 Forever Fit programme: Grow programme across council facilities.	Auckland Council	Amplify	The Forever Fit programme is expanded to four additional facilities.
6 Provide fitness classes specifically for older people.	Auckland Council	Ongoing	Increased opportunities for older people to be active in spaces (indoor and outdoor) that are affordable, convenient and close to home.



	<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
7	Support people aged 55 years and over to participate in community life and engage in continuous learning.	Auckland Council	Ongoing	Improved participation rates of seniors. Increased opportunity for ongoing learning.
8	Develop an audience strategy to support an age-friendly Auckland.	Auckland Unlimited	Amplify	There is a clearly articulated policy that supports social participation of older adults and a strategy to achieve this outcome.
9	Facilitate social activities to support new migrants integrate into society and help reduce loneliness and isolation.	Bhartiya Samaj Charitable Trust	Amplify	Increased number of older people supported. Increased participation.
10	Facilitate monthly van trips for residents to socialise and participate in activities.	Haumaru Housing	Ongoing	Survey results and tenant feedback are utilised.
11	Foster belonging, encourage social connectedness and support resilience, leading to fulfilment and growth for older people through meaningful programmes.	The Selwyn Foundation	Ongoing	InterRai data and wellbeing outcome measures are utilised.
12	Provide older people in the Selwyn community and residential care homes with engagement in life activities and programmes that meet their cognitive, social and physical needs.	The Selwyn Foundation	Ongoing	InterRai data and wellbeing outcome measures are utilised.
13	Enable older people and people of different ages and stages to participate in community life and activities.	Waitematā Local Board	Ongoing	Community members share social connections and improved wellbeing.



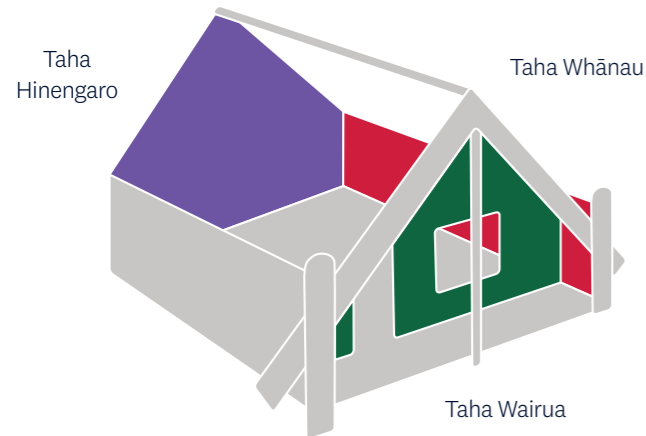
RESPECT AND SOCIAL INCLUSION

OUR COMMUNITY TOLD US IT WANTS

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

WHY THIS IS IMPORTANT

As a diverse group, it is important for our wellbeing to continue to have a purpose, to be valued and to contribute to our communities.



An inclusive society respects and recognises the contributions older people have and continue to make. They are encouraged to continue to participate in the social, civic and economic life of the region.

Intergenerational interaction, sharing of knowledge and raising awareness about ageing helps older people feel valued in their community.

ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 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.	Age Concern Auckland	Amplify	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.
2 Explore opportunities to support collective impact initiatives that improve safety for older people. This includes improving transport safety, falls prevention and reducing alcohol harm.	Auckland Council, Safety Collective Tāmaki Makaurau and Age-friendly Implementation Group	New	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.
3 Conduct research on the quality of life and wellbeing of older Aucklanders to produce a five-yearly Quality of Life Status Report.	Auckland Council	Ongoing	Research is carried out and reported every five years from 2021/22.
4 Develop age-friendly resources/toolkit for the council and communities to use when designing and delivering services to support older people.	Auckland Council	New	Resources are developed to consider older people when designing and delivering services. Resources are promoted to staff and community organisations.
5 Explore opportunities to support collective impact initiatives identified by the sector.	Auckland Council	New	Opportunities and issues are identified where collaborative action would provide greater impact. The Implementation Group is supported by Auckland Council to work collectively.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
6 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.	Auckland Council	Ongoing	Library programmes are accessible to all and create opportunities for intergenerational connections.
7 Provide intergenerational mentoring programme. Youth mentors provide IT training and support and in return older mentors provide Chinese language and food.	CNSST Foundation	Pilot	Increased number of participating youth mentors. Increased number of participating senior mentors. Increased demand.
8 Support community-led projects that encourage inter-generational activity.	Franklin Local Board	Ongoing	Our people are supported to actively contribute to their community and the places they live.
9 Good Neighbour Programme – Support the tenants of Haumaru to develop and maintain a sense of community and support within their village.	Haumaru Housing	New	Survey results and tenant feedback are utilised.
10 Provide intergenerational opportunities for young and old to share skills and talents.	Kaipātiki Local Board	Ongoing	Our diversity is a strength that we nurture and celebrate.
11 Māngere-Ōtāhuhu Local Board Age-Friendly Plan: Support older people in Māngere-Ōtāhuhu to thrive and prosper.	Māngere-Ōtāhuhu Local Board	Ongoing	The plan guides local board strategic decision making and investment to prioritise age-friendly activity.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
12 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.	Ōrākei Local Board	Ongoing	All groups in the community feel informed and included.
13 Provide Caring Caller programme to those who need the service.	St John	Ongoing	Volunteers are recruited and supported. Those who require the service are identified and contacted regularly.
14 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.	Whau Local Board	New	Number of sessions held. Attendance numbers. Range of groups that participate. Responses from participants.
15 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.	Whau Local Board	Ongoing	Number of sessions held. Attendance over 30 people. Number of other organisations participating. Collated feedback and learnings from participants.



