

Baseline Assessment – Nelson - City For All Ages

1. Introduction

The purpose of this baseline assessment is to identify the current services and activities that support Nelson as an age-friendly community. This assessment will also provide a starting point against which to measure Nelson's progress and has been used during the development of the City For All Ages Strategy to understand where gaps exist. A baseline assessment is a requirement for communities wishing to join the World Health Organisation's global age-friendly network.

2. Nelson's ageing population

Nelson now has more people aged over 65 than children aged under 15. Increasing life expectancy and a declining birth rate are driving an increase in both the overall number of older people and the proportion of the population they comprise.

In an age-friendly city, policies, services, settings and structures support and enable people to age actively by:

- recognising the wide range of capacities and resources among older people;
- anticipating and responding flexibly to ageing-related needs and preferences;
- respecting their decisions and lifestyle choices;
- protecting those who are most vulnerable; and
- promoting their inclusion in and contribution to all areas of community life.

This document groups assessment under the same seven focus areas as the City For All Ages Strategy: wellness, social, work, housing, mobility, information, outdoors.

3. Assessment

The table 1 below provides a description of each focus area and lists possible issues relevant in each area.

Table 1

Key Area	Issues
Mobility Includes promotion of active transport, safe walking and cycling environments, availability of public transport, community transport services for the disabled and those with special needs, road safety and safe driving.	Availability, affordability, reliability, access, safety, comfort, age-friendly vehicles, community transport, priority seating and passenger courtesy, taxis, parking
Outdoors Includes barrier free public spaces and buildings, access to services eg shops and amenities, safe and clean environments, accessible neighbourhoods with appropriate services, outdoor seating and shade, easy access to nature, heritage protection to preserve memories and continuity.	Quality of life, access, safety, clean, green, somewhere to rest, pavements, roads, buildings, cycle paths, toilets, lighting, outdoor fitness areas

Information Includes age-friendly communication, lifelong learning, digital literacy, accessible information.	Access to good information, plain language, assistive technology and digital inclusion, appropriate printed information, continued education, and learning
Housing Includes affordability, choice, warm and healthy construction, universal design in new builds, ageing-in-place, crime prevention, catering to older residents during emergencies.	Affordable, appropriate design, housing options, ageing in place, maintenance, community integration, essential services, modifications
Work Includes paid and volunteer work, support for working longer, age-friendly employment policies, encouraging entrepreneurial activity, age-diverse workforce, encore careers, promoting volunteering opportunities.	Volunteering, employment options, training, accessibility, civic participation, valued contributions, entrepreneurship, pay
Social Includes community support, respect and non-discrimination, inclusion, appropriate services, activities for older adults, intergenerational connection and avoiding age-segregation, neighbourhood gathering places, visiting programmes for the housebound.	Affordable accessible activities and events, range of activities and events, facilities and settings, promotion, and awareness of activities, addressing isolation, fostering community integration; ageism, disrespectful behavior, intergenerational opportunities, economic inclusion; place in the family, place within the community, helpfulness of community
Wellness Includes health, physical, mental and spiritual wellbeing, fitness and physical training, hobbies, sports activities, community care, support services eg. support for caregivers, dementia support, residential care.	Service accessibility, offer of services, voluntary support, emergency planning and care, home care, residential facilities, support for carers

A checklist for age-friendliness is provided by the World Health Organisation (WHO) in its guidance document, *Global Age-friendly Cities: A Guide*, 2007. A summary of the WHO checklist is attached (Attachment 1)

4. Process description

- Step 1: Identify and collate data from Council sources
- Step 2: Request data from relevant agencies; add to analysis
- Step 2: Survey community
- Step 3: Identify gaps and opportunities that can be addressed through the Strategy

5. Key areas

1. Mobility

Transportation, including accessible and affordable public transport, is a key factor influencing active ageing. Being able to move about the city determines social and civic participation and access to community and health services.

Private Transport in Nelson

In 2013¹, 95% of those aged 65-74 had access to at least one motor vehicle and 85% of those aged over 75. Since 2001, access to a vehicle has increased for older people in Nelson and across New Zealand. In 2001, 84% of 65-74 year olds and 74% of 75+ had access to a vehicle.

Vehicle accessibility rates for older people vary throughout the city. Of the 624 older people without access to a vehicle, 99 live in The Wood area unit² and 93 live in the Isel Park area unit.

