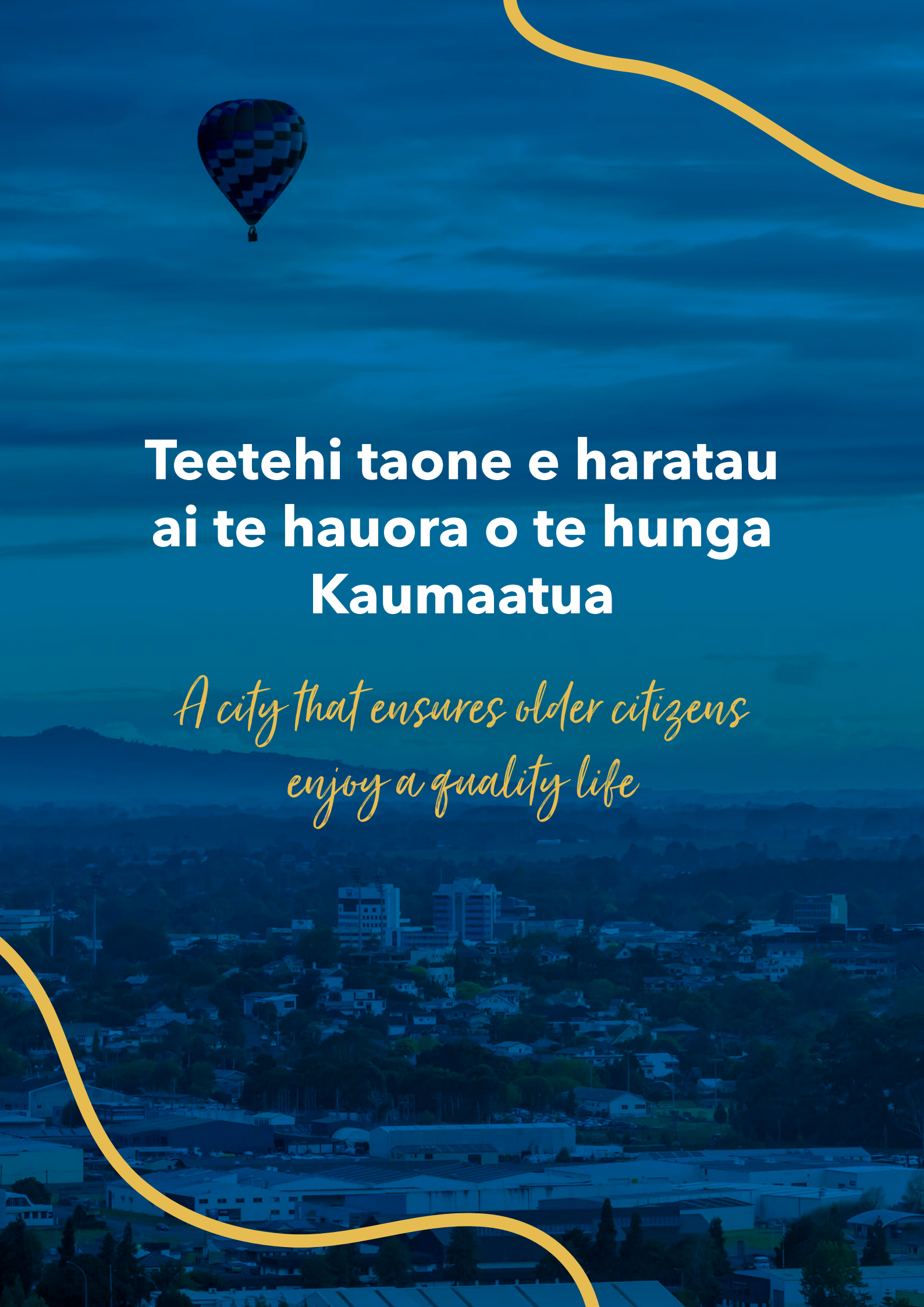


# Hamilton Age Friendly Plan

2021-24





# Teetehi taone e haratau ai te hauora o te hunga Kaumaatua

*A city that ensures older citizens  
enjoy a quality life*

## THANK YOU TO THE PARTNERS OF THE AGE FRIENDLY PLAN



Western Community Centre



## WELCOME FROM THE MAYOR

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Over coming years, Hamilton will see more of its people move into an older demographic as our city reflects what is happening right across New Zealand. Nationally, New Zealanders aged 65 years and older will roughly double from 711,200 in 2016 to between 1.3 and 1.5 million in 2046.

In Hamilton we know that being 'age -friendly' drives benefits not just for older citizens, but for everyone. Older people in our city can and do already contribute an enormous amount and we want to support them in that. That's why Hamilton was the first city in New Zealand to join the World Health Organisation Age Friendly Global Network of Cities and Communities in 2018.

It was back then that our first Hamilton Age Friendly Plan was produced. I am delighted that the original plan has now been refreshed and updated.

Our updated plan aims to create "a city that ensures older citizens enjoy a quality life (Teetehi taone e haratauai te hauora o te hunga Kaumaatua)" and again it has been community-led. While Council is a key partner, the development and implementation of the plan has been led by community experts and agencies with an interest in the wellbeing of older residents.

The plan has nearly 40 actions to be

progressed in the next three years. These actions are the responsibility of over 40 different agencies across the city and will deliver on nine age-friendly themes. Those themes include

- Outdoor spaces and public buildings
- Transport and mobility
- Respect and social inclusion
- Social participation
- Civic participation and employment
- Communication and information
- Housing
- Community support and health services
- Safety

There is much work ahead but as a city, we are in a very good space to do this work, for which I am grateful. I look forward to seeing this plan roll out and to the positive impact it will have.

Finally, I would like to thank members of the Hamilton Age Friendly Steering Group who have done so much to ensure our older citizens have the support and opportunities they deserve to continue leading rich and fulfilling lives.

*Paula Southgate*

**Mayor**



## WELCOME FROM THE HAMILTON AGE FRIENDLY STEERING GROUP CHAIR

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Hamilton is a great city in which to grow older. Our forebears planned it well. It has a very good infrastructure for older people – large and small parks, the world class Hamilton Gardens, plans for a regional theatre, community houses, modern libraries, lots of organisations and clubs for older people (based on interests or lifestyle), and excellent facilities for maintaining wellness – a modern older people’s rehabilitation hospital unit, and social services provided by community groups, faith organisations, public and private enterprises. Hamilton older people also enjoy a temperate climate, flat land, and proximity to many smaller towns.

Yet Hamilton is the “youngest” city among New Zealand's six largest cities, with 11.9% of its population being over 65 years (compared with the New Zealand over 65 population 15.4%). But the absolute number of older people is increasing (19,389 in 2018, 28,000 in 2028, 36,700 in 2038 based on Statistics NZ projections) as Hamilton’s general facilities become world class, and as older people decide to remain in Hamilton for their retirement, or shift to Hamilton for recreation and entertainment. We also have a more diverse older population, with more Maori, Asian and non- European (17.3%) than the New Zealand 65+ population (14.6%).

In 2018 Hamilton was acknowledged by the World Health Organisation as an “age friendly city” in providing a Plan for the improvement of existing facilities for older people, and thereby continuing a Hamilton tradition since 1993 of having a local body advisory group on older people.