CIVIC PARTICIPATION AND EMPLOYMENT

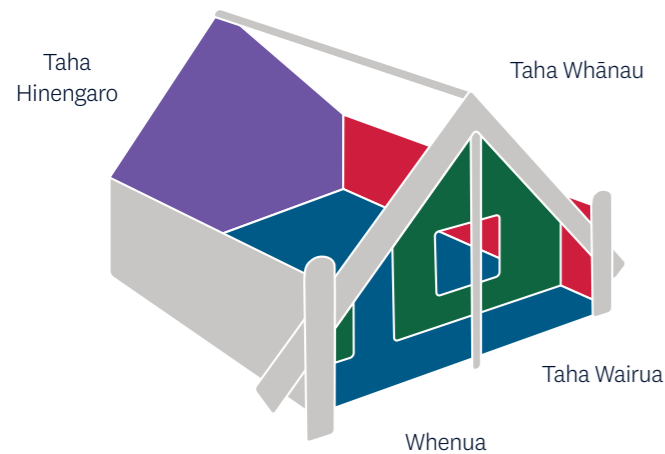
OUR COMMUNITY TOLD US IT WANTS

- Employment options and ways to transition from full-time employment that recognise our changing circumstances, abilities and the contribution we want to make.
- Opportunities for life-long learning.

WHY THIS IS IMPORTANT

We have skills, knowledge and experiences to share that contribute to social and economic wellbeing.

Older people are an asset to the community, and they continue to learn and pass on skills and experience, contributing to their communities after retirement.



ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 Continue flexible working at Auckland Council to support a wide range of individual circumstances and business needs.	Auckland Council	Ongoing	Increased staff engagement and retention for those over 60 years old.
2 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).	Auckland Council	Ongoing	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.
3 Provide opportunities for volunteers and volunteering groups to directly deliver environmental outcomes in Auckland's parks.	Auckland Council	Ongoing	Increased opportunities for older Aucklanders to protect our environment.
4 Develop a framework to support age-friendly volunteer opportunities.	Auckland Unlimited	New	Increased number of older adult volunteers.
5 Support and encourage the civic participation of our older Asian community.	CNSST Foundation Age Concern Auckland	Ongoing	Increased number of participating Asian seniors.
6 Continue to provide our Lifelong Learning fund.	Manurewa Local Board	Ongoing	The fund can be used to support learning opportunities for people of all ages.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
7 Utilise older people in the Meals on Wheels volunteer drivers' team.	New Zealand Red Cross	Ongoing	Increased number of volunteers. Increased number of recipients.
8 Support opportunities for older people's involvement in social enterprise and innovation.	Papakura Local Board	New	Development of social enterprise, entrepreneurship and innovation that leads to gainful employment.
9 Facilitate participation for new residents, youth, older people and people of all abilities in local decision making.	Upper Harbour Local Board	Ongoing	Our residents participate in and feel a sense of belonging to their community.





COMMUNICATION AND INFORMATION

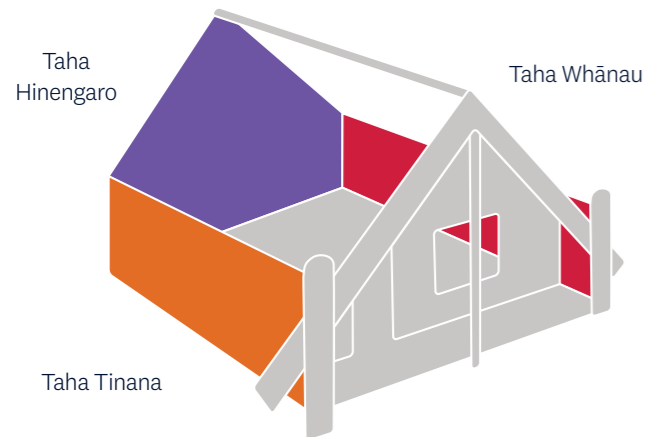
OUR COMMUNITY TOLD US IT WANTS

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

WHY THIS IS IMPORTANT

It is important for us to stay informed and connected with people and what is happening in our communities.

Staying connected with events, news and activities with timely, accessible and practical information is a key part of active ageing.



ACTION

ORGANISATION

STATUS

MEASURES OF SUCCESS

ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 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.	Age Concern Auckland	Amplify	Quarterly newsletters circulated, email updates regularly provided, development of WeChat platform to support older Chinese community.
2 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.	Auckland Council	Ongoing	People who are unable to visit a physical library due to mobility, access or other circumstances still have access to library materials.
3 Explore opportunities for regular forums for the sector to discuss issues and share learnings and successes.	Auckland Council	New	Annual forums are held for the sector to come together. The Implementation Group is supported by Auckland Council to hold forums.
4 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.	Auckland Council	Ongoing	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.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
5 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.	Auckland Council	Ongoing	Communities have access to support through the use of digital products and services.
6 Hindi Quarterly Newsletter: Develop a free Hindi quarterly newsletter in physical and digital format to provide health and wellbeing information and resources.	Bhartiya Samaj Charitable Trust	New	Increased social media engagement. Feedback survey twice a year. New relationships with stakeholders.
7 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.	Haumaru Housing	New	Survey results and tenant feedback are utilised.
8 Haumaru tenants are provided with a monthly newsletter and information through village noticeboards to keep them informed.	Haumaru Housing	Amplify	Surveys and tenant feedback are utilised. Our elderly feel informed and communicated with.
9 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.	Māngere-Ōtāhuhu Local Board	New	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.

