

Waimakariri- He Hoa Ahakoa Ōu Tau

Age-friendly Waimakariri

Plan and process for becoming a more age-friendly District, 2019 - 2021





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What is Age-friendly?

“An age-friendly community is a place where you can stay connected, healthy, active and respected, whatever your age” Office for Seniors, Ministry of Social Development

Along with the Office for Seniors, the World Health Organisation has many resources available for communities who wish to become more Age-friendly.

“In practical terms, age-friendly environments are free from physical and social barriers and supported by policies, systems, services, products and technologies that:

- promote health and build and maintain physical and mental capacity across the life course;
- enable people, even when experiencing capacity loss, to continue to do the things they value.

Age-friendly practices help build older people’s abilities to:

- meet their basic needs
- learn, grow and make decisions
- be mobile
- build and maintain relationships
- contribute.

Foreword from the Mayor

I welcome this Plan as a step towards what I hope will be an even more age-friendly Waimakariri community.

While talking about the ageing populations of many countries, including New Zealand has become commonplace, it is nevertheless important that our community is welcoming to, involving of and accessible to people of all ages.

Clearly, the proportion of older people in our community will continue to rise and in many ways Waimakariri will be richer for it. Many of our community groups depend on the inspiration and work of people in or approaching their retirement years so it is important that our wider community makes it easy for that to continue.

In doing so, age-friendly practices:

- recognise the wide range of capacities and resources among older people
- anticipate and respond flexibly to ageing-related needs and preferences
- respect older people’s decisions and lifestyle choices
- reduce inequities
- protect those who are most vulnerable
- promote older people’s inclusion in and contribution to all areas of community life”

World Health Organisation (n.d.) “Age Friendly Principles”. Retrieved from www.who.int

Our aspiration is that the Waimakariri Age-friendly Plan reflects the feedback we received from our residents and incorporates the age-friendly practices identified above.

We are confident that this plan aligns with the vision and principles in the Government’s draft strategy “Better Later Life –He Oranga Kaumātua 2019-2034”

This plan is the outcome of a lot of work from a voluntary steering group and Council staff, along with the participation of many in our community. I thank all those who have contributed, not only to this plan, but also to the collective thinking that is leading us towards an Age-friendly Waimakariri.



A handwritten signature in black ink that reads "David Ayers".

David Ayers
Mayor of Waimakariri District

Korero Whakataki
Introduction

Waimakariri District - Background

The Waimakariri District lies to the north of the Waimakariri River and covers some 225,000 hectares, extending from Pegasus Bay in the east to the Puketeraki Range in the west. It is bounded to the north by Hurunui District.



The territorial area governed by the Waimakariri District Council sits within the takiwā (territory) of Ngāi Tūāhuriri, Mana Whenua for this rohe (area).

Tuahiwi, the home of Ngāi Tūāhuriri, has played a vital role in Ngāi Tahu history. The takiwā of Te Ngāi Tūāhuriri Rūnanga centres on Tuahiwi and extends from the Hurunui River in the north, to the Hakatere River in the south, and inland to the Main Divide. It has Māori Reserve 873 (Tuahiwi) as its centre.

Nearby the famous Kaiapoi Pā was established by the first Ngāi Tahu ancestors when they settled Te Waipounamu. Kaiapoi Pā was the major capital, trading centre and point from which further penetration of the South Island occurred making the area a genealogical centre for all Ngāi Tahu Whānui.

Kaiapoi Pā was established by Moki's elder brother Turākautahi who was the second son of Tūāhuriri hence "Ngāi Tūāhuriri" is the name of the hapū of this area" (1)

Ngāi Tūāhuriri Education Committee. (2014). "Tuahiwi and Takiwā". Retrieved from <https://my.christchurchcitylibraries.com/>

The Waimakariri District Council had been in a formal partnership with Te Ngāi Tūāhuriri Rūnanga since a Memorandum of Understanding was first developed in 2003 and renewed in 2012. It responds to the spirit and intent of the provisions of the Local Government Act 2002. The Council is very proud of the relationship it has formed with Mana Whenua to further develop Te Tiriti o Waitangi - based relationships.

The bi-monthly meetings between members of the Rūnanga executive, Council staff and the Mayor, range across a number of topics. There is an annual hui (Hui-a-Tau) and these discussions form part of the Rūnanga submission to the Council's Annual Plan. The Council also has a Kaumātua who is appointed to help and advise the Council on matters to do with Mana Whenua.

The Waimakariri District has been accredited to the World Health Organisation approved 'International Safe Community' model since 1999, when it was the second community in New Zealand to achieve such status. In line with this, the Waimakariri District Council Community Team Facilitates an evidence-based, community-led approach to foster safe, resilient communities so that "Waimakariri is a District where people are thriving."

Waimakariri District Council. (2015). Waimakariri Community Development Strategy 2015-2025

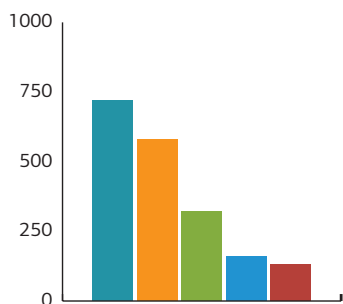
This work actively contributes to the following Waimakariri District Council, Long Term Plan Community Outcomes. We strive to ensure that our community:

- Is inclusive to all
- Social and health needs are met
- Provides a safe environment for all
- Citizens are informed and able to contribute to local, regional and national decision-making.