A Ministry of Transport report in 2009³ recognised that road safety for people over the age of 75 is an emerging issue. “*The road safety risk is **to** older New Zealanders rather than **from** them*”. People over the age of 75 have a lower risk of being in a crash than other road users, but a higher risk of being seriously injured. National research⁴ has shown that as people grow older, they tend to travel less than those in younger age groups, and to travel for different purposes. Older people also tend to make most of their trips off peak and travel more in urban areas than on the open road. These findings have also highlighted the importance of accounting for an ageing population in transport modelling of future travel demand.

Age Concern offers workshops for older drivers – Staying Safe, Life without a Car and CarFit.

New and existing mobility scooter users can get personalised, one-on-one scooter training at heavily subsidised rates through Nelson road safety programmes.

Public Transport in Nelson

Public transport is an important service for older people once they transition away from driving a private motor car. Nelson’s public bus system, Nbus, operates nine routes. Routes 1 and 2 connect Nelson and Richmond, routes 3 – 6 are local Nelson routes, route 7 is the Stoke Loop and routes 8 and 9 loop Richmond east and west. The Stoke Loop was designed in conjunction with Grey Power and passes by many of the retirement villages situated in Stoke. A “Hail and Ride” system is in place on some routes which means passengers don’t have to wait at a bus stop but can wave down the bus anywhere along the route where it is safe and legal for the bus to stop. The Stoke loop operates on weekdays only.

Under the Supergold scheme, card holders are able to travel for free on urban public transport during off peak times (9:00am – 3:00pm and after 6.30pm weekdays and all weekend plus public

¹ Census, Statistics New Zealand, for population living in private households, excludes population in residential care

² Area units are non-administrative, geographic areas [defined](#) by Statistics New Zealand, containing one or more census meshblocks, the basis geographic unit used for collecting and reporting population data each Census.

³ Ministry of Transport (2009) [Safer Journeys Discussion Document](#). Ministry of Transport, Wellington: New Zealand

⁴ NZ Transport Agency research report 481, Frith, Mara, and Langford (2012).

holidays). Outside of these hours a full fare must be paid. Different fares apply to different bus zones.

All the buses on the network, the Nelson ticket office and bus station are wheelchair accessible. Priority seating is available on all buses.

Nelson taxis

The Total Mobility Scheme provides subsidised taxi services to people who have an impairment that prevents them from safely getting to or using public transport. The scheme is jointly funded by local and central government. Between 2005 and 2017, the number of people registered for the Total Mobility Scheme in Nelson/Tasman/Marlborough doubled, although the number of trips only increased 11%.

Companion driving service in Nelson

Driving Miss Daisy and Freedom Driving are companion driving services that provides transportation for anyone who is unable to drive. Drivers will assist passengers that need help getting in and out of the vehicle and the service also caters for passengers with wheelchairs or walkers. Rates are based on time, and pricing is quoted on the requirements of each individual journey.

Red Cross

The Red Cross community van is available for people who need transportation to health and welfare appointments. The van is driven by Red Cross volunteers and the programme was created after staff saw a gap in transport options for Nelson's mature residents.

Cycling

The Great Taste Cycle Trail connects Nelson, Richmond, Brightwater, Wakefield, Motueka and Kaiteriteri. In addition to the Great Taste Trail, there are off-street cycle ways in Nelson and numerous mountain biking trails. Many of the cycle trails are shared by walkers and cyclists.

The urban cycle trails are:

- Stoke Railway Reserve, Stoke
- Tahunanui Beach Reserve, Nelson
- Railway Reserve from Victory Square to Beatson Road
- Vanguard Street from Gloucester Street to Toi Toi Street
- Toi Toi Street to Gorrie Street
- Atawhai Shared Pathway

Council offers cycling courses for new and returning cyclists. Ride On is a Nelson/Tasman cycle education programme that supports new and returning riders by providing cycle instruction (standard bicycles and e-bikes) and information that develops basic riding skills and confidence.

Walking

The condition of pavements has an obvious impact on the ability to walk in the local area.

Council maintains 380 km of footpaths, walkways and cycleways. As part of ongoing maintenance, the crossfall of footpaths (the driveway ramp to allow easy vehicle access) is being levelled to make footpaths easier for walkers, wheelchairs, mobility scooters etc to negotiate. New footpaths are being designed to this new, more pedestrian-friendly standard.