<i>ACTION</i>	<i>ORGANISATION</i>	<i>STATUS</i>	<i>MEASURES OF SUCCESS</i>
10 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.	Ōtara-Papatoetoe Local Board	New	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.
11 Facilitate Good and Ready Emergency Preparedness Workshops including workshops for older Aucklanders to increase the awareness of disaster preparation.	New Zealand Red Cross	Ongoing	The number of older Aucklanders and their family members we reach.
12 Provide accessible and relevant sources of information and knowledge exchange for older people and their families.	Selwyn Institute of The Selwyn Foundation	Ongoing	Increased online resources. Increased number of participants. Increased requests for information. Improved website accessibility.
13 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.	The Stroke Foundation	New	Aphasia-friendly resources are available alongside other forms of publicly available community information.
14 Support the advancement of senior services and activities.	Waiheke Local Board	Ongoing	Increased community wellbeing and participation.



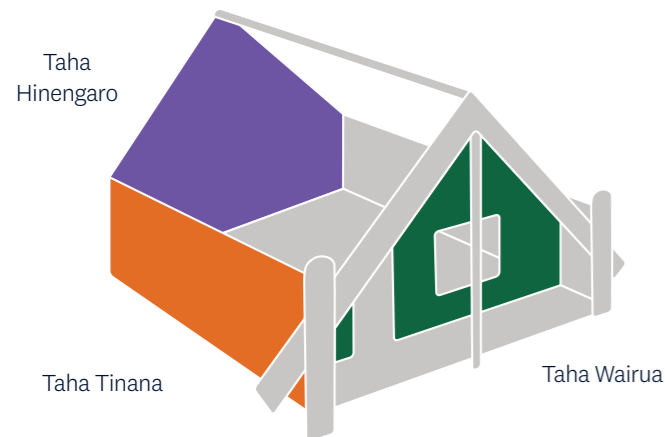
COMMUNITY SUPPORT AND HEALTH SERVICES

OUR COMMUNITY TOLD US IT WANTS

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

WHY THIS IS IMPORTANT

Access to healthcare professionals, services and support allows us to stay healthy and independent for longer so we can continue to participate in our whānau and communities.



Accessible and affordable community and health services are crucial in keeping older people healthy, independent and active.