Distribution of Older People Living in the Waimakariri District, 2016

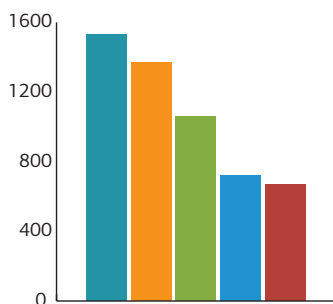
Key

- 65-69 years
- 70-74 years
- 75-79 years
- 80-84 years
- 85+ years



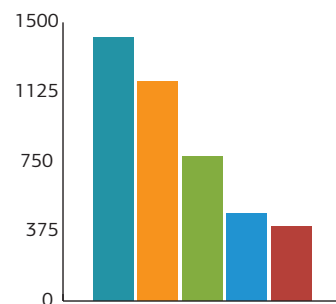
Oxford-Ohoka

Total population: 12,300
Over 65 population: 1,910



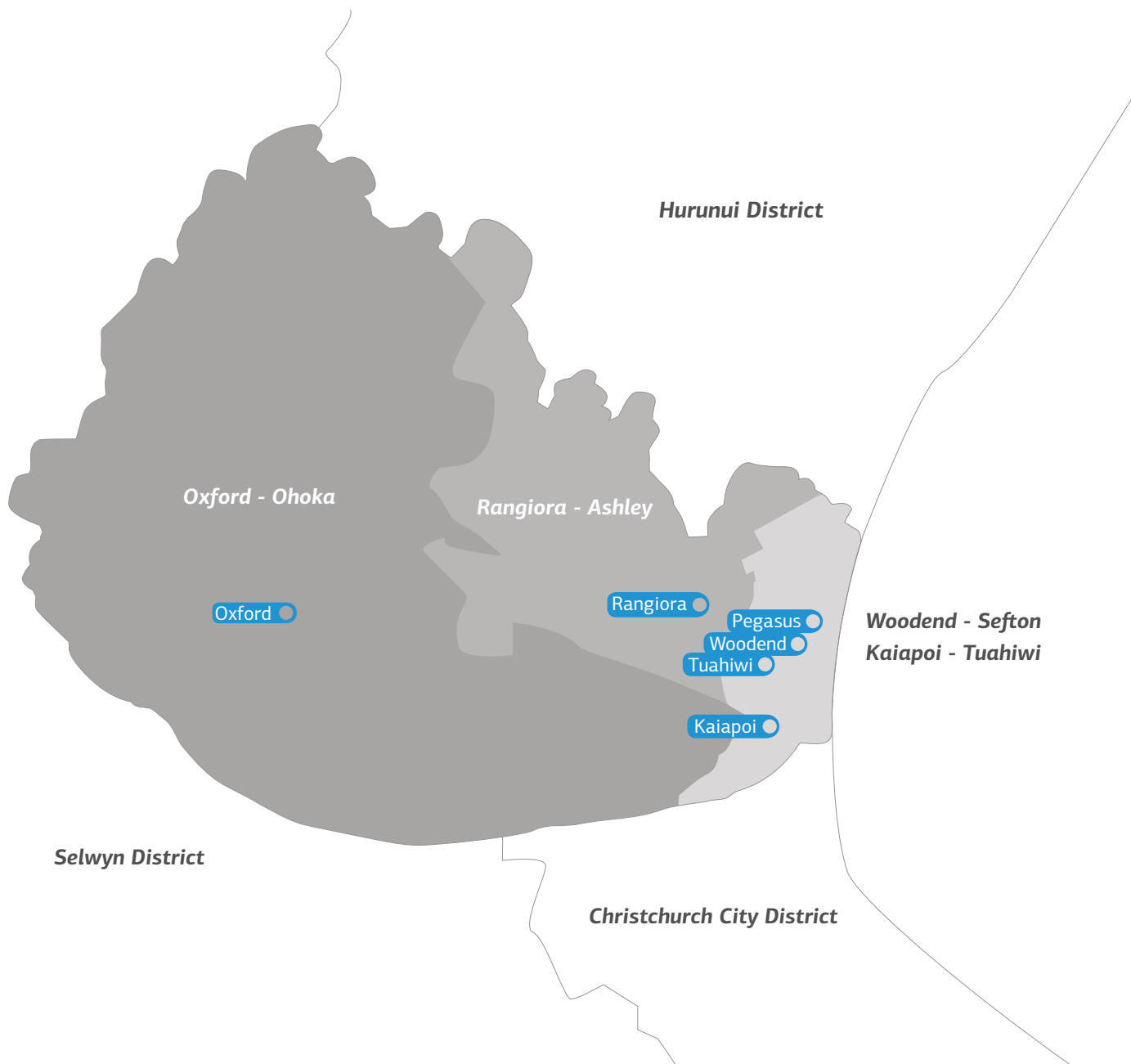
Rangiora-Ashley

Total population: 25,600
Over 65 population: 5,350



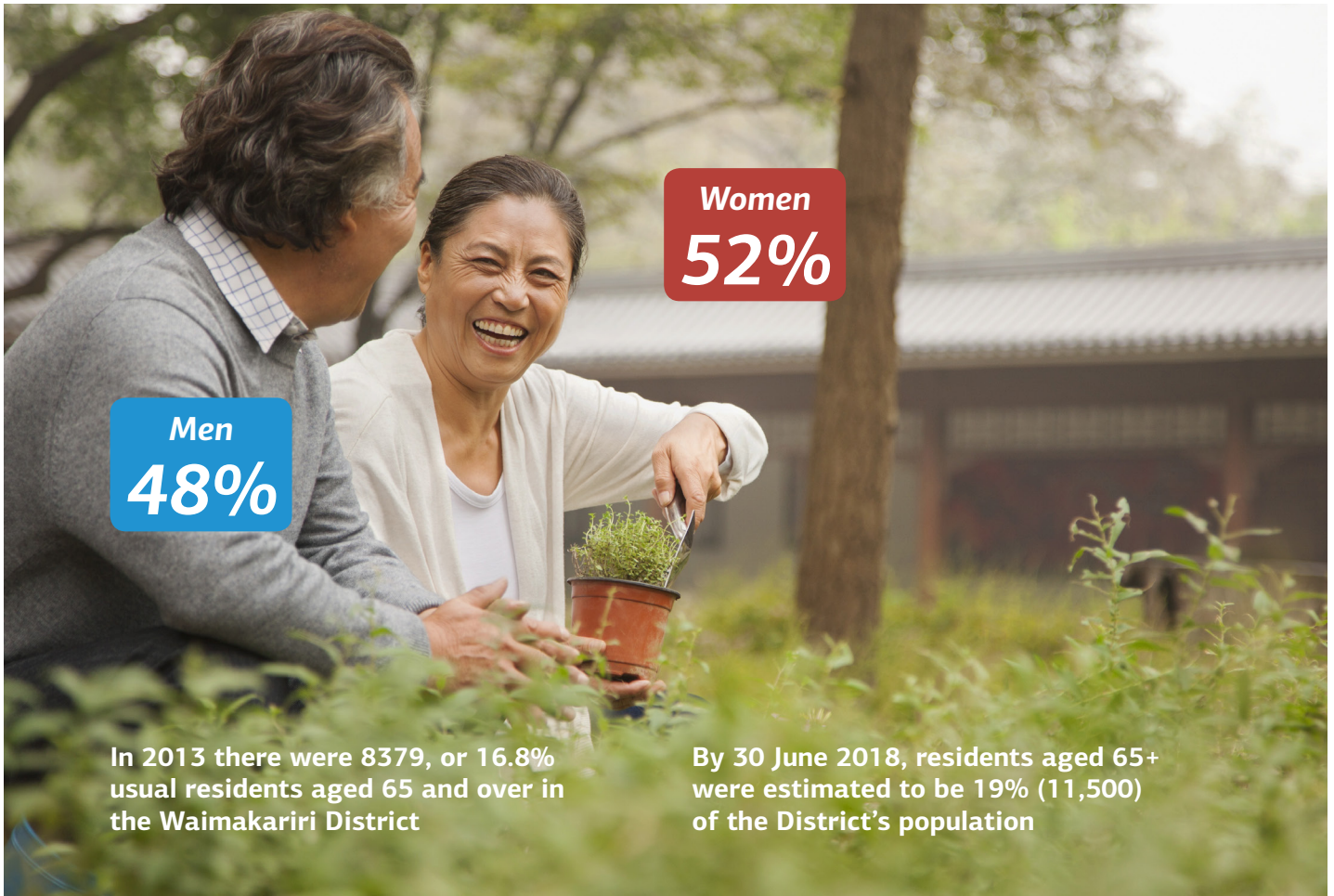
**Woodend-Sefton
Kaiapoi-Tuahiwi**

Total population: 22,800
Over 65 population: 4,250



Over 80% of the population (estimated at 60,700 on June 30th 2018) lives in the eastern part of the District. The population has more than doubled in the past thirty years, and catering for growth is a key priority for Council. The Council's main focus will be

ensuring the renewal of assets is supported by an appropriate funding strategy, and that the Council is addressing increasing community expectations of the standard of services provided.