2. Outdoors

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to “age in place”. Having green spaces is one the most commonly mentioned age-friendly features. The availability of seating areas is generally viewed as a necessary urban feature for older people.

Council parks and reserves

Council owns and manages a wide range of parks and open spaces (11,250 hectares) including public gardens and neighbourhood parks.

Council aims to ensure that sufficient open space is provided in the City and that neighbourhood parks are conveniently located. The Parks and Reserves Activity Management Plan 2021-31 has a target that 99% of urban residential properties within 800m walking distance of publicly accessible open space. All new and renewed playgrounds are now being provided with shade and seating, so that caregivers taking children to the playground can rest and be protected from the sun.

3. Information

Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. Regardless of the variety of communication choices and the volume of information available, the central concern expressed in the focus groups is to have relevant information that is readily accessible to older people with varying capacities and resources.

Council communications

Council provides information to the community through its website, Facebook page and the Our Nelson newsletter that is delivered to most households every fortnight, alternating physical delivery and email of an e-version.

Council provides financial support for “Mudcakes and Roses”, a magazine for the over 65 age group. The magazine includes news stories and details on recreational programmes in the region. The magazine is distributed via a database and is available free in public places eg Council offices, libraries.

Library Service

Nelson City Council operates a network of three public libraries. The Elma Turner library on Halifax Street is the main library and there are two community libraries – one in Stoke and the Nightingale Library Memorial in Tahunanui. The fourth service point is the library website – Nelson Public Libraries Online. Library membership is free and the same library card can be used at all three libraries. Nelson residents can also borrow from Tasman District Council libraries.

Home deliveries

The libraries offers a free book delivery service to residents of Nelson and Stoke who are housebound. Deliveries are also made to rest homes. Items are selected by library staff and delivered by volunteers, usually once a fortnight. Assistance with downloading of eBooks and audiobooks is also provided.

Events and reading groups

The library hosts a number of regular events which are either aimed at older adults or attended mostly by older adults. These include the library knitters, U3A book groups and bookchat sessions. Bookchat sessions are also held at the various rest homes in Nelson and Stoke.

The dementia-friendly reading group is for people with dementia who are struggling to read. The group meets every week with regular attendance by three to five people. Although numbers are small the feedback from those participating is that the service makes a huge, positive difference in their lives. The service is provided in partnership with Alzheimers Nelson.

Grab Bags

Grab Bags are a fun way to try a new craft or hobby. Each bag provides all you need for baking a cake, practising some mindfulness activities, doing some tie-dye, or a number of other activities. Available at the Elma Turner Library

Sewing

The Elma Turner Library has eight sewing machines available for anyone to use. People have used them to make quilts and curtains, repair clothes, and make new clothes. They can be booked online, by phone, or in person. Sewing classes led by Robyn Reynolds are run during the school term for anyone interested in learning to sew.

Internet/technology

SeniorNet is a community training network supporting adults over 50 to use technology. It is based in Pioneer Park from where volunteers offer training to their over 500 members on topics from email to desk-top publishing.

Internet access is free in all Nelson Public Libraries. Customers can use a library computer or log on using their own device. A variety of free computer classes are held in the libraries during each school term. There are courses for beginners and for more experienced users. The library also offers Device Advice sessions where staff assist customers with computers, laptops, tablets etc. Device Advice is a free service and there are two sessions a week at the Elma Turner Library and at Stoke Library.

Tea and Tech

AgeConnect, an Age Concern initiative, matches over 60 year olds with 14 – 24 year olds for one-to-one mentoring sessions that are focussed on learning how to use smartphones, tablets and laptops. The sessions are held at various retirement homes.