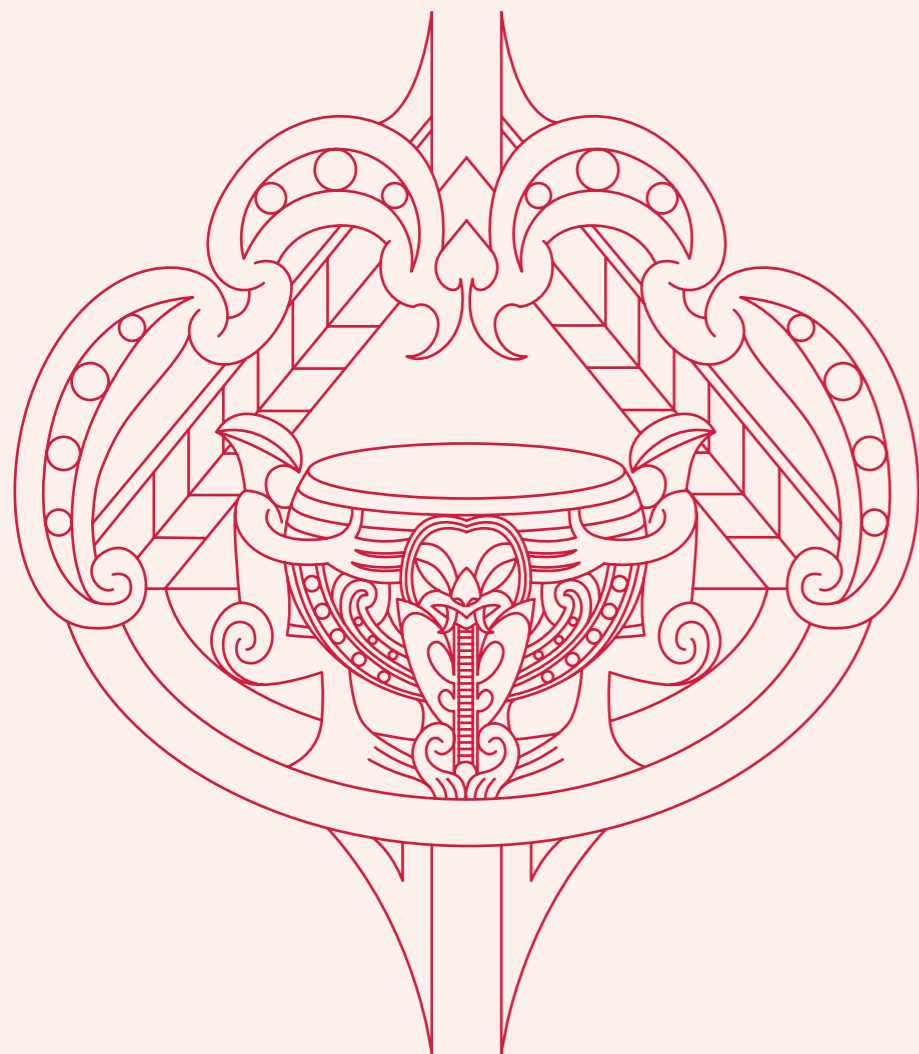
ACTION

ORGANISATION

STATUS

MEASURES OF SUCCESS

ACTION	ORGANISATION	STATUS	MEASURES OF SUCCESS
1 Ageing Well Services: Provide tools, information and skills to older people and whānau to enable independence and participation.	Age Concern Auckland	Amplify	Increased number of older people supported. Increased number of volunteers. Evaluate benefits of both participation and volunteering.
2 Intervention Services: Support older people and their whānau to build resilience and live free from abuse, neglect or vulnerability.	Age Concern Auckland	Amplify	Increased number of older people supported. Evaluate benefits of both participation and volunteering.
3 Ensure that older people referred from their hospital or district health board receive hot meals through Meals on Wheels to maintain their health.	New Zealand Red Cross	Ongoing	Increased number of volunteers. Increased number of recipients.
4 Provide Health Shuttle service to enable attendance at health appointments.	St John	Ongoing	Increased number of volunteers. Increased number of recipients.
5 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.	TOA Pacific	Ongoing	Increased number of older people using services.



Te Wharekai Where festivities are held

This is the place where people share a meal and, in doing so, lift the tapu incurred through the formal process of the pōwhiri (welcome onto the marae). It is a less formal setting where information is exchanged. This information sharing or ‘catching up with each other’ is about building relationships.

The wharekai is an appropriate way of representing how people have been engaged in the development of this plan and how organisations will come together to implement it.

Te Kaunihera ō Tāmaki Makaurau

Meet Auckland Council

Auckland Council is made up of different parts that all play a role in fostering an age-friendly and inclusive Tāmaki Makaurau.

Auckland Council represents over 1.6 million Aucklanders. The council’s role is to make decisions and deliver services that support the wellbeing of our communities. This includes maintaining and developing accessible parks and reserves, providing affordable and inclusive community services and facilities, and ensuring Aucklanders’ diverse voices are reflected in our policies and decisions.

THE GOVERNING BODY

The regional governing body focuses on issues, decisions and policies affecting the whole region. It is responsible for setting the overall vision and strategic direction for Tāmaki Makaurau, as set out in the Auckland Plan 2050, and for other regional plans and policies.

LOCAL BOARDS

Local boards represent the communities in their area and make decisions on local issues, activities and facilities. They deliver activities and events and support local organisations for the wellbeing and enjoyment of their communities. Examples of the way local boards support inclusion and participation for older people can be found in this plan.

These examples are not exhaustive, they represent a portion of actions undertaken by local boards to support their community.

COUNCIL- CONTROLLED ORGANISATIONS

Council-controlled organisations (CCOs) look after specific council assets, services or infrastructure. CCOs deliver the region’s public transport, regional sport and cultural facilities, major events, economic development and major place-making developments. CCOs are important contributors to this action plan and an age-friendly environment. Examples of what CCOs are doing are included in this plan.

Te Horopaki Aronga

Our strategic context

The Auckland Plan 2050

The Auckland Plan is the council's core strategy for managing the growth and development of Tāmaki Makaurau. The Auckland Plan directs and supports the council in promoting the social, economic, environmental and cultural wellbeing of Auckland both now and for the future.

Tāmaki Makaurau Tauawhi Kaumātua and the Framework are aligned to deliver the high-level outcomes set out in the Auckland Plan. Improving the age-friendliness specifically supports the Belonging and Participation, Māori Identity and Wellbeing, and Homes and Places outcomes.

The actions in this plan demonstrate the collective effort of organisations in fostering an inclusive Tāmaki Makaurau where everyone belongs, by:

- creating opportunities for older people to meet and enjoy community life
- providing access to services and social and cultural infrastructure
- meeting the needs and aspirations of whānau.

Better Later Life

He Oranga Kaumātua 2019 to 2034 Strategy

Tāmaki Makaurau Tauawhi Kaumātua is consistent with the Government's Better Later Life He Oranga Kaumātua 2019 to 2034 Strategy, which focuses on making the future better for New Zealanders as we age.

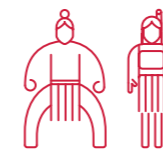
Thriving Communities — Ngā Hapori Momoho

Tāmaki Makaurau Tauawhi Kaumātua is also aligned to the Thriving Communities Plan, the council's core strategy for social and community development. The Thriving Communities Plan aims to foster inclusive and resilient communities. It directs the council group to focus efforts on those most in need and to empower and enable communities to connect and thrive.

Kia Ora Tāmaki Makaurau

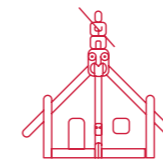
Tāmaki Makaurau Tauawhi Kaumātua aligns with Kia Ora Tāmaki Makaurau, Auckland Council's Māori Outcomes Framework.

Kia Ora Tāmaki Makaurau brings together Māori aspirations and the Auckland Council group's contribution towards achieving those aspirations. The strategic priorities that directly link to the action plan are:



Kia ora te ahurea
Māori Identity
and Culture

Tāmaki Makaurau is rich with Māori identity and culture.



Kia ora te marae
Marae Development

Marae are centres of excellence for whānau Māori and have an abundant presence in communities.



Kia ora te taiao
Kaitiakitanga

Mana whenua exercise kaitiakitanga of te taiao in Tāmaki Makaurau.



