



Tāmaki Makaurau
Tauawhi Kaumātua

Age-friendly Auckland Annual Report

September 2024



Tai Chi session at the 2023 Age Friendly Auckland Symposium. Photo credit Teuila Va'aelua

Foreword

Tēnā koutou katoa

As co-chairs of the Age Friendly Auckland implementation group Te Rōpū Whakamana ki te Ao we are passionate about ensuring Tāmaki Makaurau is an inclusive place that all older Aucklanders feel that they can belong and thrive.

The Age-Friendly Auckland Action Plan Tāmaki Makaurau tauawhi kaumātua involves a range of key partners delivering services with and for older people across our region.

We are pleased to see that there has been great progress delivering actions supporting the wellbeing of older people under the Age Friendly Auckland action plan this year.

Older people have told us that they love Auckland’s beaches, parks, open spaces, libraries, and opportunities to meet in community spaces.

There are some older people in our region however, who need more support with housing, access to services and opportunities for social participation.

Our focus as a collective in the Age Friendly Auckland implementation Rōpū is to support the belonging and participation of diverse groups of older people in Tāmaki Makaurau, and to work together to ensure older people are supported to feel safe in their homes and communities.

It is only through local and central government, as well as NGO partners working together with older people, their whanau, and communities that we will achieve the goal of making Tāmaki Makaurau Auckland a great city for all people to grow older in.

Maxine Stiling, Tenancy Quality Manager, Haumaru Housing

Gloria Gao, Chief Operations Manager CNSST Foundation

Co-Chairs Age Friendly Auckland implementation Rōpū Te Rōpū Whakamana ki te Ao



Gloria Gao

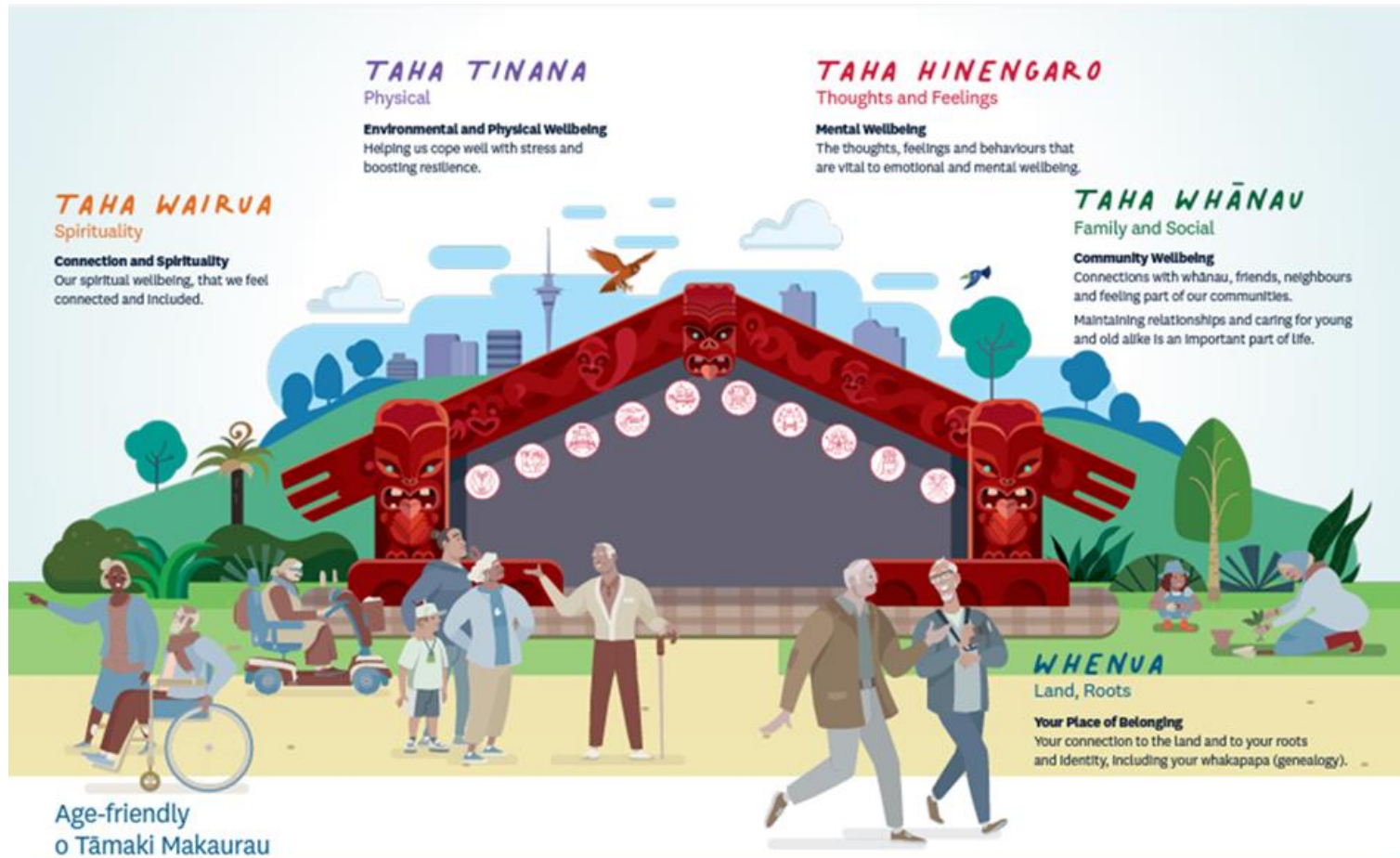


Maxine Stiling

Contents

1. Purpose of the Report.....	1
2. Tāmaki Makaurau tauawhi kaumatua Age Friendly Auckland Action Plan	1
3. Summary of Key Findings	3
4. Implementation of next steps	4
5. Age Friendly Auckland implementation Rōpū	5
6. Progress of actions.....	7
7. Summary of progress by domain.....	9
Kaumātua.....	9
Case Study 1: Kaumatua Kuia Ōtara.....	10
Culture & Diversity.....	12
Case Study 2: CNSST Elder Connected Wellbeing Support Programme.....	13
Te Taiao – The Natural and Built Environments.....	14
Transport.....	15
Housing.....	16
Social Participation	17
Case Study 3: Te Oro Seniors Dance.....	18
Respect and Social Inclusion.....	19
Civic Participation and Employment	20
Case Study 4: International Day of the Older Persons celebration – Albert Eden local board.....	21
Communication & Information	23
Community Support and Health Services.....	24
Case study 5: Brainfit Programme Warkworth Community library.....	25
8. Some older Aucklanders experience multiple disadvantage.....	26
9. Conclusion.....	28
Appendix 1: Tables with progress of each action in the plan.....	29

Figure 1: Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland



Whanaungatanga

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

Wairuatanga

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

Rangatiratanga

Autonomy, control, self-determination and independence.

Kaitiakitanga

Guardianship.

Manaakitanga

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

1. Purpose of the Report

This report provides a progress update on the implementation of the *Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Action Plan*.

It presents information on the delivery of actions and activity aimed at supporting the wellbeing of older people from across the Auckland Council group and our age-sector community partners. This includes notable successes, key learnings, and case studies.

The report also includes some insights from the Social Well-being Agency about vulnerable cohorts of older people in our region. These insights could assist council and other agencies in planning how we can better meet needs of the most vulnerable older people in our communities.

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

2. Tāmaki Makaurau tauawhi kaumatua Age Friendly Auckland Action Plan

Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Action Plan is a region-wide cross sector action plan to improve the wellbeing of older Aucklanders. It was developed after engagement with over 5000 Aucklanders of all ages and backgrounds. Auckland Council's Senior Advisory Panel played a pivotal role in advocating for Auckland to become an age-friendly city.

The plan has a unique outcome framework based on the World Health Organisation's Age-Friendly Cities and Communities Framework, and Te Whare Tapa Whā - a Māori wellbeing model, as shown in Figure 1 overleaf.

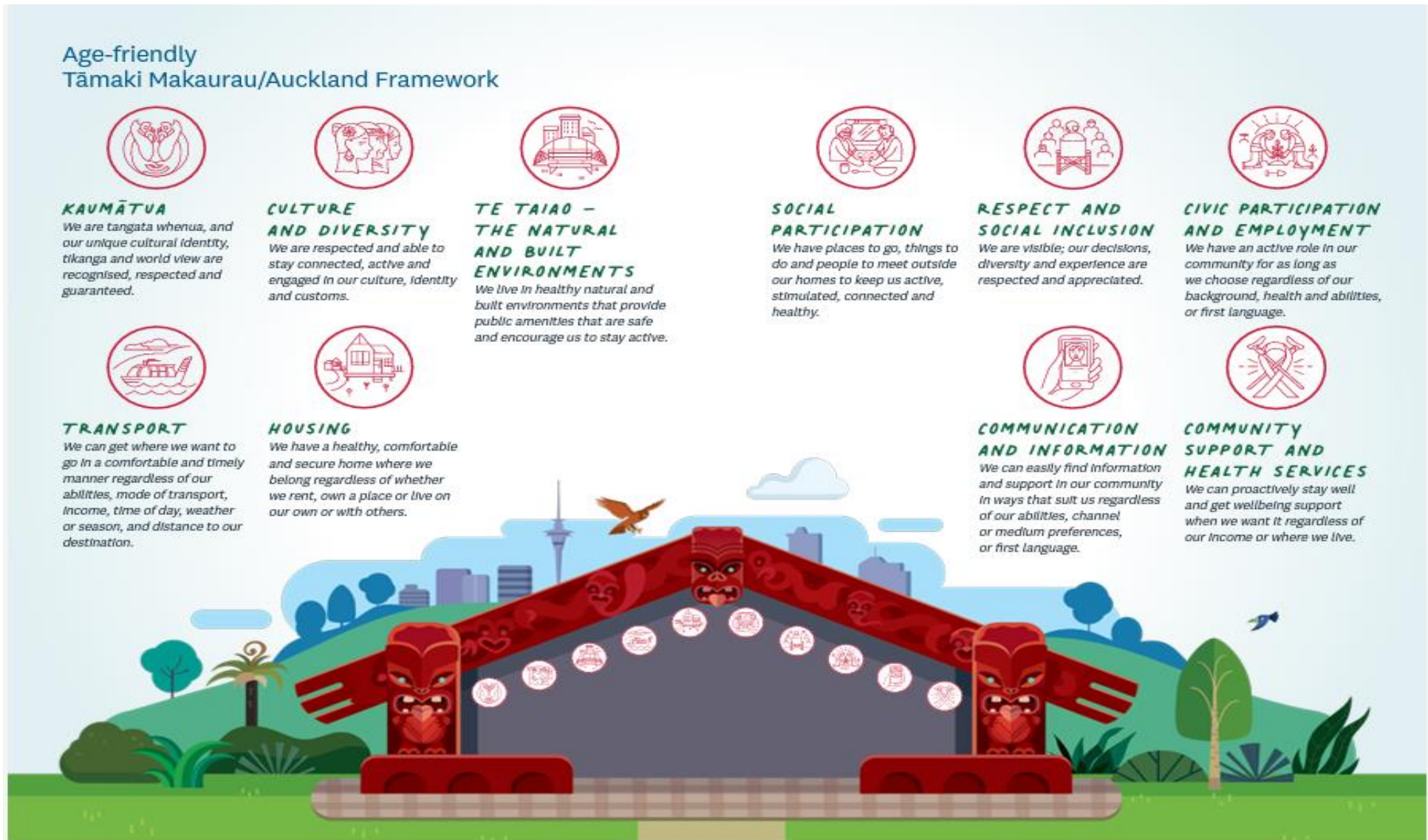
The framework has 10 outcome domains which provide direction for the council whānau, aged-sector and community groups on key areas of life that are important to improving the wellbeing of older people. (Figure 2).

The plan was formally adopted by Auckland Council in November 2021 and reflects council's commitment to creating an age-friendly region that supports the inclusion and wellbeing of older Aucklanders.

In 2022, Auckland was endorsed as a WHO Age-Friendly City and obtained membership to the WHO Network of Age-Friendly Cities and Communities.