4. Housing

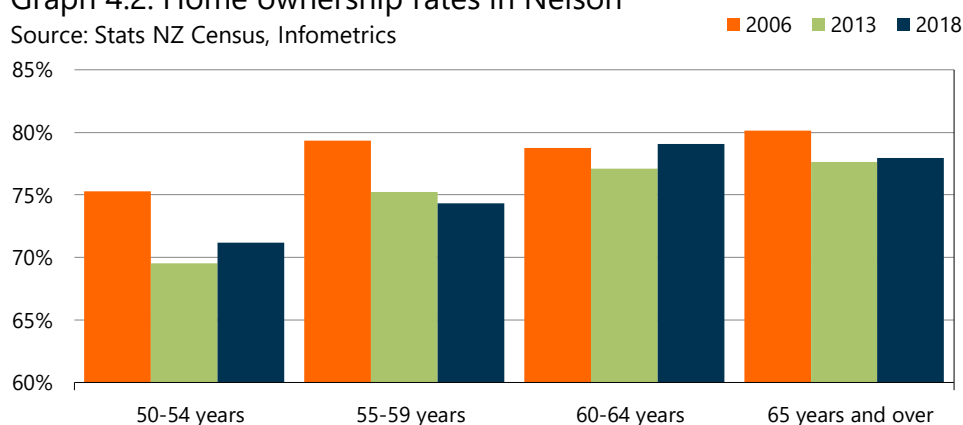
Housing is essential to safety and well-being. There is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people. Housing and support that allow older people to age comfortably and safely within the community to which they belong are universally valued.

Nelson Housing

The majority of Nelson's older people live in one- or two-person households. The majority (78%) of Nelson's older residents own or partly own⁵ their usual residence. There is a nationwide trend towards decline in home ownership by older people, which is leading to greater numbers of older people renting. The following graph shows the decline in home ownership across New Zealand by age group.

Graph 4.2: Home ownership rates in Nelson

Source: Stats NZ Census, Infometrics



A 30.4% of Nelson's older people live alone compared to 6.3% of people under 65 years old.⁶

Table 6: Number of residents in household, by age group, Nelson and New Zealand, 2013

	65-74 years		75 and over		15-64 years	
	Nelson	New Zealand	Nelson	New Zealand	Nelson	New Zealand
Percentage living alone	25%	21%	43%	39%	9%	7%
Percentage living with one other	65%	62%	51%	50%	33%	27%

⁵ Includes people whose home is in a family trust

⁶ Data is for residents in private dwellings only and does not include residents in residential care

Almost half of Nelson's older residents live in three bedroom houses, similar to the rate for the total population and reflecting the typology of Nelson's housing stock. Older people are more likely to live in a two bedroom house than other age groups, with 29% of those aged 65 and over living in two bedroom houses, compared with 17% of those aged under 65. Forty-two percent of older people living alone are living in houses with three or more bedrooms.

Nineteen percent of Nelson's older residents have been living in the same house for 30 years or more and a quarter have lived at the same residence for 15-29 years.

Table 7: Age groups by dwelling type, Nelson, 2013

Dwelling Type	65+	65-74	75+
PRIVATE DWELLINGS			
Total Private Dwellings	87%	93%	81%
Separate house – one storey	51%	52%	49%
Separate house – two or more storeys	20%	25%	13%
Attached dwelling (units, townhouse or apartment) – one storey	13%	11%	15%
Attached dwelling (units, townhouse or apartment) – two or more storeys	4%	4%	3%
Dwelling in a motor camp	1%	1%	0%
NON-PRIVATE DWELLINGS			
Residential care	8%	2%	15%

Data⁷ for Nelson/Tasman/Marlborough indicates that most of the older people in these regions have no major problems with the condition of their house:

- 52% report no repairs or maintenance is needed
- 47% report minor repairs and maintenance is needed
- 93% reported no problem with dampness or mould
- 60% reported that, in winter, their house or flat is not colder than they would like
- 31% reported their house or flat was sometimes colder than they would like
- 9% reported their house or flat was often or always colder than they would like

Residential care and retirement villages

Eight percent⁸ live in residential care for older people, with the majority of those aged 80 and over. In recent years, there has been a decrease in aged residential care use in Nelson /Tasman/ Marlborough (and across New Zealand), primarily as a result of decreasing rest home utilisation (the least intensive form of long-term support)⁹.

There are eight retirement villages in Nelson/Stoke, five providers of care apartments and eight providers of rest home care¹⁰.

Abbeyfield offers rental accommodation at an affordable price to older adults usually in their 60's, 70's, or 80's and beyond. Up to 14 residents share a family-style home and an on-site housekeeper

⁷ General Social Survey, Statistics New Zealand

⁸ Census, Statistics New Zealand

⁹ Nelson Marlborough District Health Board (2015), Nelson Marlborough Health Needs and Service Profile 2015

¹⁰ www.eldernet.co.nz

provides meals, security and co-ordination. Abbeyfield has two houses in Nelson (Tahunanui and Stoke)

Future Housing Demand

The ageing population is driving a trend for smaller households and increasing demand for smaller properties.