Kia ora te whānau
Whānau and
Tamariki Wellbeing

Empowered whānau Māori across Tāmaki Makaurau.



Kia ora te reo
Te reo Māori

Ko te reo Māori te mauri o te mana Māori.

I RONGO MĀTOU MAI I TE 5,000 O TE HUNGA O TĀMAKI MAKAURAU, AHAKOA NŌ HEA, AHAKOA TE PAKEKE

WE HEARD FROM OVER 5,000
AUCKLANDERS OF ALL AGES
AND BACKGROUNDS

In 2018, Auckland Council agreed to work towards membership of the WHO Global Network of Age-friendly Cities and Communities (Network). The Age-friendly Auckland Project was then established to develop a region-wide, cross-sector action plan to improve the wellbeing of older Aucklanders (residents 65 years and over).

Through understanding the lived experience and insights of older people, we aim to create an age-friendly environment where older Aucklanders are visible, valued and respected.

COMMUNITY ENGAGEMENT 2019-2020

The council and partners ran 20 community workshops across the region. We heard from over 600 Aucklanders. We engaged with diverse ethnic groups and community groups, and we interviewed older members of the Rainbow community.

Targeted engagements were facilitated by Age Concern Auckland, TOA Pacific and The Selwyn Foundation. We worked with Te Kotahi a Tāmaki and others to ensure the views of kaumātua (elders) were included.

Participants shared their needs, opportunities, aspirations and ideas on what we can do to improve age-friendliness.

SURVEYS

The People's Panel Survey received 2,240 survey responses and 449 'Have Your Say' survey responses.

Two engagement analysis reports were published in 2020: the Community Engagement Findings Report and the Age-friendly Tāmaki Makaurau Report.

These can be found on our website at: www.aucklandcouncil.govt.nz

DRAFT ACTION PLAN COMMUNITY ENGAGEMENT

In August and September 2021, we undertook community engagement on the Draft Action Plan. We received 2,226 People's Panel surveys, 278 "Have your say" surveys and 12 pieces of feedback received via email.

Much of the feedback reinforced what we heard during our community engagement in 2019-2020.

Feedback included that the plan is inclusive of people from all backgrounds and provides "a step in the right direction on a long path". The sentiment in many comments was that this is the right thing to do because "older people should be valued for the contribution they have made to society", and continue to make, and some need the extra support that actions in this plan outline.

Te hanga kōtuinga me ētahi atu ki te whakatutuki mahere

Organisations will work in partnership to implement the plan

The action plan will influence delivery of age-friendly opportunities across Tāmaki Makaurau. It provides direction and encourages relationships based on the Age-friendly Tāmaki Makaurau/Auckland Framework. Many different communities, organisations and groups play a significant role in delivering the action plan alongside their own objectives.

Many groups and organisations are integral to advancing older Aucklanders' wellbeing.

The aged sector is diverse, and there are many different groups and organisations that deliver a range of support, facilities and services. This includes:



Iwi



Marae and Māori organisations



Regional and national organisations



Charities



Tertiary institutions



District health boards



Primary health organisations



Community providers



Community clubs or groups



Churches



Volunteers



Auckland Council



Government agencies
such as the Office for Seniors



Health and wellbeing
providers and businesses

We acknowledge a wide range of services and activities already exist for older people including:

- in-home care, home visits, day activity centres and respite care
- book and food delivery services
- community callers and phone support
- gardening clubs, men's sheds and exercise classes
- volunteer and mentoring opportunities, and many more ways in which older people are supported to keep engaged and enjoying life.

The rōpū (groups) and organisations that support and deliver these services and activities work tirelessly to ensure older people's quality of life, and we value their ongoing efforts, passion and commitment.

The Auckland Council Seniors Advisory Panel will continue to provide support and guidance, and act as kaitiaki over the action plan as it is delivered.

An Implementation Group will include representatives from across the sector and a member of the Seniors Advisory Panel, to work in partnership to implement the plan. The Implementation Group will co-sponsor the action plan with Auckland Council and monitor the progress on behalf of the aged sector.

The group will have oversight of the delivery of Tāmaki Makaurau Tauawhi Kaumātua, fulfilling WHO obligations. Oversight includes ensuring that the plan is a living document that identifies and responds to changing needs and provides strategic leverage, support, monitoring and community ownership and collaboration.

The group will also have an advocacy role on issues that affect older Aucklanders.

The WHO obligations include contributing to the development of knowledge by sharing practices and tools on our profile webpage through the WHO's dedicated website extranet.who.int/agefriendlyworld/, as well as sharing evidence of our progress (monitoring and evaluation reports) with Network members.

Mā te whakakotahi i ngā awetanga hei tautoko i ngā mahi whakangao

Collective influence can support investment

The action plan sets out actions and identifies organisations that are responsible for championing delivery. It is intended that funding of Tāmaki Makaurau Tauawhi Kaumātua, or the sourcing of any new funding for initiatives, will be the responsibility of the organisation(s) identified. These organisations may work collaboratively to source new funding or additional investment where required.