Men
48%

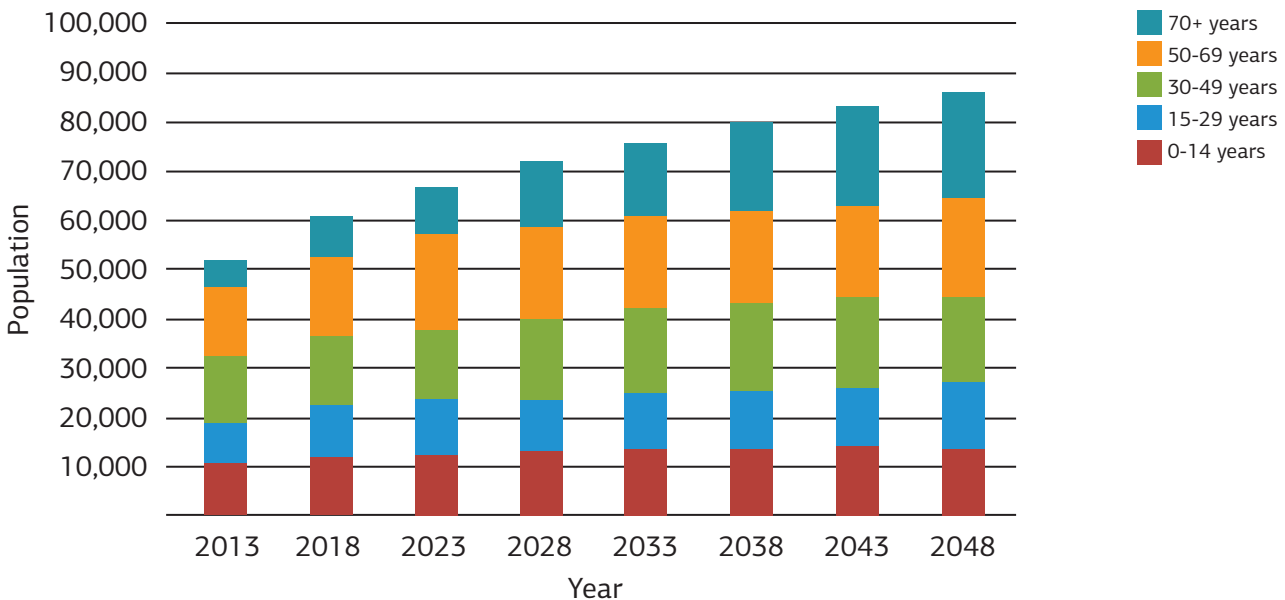
Women
52%

In 2013 there were 8379, or 16.8% usual residents aged 65 and over in the Waimakariri District

By 30 June 2018, residents aged 65+ were estimated to be 19% (11,500) of the District's population

He tauranga tuturu, he tauranga pānui whakaaro mō te hunga Waimakariri 2013-2028
Actual and projected population, Waimakariri 2013-2028

Waimakariri District: 2013 - 2048 Projections (Statistics NZ medium variant)



Wātaka I Ū Ai Te Kaupapa Poipoiā Kaumātua Ki Waimakariri

Timeline for Waimakariri Age-friendly plan

Timeline for Waimakariri Age-friendly plan

Introduction

Forecasts from Statistics NZ and research completed by Council in 2014, “Addressing the Implications of an Ageing Population: A Discussion Document”, have guided the Council in strategic planning through to 2048.

It was timely to look at how the District is catering for its older population. Responses to recent community surveys highlighted growing concerns about older peoples’ levels of connection and inclusion in community life.

The Ministry of Social Development ‘Office for Seniors’ offered grants to Councils to develop age-friendly plans with the community. Council applied in the 2018 funding round for a grant.

The Process

Developing a Plan (May to October 2018)

- 29 May: Council successful with its grant application of \$11,997.00
- 19 June: Two members of Council’s Community Team staff attended the first national “age-friendly forum” at Parliament in Wellington
- June/July: Promotion through local media, calling for interested community members
- June – August: Discussions initiated in the community about developing an Age-friendly plan; information gathering and meetings with local interest groups
- 23 August: Presentation to Council Management seeking staff support
- August: In-kind support from University of Canterbury for a student intern for 300 hours
- September – October: Establishment of an Age-friendly Community steering group with broad representation including rural. Terms of Reference adopted.
- 16 October: Establishment of Council Staff and Elected Member Advisory Group.

- Advisory and Steering Groups meet to plan consultation process and timelines.

Consultation Phase: (October 2018 to February 2019)

- Community presentations to key stakeholders
- Development of Age-friendly platform on Council website
- Consultation workshops in five different communities – widely advertised and promoted in a range of media
- Development of a survey online and in hardcopy – survey out 31 January 2019
- Reporting back to Council and public via media. (Ongoing)
- 28 February: Survey closed and public consultations completed.

Writing the Plan: (March to July 2019)

- March-April: Compilation and analysis of all consultation material /data
- April: Draft survey report released
- April – June: Combined workshops to develop draft plan
- June: Approval of draft plan to presented at the July meeting of Council’s Community and Recreation Committee
- 16 July - Presentation of plan to Community and Recreation Committee
- 20 July: Plan forwarded to Ministry of Social Development Office for Seniors.

The Community Age Friendly Steering Group is pictured opposite. Supporting that group have been a team of Council staff. Council Management were asked to release staff to advise and support the development of the consultation, reporting and plan processes.

Guiding principles

To intentionally seek out and hear from people who don't have a voice /aren't visible

To be inclusive – using a range of options to make participation easy, and to go to people where they are.



To work alongside the community, supported by Council staff to ensure the plan is co-designed.