Implementation of the plan is supported by a cross-sector implementation group, Te Rōpū Whakamana ki te Ao, (Te Rōpū) who provide leadership and oversight for the plan.

Figure 2: Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Domains



3. Summary of Key Findings

This is a summary of key findings from the second annual update of Tāmaki Makaurau Tauawhi Kaumātua Age Friendly Auckland Action Plan.

There has been a significant increase of the number of actions progressing or completed.

Of the 107 actions, 84 per cent are either “progressing” or ‘completed’. This is a 15 per cent increase in actions that are progressing or completed under the Age Friendly Auckland plan since 2023.

The domains of Respect and Social Inclusion and Te Taiao (the Natural & Built Environments) have the most progressing or completed actions.

Of the 15 actions in the Respect and Social Inclusion domain, 13 are progressing or completed, one has been altered, and two have stalled or have no information. This is one more action than in 2023.

Of the 14 actions in the Te Taiao- The Natural and Built Environments domain, nine are progressing, four have been completed and one has stalled. This is an increase of progress in five actions since 2023.

The Respect and Social Inclusion domain also had the most progress in 2023, along with Communication and Information, which has been surpassed by Te Taiao (the natural and Built Environment) in 2024.

Ongoing engagement with action holders’ is key to driving progress.

Some NGO action holders’ have had key staff members leave their organisations which has meant their knowledge about, and implementation of Age Friendly Auckland actions have not progressed or been reported.

Within the Auckland Council group organisational refocus at Auckland Transport (AT) has meant they are no longer participating on the Age-Friendly Implementation Rōpū.

Auckland Transport continues to do a lot of work to make the public transport network more accessible. This includes working with two groups that advise them on accessibility, piloting announcements in New Zealand sign language at Britomart station, the downtown ferry terminal and on ferries. AT are also working closely with Fullers360 to make sure the new electric ferry fleet will be accessible. These measures benefit both disabled people and older people with hearing and mobility issues.

Kainga Ora have taken an expanded role in the Age Friendly Auckland implementation Rōpū in 2024. They have contributed valuable insights about housing for older people in Tāmaki Makaurau and reported completion all their actions under the Housing domain.

The Age Friendly implementation Rōpū has benefitted from a co-chair model.

In 2024 the Age Friendly Auckland implementation Rōpū drew in a co-chair model of leadership. This has been of great benefit to the Rōpū bringing complementary skills and diverse perspectives to the role. It is also a good way to embed succession planning into the Rōpū.

Housing, Health, and Social Participation are key areas of vulnerability for older Aucklanders.

In June 2023, Toi Hau Tāngata The Social Wellbeing Agency partnered with Te Manatū Whakahiato Ora Ministry of Social Development and Manatū Hauora Ministry of Health to produce evidence-based research on the needs of older people aged 65 and older across five life domains: Health, Housing, Finance, Access to Services and Social Participation.

The data shows that housing deprivation, is a key area of concern for Aucklanders aged 65-74 years. Health, Finance and Social Participation are areas of concern for Aucklanders aged 85 years and over. Collaboration between local and central government, and NGO partners is needed to address these areas.

The Age Friendly Auckland implementation Rōpū will continue both individually and collectively to prioritise ways of increasing social participation for older Aucklanders. The issues around Health, Housing and Access to Services are dependent on government policy and resourcing.

Emerging issues

A change in policy priorities from central government has impacted the ability of both Haumaru Housing and Kainga Ora to increase social housing for older people in this region beyond the current level. This is a concern with an increasing population of older people who will not reach retirement with a mortgage free home. They are more likely to need an option for social housing over the age of 65 years. Auckland Council will continue to advocate to central government regarding this issue.

It has also become a more constrained environment for NGO partners delivering programmes for the benefit of older Aucklanders as fewer government contracts are being awarded. Collaboration across the aging sector to meet the needs of older Aucklanders is becoming increasingly important. The Age Friendly implementation rōpū will continue to find ways to bring the sector together to foster collaboration.

4. Implementation of next steps from 2023

In October 2023 the Planning, Environment and Parks Committee considered the 2022-2023 Age Friendly Auckland annual report and endorsed that staff progress the following next steps:

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

Staff completed the best practise review of flood preparedness for older people which can be found [here](#). This report has been circulated to elected members.

The Community Policy team and Auckland Emergency Management have been working together to utilise existing networks including the Age Friendly implementation Rōpū and age friendly stakeholder network regarding flood preparedness. Staff from Auckland Emergency Management will lead a workshop at the Age Friendly Auckland Symposium in November 2024 regarding disaster preparedness and resilience.

It has not been possible to progress a jointly funded co-ordinator for the aged sector with central government agencies in the current climate of public sector cuts.

Staff across the Auckland council group have been working together to exhibit at the Digital Seniors Tech Expo at Eventfinda stadium in November 2024, to empower older Aucklanders to utilise digital services offered by the council group and upskill them around the use of tech in a supportive environment.

5. Age Friendly Auckland Implementation Rōpū

A key feature of implementing the Action Plan was the formation in early 2022 of a cross-agency implementation group to provide leadership and oversight for the plan.

A core purpose of the group, known as Te Rōpū Whakamana ki te Ao (Te Rōpū), is to facilitate information sharing and learning as well as enable collaboration and collective action that will advance the *Tāmaki Makaurau Tauawhi Kaumatua Age Friendly Auckland Action Plan*.

Te Rōpū comprises representatives from across the council family and diverse representatives of the aged sector. Current members of Te Rōpū include:

- Auckland Council staff (from policy and operations)
- Auckland Council’s Seniors Advisory Panel (two representatives)
- Te Kotahi a Tāmaki (marae collective)
- Age Concern
- Toa Pacific Inc - an organisation dedicated to advocating on behalf of Pacific older people and Pacific Aiga Carers.
- CNSST Foundation - offers a range of social services to the Asian community, including social housing, elder abuse prevention and wellbeing programmes for the over 65’s.
- Bhartiya Samaj Charitable Trust - supporting Aotearoa’s diverse communities including a large number of older people in the South-Asian Community.
- Kainga Ora
- Te Hā Oranga, - a Ngāti Whātua healthcare provider that provide wrap around services, including Kaumātua Services.

Te Rōpū is being co-chaired in 2024 by Gloria Gao of CNSST (formerly Chinese New Settlers Trust) and Maxine Stiling of Haumarū Housing. The co- chairs were appointed by consensus of Te Rōpū.

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

Auckland Transport has not been able to continue their involvement with Te Rōpū in 2024 due to a change in organisational priorities.

Auckland Council’s Community Policy team provide backbone and secretariat support for Te Rōpū.

Notable activity of the Te Rōpū in 2024 includes:

- A workshop with the Health and Disability Commissioner to discuss her report *Uplifting the Voices of Older people in Aotearoa New Zealand* after providing input to the report through a workshop in 2023.
- Completion of a best practise review after the extreme weather events of 2023 called [Disaster preparedness, response and recovery for older people](#) identifying opportunities to include older people and build their capacity regarding flood preparedness and response.
- Members of Te Rōpū contributed to an international research project by the [Imagine Ageing](#) research team who visited Tāmaki Makaurau as part of their project to examine best practise supporting the wellbeing of older people in cities across Australasia, Asia, Canada, and Scandinavia.

- A successful in-person hui regarding Social Participation supported by Age Concern and Auckland Council, attended by over 80 people in April at the Western Springs gardens Community Hall.
- A joint application to the Age Friendly Fund administered by the Office for Seniors for a programme of Dementia Friendly Film screenings in Tāmaki Makaurau in 2025.
- A third Age Friendly Auckland Symposium is planned for November 2024 bringing together older people, the aging sector, central and local government, and academia.



Te Rōpū at their 2024 planning hui at Age Concern in February 2024

6. Progress against actions

All the organisations that have actions in the Age Friendly Auckland Action Plan were surveyed to provide an update on progress and share any key learnings. There were also some follow-up interviews to clarify, obtain further information and identify case studies.

Majority of actions in the Age Friendly Plan are progressing or completed

There are 107 actions in the Age-friendly Auckland Action Plan. They are delivered by a variety of organisations including 41 by non-governmental organisations (NGOs), 4 by central government, and 61 by Auckland Council (of which 27 sit with local boards).

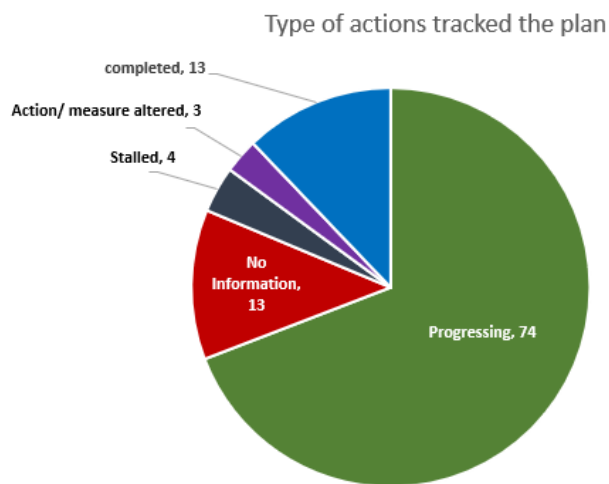


Figure 3: Progress of actions under the Age Friendly Auckland action plan

Of the 107 actions, 84 per cent are either “progressing” (including 3 altered actions) or ‘completed’, and 15 per cent have ‘stalled’ or action holders have not responded (‘No information’). This is a 15 per cent increase in actions that are progressing or completed from 2023.

Following up with action holders was an important process for continuing to drive momentum for the plan, and in some cases, this prompted further knowledge sharing or reminded action holders of their commitments under the plan.

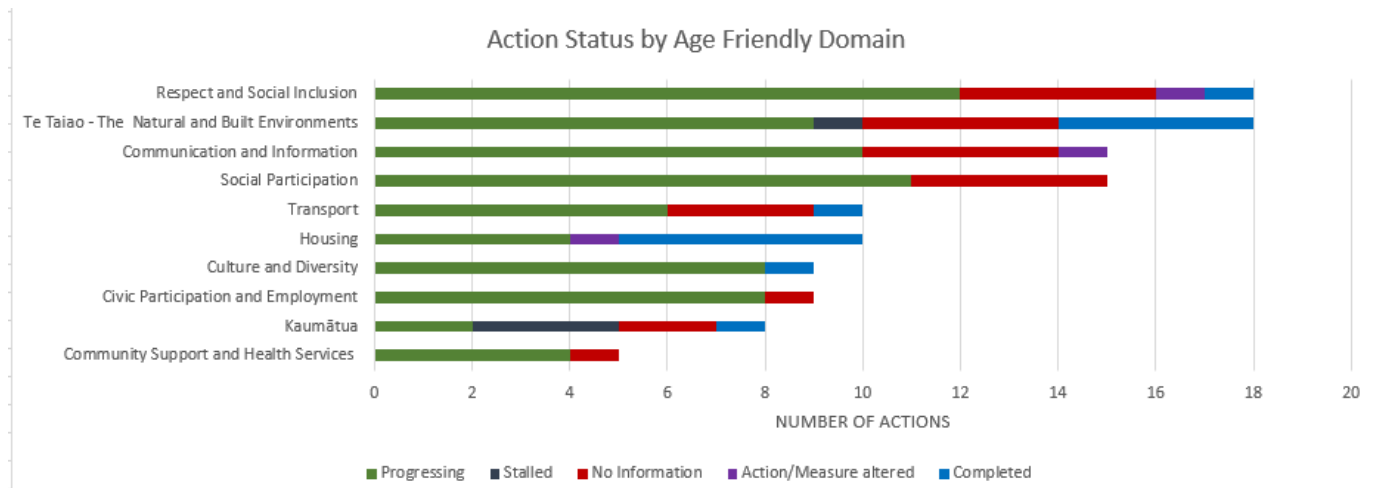


Figure 4: Progress of actions in the Age Friendly Auckland action plan

Respect and Social Inclusion, and Te Taiao (Natural and Built environments) had most progress.

The domains of Respect and Social Inclusion and Te Taiao (the Natural & Built Environments) were the areas of with the most reported progress. There has also been progress in the Housing domain with Kainga Ora reporting that their actions under the plan were completed in 2024.