This Plan is the latest Hamilton effort to recognise its older people by ensuring that city facilities and services are appropriate for their increasing numbers and diversity in lifestyle. Unlike many other Plans, it is a community based Plan, with ideas from community organisations and individuals (mostly in new partnerships) brought together by the Hamilton Age Friendly Steering Group, a group of community volunteers.

The goals and vision of the of the Plan are becoming increasingly aligned with the work of key partners, such as Age Concern and the Rauawaawa Kaumātua Charitable Trust. We hope readers will support our vision “a city that ensures older citizens enjoy a quality life” to match their own expectations as they grow older.

*Dame Peggy Koopman-Boyd*

**Chair, Hamilton Age Friendly Steering Group**

## SECTION 1

# Introduction Koorero Whakataki



Photo: Western Community Centre

**Hamilton is a growing city. As in other cities, the number of older people is also increasing and planning for the needs of older people is of critical importance.**

Older people are a diverse group in and of themselves. Many older people maintain a healthy and interesting life (often thanks to the historic establishment of preventive health and recreation measures), while others begin to “feel their age”. There is a need therefore not only in this community-led Plan to continue to enhance the lifestyle of the majority of older people, but also to recognise that a significant number of older (and disabled) people need support, and often wide and varied support.

There have also been significant changes in New Zealand’s economy and lifestyle during the past five years, when planning for an age friendly Hamilton has been occurring.

Hamilton has had an historical interest in supporting older residents. Public, private and not-for-profit organisations have made a major contribution to the welfare and support of Hamilton’s older people. Currently, Hamilton’s older people benefit from the services and facilities provided by government, business and community agencies. Older residents are also well served by the strong leadership from a number of agencies throughout the city.

Local body planning for the needs of older people has also occurred for some time. Hamilton City Council established a Council of Elders in 1993 and has provided space for activities for older people at the Celebrating Age Centre since 1976. Such planning took a large leap forward in 2016 when several agencies with an interest in issues facing older people began to work together on a collaborative plan developed in partnership

with central and local government.

Hamilton’s first Age Friendly Plan (2018-2021), endorsed by Hamilton City Council in February 2018 became the basis of Hamilton’s inclusion in the World Health Organisation’s Global Network of Age Friendly Cities and Communities in the same year. Hamilton was the first city in New Zealand to join the network, which now includes over 1,000 cities globally (including two New Zealand cities – Hamilton and New Plymouth).

## **THE PURPOSE OF THE UPDATED PLAN**

The 2018 Plan was a great start - it brought several public, private and voluntary organisations together that have a major interest in issues facing older people. The Plan was collaborative in nature – 48 projects undertaken by over 20 different agencies.

The 2018-2021 Plan has reached the end of its expected term, with most actions completed. The focus of some agencies has changed, and several new groups have shown an interest in being involved, so it is a time to look at what has worked, what needs more focus and attention, and to develop a new version of the Plan.

Many of the key principles, goals and ideas in the initial Plan are still valid and form the basis of this new version, but a review allows for an opportunity to re-evaluate and address gaps that have become clear during the implementation of the first Plan.

Some key considerations for continuing to plan for an ageing population in Hamilton include:

- 1. Changing demographics.** The number of older people is increasing and becoming more diverse. See section 2 of the Plan.
- 2. Changing retirement trends.** While traditional patterns of retirement in New Zealand may have included living in coastal areas for a time, anecdotal evidence suggests that many are choosing to remain in Hamilton. As these older and experienced people retire to stay in Hamilton, we can expect a boom in entrepreneurship in the establishment of small businesses, encompassing not only product development, but also services managed by older people for older people.
- 3. Income diversity of older people.** While older people traditionally have very high rates of home ownership, this will change as younger generations begin to move into retirement age. More older people will be renters, with less expendable incomes than generations before them. The type and degree of support older people will need in the coming years is likely to change substantially as a result.
- 4. The experience of Covid-19.** Covid has had a significant impact on older people. This has included isolation and lack of social connectedness for many older people, leading to a lack of motivation and confidence. New ways of doing business (online, and by home delivery) saw the realisation by older people that their isolation, or lack of transport could be overcome by new means of technology.
- 5. Impacts of ageing on families and carers of older people.** Increasing numbers of

older people, and an ageing population has wider impacts than older people themselves. Families of older people are impacted, and there will be an increase in the need for carers and facilities that support people as they age.

- 6. Increased focus by many agencies on wellbeing.** This has been led by both government central and local policy but is also seen through community organisations and philanthropic funders. Wellbeing has now been established as a measure of population happiness, with the predictable outcome that alternative aspects of health will be identified, and considered for older people.
- 7. The fast pace of change in the type of support older people need.** A community-led plan by definition requires groups and agencies to be flexible to changes in policy and funding and find ways to meet needs as they change, often very rapidly. The Plan, while setting clear deliverables, will also need to be open to new partners and changing priorities.

All of these changes have been established, or magnified, during the last five years, when Hamilton's first Age Friendly Plan was being developed or implemented. The next Plan (2021-2024) needs to follow up these developments and their impact not only on the total population, but also on the cohort of older people themselves.



## OVERVIEW OF THE HAMILTON DRAFT AGE FRIENDLY PLAN 2021-2024

### VISION

A city that ensures older citizens  
enjoy a quality life

### GOALS

Raise awareness within the  
community of the increasing  
number of older people in  
Hamilton

Empower the community to take  
action to improve the lives of older  
people in Hamilton

### PRINCIPLES OF AGE FRIENDLY HAMILTON

Focus  
on the older  
person from  
a wellbeing  
perspective

Build on  
what already  
exists

Encourage  
local  
community  
action

Work  
together

Be culturally  
appropriate

### AGE FRIENDLY PLAN 2021-24 ACTIONS BY THEMES

- |  |  |
|--|--|
| 1. Outdoor Spaces and Public Buildings | 6. Civic Participation and Employment    |
| 2. Transport and Mobility              | 7. Communication and Information         |
| 3. Housing                             | 8. Community Support and Health Services |
| 4. Social Participation                | 9. Safety                                |
| 5. Respect and Social Inclusion        |  |

## SECTION 2

# About Hamilton's Older People



## THE VIEWS OF OLDER PEOPLE - THROUGH CONSULTATION AND ENGAGEMENT

The Hamilton Age Friendly Steering Group has gathered the views of many people and groups during the review of the Plan, through:

- Open Forums held annually with older people in the community (most recently in November 2020).
- Ongoing discussions with over 200 older people, agencies and organisations which have an interest in issues facing older people in Hamilton, including the following sessions:
  - o Age Concern 26 March 2021 (as part of HCC Long Term Plan engagement)
  - o Rotary Club of Fairfield 29 March 2021
  - o St Alban's Fellowship Group
  - o Waikato Indian Senior Citizen's Association 16 May 2021
  - o University of the Third Age (U3A) Hamilton
  - o Pukete Neighbourhood House "Knitting group" - 25 May 2021
  - o Waikato Interfaith Council - 22 June 2021

The results of this engagement provided the following common themes:

- Hamilton is generally viewed as a good city for older people - it is accessible with plenty to do and lots of spaces and places for people to connect and recreate.
- Transport and mobility is an important issue for older people - the bus network is viewed positively, but many older people would like to see increased footpath maintenance and making river paths safer

and more accessible.