Community Age-friendly Steering Group March 2019



From left to right: Joanne Gumbrell (interested citizen), Celia Mitchell (Ministry of Social Development), Miles Jackson (interested citizen), Caitlin Tipping (Waimakariri Youth Council), Madeleine Burdon (staff), David Ayers (WDC Mayor), Rhonda Mather (Pegasus Residents Group Inc), Councillor Wendy Doody, Colleen Young (U3A), Valda Reveley (Abbeyfield Housing Trust), Kirstin Dingwall-Okoye (Elder Care Canterbury), Ted Dring (Waimakariri Access group),

Absent: Angela Curl (University of Canterbury), Christine Fraser (IHC North Canterbury), Vicki Lucas (Presbyterian Support Upper South Island), Jan Pentecost (Greypower North Canterbury- joined in 2019)



Ko Ngā Kaupapa Mahi Nō Te Mahere Poipoiā Kaumātua 2019-2021

***Priority Activities For The Waimakariri
Age-Friendly Plan 2019-2021***

Priority Activities For The Waimakariri Age-Friendly Plan 2019-2021



Introduction

Priority activities have been identified in line with the World Health Organisation's (WHO), list of eight themes, based on feedback from older people across the Waimakariri District.

The section for each of the WHO's age-friendly themes has an overarching, locally relevant goal defined. Each theme:

- (a) Documents feedback received from older people via the consultations, presentations and survey.
- (b) Summarises the existing facilities and services available in Waimakariri in mid -2019 and
- (c) Lists the new activities to be undertaken.

The addressing of priorities will take place over the three-year duration of the Plan (2019-2021). Responsibility for addressing these priorities has been assigned to various agencies and organisations, as detailed.

Oversight of the plan will be entrusted to a partnership between Council and an Age-friendly Advisory Group, yet to be established. This is in

line with a recommendation from the Community Steering Group.

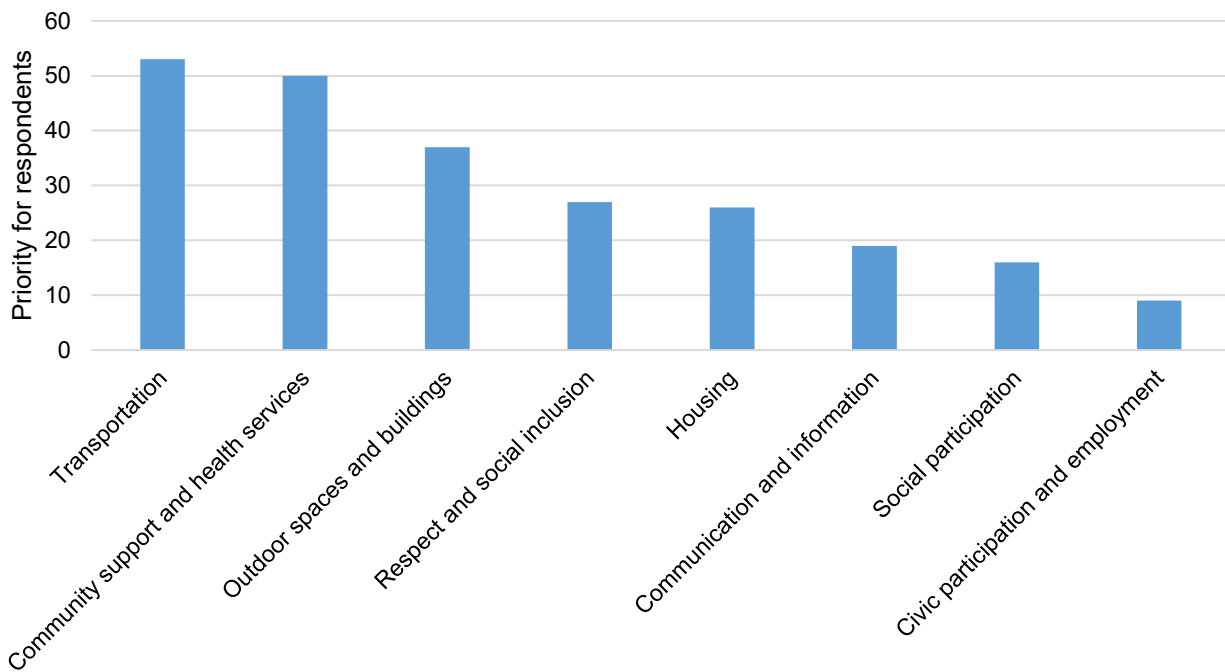
In July 2019, once the Age-friendly Plan is adopted by Council, the Community Steering Group will review its Terms of Reference.

It is expected that each priority area will to have its own leadership, with a more detailed action plan and indicators, as well as ideas to maintain its own sustainability.

Age Friendly Themes, as defined the World Health Organisation:

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

Respondents to the 2019 Age-friendly Survey prioritised the eight themes in the following order.



At least 94% of respondents thought the Waimakariri District was a very good place to live and retire in. Most people commented on the friendliness of the community and the excellent range of services and

facilities. Over 90% of respondents felt safe living in the District. The main concerns of the people who felt the District was poor/very poor to retire in, were around the lack of public transport.



Ko Ngā Papa Me Ngā Whare Hapori Outdoor Spaces And Public Buildings



GOAL: Public places and activities are welcoming, safe and accessible to all our community.



(a) What older people told us about outdoor spaces and public buildings:

People responding to the 2019 Age-friendly survey, prioritised Outdoor Spaces and Buildings third out of the eight World Health Organisation themes.

Concerns raised by survey respondents, workshop participants and attendees at presentations included:

- Uneven and in places cluttered footpaths
- Lack of seating making it hard for some to walk distances without being able to rest
- Litter on some footpaths- and around some shopping centres

Suggestions put forward for improvements included:

- More and accessible public toilets with good 'way-finding' signage.
- Additional seating in the main streets
- More resting places in parks, shops and businesses
- Footpaths to be kept in good condition for wheel chairs, walkers, mobility scooters and the vision impaired.
- More accessible parking
- Making Waimakariri 'litter-free'
- Developing a plan for the Pegasus Lake and reserve areas

(b) Access and use of outdoor spaces and public buildings in the Waimakariri District

The Council adopted its Accessibility Strategy in August 2017 “Towards an Inclusive Environment”. The Strategy provides a framework for how the Council will contribute towards ensuring the local environment and facilities are inclusive for all people, including those with impairments. Impairments may be long or short term, may be physical, mental, intellectual or sensory and can often be more prevalent in people of older age groups.

“Nearly 60% of people aged 65+ have some form of disability, and 24% of New Zealanders are disabled.

The number of people with a disability is expected to rise over the next 20 years, with the most significant increase amongst people 65 and over, with the number of disabled people expected to double.”

Ministry of Social Development Office for Seniors (2018)

The Waimakariri Accessibility Strategy identifies key priorities under headings closely aligned with the Age-friendly framework. The process for monitoring and reviewing the Strategy is outlined in the document, as is the process to review and report annually on the Action Plan.