Many actions are funded and underway or are already included in the work programmes and budgets of organisations leading or supporting delivery. Funding

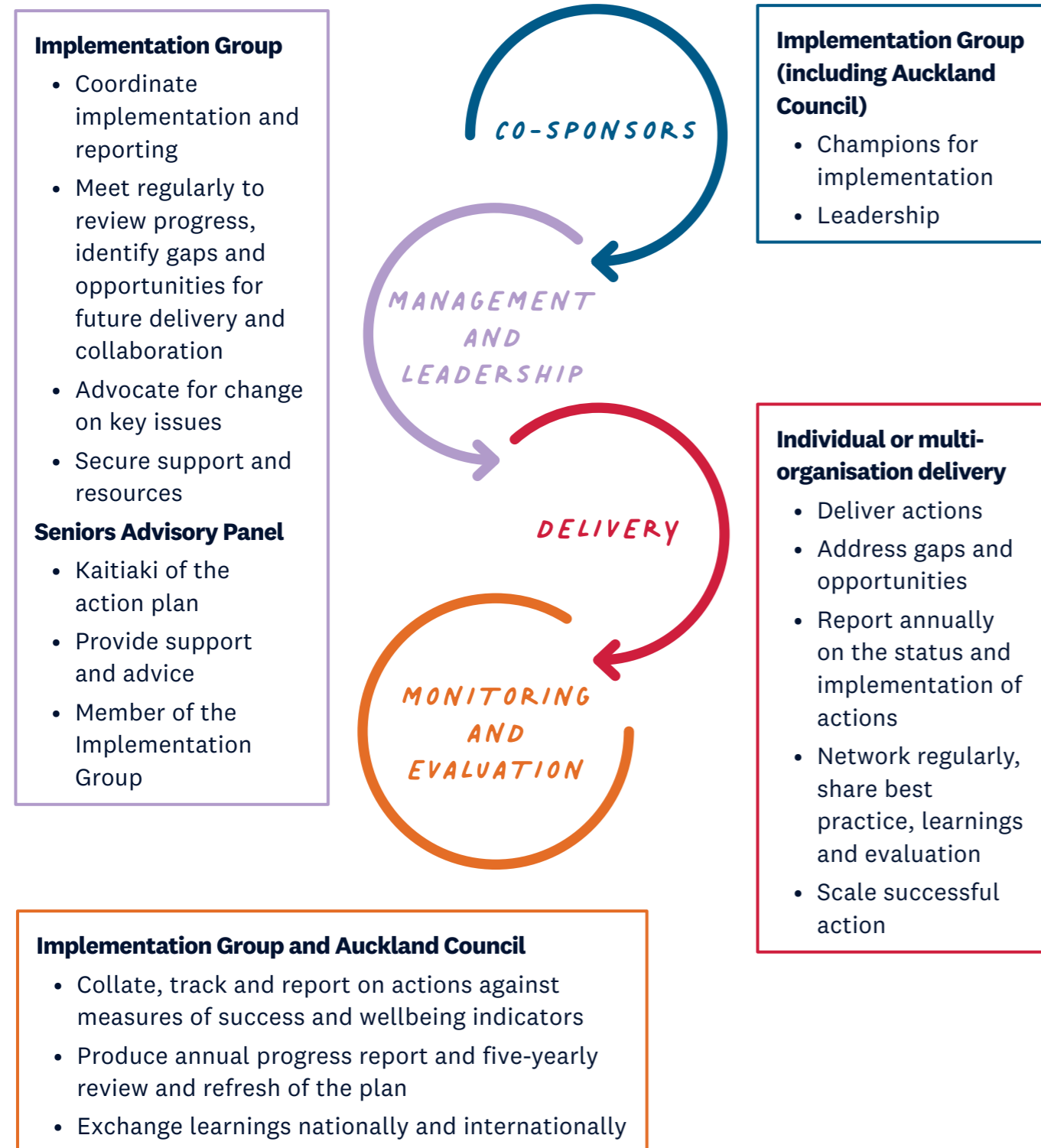
for new initiatives will come through reprioritising the allocation of existing resources or by seeking new investment. By working collaboratively and leveraging our collective influence, we can jointly advocate for new funding. In Auckland Council's case, this will be through mechanisms such as the council's annual plan and long-term plan processes.

As implementation progresses, it is intended that new avenues of funding will become available through greater levels of philanthropy and leveraging off existing investment.

PARTNERSHIP WILL ENSURE THAT TĀMAKI MAKĀURAU IS AGE-FRIENDLY IN AN INNOVATIVE, SUSTAINABLE AND EQUITABLE WAY

Ka mahitahi tātou ki te matapae me te whakauru i te mahere

We will implement and monitor the plan together



Mā mātou e matapae i ngā rawa tuku me te pānga o ā mātou mahi

We will monitor delivery and the impact we are making

The Age-friendly Tāmaki Makaurau/ Auckland Framework provides the architecture to evaluate progress. A monitoring and evaluation framework will underpin the plan and help us to monitor and measure the impact we are making. An annual progress report will provide details on the impact and success of our actions. This will include an update on the delivery of actions against the identified measures of success, a review of high-level wellbeing indicators as well as case studies that help showcase achievements and great examples of good and promising practice.

WE WILL CONTINUE TO MEASURE THE QUALITY OF LIFE OF OLDER AUCKLANDERS

The high-level wellbeing indicators will be consistent with our research that tracks the ongoing wellbeing of older Aucklanders.

Baseline research was carried out in 2017 – *The Older Aucklanders: A Quality of Life Status Report*. The report outlines findings across domains that contribute to quality of life and wellbeing. This research will be carried out every five years to help monitor progress and guide future action.

Working closely with the Implementation Group, Auckland Council will take initial responsibility for coordinating implementation of the action plan and compiling the annual progress report.