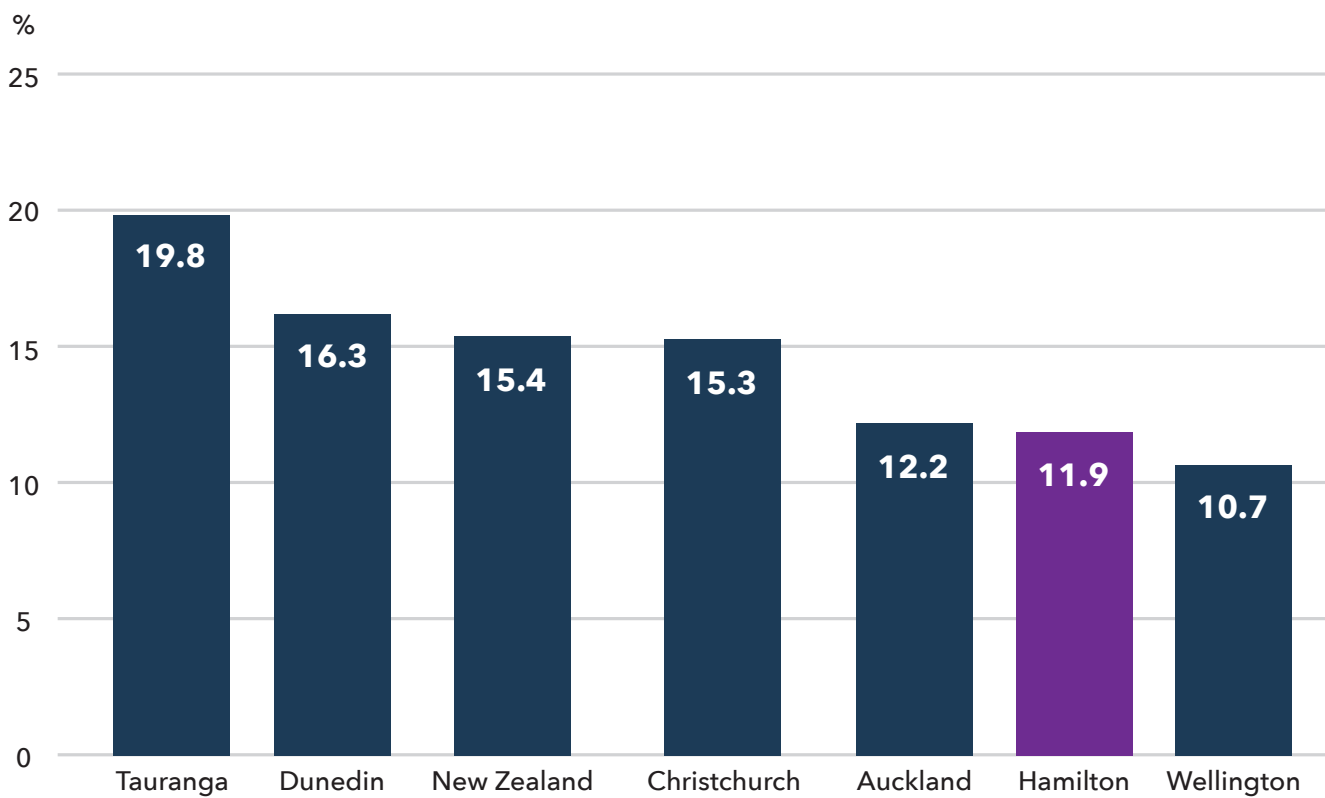
- Users of e-bikes and e-scooters are seen as a safety risk for many older people and make them less likely to use river paths.
- Older people feel well served by the range of community facilities available to them, including libraries, aquatic facilities and community centres. They would like to see increased consideration for older people in the development of new facilities or in upgrading existing ones.
- Intergenerational connections are a major interest for older people, who want to have more to do with younger generations and share skills with different groups.
- Older people are interested in technology changes and keeping up to speed as they impact their lives.
- Older people were excited about the Age Friendly Plan, but also disappointed that more was not being done to publicise projects and the general progress of the Plan.

Where possible, these comments have been addressed through the actions of the Age Friendly Plan 2021-24.

## DEMOGRAPHICS OF HAMILTON'S OLDER PEOPLE

The number of older people in Hamilton is smaller than other large cities in New Zealand, with more than one in ten Hamiltonians being over the age of 65. The number of older people is growing and will continue to do so. The following graphs show the current demographic information for older people in Hamilton.

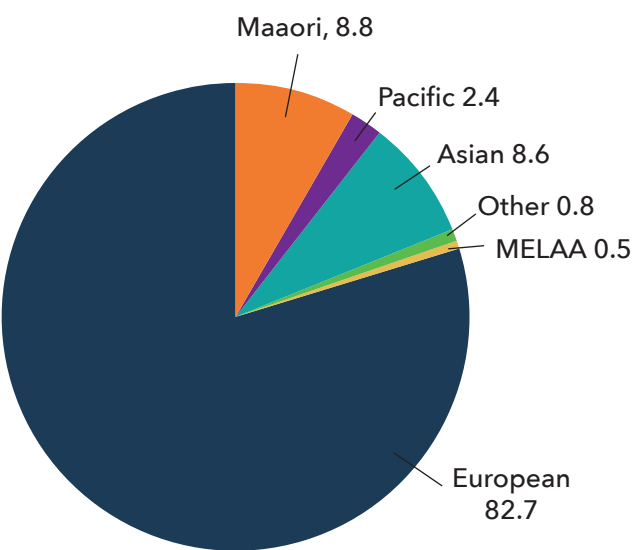
**A. DEMOGRAPHICS - PROPORTION OF TOTAL POPULATION AGED 65+ IN NEW ZEALAND'S LARGEST CITIES (% , 2018)**