(c) Priorities to increase older people’s access and use of outdoor spaces and public buildings in the District

	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s
1.1	Continue to reduce accessibility barriers to existing Council facilities, footpaths and public spaces	Waimakariri Accessibility Strategy 2017	Waimakariri District Council Greenspace, Roading and Environmental Services Teams	Fewer service requests
1.2	Ensure that new facilities are accessible for all age groups and abilities in line with universal design and accessible access guidelines	Waimakariri Accessibility Strategy 2017 Waimakariri District Council Public Toilet Strategy 2018 Waimakariri District Play Strategy 2018	Waimakariri Access Group Waimakariri District Council Greenspace Team	New facilities meet accessible access guidelines
1.3	Continue to improve understanding of the use of outdoor spaces and to monitor needs of the users	Waimakariri District Play Strategy 2018	Waimakariri District Council Greenspace Team	Completion of Park user survey/monitoring/consultation to ascertain needs
1.4	Continue to improve communication of the location of facilities e.g. public toilets	Waimakariri Accessibility Strategy 2017 Waimakariri District Council Public Toilet Strategy 2018 Waimakariri District Play Strategy 2018	Waimakariri District Council Greenspace Team	Public toilets are visibly signposted
1.5	Ensure that town centres and commercial centres are accessible	Waimakariri Accessibility Strategy 2017 Waimakariri Town Centre Strategies	Waimakariri District Council Business and Centres Unit	Town Centre Plans align with legislative guidelines for accessibility

Waka Hari/Oreore Transport / Mobility



GOAL: The entire community's needs are considered when designing and operating transport services and facilities that involve the movement of people.

(a) What older people told us about transport and their mobility:

Transport was ranked the highest priority of the eight themes and the biggest issue for people responding to the survey. While many people were able to drive, they expressed concerns about being able to manage when they no longer had a driver's licence. Transport was also raised as an issue at each of the five consultation workshops.

Concerns raised by survey respondents, workshop participants and attendees at presentations included:

- The need for an improved public transport service within and between the District's towns
- The difficulty of getting into Christchurch for after-hours health care
- The need for improved transport options to attend appointments
- The challenges of living away from the town centres and not having access to private transport
- Clutter removal from town centre footpaths to improve access

Transport was a key issue for respondents from Kaiapoi; with issues around access to Christchurch if they can no longer drive, speeding drivers, parking and mobility car parks, particularly around new developments.

Transport was also high on the list of concerns for respondents from Pegasus who wanted to see additional public transport to and from Rangiora. Waikuku people also had an issue with the lack of transport to towns and for attending appointments.

The speed of vehicles and driver behaviour in Oxford, particularly around pedestrian crossings, was a concern for Oxford respondents. They thought more

control of street clutter, and scooters and skateboards on footpaths, would make the town centre more user-friendly. Having access to affordable public transport to allow people to attend appointments was a priority.

There was enthusiastic support for the District's cycleways and footpaths, although uneven footpaths were problematic for people with walkers, and children riding bicycles on footpaths was also an issue for some.

Suggestions put forward for improvements included:

- "Safe with Age" driving courses to update knowledge
- Painting the speed limit on roads, particularly at intersections onto main routes
- Lowering the speed limits through townships
- Making car parking easier
- Increasing accessible parking
- Providing a direct bus service from Woodend and Kaiapoi to Rangiora and an 'around Rangiora' service
- Providing additional bus stops
- Extending the St Johns shuttle service
- Providing more EV stations
- Uber service

(b) Access and use of transport; and the mobility of older people in the Waimakariri District

Private use of motor vehicles

81% of the 373 survey respondent used private motor vehicles for transport, the majority driving themselves. 22% are being driven by someone else. There was a significant drop-off of people driving themselves after age 80, with a corresponding rise in these

people being 'driven by someone else'. Note: The total exceeds 100%, as respondents were able to select more than one option.

Active transport

Over half of the respondents (200) indicated they participated in active transport, both walking and cycling. Use of active transport diminished with age, apart from the 40-49 age group that had slightly lower levels of walking than the 60-69 and 70-79 age groups. Use of mobility scooters was the highest for people aged 80+.

Public bus services

Public transport was used by less than one-third of survey respondents, with take-up being highest for those living in Pegasus, then Kaiapoi and Rangiora equally. Bus use rose significantly after age 59, with over 25% of those aged between 70 -79 using public

transport, followed closely by those aged 80+.

Other transport options

Overall, the use of volunteer transportation services, was low (under 25). The service provided by the North Canterbury Mini-bus Trust was better patronised with just under 50 respondents using it, most of whom were aged 80+. The St John Health Shuttle and volunteer transportation was mostly used by those aged 60+, with levels of use increasing with age.

Environment Canterbury recently completed a public consultation about their bus services in the District. This followed feedback from the public during the Regional Public Transport Plan process, about the lack of connectivity between townships across the District. The consultation outcomes are expected to be announced late 2019/early 2020.

(c) Priorities to increase older people's Mobility and their access to Transport in the Waimakariri District

	Priority	Lead Agent/s	Success Indicator/s
2.1	Continued promotion and facilitation of Mature Driver refresher training	Age Concern	Courses are well attended
2.2	Continue to improve kerbs and footpath crossings	Waimakariri District Council Roading Team as part of business as usual	Decrease in service requests relating to concerns
2.3	Ensure that the needs of older people are considered in a review of the suitability of bus stop locations	Environment Canterbury Waimakariri District Council	Public transport/network user review includes consideration of the needs of local older people
2.4	Increase promotion of existing community transport options. (E.g. Volunteer driver and Minibus Trust)	Waimakariri District Council Community and Communications Teams	Increased uptake of local community transport services
2.5	Investigation into an 'orbiter style' bus service	Environment Canterbury Waimakariri District Council	Investigation complete by June 2021

Ko Ngā Whare Housing



GOAL: A range of affordable, safe, accessible quality housing is provided within the District.

(a) What older people told us about housing:

Suitable housing is an important indicator of wellbeing, having an impact on mental and physical health as well as community connections.

Housing was prioritised fifth out of the eight themes. Most (79%) of the survey respondents owned their own homes, consistent with the 2013 Census data. This is a higher rate of home ownership than the rest of NZ. Over 50% of survey respondents thought a variety of housing options were provided for older people, and that housing was generally affordable. Availability of housing for those on low incomes was the biggest concern.