The results from a Digipol survey on Health, Housing and Methods of Home Heating (2014) showed that older Nelson residents are more likely to prefer two bedrooms than three bedrooms, and are also more likely to want a small section, courtyard or balcony. Eighty percent of those aged over 60 would prefer to stay in the same suburb, compared with 62% of younger age groups.

Nelson property managers and real estate agents have reported increasing demand for smaller properties from the growing baby-boomer age group. They are reported to want sunny, low maintenance properties with at least two bedrooms and a garage, on a flat section close to services.

An August 2021 Trademe search for residential properties for sale in Nelson delivered a total of 88 results. Of these two were one-bedroom properties and 19 were two-bedroom properties. Rateable values for the one-bedroom properties range from \$275,000- \$510,000 and two-bedroom properties from \$290,000- \$890,000.

The Nelson Plan proposes to allow for the building of various housing types in the residential zones including minor units as second dwellings on sections, mixed-use developments, and comprehensive housing developments. Te Ara ō Whakatū - City Centre Spatial Plan aims to provide residential living in the city centre catering for a range of price points and housing types for 2,000 people.

Nelson is projected to have an extra 3,300 households between 2013 and 2028, under the medium growth scenario (or an extra 5,100 under the high growth scenario). All the growth is projected to be in couple-without-children households and one-person households, due to the ageing of the population. The percentage of one-person households is projected to increase from 27% in 2013 to 31% in 2028 and 33% in 2038. The average household size is projected to decrease from 2.4 people per household in 2013, to 2.3 by 2028 and 2.2 by 2038.

Table 8: Housing preferences by age groups by number of bedrooms, Nelson, 2014¹¹

<i>Thinking about your future housing needs in say ten years' time, how many bedrooms are you most likely to want for your house?</i>					
Age Group	1 bedroom	2 bedrooms	3 or more bedrooms	Not Sure/ Refused	Number of respondents
18-29 years	0%	7%	92%	2%	61
30-39 years	2%	7%	90%	2%	163

¹¹ Digipol Survey on Health, Housing, and methods of Home Heating, 1300 Nelson residents, July 2014

40-49 years	2%	23%	73%	2%	250
50-59 years	6%	40%	51%	3%	309
60-69 years	7%	43%	47%	4%	249
70-79 years	16%	50%	30%	5%	203
80 years or older	25%	48%	14%	12%	97

Table 9: Housing preferences by age groups by section size, Nelson, 2014¹²

<i>Thinking about your future housing needs in say ten years' time, what size section are you most likely to want?</i>					
Age Group	Small (ranging from a courtyard or balcony to < 400m ²)	Average size (400 - 750 m ²)	Large (bigger than 750m ²)	Not Sure/ Refused to say	Number of respondents
18-29 years	8%	49%	39%	3%	61
30-39 years	7%	48%	41%	4%	163
40-49 years	18%	54%	26%	2%	250
50-59 years	35%	46%	16%	4%	309
60-69 years	45%	39%	10%	5%	249
70-79 years	65%	23%	4%	8%	203
80 years or older	65%	19%	4%	12%	97

5. Work

Older people do not stop contributing to their communities on retirement. Many continue to provide unpaid and voluntary work for their families and communities. In some areas, economic circumstances force older people to take paid work long after they should have retired. An age-friendly community provides options for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in the political process.

In preparing the new Strategy Better Later Life, the Office for Seniors found that in New Zealand nearly one in four people aged 65+ are in some paid employment¹³.

According to the 2018 census, 2,445,141 people aged 15+ were in employment at the time of the census. For Nelson, this figure is 26,430 and out of those people, 1920 were over 65. This equates to 20% of the total number of the 65+ population.

The number of over 65's working in Nelson has increased by 1179 an 8% increase since the 2006 census.

¹² Ibid

¹³ <http://www.superseniors.msd.govt.nz/about-superseniors/ageing-population/better-later-life-report/index.html>

Volunteering

According to Volunteer Nelson Approx. 20% of all volunteers in Nelson are over the age of 65 with a further approx. 20% in the 60-64 age bracket making the over 60 age group representative of approximately 40% of all volunteering in the region. This age group tends to be longer term volunteers and volunteer on a regular basis. This age group also tends to have multiple volunteer roles.

6. Social connection

Social participation and social support are strongly connected to good health and well-being throughout life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed.