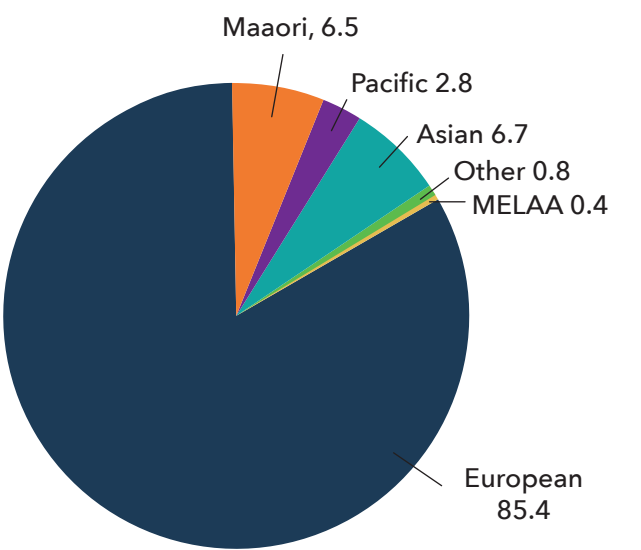
Source: Census 2018

**B. ETHNICITY OF HAMILTON AND NEW ZEALAND'S OLDER PEOPLE AGED 65+ (% , 2018)**

**HAMILTON - 65+**



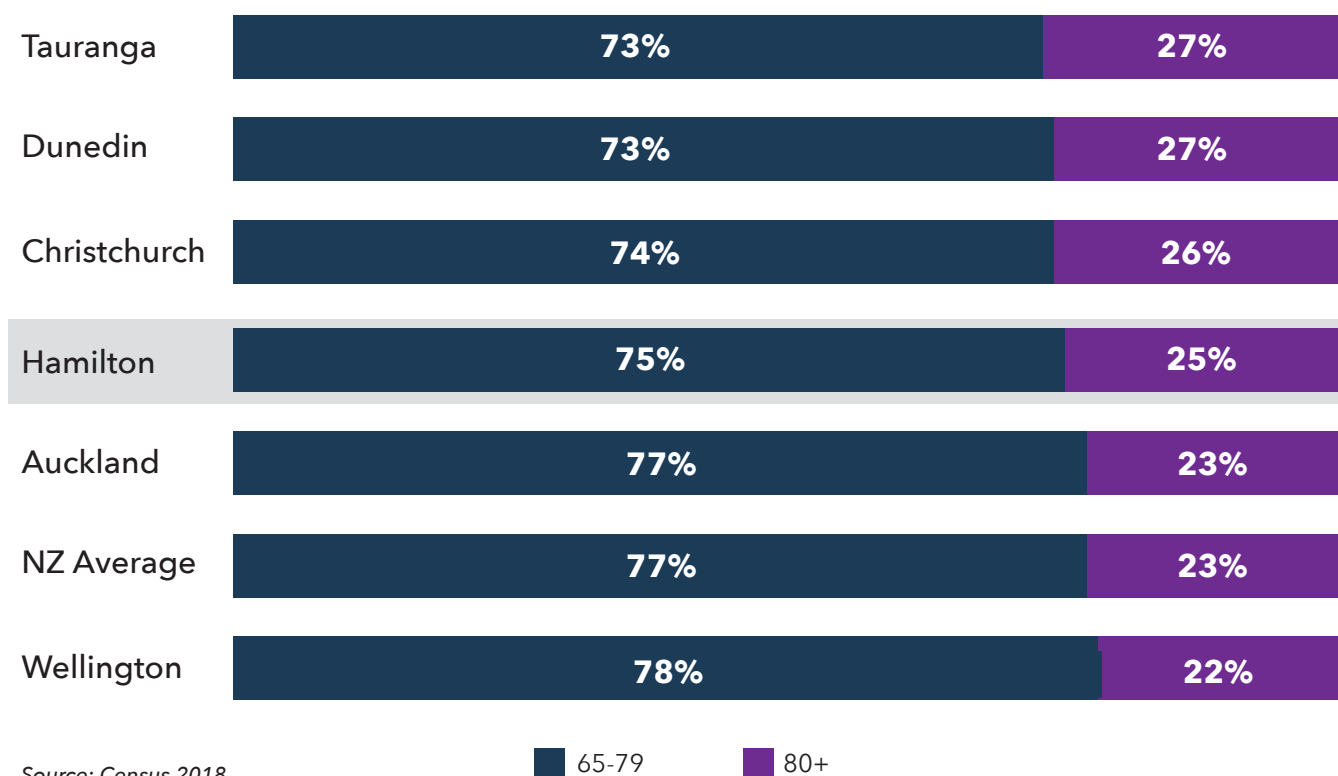
**NEW ZEALAND - 65+**



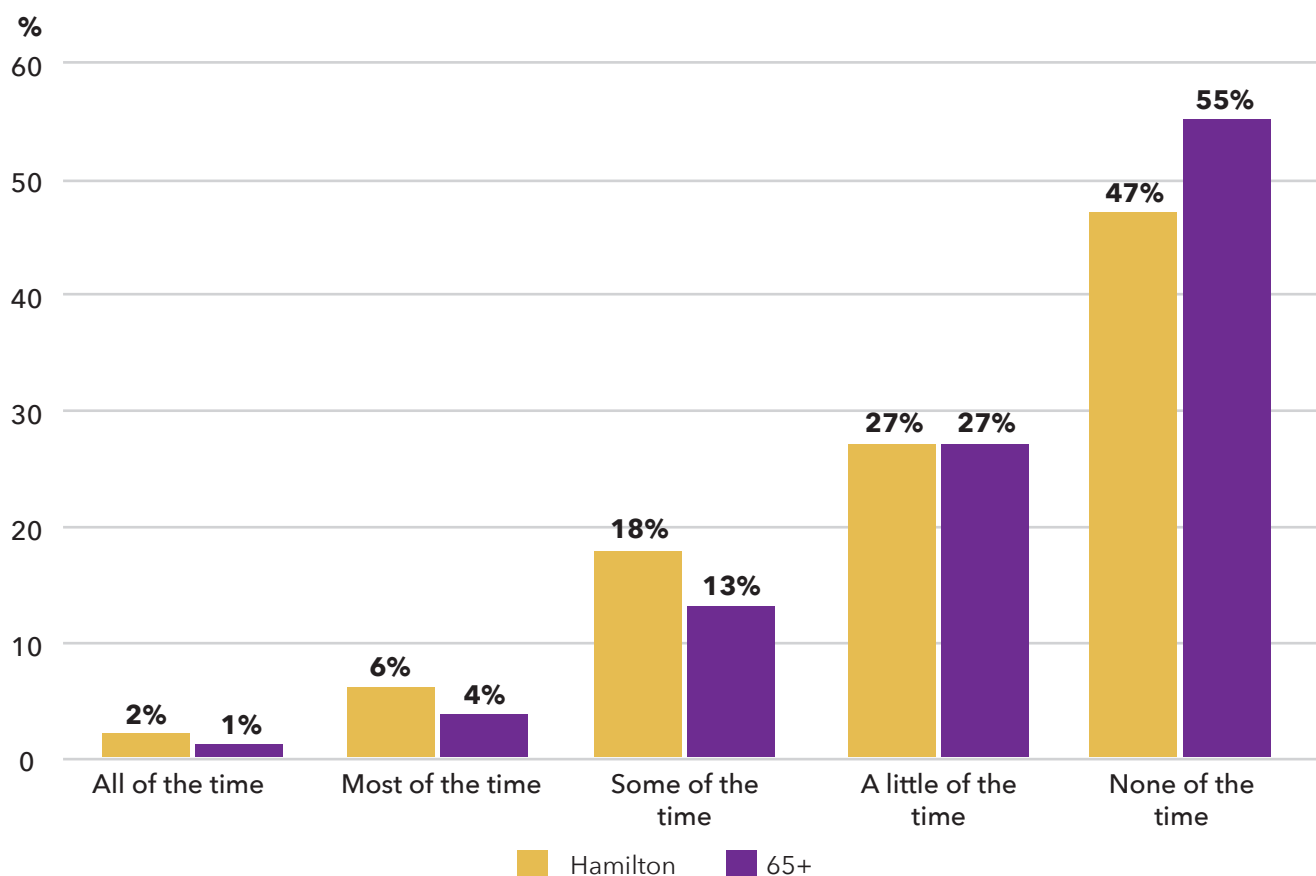
Source: Census 2018  
\*MELAA = Middle East, Latin America, Africa