Concerns raised by survey respondents, workshop participants and attendees at presentations included:

- The difficulty of finding affordable, smaller homes, close to town centres.
- The location of elderly persons housing, particularly the development of retirement facilities on the outskirts of towns
- The limited opportunities for liberating capital when down-sizing due to the cost of new smaller houses and people becoming 'locked in' because they can't afford to move
- The affordability of rates
- The cost of purchasing/moving into a retirement complex
- The lack of a 'retirement lifestyle village' including apartments, villas, rest home and hospital' in Kaiapoi
- The lack of communal housing and appropriate rental housing
- The need for suitable housing for people with

disabilities, particularly those in wheelchairs

- The 'basic' rather than 'comfortable' standard of pensioner housing

Suggestions put forward for improvements included:

- Intentionally planning housing stock to ensure it is appropriate to meet the changing demographics
- Encouraging or providing developers with incentives to build what is needed
- Providing more retirement homes in Kaiapoi and Pegasus/Woodend and a retirement village at Pegasus
- Providing 'life mark' housing for people of all ages. (<https://www.lifemark.co.nz/>)
- Providing homes with a mixture of shared facilities and private space
- Providing more community housing
- Lowering the financial threshold for Council-owned pensioner units

(b) Availability of and access to housing in the Waimakariri District for older people

In the 2013 Census there were 8,379 usual residents aged 65 and over in the District. 96% of residents aged 65+ lived in private dwellings. This figure decreased with age, with only 8% of those aged 85+ still living in a private dwelling.

Of the 4% of people aged 65+ who lived in a non-private dwelling 94% lived in residential care. This figure was higher than NZ as a whole (89%)

The Council currently has 112 housing for the elderly units. Of these, 50 units are in Rangiora, 46 in Kaiapoi, 3 in Woodend and 13 in Oxford. The units are for people over 65 with limited means, who do not own a property, or whose assets are insufficient

to purchase a suitable small property in our district. The Property Unit manages Council owned older persons' housing. A Housing Needs Assessment was completed in May 2019. This will assist in finalising

the draft provisions in the District Plan. Part of the needs assessment is to identify the extent of housing need in the future with approaches to address this.

(c) Priorities to increase older people's access to appropriate Housing in the Waimakariri District

Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s
3.1	Undertake a Housing Needs Assessment to inform Council's potential role in housing, going forward	Waimakariri District Plan	Housing Needs Assessment complete
3.2	Engage with the public and private sectors to explore opportunities for the provision of appropriate and affordable housing	Waimakariri Housing Needs Assessment Waimakariri District Plan Review 2019/2020	Evidence of engagement with public and private housing sector stakeholders on appropriate local housing provision
3.3	Continue to explore alternative options for older persons' housing. E.g. Abbeyfield	Waimakariri Housing Needs Assessment	Waimakariri District Council Housing sub-Committee
3.4	Support the development of older persons' retirement housing. E.g. Retirement villages	District Development Strategy	Private Developers
3.5	Work with developers to encourage the Lifemark standard for new housing builds	New Zealand Building Code	Waimakariri District Council Building and Planning Units
			Provision of appropriate housing for older people is included in District Planning
			Number of new homes with the Lifemark standard specified on a consent, supported by Building Unit



Whai Wāhitanga Hapori Social Participation



GOAL: Accessible transport, places, spaces and communication, facilitates social connections for older people.

(a) What older people told us about their social participation:

Social participation was ranked seventh of the eight themes.

Over 60% of respondents to the survey thought the recreational opportunities provided in the District were excellent or very good. Over 50% of respondents thought the same about fitness opportunities and options to attend social events or spiritual activities.

Approximately 50% of respondents stated that options to participate in skill building or personal development were good. People were interested in learning and personal development and were positive about the libraries and Menz Sheds. Respondents commented on missing the evening classes previously provided at schools.

Respondents from small towns were pleased they could participate in social and recreational activities in Rangiora and Kaiapoi rather than having to go to Christchurch.

When considering how easy it is to get to different places such as supermarket or GP, 80% of survey respondents rated this as being good to excellent.

(b) Social Participation of older people in the Waimakariri District

Concerns raised by survey respondents, workshop participants and attendees at presentations included:

- The cost of using fitness facilities
- A lack of transport preventing people from participating
- Difficulty finding out about the groups and activities available
- The isolation and loneliness of some elderly people

- Some people, particularly men, may need encouragement to join in

Suggestions put forward for improvements included:

- Holding more events for older people
- Connecting with neighbours
- Fostering intergenerational connection

Volunteering is also seen as an opportunity to connect with others, especially for people new to the District and as lifestyles change. It is also a meaningful way for people to give back to their community. They can learn new skills and meet new people. They can also have their knowledge and skills valued and used for community good, whilst increasing their participation in community life.

The Community Team produce a Volunteer Directory and recently brought together Volunteer Co-ordinators from a range of community organisations. They are looking for ways to enhance volunteering opportunities in the District.

(c) Priorities to increase older people’s social participation in the Waimakariri District

	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s
4.1	Promote and further develop Timebank Waimakariri as a means to connect and share skills and/or talents	Waimakariri Community Development Strategy 2015 -2025 Canterbury Wellbeing Index	TimeBank Waimakariri	TimeBank membership continues to grow Member exchanges continue to grow
4.2	Continue to promote volunteering opportunities		Waimakariri District Council Libraries, Community and Greenspace Teams	Waimakariri Community survey evidences an increase in volunteering.
4.3	Continue to promote and facilitate opportunities and facilities for social connection		Waimakariri District Libraries and Community Team	Customer feedback Staff generated, ‘stories of impact’ Library user survey on engagement with library spaces, activities and resources Levels of support for community –initiated new activities
4.4	Continue to promote and support community-based learning initiatives. E.g. U3A		Waimakariri District Council Community Team Citizens Advice Bureau	U3A membership Levels of participation in workshops
4.5	Continue to promote recreational opportunities for older people		Waimakariri District Council Community and Greenspace Teams Active Canterbury	Membership for community-based Strength and Balance exercises Waimakariri District Council Community Survey and Canterbury Wellbeing Index results relating to involvement in recreational activity



Kia Whai Mana, Kia Whai Aroha Ai Te Kaumātua Respect And Social Inclusion



GOAL: To provide a range of opportunities where older persons' contribution and participation is sought after and valued within their community.

(a) What older people told us about Respect and Social Inclusion:

Respect and social inclusion ranked fourth out of the eight themes.

Over 80% of respondents to the survey thought the community was open and accepting toward older residents. However, this dropped significantly, to just under 60% for older residents of diverse backgrounds.

Over 70% of respondents said they felt valued in the District. Some respondents noted that it was a 'two-way street' with everyone having to make an effort to be included and inclusive.

Survey respondents, workshop participants and attendees at presentations raised a number of concerns, including specific concern about people living without family support, who become isolated

Suggestions put forward for improvements included:

- Designing intergenerational events that build respect and empathy
- Building relationships throughout communities

(b) Respect and Social Inclusion of older people in the Waimakariri District

A 'Social Inclusion Initiatives Group' was established in 2007, as a Social Services Waimakariri working group.



It is a multi-agency group focussing on developing strategies to address the barriers to social inclusion.