The most common reason given for a stalled actions were the extreme weather event disruptions in 2023, as well as funding cuts or reductions in spending.

There have been some notable success stories in 2023/2024.

Since the last annual report there have been some notable success stories across Tāmaki Makaurau. These include:

- The Brainfit programme in Warkworth War Memorial Library
- CNSST’s Elder-Connected Wellbeing support programme
- International Day of the Older Person celebrations by Albert-Eden Local Board
- Kaumatua Kuia Ōtara
- Te Ora Senior Dance Programme

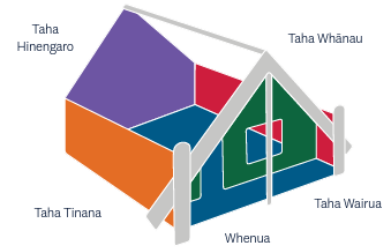
Further detail about these case studies can be found in Section 6.

7. Summary of progress by domain

Kaumātua

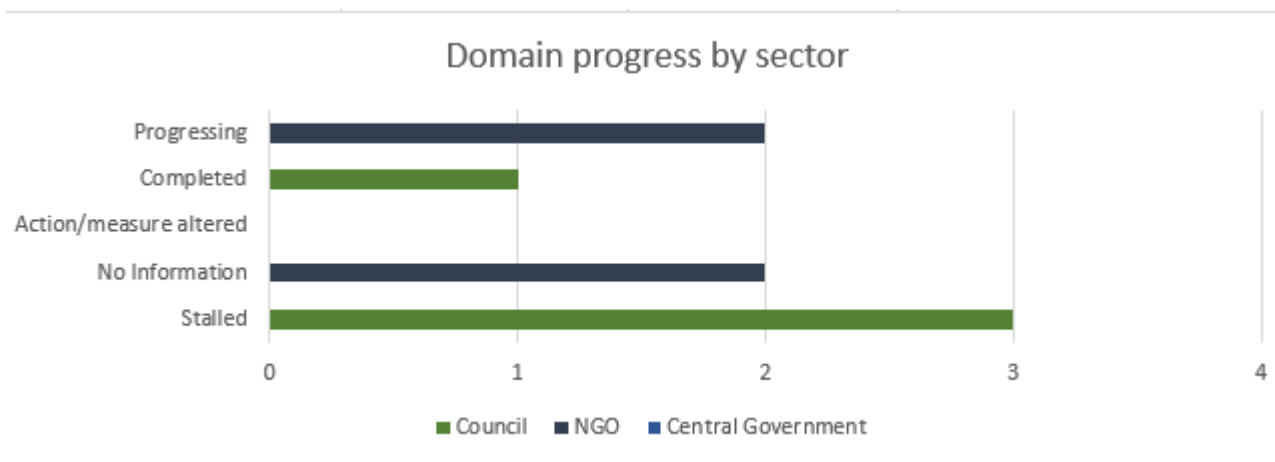


Actions within the Kaumātua domain are aligned with all five dimensions of the Te Whare Tapa Whā model of Māori well-being. The Kaumātua domain seeks to capture actions which acknowledge and foster the Māori worldview and ensure reo and tikanga are valued, visible, and passed on through generations.



Progress since 2023

Of the eight actions in the domain, three are progressing or completed, three have stalled and for two no information has been provided for. This is a drop in progress from 2023 when five actions were underway or completed.



The three programmes which have stalled are in Local Board’s in West Auckland, which have been heavily impacted by the extreme weather events of 2023.

Key learnings/insights

There is strong demand for opportunities to connect and socialise from Kaumatua and Kuia across the Rohe in a Te Ao Māori informed and kaupapa driven way.

Funding and resourcing of programmes remains an area of constraint.

Age-friendly Case Study 1: Kaumātua Kuia Ōtara

A programme to build Manaakitanga between kaumatua and kuia in Ōtara/Papatoetoe with community organisations, whilst also preserving Te Reo and Māori culture in a safe and fun environment.

Case Study 1: Kaumatua Kuia Ōtara – Independent Living Charitable Trust

Age Friendly Tāmaki Makaurau domains addressed:



Kaumātua Kuia ki Ōtara (Elders group of Otago) provides community services, social and cultural opportunities for kaumatua and kuia in the Ōtara-Papatoetoe Local Board area. The programme is funded by the Ōtara Music Arts Centre (OMAC) and the local board.

Kaumātua Kuia ki Ōtara was set up by the Independent Living Charitable Trust to bring kaumatua and kuia together to form connections and feel part of the community. The Trust had noticed that there were very few social activities in the area for older Māori people, which had contributed to poor mental health and feelings of isolation.

The Trust delivers a range of events each year including presentations, games, exercises, music classes and visits to other rōpū. In 2024, this included visits to Waipareira Trust, Ngāti Ōtara Marae and Whai Ora Marae, which gave kaumatua and kuia the opportunity to make connections with other older Māori people in Tāmaki Makaurau.

Participating organisations include:

- Te Roopu Waiora
- Cancer Society
- The Stroke Foundation
- Diabetes Aotearoa
- Kaumatua Kuia o Waipareira
- Ngāti Ōtara Marae
- Whai Ora Marae
- Waipareira Trust
- Flat Bush Primary School
- Ōtara Music Arts Centre (OMAC)

The Trust have also reached out to a wide network of organisations to help run these events, for example inviting health support services to visit the rōpū to provide expert advice on how to navigate the health system.

The Ōtara rōpū have recently formed a relationship with the Waipareira kaumatua rōpū to foster new friendships between their members. The two rōpū have come together for events, such as a combined Christmas celebration, and the two Trust have jointly resourced a ukelele club.

Additionally, the Trust brought in a tutor to teach kaumatua and kuia waiata and kapa haka in order to connect kaumatua and kuia to their Māori heritage. They

are hoping to set up visits to four rest homes in Ōtara and Papatoetoe for kaumatua and kuia to perform for their community.

Members of the rōpū also enjoy attending wider community events, for example celebrations of Matariki and Te Wiki o Te Reo Māori (Māori Language Week) at Flat Bush Primary School, where their presence as elders is honoured and valued.

Up to 50 kaumatua and kuia participate in the programme but typically around 20 to 25 people to attend each event, with some unable to attend due to other commitments for example, health appointments, tangi, memory issues and looking after mokopuna.

Participant feedback about Kaumatua Kuia ki Ōtara has been positive. The programme is valued for bringing kaumatua and kuia in South Auckland together to form relationships and feel like part of a wider whānau, reconnect with their Māori culture and uphold their mana.



Kaumatua Kuia Ōtara participants



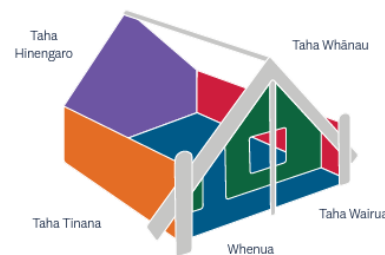
Welcome for Kaumatua and Kuia

Culture & Diversity



Actions contained in the Culture & Diversity domain align to all five dimensions in the Te Whare Tapa Whā model.

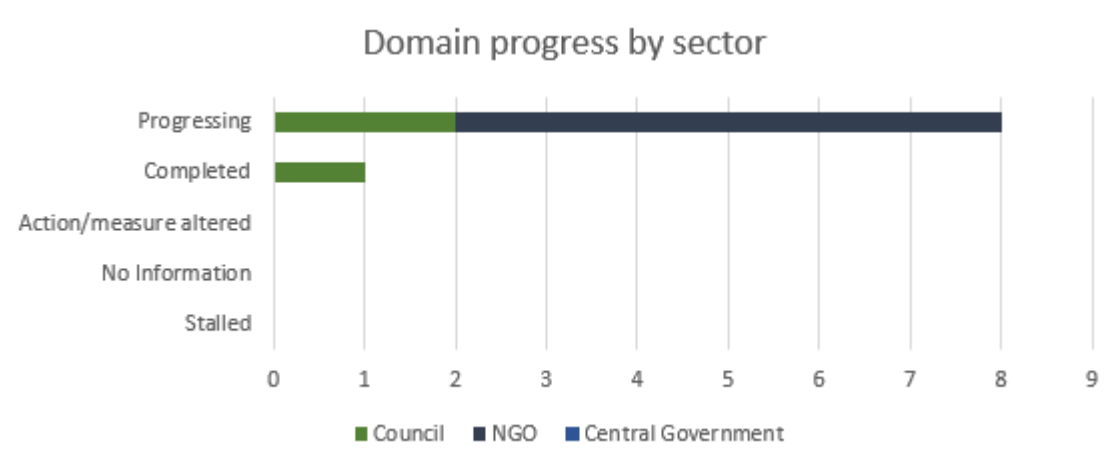
Actions in this area reflect the community partners expertise in providing linguistically and culturally appropriate support to migrant groups who may be unfamiliar with New Zealand culture, systems, and language.



Progress since 2023

Of the nine actions in the domain, eight are underway and one is completed.

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



Notable successes in this domain include:

- CNSST’s Elder-Connected Wellbeing Support Programme.
- Bhartiya Samaj Charitable Trusts ongoing support for social participation of older migrants for the South Asian community.

Key learnings/insights

Support and outreach to older Aucklanders whose first language is not English is an ongoing need to mitigate social isolation. Knowledge of services and supports that are available for these groups of older people is key to ensure their wellbeing needs are met.

Age Friendly Case Study 2: CNSST’s Elder-Connected Wellbeing Support Programme.

A programme to empower people through culturally appropriate education to make positive life changes while contributing to New Zealand society by creating NZ-Asian connections.

Case Study 2: CNSST Elder-Connected Wellbeing Support Programme

Age-Friendly Tāmaki Makaurau domains addressed: Culture and Diversity, Social Participation, Respect and Social inclusion, Civic Participation and Employment, Communication and Information, Community Support and Health Services

CNSST Elders is a Connected Wellbeing Support Programme, created by the CNSST Foundation and implemented by CNSST Education Institute.

The Foundation aims to address social isolation and vulnerability among Asian seniors, particularly older Chinese people with limited proficiency in English and who may be struggling with cultural adaptation. Most of their clients are ‘zero-generation’ migrants, who have moved from China to join their families in New Zealand.

CNSST courses include:

- Digital connection skill support
- New Zealand culture
- Health and wellbeing workshops
- English literacy and numeracy (TEC-funded)
- Civic participation (Auckland Council – funded)
- Employment skills (MSD-funded)

The CNSST Education Institute aims to empower older Asian people through culturally appropriate education courses, building their confidence and skills in English language and literacy, use of technology, and adapting to life in New Zealand.

Although many of the courses are self-funded, a range of government partners, including Auckland Council, help to fund specific components of the learning programme.

With many older people having low digital literacy, one popular set of classes help participants to develop digital connection skills, including individualized smartphone and

Zoom training. To aid learning, the CNSST Foundation created a Chinese-language ‘Zoom user manual’ to help learners successfully participate online.

Since July 2023, over 500 Asian men and women aged 65-85 have participated in the CNSST Foundation Connected Wellbeing Programme, with 90 per cent identifying as Chinese. Many students express their gratitude for the courses and report improved confidence, self-esteem, sense of belonging and participation.