### C. NEW ZEALAND 65+ AGE POPULATIONS - AGED 65-79, AND 80+ (% , 2018)





### D. FEELINGS OF ISOLATION OF HAMILTON POPULATION TOTAL, AND AGED 65+ (% , 2018)








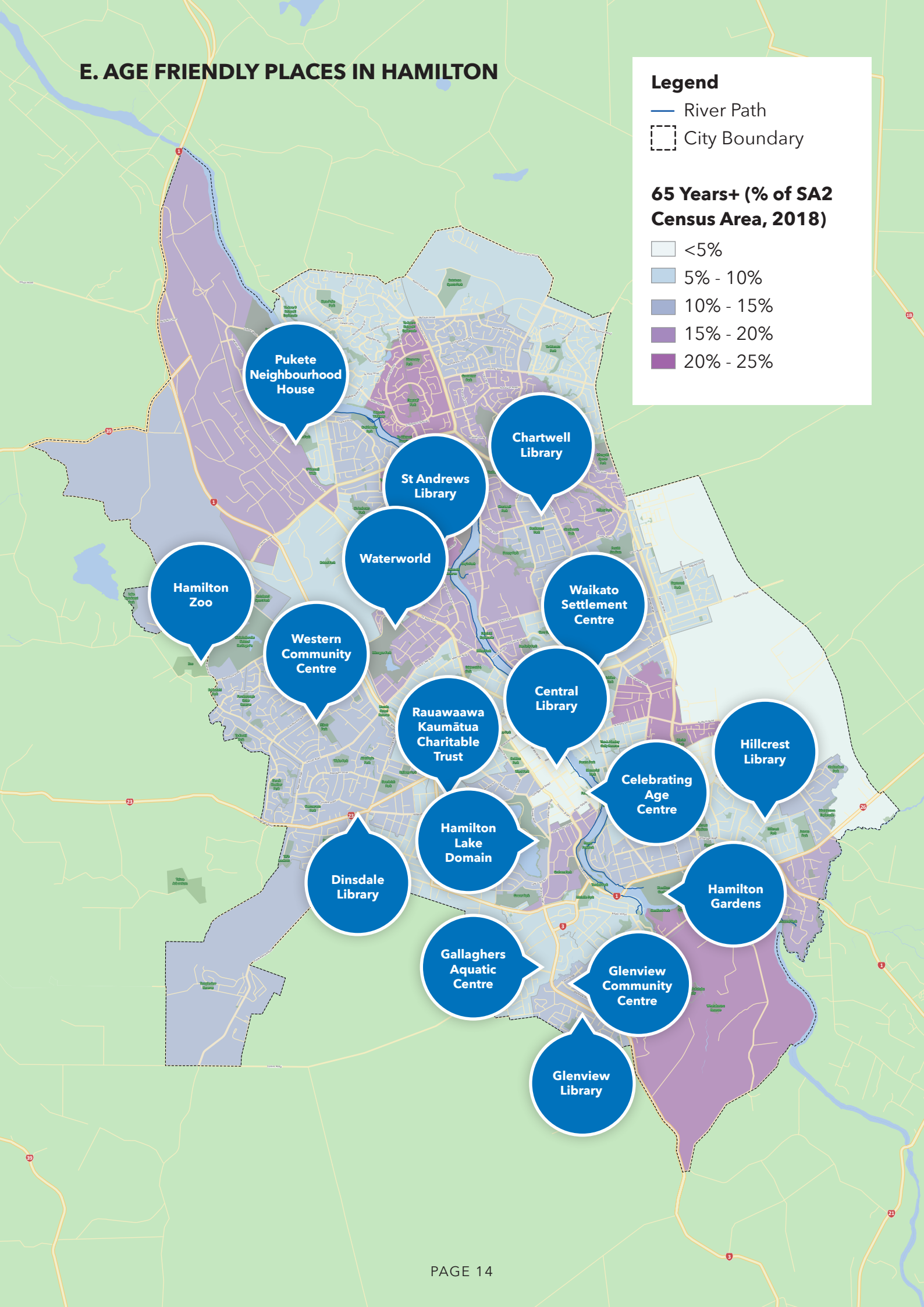
## E. AGE FRIENDLY PLACES IN HAMILTON

### Legend

-  River Path
-  City Boundary

### 65 Years+ (% of SA2 Census Area, 2018)

-  <5%
-  5% - 10%
-  10% - 15%
-  15% - 20%
-  20% - 25%



## SECTION 3

# Planning for an Age Friendly Hamilton



Photo: Age Concern Hamilton

## HOW THE PLAN WORKS

***The Age Friendly Plan's vision is "A city that ensures older citizens enjoy a quality life."***

This Vision drives the goals, principles and actions of the Age Friendly Plan (2021-2024). It has been developed by the Hamilton Age Friendly Steering Group, while the community organisations, government agencies and others will continue to contribute further actions over this timeframe.

The Plan builds on the work of the 2018-21 Plan, retaining the principles that were initially developed, while adding a vision and goals to better guide these principles. The actions ensure that the vision, goals and principles are delivered (see page 9).

***The themes and actions are detailed in Section 4 of the Plan.***

Actions have been developed through:

- Ongoing conversations with older people
- Ongoing conversations with agencies that serve or work closely with older people
- Documented evidence, research and observations collected during the implementation of the 2018-21 Age Friendly Plan.

The Age Friendly Plan has 44 actions for delivery over the next three years. These actions are consistent with the eight Age Friendly themes developed by WHO, alongside a ninth theme, Safety, added by Hamilton.

Each of the nine themes has a number of actions for completion. These have a corresponding agency responsible for delivering this action. Each activity is defined in one of the following status:

**Continue** – An existing activity that will continue in its current form

**Enhance** – An existing activity that will be expanded and enhanced to reach more people and increase its impact

**New** – a new action not already being undertaken.

## PARTNERSHIPS AND COMMUNITY-LED ACTIONS

In this plan, actions are broadly defined. This is because a community-driven project such as the Age Friendly Plan needs to be flexible to respond to changes in the community itself, as well as the various agencies and groups supporting it.

There are a number of groups, organisations and government agencies that will need to work closely to ensure long term success in improving the lives of older people in Hamilton.

The Plan has close links with the Hamilton City Council Disability Policy and Action Plan, with several shared outcomes. Issues around universal design, access and respect, and inclusion are shared by the disability community and older people. However, there are issues that are unique to older people and therefore the need for a specific Age Friendly Plan.



## SECTION 4

# Age Friendly Plan Actions 2021-24



Photo: Western Community Centre

# 1. OUTDOOR SPACES AND PUBLIC BUILDINGS

## KO NGAA PAPA ME NGAA WHARE HAAPORI

**GOAL: The community has places to enjoy and be part of outdoor activities that are accessible and people feel safe.**

### What Older People told us about Outdoor Spaces and Public Buildings:

- Hamilton Gardens and Lake Rotorua are seen as particularly popular spaces for older people to visit and spend time.
- Ensuring that parks are accessible to older people - that a strong park network is maintained and that pathways, seating and toilets are available.
- New facilities should consider how older people will use them - often these spaces do not always work as intended.