The Community Team produce a range of printed resources, some in collaboration with Social Services Waimakariri. These are widely disseminated, to promote activities and groups that facilitate social connection in the District.

Resources are distributed via the Welcome to Waimakariri Bags; at public meetings, expos and events, via networks, medical centres and in many

other settings. People can also access resources in Council libraries, service centres, community centres. Most are available online.

Waimakariri District Libraries provide many services for seniors in a friendly and welcoming environment as well as a home visiting service for people who cannot get to the library. Staff have also visited Healthy Day at the Pa to support Kaumātua in learning how to use new digital technology as an extension of their 'Appy Hour' at the library.

(c) Priorities to increase the respect and social inclusion of older people in the Waimakariri District

	Priority	Relevant Documentation	Lead Agent/s	Success Indicator/s
5.1	Continue to support the annual Older Person's Expo	Waimakariri Community Development Strategy 2015 -2025	WDC Community Team Presbyterian Support	Attendance and feedback New expo partners
5.2	Identify opportunities to incorporate cultural education into older persons' networks and key agencies working with older people		Waimakariri District Council Community Team Waimakariri Migrants and Newcomers Group	Degree of uptake for cultural education Attendance at workshops Feedback from attendees
5.3	Work with Te Ngāi Tūāhuriri Rūnanga to identify issues and opportunities related to older Maori		Te Ngāi Tūāhuriri Rūnanga	Development and introduction of local initiatives that support the wellbeing of older Maori
5.4	Continue to support the work of the Social Inclusion Initiatives Group		Waimakariri District Council Community Team	A range of initiatives developed to foster social inclusion Sustained uptake of Welcome Bags, and other social inclusion resources
5.5	Local libraries promote respect and social inclusion		Waimakariri District Libraries	Uptake of age-friendly resources Attendance at older persons' activities Utilisation of library-based services for older people New linkages with rest homes
5.6	Establish an Age-friendly Advisory Group to WDC		Age-friendly Steering Group	Age-friendly Advisory Group established by 30 Sept 2019
5.7	Explore opportunities for intergenerational activities		Waimakariri Youth Council and Youth Development Older people's networks	Intergenerational activities planned by June 2021

Kia Whai Wāhi-A-Taone Me Te Whai Mahi Hoki Ngā Kaumātua ***Civic Participation And Employment***



GOAL: Older people’s skill, knowledge and expertise are valued and acknowledged, and they are actively encouraged to be involved in their community.

(a) What older people told us about civic participation and employment:

This theme was the least important to survey respondents. Over 50% expressed no opinion about employment opportunities within the District for older adults. The views of those who did express an opinion were evenly divided between there being good/poor opportunities.

Opportunities to attend and/or participate in meetings about local government or community matters were considered to be good to excellent by over 70% of survey respondents.

Over 80% of respondents thought opportunities to volunteer were good to excellent, with the majority considering them to be very good.

Concerns raised by survey respondents, workshop participants and attendees at presentations included:

- A lack of opportunity for ongoing education
- Need for other quality paid and part-time work options for older people
- A lack of participation in consultations and elections
- A lack of education and preparation for retirement
- Discrimination against older people in the workforce

Suggestions put forward for improvements included:

- Providing part-time quality work opportunities for older people
- Recognising and celebrating the value of volunteers
- Cadetships for volunteers
- Making opportunities to be involved in local decision-making more accessible

(b) Civic participation and employment of older people in the Waimakariri District

“Nationally a third of the workforce is 55 or older. 46% of New Zealanders want to keep working past 65 and 66% of people 65+ want to keep working. And in the future employers are going to need older peoples’ skills and knowledge.”

Ministry of Social Development. (2019). “Better Later Life – He Oranga Kaumātua 2019 to 2034”. Retrieved from www.superseniors.msd.govt.nz

The proportion of people aged 65+ still in employment has nearly doubled since 2001, to 23% in the 2013 Census. In 2013 equal numbers of people were engaged in full and part-time employment, with a slight decline (5%) in full time employment since 2001.

(c) Priorities to increase the civic participation and employment of older people in the Waimakariri District

Priority	Relevant Documentation	Responsible Agency/s	Success Indicators	
6.1	Advocate for and facilitate the local provision of quality part-time work and employment opportunities for retired and older people	Canterbury Wellbeing Index	Grey Power Waimakariri District Age Friendly Community Advisory Group Ministry of Social Development Enterprise North Canterbury	Ministry of Social Development employment statistics and Canterbury Wellbeing Index Labour Force Participation figures reflect an increase in employment options for local older people
6.2	Utilise a range of means to promote local paid and voluntary employment for older people		Local Employment Agencies Local Volunteer Using Organisations	Employment agency promotional material includes older people
6.3	Targeted consultations are designed to capture the views of local older people.		Waimakariri District Council Policy and Strategy, Community and Communications Teams	Better proportional representation from older people in local consultations
6.4	Continue to celebrate the achievement of local older people		Waimakariri District Council Business Community Sports and Voluntary Groups	Increased number of older people featured in local awards



Kia Whai Mōhiohio Te Kaumātua I Ngā Kaupapa Communication and Information



GOAL: Communication and information is visible, timely, accessible and delivered through a range of age-friendly channels.

(a) What older people told us about communication and information:

Having access and knowledge about services and activities is important to ensure older adults are connected and participating in the community. While over 60% of respondents to the survey felt they were informed about the services and activities available in the District, just under 20% felt they were uninformed.

82% (n=296) of survey respondents source information from local newspapers. The use of the internet (private and public computers) accounted for a further 41% (n=147). Advertisements at community facilities and community associations were also an important source of information for over 100 respondents. Generally, obtaining information online dropped off by age with 46% of respondents aged 60-69 years obtaining information online compared with 24% of those aged 80+.

Concerns raised by survey respondents, workshop participants and attendees at presentations included:

- Lack of communication about group activities and services available to older residents
- Lack of ability using a computer
- Poor access to the Internet
- Paying for accounts without access to a computer
- Computer safety
- Cost to groups of advertising their activities and services

Suggestions put forward for improvements included:

- Providing more information about 'services to stay in your own home'
- More advertising about activities held in the Rangiora Library

- Catering for difference preferences by providing information both online and hard copy
- Providing computer literacy education
- Providing an information hub where people can obtain help filling out forms and accessing information they need
- Providing cheaper advertising for groups and services
- Need to improve broadband services and access with an increasing reliance on on-line communication and information

(b) Communication and information to older people in the Waimakariri District

In line with the Waimakariri Accessibility Strategy, 2017 and Community Development Strategy, 2015 -2025 Council are committed to ensuring that older people are able to receive information in formats that are accessible. It also includes initiatives that provide older people with the skills and opportunity to access electronic communications. Staff continue to engage with appropriate groups, agencies and organisations to keep abreast of the extent to which the communication and information needs of local older people are being met.