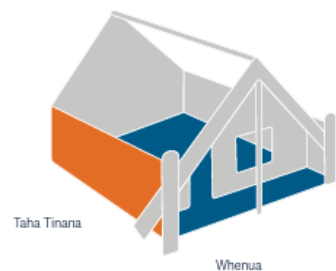
The CNSST Community Cultural Cohesion Day at Clifton Court, Panmure



Te Taiao – The Natural and Built Environments



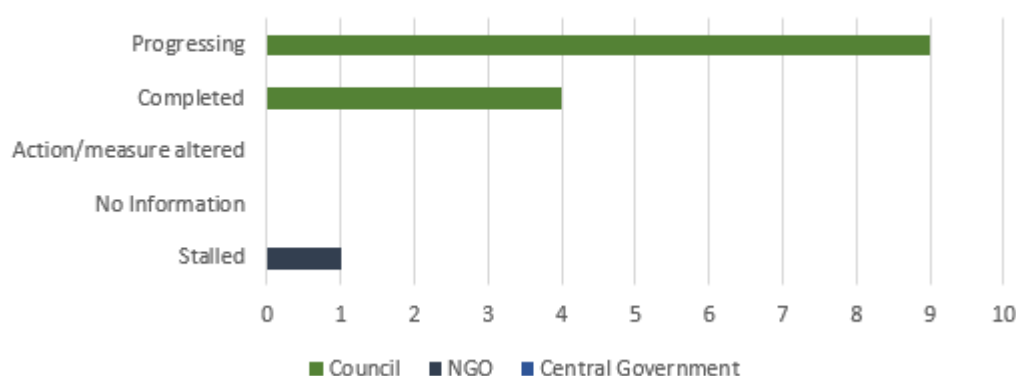
This domain addresses the taha tinana (physical) and Whenua (land & roots) dimensions of the Te Whare Tapa Whā model. Through these dimensions the natural and built environment has a major impact on the mobility, independence, and quality of life of older people.



Progress since 2023

Of the 14 actions in the Te Taiao- The Natural and Built Environments domain, nine are progressing, four have been completed and one has stalled. This is an increase of progress in five actions since 2023.

Domain progress by sector



Notable successes in this domain include:

- Work by Local Boards to improve and maintain parks, sports fields, and facilities in their Rohe.
- The Parks Volunteer & Programming team enabled volunteers to plant 187,379 trees and shrubs in FY 2022/23. This included over 400 community groups across the region, including 66 schools, recording nearly 100,000 hours of combined work helping to restore the whenua of Tāmaki Makaurau.

Key learnings/insights

Keeping parks, open spaces and facilities well maintained, with smooth footpaths and good lighting are key to making sure that Auckland Council’s facilities are age friendly.

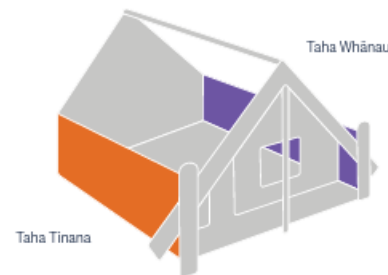
There is increasing demand for exercise equipment that can be used by adults in parks, as well as hard stand and courts that can be used for Pickleball according to Local Boards. Pickleball is becoming more popular with older Aucklanders. Pickleball is a paddle sport that combines elements of tennis, badminton, and ping-pong using a paddle and plastic ball with holes. It is a game that is appropriate for players of all ages and skill levels.

Transport



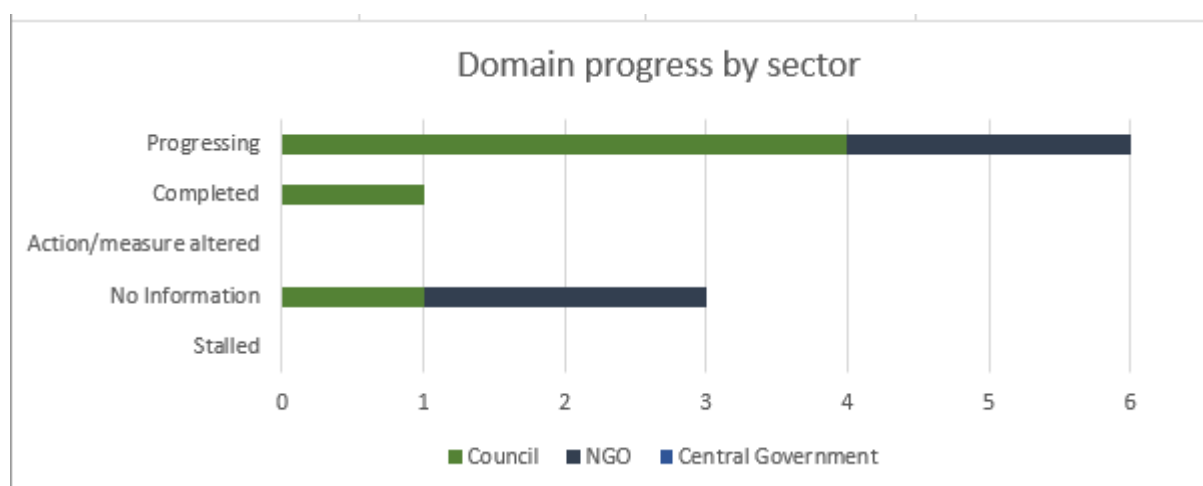
Accessible and affordable transport is key to ensuring Auckland’s older population can age actively and remain engaged with the community.

This domain covers the dimensions of Taha Whānau (community wellbeing) and Taha Tinana (environmental and physical wellbeing) in the Te Whare Tapa Whā model.



Progress since 2023

Of the 10 actions in the domain six are progressing and one action has been completed. There are three actions where no information has been provided. This is one more action completed than in 2023.



Notable successes in this domain include:

- Auckland Transport and Auckland Council Community Facilities have been working on the Claris walkway, on Aotea Great Barrier for a joined up and safe walkway beside the road connecting the village areas and airport. Stage one has been completed.
- The Manurewa Business Association, funded by Manurewa Local Board provide a shuttle bus service transporting residents to the town centre. Over 80 per cent of service users are over 65 years.

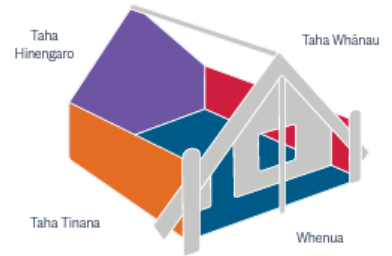
Key learnings/insights

Accessible transport is a key enabler to many of the other age friendly domains. Understanding local needs is key to providing appropriate transport options for older Aucklanders.

Housing

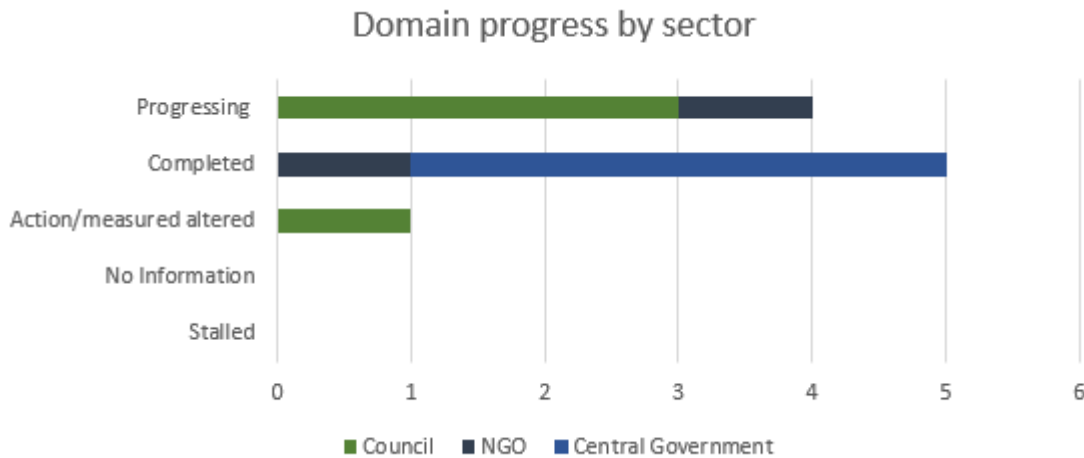


This domain is concerned with housing design, housing proximity and housing affordability to allow older residents to live comfortably and safely. It addresses four dimensions of the Te Whare Tapa Whā model; the Whenua (land/roots), Taha Tinana (physical), Taha Hinengaro (thoughts and feelings), Taha Whānau (family and social).



Progress since 2023

Of the 10 actions, nine are progressing or have been completed and one action has been altered. This is a doubling of progress in the Housing domain since the 2023 annual report.



Notable successes in this domain include:

- Kainga Ora’s completion of 236 units in the Highbury development targeted for older, accessible, and universal design needs.
- The continuing success of Haumaruru Housing providing wrap around support for their tenants.

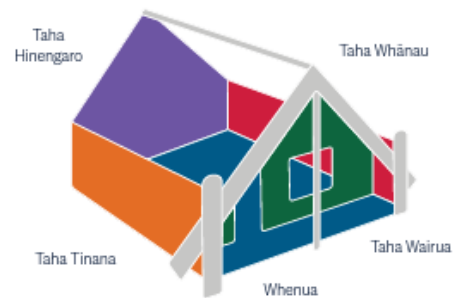
Key learnings/insights

Apartment living is a very successful housing model for older Aucklanders, providing security and opportunities for building a community and increasing social participation.

Social Participation

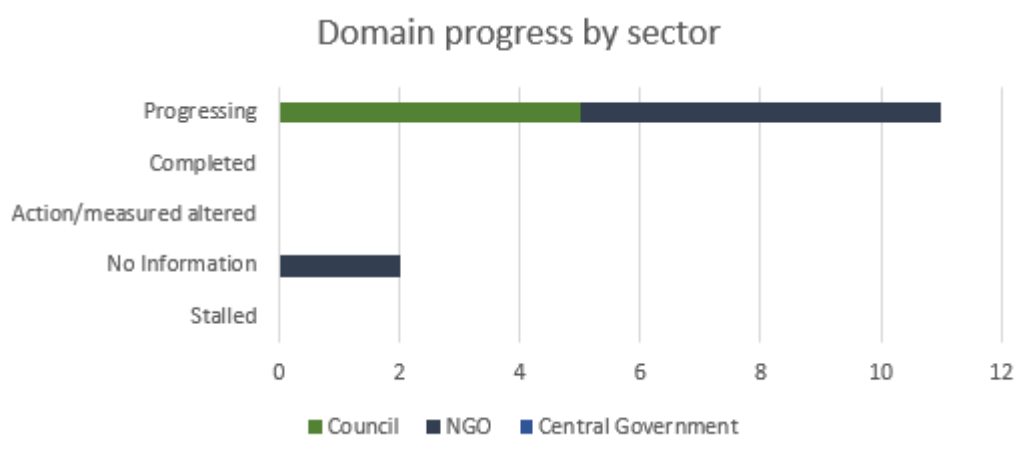


The social participation domain focuses on fostering people’s continued interaction with society through leisure, social, arts and culture and spiritual activities. Social participation addresses all five dimensions of the Te Whare Tapa Whā model of wellbeing.



Progress since 2023

Of the 13 actions in this domain, eleven are underway. Two actions have had no information provided for them. This is an increase of two actions progressing since 2023.



Notable successes in this domain include:

- Bhartiya Samaj holds a fortnightly social group for older people in the South Asian community attended by 200 people, providing support to over 5,000 people annually.
- Age Concern’s Social Connections Service continues to seek to mitigate the detrimental impact of loneliness and isolation. They provide a visiting service, with volunteers providing regular contact, and a social connections programme that facilitates older people engaging in community activity to around 20,000 older people in the last year.

Key learnings/insights

The number of older individuals experiencing severe loneliness and isolation is significant at around 20 per cent of all older people, according to a study involving 72,000 older people who had received an InterRAI home-care assessment. Loneliness and social isolation have an impact on the physical and mental wellbeing of older Aucklanders. This means promoting and supporting initiatives that foster social participation are critical.

Age Friendly Case Study 3: Te Oro Senior Dance Programme Te Oro’s facilitation of and support for a Senior Dance Programme using experienced and qualified dance tutors from the Pacific Dance Company, used creative arts to foster social participation for older people.

Case Study 3: Te Oro Senior Dance Programme



Te Oro is a council-operated community arts centre that offers a range of creative and performance spaces and cultural programming for Aucklanders of all ages.

Located in the heart of Glen Innes, home to a diverse population of primarily Pākeha, Māori, and Pacific peoples, Te Oro aims to bring together, celebrate, and support its vibrant community through the arts and creative expression.

In 2018, Te Oro staff identified a need to combat loneliness and promote physical activity among older people in the Glen Innes community.