Outdoor Spaces and public buildings are critical spaces for older people. These spaces are low or no cost to use and can ensure everyone in the community has equitable access to spaces and places for recreation, social interaction and cultural immersion.

However, it is important that these spaces are designed in a way that they are accessible to older people. Physical barriers will stop many from using them, along with risks to safety (both real and perceived).

There is currently a number of public spaces and buildings that are well designed for older people, including libraries, open spaces and aquatic facilities (see map above).

Increasing accessibility to outdoor spaces and public buildings is largely the responsibility of local government which is critical to ensuring the continued use and enjoyment by all parts of the community as they age.

	Action	Status	Responsible Agency
1.1	Greater consideration of the needs of older people in upgrades to parks and open spaces	Enhance	Hamilton City Council
1.2	Newly developed public facilities will incorporate aspects of universal and age friendly design (Rototuna Village Community Hub, Waikato Regional Theatre)	New	Hamilton City Council, Momentum Trust
1.3	Consider older people in the implementation of the HCC Play Strategy and promote play spaces for all ages	New	Hamilton City Council, Sport Waikato
1.4	Completion of Phase 2 of Age Friendly and Dementia Friendly Kaumaatua Centre	Enhance	Rauawaawa Kaumātua Charitable Trust

## 2. TRANSPORT AND MOBILITY WAKA HARI/OREORE

**GOAL: Everyone's needs are considered in the planning and operation of transport infrastructure and public transport services.**

### What Older People told us about Transport and Mobility:



- Whilst some footpaths have improved, uneven walkways caused by cobblestones and tree roots continue to be a cause for concern.
- Consistent maintenance of footpaths is of high importance to older people as they have higher access needs and issues such as parking on berms, missing covers over taps and blockages to paths have a detrimental impact on older people's ability to safely walk on footpaths.
- Safety on riverside paths continues to be an issue and means many older people choose not to use them – lighting, uneven surfaces and vegetation issues are main causes for concern.
- The increase in micro-mobility vehicles (e-bike and scooters) is an issue for older people who may not hear them coming from behind them.
- Ensuring that signalised pedestrian crossings allow enough time for older people to safely cross is important
- A need for more disability or older persons carparks at shopping locations in both public and private carparking facilities

Transport and mobility are key determinants of wellbeing, especially for older people. They are more likely to be users of public transport, and therefore safe, affordable and reliable access to public transport is critical. In Hamilton, this is largely through the bus service, and includes not just buses but the infrastructure that supports them, such as bus stops and the Transport Centre. Older people are much higher users of mobility aides and therefore have higher requirements in terms of accessibility to transport systems when compared to younger age groups. Hamilton has responded to these concerns and is a Total Mobility Scheme City, providing public transport free of charge to those with disabilities. The new Te Huia train service also provides a new opportunity for older Hamiltonians to travel to Auckland without the need to drive.

Older people often use active transport, such as cycling and walking, and maintenance of footpaths, cycle paths and cycleways ensures that they can be used safely.

However, older people are high users of private cars as well, and the ability to drive themselves is a key component to retaining independence for as long as possible. Therefore, ongoing driver training is an important part of ensuring transport and mobility needs for older people are met.

Newer forms of micro-mobility (eg electric bikes and scooters) offer both opportunities and concerns for older people, and ensuring that these changes do not impact negatively on feelings of safety will be a concern in the future.



	<b>Action</b>	<b>Status</b>	<b>Responsible Agency</b>
<b>2.1</b>	Continue to ensure that the Hamilton public transport network is responsive to the needs of older people	Continue	Waikato Regional Council
<b>2.2</b>	Continue to promote the Bee Card SuperGold card concessions to older people, which give free public transport between 9am and 3pm and after 6.30pm weekdays, and all day weekends and public holidays.	Continue	Waikato Regional Council
<b>2.3</b>	Continue to provide driver refresher training for older people	Continue	Age Concern, Waikato Ethnic Family Services Trust
<b>2.4</b>	All footpaths are designed and maintained to provide safe use by older people who are: pedestrians, grandparents with children, users of mobility aids	Continue	Hamilton City Council
<b>2.5</b>	All cycle paths and lanes are designed and maintained to provide safe use by older people who are cyclists and grandparents with children	Continue	Hamilton City Council
<b>2.6</b>	Planning for Micro-mobility e-bike and e-scooter use in Hamilton will consider the impact on older people	New	Hamilton City Council,
<b>2.7</b>	The review of the District Plan for the National Policy Statement on Urban Design continues to support and require off-road mobility carparks within developments	New	Hamilton City Council



### 3. HOUSING KO NGAA WHARE

**GOAL: Older people are encouraged to live in their own homes or have a choice of housing that is appropriate and accessible, with universal design.**



#### **What Older People told us about Housing:**

- New housing developments need to consider older people in design and size – what works for families will not always work for older people.
- Increasing high density housing has an associated impact due to car parking on footpath/berms which has a flow on effect to older people walking on footpaths.

Access to safe, healthy and affordable housing is critical to wellbeing for everyone, including older people. The current cohort of older people has a high rate of home ownership nation-wide, but this is changing quickly and Hamilton has the lowest home ownership rate in New Zealand.

As people age, their housing needs will change and successful housing initiatives will need to acknowledge this. It is well established that more housing is required for older people in Hamilton, but solutions are complex and require a coordinated approach. The role of the Age Friendly Plan is to ensure that housing initiatives include the perspective of older people, as this will be different from others. It will also become an increasing concern as the number of older people rises in the coming years. There is much that can be done to support older people currently living in their own homes, or to support older people to make their own choices about how they live. Many agencies are well placed to provide assistance in this space.

	<b>Action</b>	<b>Status</b>	<b>Responsible Agency</b>
<b>3.1</b>	Ensure that implementation of actions in the Hamilton Housing Action Plan reflects the views and needs of older people.	New	Hamilton City Council (and others)
<b>3.2</b>	Provide better information on trusted tradespeople in Hamilton who older people can use	Continue	Age Concern
<b>3.3</b>	Develop intergenerational housing project leading to construction by 2024	New	Kaumātua Charitable Trust, Te Ruunanga o Kirikiriroa
<b>3.4</b>	Ensure pensioner housing stock in Hamilton is of Age Friendly design and meets the needs of residents	Continue	Accessible Properties

## 4. SOCIAL PARTICIPATION WHAI WAAHITANGA HAAPORI

**GOAL: Older people are able to connect with family and friends and also with people in the wider community in which they live.**



### **What Older People told us about Social Participation**

- There are many good community facilities and events in Hamilton suitable for older people which encourage social participation. These include the internationally accredited Hamilton Gardens, seniors' events at Waterworld, Balloons over Waikato.
- The Celebrating Age Centre is a great facility for older people but may be unaffordable for some groups, and requires some maintenance.
- Local community facilities allow older people to be engaged with activities in their neighbourhoods.
- Some events are not suitable for older people – due to noise and crowds.