(c) Priorities to increase communication and information to older people in the Waimakariri District

	Priority	Relevant Strategies and Guidelines	Responsible Agency/s	Success Indicators
7.1	Continue to make Council publications more reader-friendly	Waimakariri District Council Brand and Style Guidelines 2019	Waimakariri District Council Communications Team	2021 Waimakariri District Council Communications Team Audience Survey results show an increase in satisfaction and audience for Council Communications
7.2	Encourage Council Communication across a range of printed and digital media	Waimakariri District Council Communications Team Audience Survey 2019	WDC Communications Team Waimakariri District Council Community Team	
7.3	Continue to improve public access to information	Waimakariri District Council Brand and Style Guidelines 2019	Waimakariri District Libraries, Customer Services and Community Team Citizens Advice Bureau	
7.4	Promote and support digital literacy	Waimakariri District Community Development Strategy 2015 - 2025	Waimakariri District Libraries and Community Team SeniorNet ARA	Increased uptake for 'book a librarian' service Increased participation in digital education classes
7.5	Facilitate and/or advocate for improvements and additions to directional signage and design to facilitate active engagement with local spaces and places	Waimakariri District Council Brand and Style Guidelines 2019 Universal Design	Waimakariri District Council Roading and Greenspace Teams. Waimakariri Access Group Waimakariri Age Friendly Advisory Group	Service requests decrease over time



Ko Te Tautoko-A-Hapori Me Ngā Ratonga Hauora Community Support And Health Services



GOALS

- A wide range of well-publicised community support services is provided to meet the needs of older people.
- High quality health services are well promoted and accessible to Waimakariri District residents, and provided in a timely manner.

(a) What older people told us about Community Support and Health Services:

Community Support and Health Services was the second priority for survey respondents. The services currently provided in the District were considered to be good, very good or excellent by 71% of respondents. People appreciated the service provided by the para-medics and St John Ambulance. Some were concerned about the lack of after-hours medical services in the District.

Respondents were asked if they had support for any problems they might have and if they knew where to get help when needed. Of the 256 respondents, 83% reported having support. 18% said that they don't have support. Of those that reported not having support, 14% (n=39) said that they didn't know where to go to get the support they need.

Concerns raised by survey respondents, workshop participants and attendees at presentations included a specific concern related to travelling to Christchurch for after-hours medical service, especially for those without access to private transport

Suggestions put forward for improvements included:

- Introducing a 'care for carer' service and post-surgery care
- Extension of the services at the Rangiora Hospital Health Hub to include an after-hours facility
- Having more specialist services located in the District such as a medical specialist and oncology
- Home medical visits
- Providing a bank at Pegasus

(b) Access to Community Support and Health Services by older people in the Waimakariri District

The Waimakariri District is well served with a good number of medical practices. There is a Health Hub in Rangiora that provides maternity beds and has been recently extended. This building will become a Community Services Centre from August 2019. Services will include mental health, public health nurses, cardiac rehabilitation, orthopaedics and general surgery. It will also have a telehealth capability so patients can consult specialists without having to travel into Christchurch, and 4 'flexi-beds' so local patients can receive treatment or recover post hospital, closer to home.

Alongside that, the District is well served with St John's Ambulance and a paramedic call out service for non-emergency situations. The Oxford area recently undertook a two-year project with the Canterbury Clinical Network to coordinate its health services and systems.

The Social Services Waimakariri website (<http://www.sswaimakariri.co.nz/>) provides a database of service providers in the District. Updated regularly it includes small community based agencies alongside Government funded services. Agencies share information about their services and demand at monthly networking meetings and other forums, as well as educational forums being organised on specialist topics.

Examples of existing networks relevant to older people are the Waimakariri Health Advisory Group, The Waimakariri Access Group, Social Services

Waimakariri, Violence Free North Canterbury, WaiLife (Suicide Prevention), The Social Inclusion Initiatives Group and Elder Care Canterbury.

Presbyterian Support and Community Wellbeing North Canterbury Trust both offer a volunteer driver

service to health appointments. The North Canterbury Minibus Trust, along with a range of other groups and organisations provide transport or minibuses for shopping trips.

(c) Priorities to increase access of older people to Community Support and Health Services in the Waimakariri District

	Priority	Relevant Documentation	Responsible Agency/s	Success Indicator/s
8.1	Advocate, as necessary, for increased local social service and healthcare provision		Waimakariri Health Advisory Group Greypower Social Services Waimakariri	Increased local social service and healthcare provision.
8.2	Provision of health, social and community supports is appropriate to meet the needs of older people	Canterbury Wellbeing Survey Canterbury Wellbeing Index	Waimakariri Health Advisory Group (WHAG) Social Services Waimakariri Ministry of Social Development Canterbury District Health Board	Canterbury Wellbeing Survey results indicate improved quality of life and access to mental health services
8.3	Increase promotion of local community, social and health support services Improve networking of information	Waimakariri Community Development Strategy 2015 - 2025	Waimakariri District Council Community team Social Services Waimakariri	New and existing social, health and community services are well utilised by local older people Increase in contributions and distribution





Ngā Mahi Hei Whai Ake

Next Steps

Next Steps

August - November 2019: Establishment of an Age-friendly Advisory Group

After Council has endorsed the Waimakariri Age-friendly Plan, the priority is to establish an Age-friendly Advisory Group to Council. Expressions of interest will be called for and key stakeholder groups approached. Along with oversight of the plan implementation, key functions of the new advisory group will be monitoring, evaluation and reporting back to the public and Council for the period of the Plan through to December 2021.

This action is included as a project in itself and is seen as a critical step in progressing age-friendly in our District. Not just for the implementation phase of the plan but for the future wellbeing of the District.

Waimakariri District Council already has advisory groups and a Youth Council, with appointed elected members and Council officers.

Once the Age-friendly Advisory Group has been established, the current community steering group will disband, with an option for members to take a role in project groups.

August – September: Public launch and call to action

This will involve wide promotion and dissemination of the plan. Key partners will be brought on board, with the establishment of any necessary working groups to progress new initiatives.

Tapiritanga Appendices

Appendix 1

Ko Ngā Kupu Mihimihi
Acknowledgments

- i. University of Canterbury
- ii. Community Steering Group members
- iii. Lynne – Harata Te Aika. Te Rūnanga o Ngāi Tuāhuriri
- iv. Ministry of Social Development - Office for Seniors

Appendix 2

Ngā Kaikōrero Mō Ngā Hui
Community Workshops And Presentations

- i. Community Workshops at: Pegasus, Oxford, Waikuku, Silverstream, Rangiora
- ii. Presentations to: North Canterbury Grey Power, Healthy Day at the Pa, Migrants and Newcomers, Council Management, the Community and Recreation Committee of Council

Appendix 3:

Rārangi Tohutoro
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