The Older Aucklanders: A Quality of Life Status Report and the annual progress report will be presented to the Implementation Group, Auckland Council’s governing body and the World Health Organization and shared with all organisations supporting delivery.

The Age-friendly Action Plan will be reviewed every five years.

Kuputaka

Glossary

Ahurea	Culture	Mātua	Parents
CCO	Council-controlled organisations – organisations in which the council has the responsibility to appoint at least 50 per cent of the board of directors or trustees. Auckland Council has four substantive CCOs and a number of legacy non-substantive CCOs.	Maunga	Mountain
Hapu	Subtribe	Mihi	A formal greeting/introduction
Hauora	Health	Ngā Ihirangi	Contents
Iwi	Tribe	Play spaces for older adults	Play spaces for older adults can facilitate mental and physical activity, social interactions and a sense of community and connection. These can help to address issues frequently encountered by older adults, including social isolation, dementia, depression and physical illnesses associated with sedentary lifestyles.
Kāinga	Home/village	Pōwhiri	Welcome ceremony
Kaitiakitanga	Guardianship. The practice of looking after the environment. These practices are rooted in tradition.	Rangatiratanga	Leadership/chieftainship
Karanga	Call to enter	Rōpū	Groups
Kaumātua	Elder, either male or female, who has status within the whānau, hapū or iwi	Taha Hinengaro	Mental health
Kaupapa	Topic, policy, matter for discussion, plan, subject	Taha Tinana	Physical wellbeing
Mahi	(noun) work/job; (verb) to make/to do/to work	Taha Wairua	Spiritual health
Mana	Authority/agency/power	Taha Whānau	Family health
Mana Whenua	Territorial rights, power over the land/by extension: Māori who have customary authority over land through ancestral links	Tāmaki Makaurau	Auckland
Manaakitanga	Hospitality/generosity/support	Tangata Whenua	The indigenous people/hosts
Manuhiri	Visitors	Tangihanga	Funeral
Marae	Complex of buildings including a meeting house, dining hall, and toilet block/‘village’ common	Taonga	Treasure
Maramataka	Māori lunar calendar/calendar	Te Ao Māori	The Māori world
Mātauranga Māori	Māori knowledge. Refers to all things physical, emotional and spiritual in a Māori context	Te Marae Ātea	Courtyard/public forum
		Te Taiao	Natural world/environment
		Te Tiriti o Waitangi	The Treaty of Waitangi

Te Waharoa	Entry (of a marae)/entranceway
Te Whare Tapa Whā	The four cornerstones (or sides) of Māori health
Te Wharekai	Dining hall/dining house
Te Whareniui	Meeting house/central house
Tikanga	Practices/protocols/customs
Tipua	Demigods
Tīpuna or Tūpuna	Ancestors
Tūmataunga	The God of War
Universal Design	A universal design approach recognises human diversity and designs for life scenarios, such as pregnancy, childhood, injury, disability and old age.
Wairuatanga	The spiritual dimension of all existence
Whakapapa	(noun) genealogy; (verb) to make ancestral links
Whakawhanaungatanga	The process of establishing relationships and connections
Whanaungatanga	Relationship/connection
Whenua	Land/country/nation/ground



Te Rārangi o ngā Hoa Tautoko

Directory of Partners

<i>NAME</i>	<i>ABOUT</i>	<i>ADDRESS</i>	<i>PHONE</i>	<i>CONTACT</i>
Age Concern Auckland	At Age Concern Auckland, we are committed to promoting wellbeing, rights, respect and dignity for older people. Our vision is that older people thrive in an inclusive society for all ages.	57 Rosebank Road, Avondale, Auckland 1026 (There are four in Auckland, so check their website for one in your area.)	(09) 820 0184	ageconcern@ageconak.org.nz
Auckland Council	Auckland Council is a unitary authority with decision-making shared between the governing body (mayor and councillors) and local boards.	Auckland Council, Private Bag 92300, Victoria Street West, Auckland 1142	(09) 301 0101	
Auckland Transport	Auckland Transport is responsible for all of the region's transport services (excluding state highways), from roads and footpaths, to cycling, parking and public transport.	20 Viaduct Harbour Avenue, Westhaven, Auckland 1010	(09) 355 3553	
Auckland Unlimited	Auckland Unlimited – Tāmaki Makaurau Auckland's economic and cultural agency committed to making our region a desirable place to live, work, visit, invest and do business.	Level 4, Aotea Centre, 50 Mayoral Drive, Auckland 1010	(09) 309 2677	info@aucklandunlimited.com
Bhartiya Samaj Charitable Trust	Bhartiya Samaj Charitable Trust supports bringing "Positive Change" into the lives of Aotearoa's diverse communities to empower them to become strong, confident and in control of their lives.	13 May Rd, Mount Roskill, Auckland 1041	(09) 620 0579 021 222 1020	bsct1995@gmail.com
CNSST Foundation	The CNSST Foundation offers comprehensive services and support to the New Zealand community and Asian new settlers.	20 Clifton Court, Panmure, Auckland 1072	(09) 570 1188	info@cnsst.org.nz
Dementia Auckland	By providing advocacy and access to information that promotes wellness, increases independence and provides reassurance, we want to inspire and nurture a dementia-friendly society, where anyone affected feels supported and prepared for the journey ahead.	Level 4, Suite 5, 58 Surrey Crescent, Grey Lynn, Auckland 1021	0800 4 DEMENTIA 0800 433 636	info@dementiaauckland.org.nz
Eke Panuku	Eke Panuku Development Auckland is the council-controlled organisation that delivers urban regeneration in Tāmaki Makaurau (Auckland).	Ground floor, 82 Wyndham Street, City Centre, PO Box 90343, Auckland Mail Centre, Auckland 1142	(09) 336 8820	info@panuku.co.nz