Social participation and inclusion are critical aspects of wellbeing. This particularly true for older people. A number of factors can lead to older people having feelings of isolation, and it is important that there are a number of options for participation to continue. Hamilton is well situated to provide opportunities for social participation for older people – there is a network of community facilities, libraries and visitor destinations. Many of these facilities run programmes specifically for older people, but having intergenerational connections has also been identified as important. Hamilton is becoming more ethnically diverse, and ensuring that older people from various ethnic groups have opportunities for social participation is also critical.

	<b>Action</b>	<b>Status</b>	<b>Responsible Agency</b>
<b>4.1</b>	Community facilities, houses and centres continue to provide a range of programmes and activities for older people, and their services are better promoted	Enhance	Western Community Centre, Glenview Community Centre, Pukete Neighbourhood House, Hamilton City Council
<b>4.2</b>	A range of programmes and activities continue to be provided for Kaumaatua and older Maaori	Continue	Rauawaawa Kaumātua Charitable Trust
<b>4.3</b>	Hamilton City Libraries will run a range of programmes for older people throughout the year	Enhance	Hamilton Libraries
<b>4.4</b>	Events held by ethnic and migrant groups in Hamilton are inclusive of older people where possible	Continue	Chinese Golden Age Society, Waikato Indian Senior Citizens Assn and other groups
<b>4.5</b>	Hamilton faith groups consider the needs of older members and work to address how they can participate as fully as they want. Social activities designed for older members are implemented or continued/ enhanced as appropriate – and promoted.	New	Faith groups and Waikato Inter-faith Council / Te Tiaho Uenuku



## 5. RESPECT AND SOCIAL INCLUSION KIA WHAI MANA, KIA WHAI AROHA AI TE KAUMAATUA

**GOAL:** The community reflects its respect for older people and their role in society with positive examples of ageing and inter-generational understanding



### What Older People told us about Respect and Social Inclusion

- The focus on older people as “vulnerable” during the Covid-19 pandemic has left many older people feeling concerned, or treated differently by others in the community. Work is needed to remind other age groups of the strength and value of older people.
- Greater opportunities for intergenerational connections of benefit to both older and younger people would be appreciated.

Respect for older people is an important factor in any age friendly community. As the number of older people increases, their visibility will also increase and it will be more important to ensure that as a community, Hamilton is an inclusive place for people of all ages. There are a number of opportunities to utilise the skills and expertise of older people as local mentors in their community.

The facilities and services offered specifically to older people need to ensure that they are respected and included in Hamilton. However, it is also important to ensure that places, spaces and events are age inclusive. Feedback received from older people indicates that they have a strong desire for greater intergenerational connection, especially with young people, to learn from them and share their own life experiences. A number of agencies and organisations in the city have been working on programmes that will enable this to happen, such as the Hamilton Libraries and Rauawaawa Kaumātua Charitable Trust.

However, respect and social inclusion needs to happen routinely, with the rest of the community actively showing respect to older people. This can be hard to measure, which makes ongoing advocacy for older people by partner agencies an important role in the success of the Plan.

	<b>Action</b>	<b>Status</b>	<b>Responsible Agency</b>
<b>5.1</b>	Intergenerational programmes are run across the city to provide older people with opportunities to interact with young people	Enhance	Libraries, Age Concern, Rauawaawa Kaumātua Charitable Trust
<b>5.2</b>	Increased awareness of the needs of older people among businesses in Hamilton	Enhance	Hamilton Central Business Association, Age Friendly Steering Group
<b>5.3</b>	Ongoing actions to raise awareness of the needs of older people in Hamilton and of the actions in the Age Friendly Plan	Continue	Age Friendly Steering Group
<b>5.4</b>	Support Kaumaatua-led social enterprise projects	New	Rauawaawa Kaumātua Charitable Trust
<b>5.5</b>	A range of homebound services are provided that support older people to live independent lives where possible	Continue	Age Concern, Rauawaawa Kaumātua Charitable Trust, Libraries

## 6. CIVIC PARTICIPATION AND EMPLOYMENT KIA WHAI WAAHI-AA-TAONE ME TE WAHI MAHI HOKI NGAA KAUMAATUA

**GOAL: Older people are considered productive in the workplace, and are actively involved in the community through volunteering, supporting local events and taking part in local politics.**



### What Older People told us about Civic Participation and Employment

- More needs to be done to show employers the benefits of older workers.
- New retirees have a lot to offer and should be encouraged to provide voluntary support in areas that are appropriate to their expertise.

Older people in Hamilton are generally well represented in civic matters. Older people vote in higher numbers than other age groups and are prepared to be involved in civic processes at both local and central government level. However, as technology changes, there may be concerns about older people being marginalised. Ensuring there are equitable opportunities for older people to remain involved in civic life will be important in the future.

New Zealand has a high labour force participation rate for those over 65 years. In the future, it is likely that even more older people who are healthy and active will remain in the workforce beyond the age of 65. The challenge for employers is to be able to cater for the needs of such an ageing workforce and at the same time find suitable transitions into retirement. This may involve the reduction in hours or responsibilities over time while allowing older people to continue to make a meaningful contribution to the workforce. Older people are also significant contributors as volunteers for many organisations and the capacity of many non-profit and community agencies will continue to rely on the active engagement of older people as volunteers.

	Action	Status	Responsible Agency
6.1	Provide further opportunities for older people to be involved in local government electoral process	Continue	Hamilton City Council, Grey Power
6.2	Continue to celebrate International Day of the Older Person annually on 1 October	Continue	Age Concern
6.3	Encourage business to actively support older employees to prepare and move into retirement and to engage in volunteering activities.	New	Age Friendly Steering Group, Volunteering Waikato

# 7. COMMUNICATION AND INFORMATION KIA WHAI MOOHIOHIO TE KAUMAATUA I NGAA KAUPAPA

**GOAL: Communication and information about events and important services are easy for older people to access and reflect the diversity of the community.**

## What Older People told us about Communication and Information

- Much more needs to be done to publicise the existence of the Age Friendly Plan and let people know what work has been and is being done for older people in Hamilton.
- Given the range of skills and experience with technology, keeping older people informed will require a range of techniques – both online and in print.
- Older people may have differing communication challenges – font size, volume at public events and older members of ethnic and migrant communities who speak other languages.

Access to information is an important part of building an age friendly society. The usefulness of age friendly services and facilities is reliant on good information about them being readily available to older people. It is important to meet the communication needs of a diverse range of older people – from those that are reliant on written information, through to those who are increasingly using online and social media platforms, and often in different languages.

Hamilton is well served by a number of free publications and events catering to older people. There are also several agencies that provide training and support for older people to gain skills and confidence around finding information online.

The information and communication needs of older people will continue to change and it will be essential that agencies are supported to flexibly respond to these changes over time.