In response, staff established a dance programme aimed at seniors, with support from Maungakiekie-Tāmaki Local Board, offering free, low-impact dance and movement classes taught by professional dance instructors from organisations such as the Pacific Dance Company.

Classes on offer included contemporary dance, Golden Grooves (line dancing), Silver Swingers (swing and jazz dance) and Tai Chi.

The classes supported older people to enjoy creative movement in a community environment, where they could make and maintain social connections with other seniors.

The classes also helped raise awareness of fall prevention. Age Concern reports that one in three people over 65 will experience a fall each year, which can lead to serious health issues such as broken hips and head injuries. Low-impact dance and movement can improve balance and flexibility and reduce the risk of falls.

Each class in the programme was attended by average of 12 to 16 people ranging in age from 60 to 78 years, and from a range of cultural and ethnic backgrounds including Māori, Pacific Peoples, Pākeha, Chinese, and Japanese.

The programme ran consistently for five years until March 2023, when it ended due to a shortage of tutors. It is intended to resume once suitable tutors can be found.

In the meantime, Te Oro is developing a therapeutic art program, which will also offer opportunities for creative stimulation and social connections for seniors in Glen Innes.

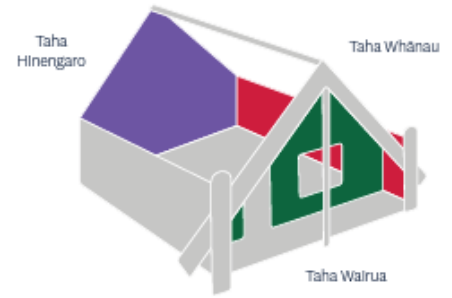
Te Oro Seniors Dance Group



Respect and Social Inclusion

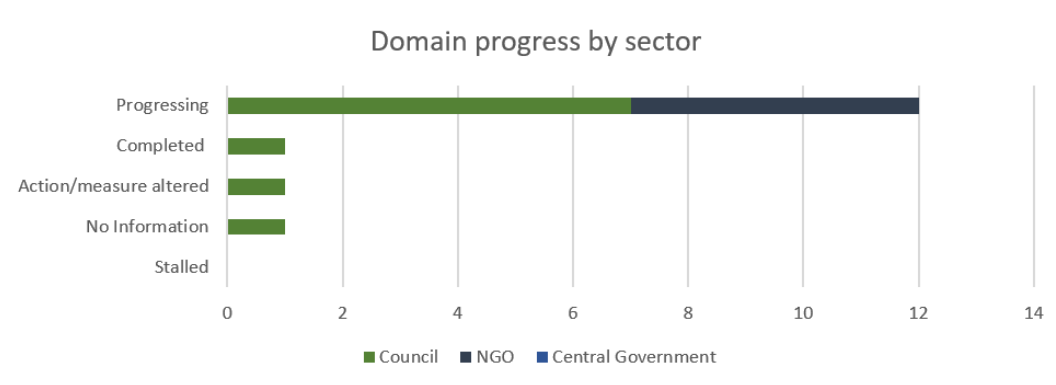


This domain focuses on actions aimed at creating an inclusive society in which the contributions of older people are valued and encouraged. This domain addresses three dimensions of Te Whare Tapa Whā. Taha Whānau (community wellbeing), Taha Hinengaro (thoughts and feelings), Taha Wairua (spirituality).



Progress since 2023

Of the 15 actions in this domain, 13 are progressing or completed, one has been altered, and two have stalled or have no information. This is one more action than in 2023.



Notable successes in this domain include:

- CNSST’s intergenerational mentoring programme where youth mentors provide IT training and support to older people. In return the older people provide Chinese language and cooking classes.
- Haumarū Housing’s Good Neighbour Programme, which ensures new tenants feel welcomed, and quickly gain a sense of camaraderie and support within their village.

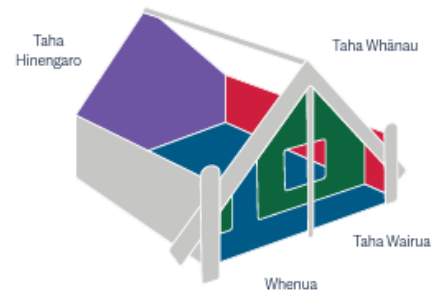
Key learnings/insights

Ensuring that services are culturally appropriate and written information is provided in the main languages spoken in Auckland, is essential to ensure that older people from all cultural backgrounds feel respected and included.

Civic Participation and Employment

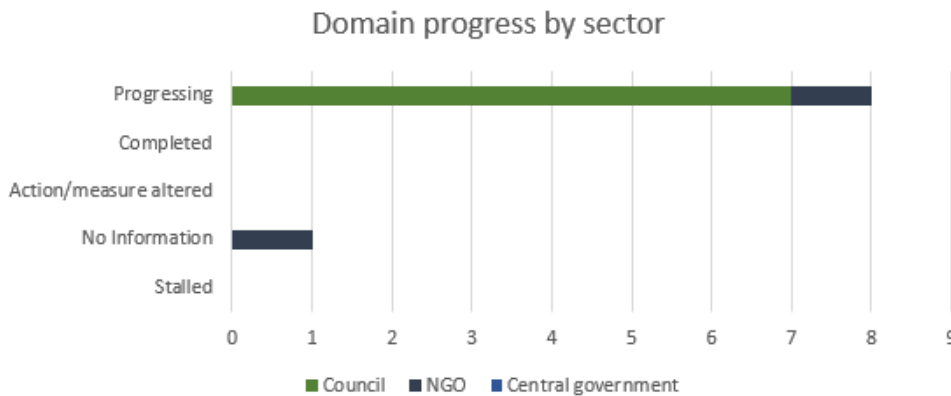


This domain is focused on actions that foster older Aucklanders' ability to learn and pass on skills and experience, contributing to their communities after retirement. The domain is aligned with the following dimensions of Te Whare Tapa Whā; Taha Hinengaro (thoughts and feelings), Taha Whānau (family and social), Taha Wairua (spirituality) and Whenua (land, roots).



Progress since 2023

Of the nine actions in this domain, eight are progressing, and one action has no information. This is an increase of three actions since 2023.



Notable successes in this domain include:

- CNSST's Employment Preparation Placement Programme (EPPP) has a contract with MSD to support job seekers aged over 55 years, offering personalised support, and coaching to create C. V's and coaching around job interview skills.
- Auckland Council's Democracy and Engagement teams advise older people are 20-30 per cent of submitters regarding feedback on the LTP, annual budget and other major consultation, above their percentage of Auckland's population (13.3 per cent).



Sikh Women's Association encourage civic participation.

Key learnings/insights

Older people are a rapidly increasing demographic in Auckland. Many want and need to stay in the workforce beyond 65 years. Planning by employers to ensure that workplaces meet the needs of older workers and welcome their participation is needed.

Case Study 4: International Day of Older persons celebrations – Albert-Eden Local Board

Age Friendly Tāmaki Makaurau domains addressed:



International Day of Older Persons (IDOP) is a day where older people are celebrated for their achievements and contributions to the community.

In 2023, Albert-Eden local board formally celebrated International Day of Older Persons. The event is observed annually on the 1st of October and takes place over a two-week period.

Albert-Eden local board recognised that older people are more likely to be socially isolated and offered a range of free events to give older people the opportunity to make connections with other members of the community.

Previously funded:

- YMCA Mt Albert
- DISHA
- Hope Floral Art Society
- Epsom Chinese Association.

Newly funded:

- Mt Albert Library
- Epsom Library
- Spin Poi
- Communicare
- Headway Trust
- Shanti Niwas.

Albert-Eden local board reached out to previously funded organisations to help fund and coordinate events and activities. After securing previous funded organisations, Albert-Eden local board partnered with other organisations and practitioners that work directly with older people to fund and organise the events. Some of the events included healthcare presentations, cultural performances, games, art exhibition and booth games.

These events ranged in size from small to larger gatherings of 130 people and an average of 15-20 attendees.

The local board received a lot of positive feedback and response to the IDOP programming.

The events were well coordinated, and older people enjoyed making connections over shared food.

The places where the events were held were important to the success of the events. Older people enjoyed having the activities at the libraries as they knew the staff very well and felt welcomed.

Albert-Eden local board were pleased that there were offerings for Pākehā and Asian communities but recognised that representation of ethnic groups needed to be improved in the future.

Albert-Eden local board have made it a goal to reach out to organisations that connect with older Māori, Pacific peoples, disability, and migrant communities.

The local board will improve accessibility of the programme in 2024. The local board will partner with other organisations in the area to increase attendance.



Participants playing games at an IDOP event.

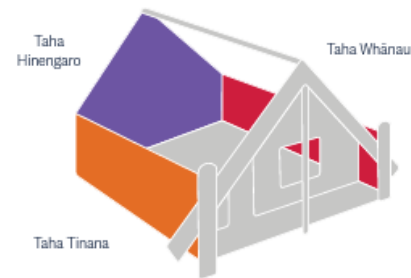


Epsom Chinese Association cultural performance at the Creative Ageing Event

Communication & Information

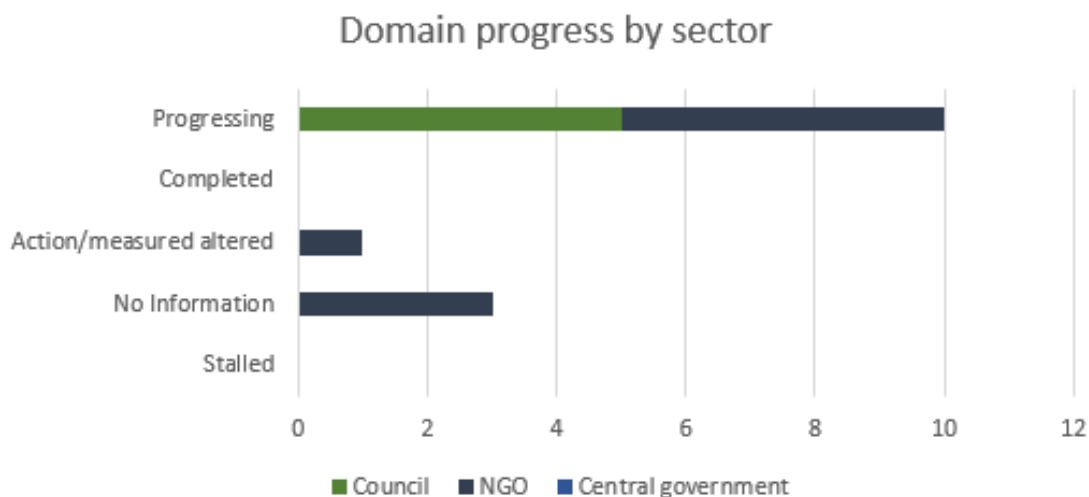


This domain contains actions concerned with connecting older Aucklanders to events, news, and activities in a timely, accessible, and practical way. The domain is aligned with the following dimensions of Te Whare Tapa Whā: Taha Hinengaro (thoughts and feelings), Taha Whānau (family and social), Taha Tinana (environmental and physical wellbeing).



Progress since 2023

Of the 14 actions in this domain, 10 are progressing, one has been altered and three actions have had no information provided for them. This is the same as in 2023.



Notable successes in this domain include:

- Age Concern provides quarterly newsletters and email updates to members reflecting the diverse cultural and linguistic needs of older Aucklanders, including Aphasia-friendly resources and development of the WeChat platform to support older members of the Chinese communities.
- Delivery services for vulnerable or housebound library customers by volunteers, organised by Auckland Council’s library services.

Key learnings/insights

There is an urgent need for older people to be able to access digital services for health, banking, bill paying and to keep in touch with whanau. A cross-sector approach supporting Auckland’s older population to feel confident using digital technology is needed. Digital Seniors are holding the first inaugural senior’s tech expo in November 2024. This will provide an opportunity for Seniors to learn more about technology in a fun and supportive environment.