<i>NAME</i>	<i>ABOUT</i>	<i>ADDRESS</i>	<i>PHONE</i>	<i>CONTACT</i>
Haumarū Housing	Haumarū Housing LP provides safe and affordable long-term rental housing for older people in Auckland.	Haumarū Housing Limited Partnership, PO Box 8475, Symonds Street, Auckland 1150	0800 430 101	info@haumaruhousing.co.nz
Independent Living Charitable Trust	We are committed to making daily living easier for people with impairments, as well as their families, whānau and support networks.	14 Erson Ave, Royal Oak, Auckland 1061 (There are three in Auckland so check their website for one in your area)	0800 625 100	royaloak@ilsnz.org
Innovation Unit	Innovation Unit is a social change agency that uses creative and participatory approaches to build social connectedness that enables youth development, whānau well-being and positive ageing.	GridAKL/John Lysaght, 101 Pakenham Street West, Wynyard Quarter, Auckland 1010	(09) 378 7642	teamanz@innovationunit.org (ANZ)
Kāinga Ora	The formation of Kāinga Ora – Homes and Communities in October 2019 marked the beginning of a step change in housing and urban development in New Zealand.	Kāinga Ora – Homes and Communities, National Office, PO Box 2628, Wellington 6140	0800 801 601	enquiries1@kaingaora.govt.nz
Māori Housing Unit	Māori Housing Unit enables Māori organisations to develop housing on Māori and general land by supporting Māori land owners and developers through the development process and acting as a single point of contact within council.			maorihousingunit@aucklandcouncil.govt.nz
New Zealand Red Cross	New Zealand Red Cross is part of the largest humanitarian network in the world. We have more than 11,000 members and 400 staff, working to improve the lives of vulnerable people across the street and around the world.	33 Lambie Drive, Manukau, Auckland 2104	0800 RED CROSS 0800 733 276	firstaid@redcross.org.nz
Office for Seniors	The Office for Seniors is the primary advisor to the Government on issues affecting older people, located within the Ministry of Social Development (MSD).	Office for Seniors, PO Box 1556, Wellington 6140	(04) 916 3300	ofs@msd.govt.nz
Raukura Hauora o Tainui	Raukura Hauora o Tainui is an incorporated iwi charitable trust founded in 1991 on the aspirations of Kingi Tawhiao, the dream of Princess Te Puea Herangi and legacy of Te Arikinui Te Atairangikaahu to reclaim the health and wellbeing of the Tainui people.	Tamaki Regional Office, 47 Druces Road, Wiri, Manukau 2104	(09) 263 8040	enquiries@rauкура.com
Seniors Advisory Panel	The Seniors Advisory Panel offers advice based on their experiences living as senior citizens, to help us improve outcomes for this community.			PanelS@aklc.govt.nz

<i>NAME</i>	<i>ABOUT</i>	<i>ADDRESS</i>	<i>PHONE</i>	<i>CONTACT</i>
St John	St John serves communities throughout New Zealand by delivering an extensive range of essential health-related services and products. We are a charitable organisation that operates independently of government and business.	St John New Zealand, Private Bag 14902, Panmure, Auckland 1741	0800 STJOHN 0800 785 646	info@stjohn.org.nz
Stroke Foundation	We support and assist you and your family after a stroke, and help all New Zealanders keep safe from stroke.	Unit 2A, 317 Sunset Rd, Sunnynook, Auckland 0632	(09) 475 0070	strokenz@stroke.org.nz
Te Oranga Kaumatua Kuia Disability Support Services Trust	Te Oranga Kaumatua Kuia Disability Support Services Trust provide services for kaumātua, kuia and whānau of Māori descent who are aged 64 years and over and who have a disability and/or require a Kaupapa Māori health service that is appropriate to their needs.	64 Mascot Avenue, Mangere, Auckland 2022	(09) 255 5470	
The Selwyn Foundation	Our charitable mission is to deliver quality services that are responsive to the ageing person and their family, ensuring that our charitable outreach supports those who are vulnerable or in need.	Level 4, 1 Nugent Street, Grafton, Auckland 1023	(09) 845 0838	www.selwynfoundation.org.nz/contact-us/
Toa Pacific Inc	TOA Pacific Incorporated Society is a not-for-profit organisation that promotes the rights, safety and wellbeing of ‘Treasured Older Adults’, Aiga carers and Pacific families.	214 Great South Road, Otahuhu, Auckland 1640	(09) 276 4596	https://toapacific.org.nz/contact-us
Volunteering Auckland	Our aspirations for volunteering: increased volunteering happening across Auckland.	Level 2, 10 New North Road, Eden Terrace, Auckland 1021	(09) 377 7887	evp@volunteeringauckland.org.nz
Waitematā District Health Board	Regardless of whether we work directly with patients/clients or support the work of the organisation in other ways, each of us makes an essential contribution to ensuring Waitematā DHB delivers the best care for every single patient/client using our services.	55-75 Lincoln Road, Henderson, Auckland 0610	0800 80 93 42	



Tāmaki Makaurau Tauawhi Kaumātua
Age-friendly Auckland