	<b>Action</b>	<b>Status</b>	<b>Responsible Agency</b>
<b>7.1</b>	Free magazines for older people are used to provide information to older people, and include updates on the progress of the Age Friendly Plan	New	Seasons Magazine, PRIME Hamilton, Age Concern
<b>7.2</b>	Improve digital literacy and provide assistance and support to older people to access new technologies	Enhance	Hamilton Libraries, SeniorNet Hamilton, Age Concern
<b>7.3</b>	All local and national agencies and businesses are encouraged to adopt processes that make documents easy to access and read for older people	New	Age Friendly Steering Group (as advocates)
<b>7.4</b>	Updates and information are placed onto the Age Friendly website to ensure ongoing progress of the plan is more widely known.	New	Hamilton City Council
<b>7.5</b>	Increased messaging through multiple platforms to promote Age Friendly Hamilton	New	Age Concern
<b>7.6</b>	Ensure ongoing avenues for advice and feedback from older people in the Waikato Plan	New	Age Friendly Steering Group

# 8.

## COMMUNITY SUPPORT AND HEALTH SERVICES KO TE TAUTOKO-AA-HAAPORI ME NGAA RATONGA HAUORA

**GOAL: Community-related services and health promotion support older people's physical and mental well-being, and promote healthy behaviours and life choices.**



### What Older People told us about Community Support and Health Services

- Physical access to the Waikato Hospital (especially in terms of parking) is increasingly difficult.
- It can be difficult to get appointments with the GP for some older people.
- Community houses and centres are well used spaces by older people and are frequently seen as important to providing critical community and social support.
- Seeking funding for older people's projects has been difficult in recent years.

There is a wide variety of health services for older people in Hamilton provided or funded by the public and private sector, or by not-for-profit organisations. In the public sector, the Waikato District Health Board (WDHB) funds and provides a wide range of free services for older

people, ranging from public health and preventative advice in the community to specialty treatment services in public hospitals. The Waikato Hospital has a Disability Support Link, and a relatively new Older Persons and Rehabilitation Unit supporting older people, including those with mental illnesses and those suffering from strokes, dementia and orthopaedic conditions. Support through primary care, health shuttles and many other services are essential for older people's health and wellbeing.

The Covid-19 Pandemic has particularly impacted older people, who were required to self isolate earlier and for longer than others during lockdowns in 2020. Some older people felt that well-intentioned concern for their wellbeing, and messages focused on risks to older people led to an increased perception of older people as frail and unable to support themselves.

Hamilton's concern for the health and wellbeing of older people is not limited to specialist health services. Ensuring older people have adequate opportunity to be physically active in the community can delay and even prevent the need for medical treatment. While many of these decisions are made by individuals, a supportive environment where older people are encouraged to participate and be physically active will help make these decisions more achievable. There are a number of community and government agencies who play a critical role in allowing this to happen.

	<b>Action</b>	<b>Status</b>	<b>Responsible Agency</b>
<b>8.1</b>	Continue to provide age appropriate aquatic services and hydrotherapy at Pools within Hamilton, and ensure future planning has a focus on older people	Enhance	Hamilton City Council
<b>8.2</b>	Ensure ongoing avenues for advice and feedback from older people in Waikato District Health Board governance	Enhance	Waikato District Health Board
<b>8.3</b>	Continue and enhance programmes that support older people with fitness, coordination and balance	Enhance	Age Concern, Community Pharmacy Group
<b>8.4</b>	Increase awareness of the Age Friendly Plan among Waikato community funders and improve funding opportunities for older people's agencies	New	Waikato Community Funders Group
<b>8.5</b>	Promote the Age Friendly Plan with primary health care providers and seek opportunities for partnership	New	Age Friendly Steering Group

## 9. SAFETY KA HAUMARU NGAA KAUMAATUA

**GOAL: Older residents in Hamilton have a feeling of safety and security in their homes, neighbourhoods, public spaces and communities.**

### What Older People told us about Safety

- Some areas of the central city feel unsafe at night for older people.
- Social isolation issues for older people have become better understood through Covid-19 lockdowns – more needs to be done to help those who are isolated and feel cut off and unsafe.
- Technology changes are leading to safety concerns for older people, especially related to banking.

Safety is not one of the eight themes of the WHO Age Friendly framework, but has been included as it has been identified as a key area for the wellbeing of older people in Hamilton. Older people, like members of other age groups, have a need to feel safe and secure, both in the community and in their own home. Advancing age and impaired ability may lead to decreased confidence and heightened concerns about safety, especially for those living alone. Safety also includes concerns about the built environment and ensuring these are appropriate to older people with reduced mobility.

A number of Hamilton agencies have a responsibility to support older people to feel safe, including Police, Hamilton City Council (through the City Safe work) and Age Concern. The emergence of Covid-19 has also emphasised the need for older people to be prepared for civil emergencies, as they may have different needs during these times to others in the community.


	Action	Status	Responsible Agency
9.1	Continue to raise awareness of personal safety issues (including abuse and neglect)	Continue	Age Concern
9.2	Continue to develop support and guidance for older people to prepare, respond to, and recover from Civil Defence emergencies.	Continue	Civil Defence (Waikato Regional Council)
9.3	Continue to provide training in the use of mobility aids in public spaces	Continue	Age Concern Life Unlimited
9.4	Advocate for greater support for older people for online shopping and banking	Enhance	Age Friendly Steering Group
9.5	Increase training for City Safe staff in providing support to older residents in public spaces in Hamilton's CBD	New	Hamilton City Council



## SECTION 5

# Implementation and Monitoring





The implementation of the Plan will be overseen by the community-led Hamilton Age Friendly Steering Group who will continue to work with organisations and agencies to ensure actions are delivered as agreed upon. The group will meet regularly.

Progress on the Plan's implementation will be reported to Hamilton City Council on an annual basis. The Steering Group will also ensure that all partners of the Plan are kept updated on progress, and find opportunities to inform older people where possible. This ensures continuing engagement with the Council and also provides access to the community of how the Plan is progressing.

Agencies and organisations will be expected to report on the success of actions and provide evaluation of projects as appropriate.

The Steering Group will also be alert to newly emerging groups and actions that

are not included in the initial Plan. The nature of a Community-led Plan is that new groups will continually emerge who have an interest in being involved. Any new actions will be reported on regularly through the Hamilton Age Friendly website, and the Steering Group will work with organisations to align their projects with the vision for an Age Friendly Hamilton.

The Plan is due for expiry in 2024. Assuming there is ongoing support for continuation of the Plan, a further review may be merited at this time.

# Appendices

## **APPENDIX 1 - MEMBERS OF THE HAMILTON AGE FRIENDLY STEERING GROUP**

- Dame Peggy Koopman-Boyden (Chair)
- Nick Chester
- Watene Hema
- Dell Hood
- Raewyn Kirkman
- Graeme Kitto
- John McIntosh
- Brent Neilson
- Rangimahora Reddy
- Judy Small
- Margaret Wilson

## **APPENDIX 2 - LIST OF CONTRIBUTING AGENCIES AND ORGANISATIONS**

- Accessible Properties
- Age Concern Hamilton
- Community Pharmacy Group
- Glenview Community Centre
- Hamilton Central Business Association
- Hamilton Chinese Golden Age Society
- Hamilton City Council
- Hamilton Grey Power
- Hamilton Libraries
- Life Unlimited
- Momentum Trust
- PRIME Hamilton
- Pukete Neighbourhood House
- Rauawaawa Kaumātua Charitable Trust
- Seasons Magazine
- Sport Waikato
- Volunteering Waikato
- Waikato Community Funder's Group
- Waikato District Health Board
- Waikato Ethnic Family Services Trust
- Waikato Interfaith Council/Te Tiaho Uenuku
- Waikato Indian Senior Citizen's Association
- Waikato Regional Council
- Western Community Centre