Community Support and Health Services



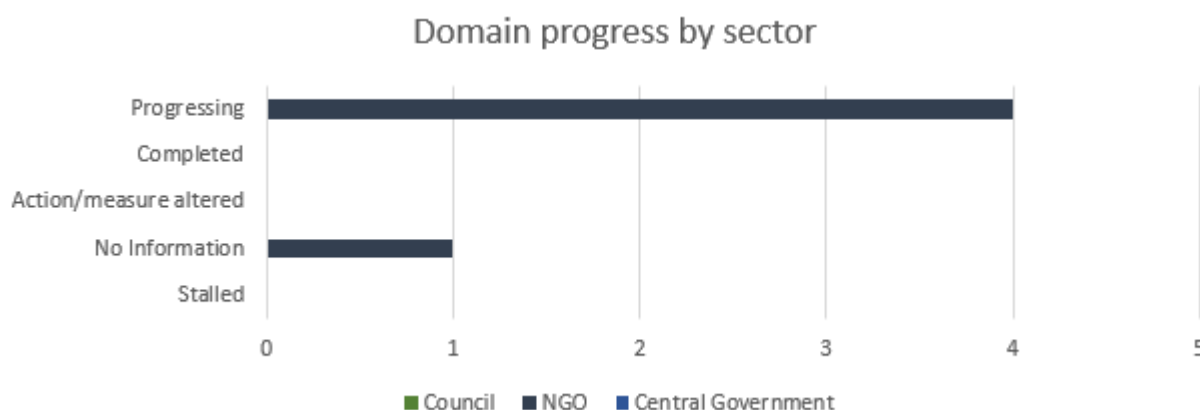
This domain contains action concerning accessible and affordable community health services which help keep older Aucklanders healthy, independent, and active.

The domain address three dimensions of Te Whare Tapa Whā, these are: Taha Hinengaro (thoughts and feelings), Taha Tinana (physical), and Taha Wairua (connection and spirituality).



Progress since 2023

Of the five actions in this domain, four are progressing and one has had no information provided. This is the same as 2023. All actions in this domain are carried out by community partners.



Notable successes in this domain include:

- Age Concerns’ Ageing Well services which provides tools, information and support to older people and whanau to enable independence and participation in the community.
- Toa Pacific’s Elder Abuse response programme, providing culturally appropriate support to older Pacific peoples.

Key learnings/insights

Health and wellbeing includes ensuring that older people are not lonely or isolated. Social connection is as important to older people’s wellbeing as physical health and safety.

Case Study 5: Brainfit Programme - Warkworth War Memorial Library

Age Friendly Tāmaki Makaurau domains addressed:



The BrainFit programme was designed by staff at the Warkworth War Memorial Library in May 2021. They recognised as Warkworth had a larger than average retired/elderly population there was a need for the programme. It is funded from Auckland Council’s library programmes budget.

BrainFit offers a safe, nonjudgemental social space to share ideas and experiences. Each session has been designed for people to have fun and engage collectively. It is an hour-long programme of fun and interesting activities to challenge the mental and physical skills of seniors living in the wider community, as well as being a great social outing for many of the attendees.

Each session is approximately one hour in duration and consists of four parts: (1) introduction/new brain research, (2) finger coordination exercises/chair yoga, (3) session content, and (4) concluding meditation.



Finger crossing and abduction, part of the Brainfit programme.

Brainfit has a weekly attendance of 10-16 people. Most people attending are over 50 years. Although more women attend than men, at least five men participate regularly at each session. BrainFit attracts a diverse range of participants of varied identities and cultures.

Several couples attend regularly where one partner has dementia. Both partners enjoy the Brainfit sessions and can participate at their own pace and level. The social aspects of the programme are extremely important too, with participants making connections with others in the community.



Brainfit session at Warkworth library

Warkworth Library plans to introduce a BrainFit Express edition, specifically designed for outreach to retirement villages and nursing homes. This express edition of BrainFit will be approximately 30 minutes long. Warkworth library staff would like to promote the programme in the community. They have facilitated sessions at the local Hospice and would like to do more outreach.

8. Key findings from the Social Wellbeing Agency regarding the needs of older people

In June 2023, Toi Hau Tāngata The Social Wellbeing Agency partnered with Te Manatū Whakahiato Ora Ministry of Social Development and Manatū Hauora Ministry of Health to produce evidence-based research on the needs of older people aged 65 and older across five life domains: Health, Housing, Finance, Access to Services and Social Participation. The report used the Integrated Data Infrastructure (IDI) to estimate and characterise the needs and vulnerability of people using 2018 census data.

Toi Hau Tāngata have now released a data explorer tool which visualizes the data used in the report. Findings include:

- 26 per cent (180,549) of the population in the Auckland region are 65 years old and over.
- Vulnerability for older people tends to increase as people get older.
- Those aged 85 and over are more likely to experience higher proportion of vulnerability in health (46 per cent) and social connection (36 per cent), which can be seen in the graph below.

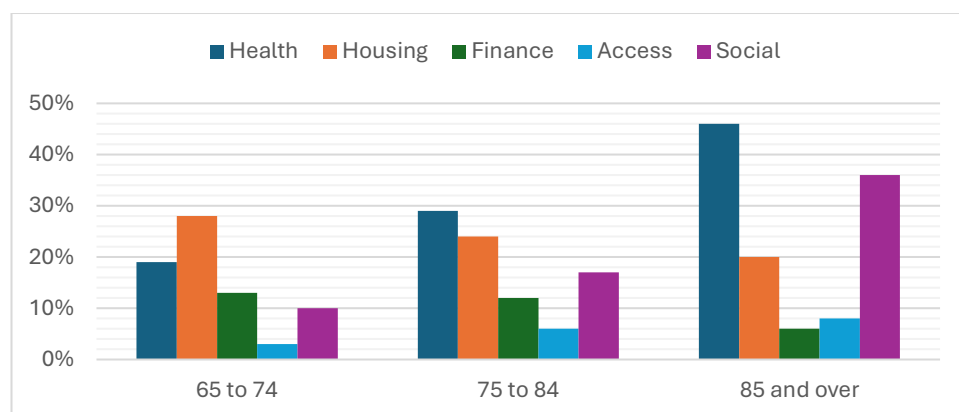


Figure 6: Age profile of older people experiencing vulnerability in Auckland

A number of older Aucklanders experience multiple physical and mental health conditions

Health vulnerability is defined as “an experience of two or more physical or mental health conditions”. In the Auckland region, 25,923 older people experience multiple physical health conditions, and 18,942 older people experience a combination of physical and mental health conditions.

Social isolation is the second highest vulnerability type and is linked to a decreased health-related variables. Social connection is essential to a person’s quality of life and psychological wellbeing. As people get older, they can find themselves living alone. In Auckland, 36 per cent of older people aged 85 and over experience social vulnerability compared to those aged 65-74 (10 per cent) and 75-84 (17 per cent).

Housing deprivation is a significant issue for Aucklanders aged 65-74 years.

Regarding housing, 28 per cent of people aged 65 to 74 years are prone to housing deprivation. Housing vulnerability is defined in the report as “an experience of poor housing quality and/or overcrowding”. Furthermore, poor housing quality means “a house that is damp or mouldy” and overcrowding refers to “dwellings that are too small to accommodate a number of people in the household”. In the Auckland region, 28,803 of older people experience poor housing quality.

Financial vulnerability most impacts Aucklanders aged 65-74 years

For older Aucklanders experiencing financial vulnerability, 13 per cent are from the ages of 65-74. The report defines financial vulnerability as having one or more of Ministry of Social Development income supports:

- Main Benefit (MB)
- Accommodation Supplement (AS)
- Temporary Additional Support (TAS)
- Special Needs Grant/s (SNG/SNGs)

Each of these forms of income support have a criterion indicating that a recipient is likely experiencing financial hardship. If a recipient has two supports, they are acutely vulnerable. As for the number of people by vulnerability type, 12,390 people in the Auckland region are accessing AS or TAS (vulnerable) and 2,661 people have both AS and TAS (acutely vulnerable).

Access vulnerability impacts the way older people travel or move around one's community. The report defines access vulnerability as not having a driver licence and not owning a motor vehicle. In Auckland, older people aged 85 and over are more likely to experience access vulnerability (eight per cent) than those aged 65 to 74 years old (three per cent).

Auckland has the highest number of older people with financial and housing vulnerability

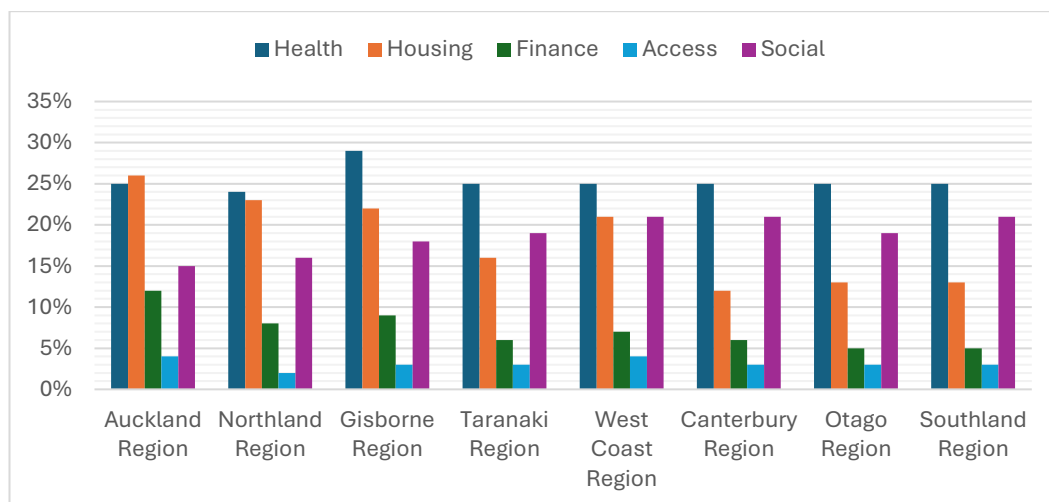


Figure 7: Regional vulnerability of older people across the five domains

Auckland has the highest percentage of older people experiencing financial (12 per cent) and housing (26 per cent) vulnerability. This was followed by Northland at 23 per cent for Housing vulnerability, Gisborne at 22 per cent and West Coast Region at 21 per cent. The West Coast, Canterbury and Southland regions experienced the highest number of older people experiencing social vulnerability at 22 per cent. Taranaki, the Manawatu-Wanganui region, and Otago region were at 19 per cent regarding social vulnerability with Gisborne and Hawkes Bay region at 18 per cent.

Gisborne holds the highest proportion of older people experiencing health vulnerability at 29%, followed by Auckland, Taranaki, West Coast, Canterbury, Otago, and Southland at 25%.

9. Conclusion

There has been significant progress in implementation of the actions in the Age Friendly Auckland Plan since 2023 with a 14 per cent increase in actions that are progressing or completed.

It was noted in 2023 that the ageing sector would benefit from greater coordination around programmes offered, and pooling of volunteers to support multiple organisations. Unfortunately, the circumstances with budget cuts in the public sector means that establishing a dedicated resource to do this has not been progressed.

Regional data from the Social Wellbeing agency shows that Aucklanders aged from 65-74 years show significant vulnerability regarding housing deprivation (28 per cent of the population), and financial vulnerability compared to other regions. Aucklanders in the over 85 age group have high vulnerability regarding health needs and social isolation. Many of the levers to bring about change in these areas sit with central government.

However, there are opportunities for more partnerships and collaboration between central and local government and NGO partners on solutions to support the wellbeing of older Aucklanders who are vulnerable in the areas highlighted by the Social Wellbeing Agency. This will be important to ensure the wellbeing of older Aucklanders in the future and to Tamaki Makaurau/Auckland being an inclusive, age friendly city.

Age Friendly Auckland Implementation Rōpū members continue to collaborate particularly around the Social Participation, Culture and Diversity and Kaumatua domains of the action plan. The Rōpū will continue to raise awareness and highlight issues of concern for older people in this region, and as well as identify and highlight innovative solutions including through mechanisms such as the annual report.

Music performance International Day of the Older Persons – Albert-Eden local board



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

Domain ¹	Action description	Measure of success	Primary Reporting Organisation	Progress 2024
Kaumātua	Facilitate an intergenerational event at Te Kura Kaupapa Māori o Te Kōtuku.	People of different ages participate in the event and share their experiences.	Waitākere Ranges Local Board (Council)	Stalled
Kaumātua	West Auckland Huhuinga: Facilitate whakawhanaungatanga for kaumātua and kuia	Kaumātua and kuia in Waitākere are kept connected to each other.	Waitākere Ranges Local Board (Council)	Stalled
Kaumātua	Collaborate with other service providers to extend support to other whānau members.	Enhanced care is given to kaumātua and kuia by linking their whānau members to services.	Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)	No Information
Kaumātua	Facilitate Kaumātua Kuia Day Activity Programme offering a variety of therapeutic activities	A rich sensory experience that stimulates or awakens the mind and body by way of touch, sound, taste, colour, and smell.	Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)	Progressing
Kaumātua	Kia ora Te Marae — Marae Development: Advocate on behalf of marae, support the development and delivery of marae services, including education, health, cultural and social services to support whānau.	Increased delivery of marae services that are mana enhancing and align with kaumātua and kuia needs/ aspirations. Meaningful relationships are developed and sustained with Auckland Council.	Te Kotahi a Tāmaki (NGO)	Progressing
Kaumātua	Mauri Ora: Provide a Kaupapa Māori Needs Assessment that is culturally sensitive and appropriate to the needs of kaumātua, kuia and whānau.	A care plan developed along with kaumātua, kuia and whānau.	Te Oranga Kaumatua Kuia Disability Support Services Trust (NGO)	No Information
Kaumātua	Te Rā Kaumatua/Kuia: Enable Māori kaumātua and kuia to connect and share their culture	Kaumātua and kuia in the Henderson–Massey local community are kept connected to each other and their cultural network.	Henderson–Massey Local Board (Council)	Stalled

Table 2 – Culture & Diversity Domain Update

Domain ²	Age Friendly Actions	Measure of success	Primary Reporting Organisation	2024 Status
Culture & Diversity	Asian Services: Provide direct support, tools, information, and skills that are culturally and linguistically appropriate to help older Asian people to participate and live independently for longer	Increased number of older people supported. Increased number of active volunteers. Benefits of both participation and volunteering are evaluated.	Age Concern Auckland (NGO)	Progressing
Culture & Diversity	Deliver programmes that reduce barriers to migrants and refugees, Rainbow communities, youth, children, older people, and people of all abilities.	People are included, interconnected, and celebrate our diversity and widespread participation is enabled.	Albert-Eden Local Board (Council)	Progressing
Culture & Diversity	Create and support opportunities for older people to engage in their culture through groups and activities in Auckland Council facilities and spaces	Improved participation rates of seniors in local groups and activities. Increased feelings of connection to community for seniors	Age Concern Auckland (NGO)	Progressing
Culture & Diversity	Provide culturally appropriate retirement care and services at BUPA David Lange care home Aashirwad wing.	Increased number of older people supported. Increased participation	Bhartiya Samaj Charitable Trust (NGO)	Progressing
Culture & Diversity	Provide culturally and linguistically appropriate home-based support service for older Chinese people	Approval as an accredited home-based support service provider is gained. Culturally appropriate homebased support services start to be provided to Chinese seniors in Auckland.	CNSST Foundation (NGO)	Progressing
Culture & Diversity	Taumatua Programme: Support Taumatua to lead and participate in Pacific art, workshops, activities, gatherings, and events	Older people in the Tuvaluan local community are kept connected to each other and have the ability to tell their stories and pass on their knowledge.	Henderson-Massey Local Board (Council)	Progressing
Culture & Diversity	Deliver the Day Care Ageing in Place initiative (MAAMA): For Pacific older adults 55 years old and over with Alzheimer’s disease or those who have suffered strokes and are lonely or live alone during the day and need care.	Increased number of attendees.	TOA Pacific (NGO)	Progressing
Culture & Diversity	Empower to Pamper Programme (ETP): Promote the rights of older persons to prevent the occurrence of neglect and abuse of Pacific older people.	Older people are supported to share their thoughts and feelings	TOA Pacific (NGO)	Progressing

Table 3 - The Natural and Built Environment

Age-Friendly Domain ³	Age Friendly Actions	Measure of success	Reporting Organisation	2024 Status
Te Taiao - The Natural and Built Environments	Conduct an audit of the age-friendliness of facilities including parking, public transport options and access to buildings.	Increased use of facilities by seniors. Increased use of digital searches for age-friendly facilities. Facilities' managers choose to prioritise accessibility	Parks, Sports & Recreation (Council)	Progressing
Te Taiao - The Natural and Built Environments	Investigate the end to-end journey of the audience and employee through an accessibility and age-friendly lens. Continue to improve accessibility at all Auckland Unlimited venues to enable mobility, independence, and quality of life.	Increased percentage of older adults accessing our venues due to improved accessibility.	Auckland Unlimited (Council)	Progressing
Te Taiao - The Natural and Built Environments	Support volunteering in parks working with local boards to deliver the local parks ecological and environmental programme	Increased opportunities for older Aucklanders to protect our environment.	Parks, Sports & Recreation (Council)	Progressing
Te Taiao - The Natural and Built Environments	Maintain accessible outdoor spaces and buildings so people of all ages and stages can use them to stay healthy, active, and connected.	Facilities are accessible and well maintained.	Howick Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Enhance existing facilities so they are accessible to people of all ages and abilities.	Our facilities and open spaces are accessible.	Maungakiekie-Tāmaki Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Build accessible playgrounds for people of all ages and stages.	Our communities have great local options for indoor and outdoor sport and recreation that provide opportunities for all ages and abilities	Rodney Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Provide communities with access to local and regional parks: • maintain and support the development of local open spaces to meet community needs • protect, manage, and enhance natural landscapes within council's regional parks and Maunga.	Open spaces in Tāmaki Makaurau are developed to provide a variety of opportunities for all Aucklanders to connect with nature.	Parks, Sports & Recreation (Council)	Progressing
Te Taiao - The Natural and Built Environments	Ensure our outdoor spaces and playgrounds are accessible so that people of all ages and stages can use them.	Our parks, sports fields, community facilities, beaches and open spaces are well maintained to meet the recreation and social needs of our growing population	Devonport-Takapuna Local Board (Council)	Progressing
Te Taiao - The Natural and Built Environments	Ensure parks, coastal facilities and amenities are adaptable and accessible for a range of activities, abilities, and age groups.	Provide a range of play and active recreation opportunities for all ages (this is provided by council's out and about programme).	Hibiscus and Bays Local Board (Council)	Progressing

<p>Te Taiao - The Natural and Built Environments</p>	<p>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.</p>	<p>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</p>	<p>Te Kotahi a Tāmaki (NGO)</p>	<p>Stalled</p>
--	---	---	--	----------------

Table 4 - Transport

Domain	Age Friendly Actions	Measure of success	Organisation Type	2024 Status
Transport	Social Connections: Providing advice and assistance to older adults to overcome transport obstacles that prevent social engagement	Self-reported decrease in transport barriers to engagement.	Age Concern Auckland (NGO)	Progressing
Transport	Staying Safe: Provide classroom-based courses designed to help improve the road safety of seniors	Number of courses run. Number of participants. Self-reported increased knowledge about other transport options available to help keep mobile.	Age Concern Auckland (NGO)	Progressing
Transport	Build safe roads and walkways	People of all ages can travel safely on our roads and walkways.	Aotea/Great Barrier Local Board (Council)	Progressing
Transport	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.	Senior citizens use public transport	Auckland Transport (Council)	Progressing
Transport	Total Mobility Scheme: Funded in partnership with central government, the Total Mobility Scheme assists eligible people with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation.	Eligible people use the assistance for subsidised door-to-door transport services wherever scheme transport providers operate	Auckland Transport (Council)	Progressing
Transport	Ensure all buses are accessible, enabling passengers with mobility impairment easier access to bus services	All buses have space for wheelchairs	Auckland Transport (Council)	Completed
Transport	Extend customer service training programme (supporting an integrated network) for Auckland Council and Auckland Transport frontline-facing staff.	Fewer complaints received by Auckland Council and Auckland Transport.	Auckland Transport (Council)	No Information
Transport	Fund the Manurewatanga shuttle bus that enables older people (and others) to access the Manurewa town centre easily.	Number or percentage of people aged 55+ utilising the shuttle service.	Manurewa Local Board (Council)	Progressing
Transport	Educate public transport operators on how to safely communicate with and transport people affected by stroke	Transport operators' plans and strategies identify training to assist easy access for people affected by stroke. The stroke-affected community reports easier and safe access on public transport	The Stroke Foundation (NGO)	No Information
Transport	Work with Auckland Transport to deliver actions within the Be Accessible Plan.	People of all ages can travel safely on our roads and walkways, including connections with the Downtown area and Wynyard Quarter and hospital connectivity	The Stroke Foundation (NGO)	No Information

Table 5 - Housing

Age-Friendly Domain ⁴	Age Friendly Actions	Measure of success	Organisation Type	2024 Status
Housing	Support working closely with housing developers such as Kāinga Ora or private developers to ensure the delivery of community centred housing and neighbourhoods.	Neighbourhoods are well-designed and interconnected with healthy and affordable homes	Puketāpapa Local Board (Council)	Progressing
Housing	Community Connectors: Supporting older people to navigate housing options, barriers, and issues.	Increased number of older people supported. Self-reported decrease in barriers to adequate housing.	Age Concern Auckland (NGO)	Progressing
Housing	Support initiatives that enable elders to age in situ, including community efforts to establish rest homes and respite care	Development of on-island rest home and respite care options.	Waiheke Local Board (Council)	Action to be altered
Housing	Deliver more developments on surplus council land, in partnership with community housing providers, mana whenua, mataawaka trusts or organisations, governments and private developers.	Increased number of new partnerships formed. Increased number of new affordable housing units	Eke Panuku (Council)	Progressing
Housing	Invest in Haumarū Housing new builds and refurbishment	Increased number of units refurbished, and new units delivered	Eke Panuku (Council)	Progressing

Table 6 - Social Participation

Age Friendly Domain	Age Friendly Actions	Measure of success	Organisation Type	2024 Status
Social Participation	Live Stronger for Longer/ Community Strength and Balance Programme: Providing falls prevention, and strength and balance classes for older adults.	Increased numbers of older people participating.	Age Concern Auckland (NGO)	Progressing
Social Participation	Pilot psychosocial group intervention (interpersonal psychotherapy, meditation, and creative art activities) for older New Zealanders with loneliness.	Feasibility of delivering group treatment for loneliness in the community	Age Concern Auckland (NGO)	Progressing
Social Participation	Pilot community/social connector model to support older adults to remain socially engaged in their communities.	Increased number of volunteers. Increased number of referrals to pilot. Increased number of participants.	Age Concern Auckland (NGO)	Progressing
Social Participation	Social Connections Programme: Facilitate the engagement of older people in community life and activities	Increased number of older people supported. Increased number of volunteers. Evaluated benefits of both participation and volunteering.	Age Concern Auckland (NGO)	Progressing
Social Participation	Forever Fit programme: Grow programme across council facilities.	The Forever Fit programme is expanded to four additional facilities	Parks, Sport & Recreation (Council)	Progressing
Social Participation	Provide fitness classes specifically for older people.	Increased opportunities for older people to be active in spaces (indoor and outdoor) that are affordable, convenient, and close to home.	Parks, Sport & Recreation (Council)	Progressing
Social Participation	Support people aged 55 years and over to participate in community life and engage in continuous learning	Improved participation rates of seniors. Increased opportunity for ongoing learning	Connected Communities (Council)	Progressing
Social Participation	Develop an audience strategy to support an age-friendly Auckland.	There is a clear policy that supports social participation of older adults and a strategy to achieve this outcome.	Auckland Unlimited (Council)	Progressing
Social Participation	Facilitate social activities to support new migrants integrate into society and help reduce loneliness and isolation	Increased number of older people supported. Increased participation	Bhartiya Samaj Charitable Trust (NGO)	Progressing
Social Participation	Facilitate monthly van trips for residents to socialise and participate in activities.	Survey results and tenant feedback are utilised	Haumaruru Housing (NGO)	Progressing
Social Participation	Foster belonging, encourage social connectedness and support resilience, leading to fulfilment and growth for older people through meaningful programmes	InterRai data and wellbeing outcome measures are utilised.	The Selwyn Foundation (NGO)	Selwyn is unable to report

Social Participation	Provide older people in the Selwyn care homes with engagement in life activities and programmes that meet their cognitive, social and physical needs.	The Selwyn Foundation	The Selwyn Foundation (NGO)	Selwyn is unable to report
Social Participation	Enable older people and people of different ages and stages to participate in community life and activities.	Community members share social connections and improved wellbeing.	Waitematā Local Board (Council)	Progressing

Table 7 – Respect and Social Inclusion

Age-Friendly Domain ⁵	Age Friendly Actions	Measure of success	Organisation Type	2024 Status
Respect and Social Inclusion	Research, develop and deliver programmes and activities designed to enhance social participation, e.g., new technologies, overcoming barriers of ageing, mental health and encouraging volunteering.	Increased numbers of older adults participating; research is carried out on specific areas and programmes developed accordingly. Number of volunteers supporting older people is increased. Number of older adults engaged in volunteering is increased.	Age Concern Auckland (NGO)	Progressing
Respect and Social Inclusion	Explore opportunities to support collective impact initiatives that improve safety for older people. This includes improving transport safety, falls prevention and reducing alcohol harm.	Opportunities and issues are identified where collaborative action would provide greater impact. Auckland Council provides information and support for common areas of interest and joint work.	Safety Collective (NGO)	Progressing
Respect and Social Inclusion	Develop age-friendly resources/toolkit for the council and communities to use when designing and delivering services to support older people.	Resources are developed to consider older people when designing and delivering services. Resources are promoted to staff and community organisations.	Connected Communities (Council)	Progressing
Respect and Social Inclusion	Explore opportunities to support collective impact initiatives identified by the sector	Opportunities and issues are identified where collaborative action would provide greater impact. The Implementation Group is supported by Auckland Council to work collectively	Age-friendly Implementation Group (Council)	Progressing
Respect and Social Inclusion	Invest in intergenerational practice, process, and promotion, e.g., technology help from youth volunteers, programmes run by older adults for children and teens (cooking, sewing, embroidery) and community days.	Library programmes are accessible to all and create opportunities for intergenerational connections	Connected Communities, (Council)	No Information
Respect and Social Inclusion	Provide intergenerational mentoring programme. Youth mentors provide IT training and support and in return older mentors provide Chinese language and food	Increased number of participating youth mentors. Increased number of participating senior mentors. Increased demand.	CNSST Foundation (NGO)	Progressing
Respect and Social Inclusion	Support community-led projects that encourage inter-generational activity	Our people are supported to actively contribute to their community and the places they live.	Franklin Local Board (Council)	Progressing
Respect and Social Inclusion	Good Neighbour Programme – Support the tenants of Haumaru to develop and maintain a sense of community and support within their village.	Survey results and tenant feedback are utilised.	Haumaru Housing (NGO)	Progressing
Respect and Social Inclusion	Provide intergenerational opportunities for young and old to share skills and talents.	Our diversity is a strength that we nurture and celebrate.	Kaipātiki Local Board (Council)	Action to be altered

⁵ In 2023, only one action was completed under the Respect and Social Inclusion domain by RIMU (Council) i.e. conduct research on the quality of life and wellbeing of Older Aucklanders to produce a five-yearly Quality of Life Status Report.

Respect and Social Inclusion	Māngere-Ōtāhuhu Local Board Age-Friendly Plan: Support older people in Māngere-Ōtāhuhu to thrive and prosper	The plan guides local board strategic decision making and investment to prioritise age friendly activity.	Māngere-Ōtāhuhu Local Board (Council)	Progressing
Respect and Social Inclusion	Build an age-friendly community where people of all ages, kuia and kaumātua, can live healthy and active later lives, participate in activities they value and contribute to their communities for as long as they want to.	All groups in the community feel informed and included	Ōrākei Local Board (Council)	Progressing
Respect and Social Inclusion	Provide Caring Caller programme to those who need the service	Volunteers are recruited and supported. Those who require the service are identified and contacted regularly.	St John (NGO)	Progressing
Respect and Social Inclusion	Facilitate opportunities for older people to participate in inter-cultural and intergenerational community-led programmes, including place finding, introduction to local marae, ethnic communities, and physical events.	Number of sessions held. Attendance numbers. Range of groups that participate. Responses from participants.	Whau Local Board (Council)	Progressing
Respect and Social Inclusion	Whau Walking Communities: Provide opportunities for older people to participate in low-impact exercise, foster connection between community agencies, build relationships with Māori organisations, support Keeping Whau Clean and strengthen governance.	Number of sessions held. Attendance over 30 people. Number of other organisations participating. Collated feedback and learnings from participants.	Whau Local Board (Council)	Progressing

Table 8 – Civic Participation and Employment

Age-Friendly Domain	Age Friendly Actions	Measure of success	Organisation Type	2024 Status
Civic Participation and Employment	Continue flexible working at Auckland Council to support a wide range of individual circumstances and business needs.	Increased staff engagement and retention for those over 60 years old.	Regulatory Services (Council)	Progressing
Civic Participation and Employment	Provide accessible methods of political engagement, e.g., support people to provide written and digital submissions on local boards, plans, space for verbal submissions and alternative methods of accessing political information (videos, booklets, static imagery, posters).	All members of the community can engage with political processes (i.e., consulting on proposed plans, reading council proposals, voting, etc.) in a format that is easily accessible to them.	Democracy & Engagement (Council)	Progressing
Civic Participation and Employment	Provide opportunities for volunteers and volunteering groups to directly deliver environmental outcomes in Auckland's parks.	Increased opportunities for older Aucklanders to protect our environment.	Parks and Community Facilities (Council)	Progressing
Civic Participation and Employment	Develop a framework to support age-friendly volunteer opportunities.	Increased number of older adult volunteers	Auckland Unlimited (Council)	Progressing
Civic Participation and Employment	Support and encourage the civic participation of our older Asian community	Increased number of participating Asian seniors	CNSST Foundation (NGO)	Progressing
Civic Participation and Employment	Continue to provide our Lifelong Learning fund	The fund can be used to support learning opportunities for people of all ages	Manurewa Local Board (Council)	Progressing
Civic Participation and Employment	Utilise older people in the Meals on Wheels volunteer drivers' team.	Increased number of volunteers. Increased number of recipients.	New Zealand Red Cross (NGO)	No Information
Civic Participation and Employment	Support opportunities for older people's involvement in social enterprise and innovation.	Development of social enterprise, entrepreneurship and innovation that leads to gainful employment.	Papakura Local Board & Manurewa Local Board (Council)	Progressing
Civic Participation and Employment	Facilitate participation for new residents, youth, older people, and people of all abilities in local decision making.	Our residents participate in and feel a sense of belonging to their community.	Upper Harbour Local Board (Council)	Progressing

Table 9 – Communication and Information

Age-Friendly Domain	Age Friendly Actions	Measure of success	Organisation Type	2024 Status
Communication and Information	Provide relevant and appropriate information that reflects the needs and cultural and linguistic backgrounds and use appropriate channels to ensure older people have access to and receive relevant information.	Quarterly newsletters circulated, email updates regularly provided, development of WeChat platform to support older Chinese community.	Age Concern Auckland (NGO)	Progressing
Communication and Information	Delivery services for vulnerable or homebound customers: Volunteers collect library items and deliver them to homebound customers who are unable to visit a library due to mobility, access, or other circumstances	People who are unable to visit a physical library due to mobility, access or other circumstances still have access to library materials.	Connected Communities (Council)	Progressing
Communication and Information	Explore opportunities for regular forums for the sector to discuss issues and share learnings and successes.	Annual forums are held for the sector to come together. The Implementation Group is supported by Auckland Council to hold forums.	Policy, Planning & Governance (Council)	Progressing
Communication and Information	Mobile libraries service: Buses and vans that provide a full library service throughout the Auckland region – a wide range of books, magazines, and audiobooks as well as free Wi-Fi on board.	We reach communities that are far from our physical libraries and people who are unable to visit. We promote and support literacy and access to information and help customers use digital devices and services.	Connected Communities (Council)	Progressing
Communication and Information	Provide digital support through libraries – check eligibility for Skinny Jump free internet access assistance, help register, set up modems, support getting online and act as the first point of contact for queries.	Communities have access to support through the use of digital products and services	Connected Communities (Council)	Progressing
Communication and Information	Hindi Quarterly Newsletter: Develop a free Hindi quarterly newsletter in physical and digital format to provide health and wellbeing information and resources	Increased social media engagement. Feedback survey twice a year. New relationships with stakeholders. Low demand for Hindi Newsletters. Newsletters are sent out in English.	Bhartiya Samaj Charitable Trust (NGO)	Action to be altered
Communication and Information	Develop a booklet from information provided by tenants about what a good neighbour is and does, reminding tenants of their rights and responsibilities and sharing helpful contacts	Survey results and tenant feedback are utilised.	Haumaru Housing (NGO)	Progressing
Communication and Information	Haumaru tenants are provided with a monthly newsletter and information through village noticeboards to keep them informed	Surveys and tenant feedback are utilised. Our elderly feel informed and communicated with	Haumaru Housing (NGO)	Progressing

Communication and Information	iMATUA programme – Digital literacy for Mātua (Seniors): Delivered through community groups. Support Mātua use of technological devices so that Mātua can communicate on digital platforms	Participants increase their confidence in use of devices. Increased demand to want to learn more. Communicating more with other people through use of their devices.	Māngere- Ōtāhuhu Local Board (Council)	Progressing
Communication and Information	iMATUA programme – Digital literacy for Mātua (Seniors): Delivered through community groups. Foster digital learning and support Mātua use of technological devices so that Mātua can communicate on digital platforms	Participants increase their confidence in use of devices. Increased demand to want to learn more. Communicating more with other people through use of their devices.	New Zealand Red Cross (NGO)	No Information
Communication and Information	Facilitate Good and Ready Emergency Preparedness Workshops including workshops for older Aucklanders to increase the awareness of disaster preparation.	The number of older Aucklanders and their family members we reach	The Selwyn Foundation (NGO)	No Information
Communication and Information	Provide accessible and relevant sources of information and knowledge exchange for older people and their families.	Increased online resources. Increased number of participants. Increased requests for information. Improved website accessibility	The Stroke Foundation (NGO)	No Information
Communication and Information	Establish different formats of information so that community information can be accessed by those people affected with communications issues, such as aphasia, following a stroke	Aphasia-friendly resources are available alongside other forms of publicly available community information	Age Concern Auckland (NGO)	Progressing
Communication and Information	Aphasia-friendly resources are available alongside other forms of publicly available community information	Increased community wellbeing and participation	Age Concern Auckland (NGO)	Progressing

Table 10 – Community Support and Services

Domain	Age Friendly Actions	Measure of success	Primary Report Organisation	2024 Status
Community Support and Health Services	Ageing Well Services: Provide tools, information, and skills to older people and whānau to enable independence and participation.	Increased number of older people supported. Increased number of volunteers. Evaluate benefits of both participation and volunteering	Age Concern Auckland (NGO)	Progressing
Community Support and Health Services	Intervention Services: Support older people and their whānau to build resilience and live free from abuse, neglect, or vulnerability.	Increased number of older people supported. Evaluate benefits of both participation and volunteering	Age Concern Auckland (NGO)	Progressing
Community Support and Health Services	Ensure that older people referred from their hospital or district health board receive hot meals through Meals on Wheels to maintain their health	Increased number of volunteers. Increased number of recipients	New Zealand Red Cross (NGO)	No Information
Community Support and Health Services	Provide Health Shuttle service to enable attendance at health appointments.	Increased number of volunteers. Increased number of recipients	St John (NGO)	Progressing
Community Support and Health Services	Deliver the Home visitation programme (Asiasiga): Pacific staff and trained volunteers visit Pacific older people in the community who are bedridden or unable to leave their homes.	Increased number of older people using services.	TOA Pacific (NGO)	Progressing