Council runs a number of family orientated events throughout the year and supports other events that are focussed on the older adult demographic working with key partners for delivery eg Age Concern's older adults recreation programmes. Information about Council events is provided online but also in print, for example in 'Our Nelson' and through distribution of printed programmes.

A number of Nelson organisations are active in this area. Age Concern hosts Tea & Talk sessions at a range of locations, has a befriending/visiting service, runs a range of physical activities (tai chi, sit & be fit, aerobics classes, circuit training, walking groups, walking netball). Presbyterian Support's Enliven services support older people in-home but also with day centres and social club activities. Stoke Seniors opens four days a week and provides activities, outings and a cooked lunch three days a week. Loaves and Fishes at All Saints Church provides subsidised midday meals three times a week.

Fresh Focus describes itself as providing weekly talks on interesting topics for senior citizens. U3A Nelson operates a study group approach where a small number of members meet in homes, taking turns at hosting discussions on a wide range of topics from jazz to architecture. They also run larger group presentations with invited speakers.

Intergenerational

There are a number of intergenerational activities that happen across Nelson. For example the Nelson Youth Council partnered with AgeConnect Nelson Tasman to host tea and tech sessions which is a programme to match older people with younger volunteers in the 14-24 year old age bracket for one-one-one mentoring session to help older people improve their technology skills with smartphones, tablets and laptops.

Nelson City Council also supports a number of events in the region that are attended by a wide range of ages for example the parks programme run as part of the summer recreation series where participants range from 1-70+.

Community inclusion

There are a number of Nelson organisations active in this area. AgeConnect Nelson Tasman, an initiative from Age Concern Nelson Tasman, is the first of its kind in New Zealand. AgeConnect was set up in 2017 to help build friendships and community connections for the over 65s across the

region. Age Concern also holds the AgeConnect Champion Awards to recognise and celebrate people, businesses and organisations who help keep older community members feeling connected. Celebrating acts that help older people feel safe, respected and increase their sense of belong.

Civic participation

According to the Electoral Commission in the 2020 General Election the top three age groups in Nelson with the highest percentage of voter turnout were in order: 65-69 with 3,937 out of 4,244 enrolled, or 92.77%, 70+ with 9,368 of 10,345 or 90.56% and 60-64 with 4,181 of 4,628 or 90.34%. This represents a combined block total of 17,486 out of 19,217 or 90.99% when compared to the lowest percentage of voter turnout in the 25-29 bracket with 2,492 out of 3,268 or 76.25%.

7. Wellness

Health and support services are vital to maintaining health and independence in the community.

The majority of older people in Nelson/Tasman/Marlborough rate their general health as good, very good, or excellent¹⁴. However, approximately 22.2% rate their health as fair or poor. The rate for these three regions is similar to the national rate for older people. Nationally, self-reported good health of people aged over 75 has steadily improved over the last decade.

The Nelson Marlborough District Health Board's Health Needs and Services Profile (2015) states that the Nelson, Tasman, Marlborough population has generally good health compared to others in New Zealand. The population aged 75 and over appear to have good access to hospital and community-based services, with good ageing in place support.

In recent years, there has been a decrease in aged residential care use in Nelson/Tasman/Marlborough (and across New Zealand), primarily as a result of decreasing rest home use (the least intensive form of long-term support)¹⁵. Nationally¹⁶, although aged residential care expenses account for 60% of spending on services for older people, spending on home-support services has been increasing at a faster rate. The proportion of people age 75 and over who need residential care is expected to decrease over time. However, hospital and dementia utilisation has been increasing, reflecting the increasing complexity of older people's needs. This is expected to continue. At the same time, it is expected that people will spend a greater proportion of their older years in reasonable health, with severe ill-health delayed to the last few years. However, the absolute number needing assistance and all forms of health care will increase, due to the increase in the number of older people.

If current health and disability rates for older age groups continue to prevail for the next generation, we can expect the prevalence of disabilities and health issues to increase in society as the population ages.

¹⁴ General Social Survey, Statistics New Zealand

¹⁵ Nelson Marlborough District Health Board (2015), Nelson Marlborough Health Needs and Service Profile 2015

¹⁶ <http://www.health.govt.nz/nz-health-statistics/health-statistics-and-data-sets/older-peoples-health-data-and-stats/dhb-spending-services-older-people>

The following information was from Allied Health Services in October 2021 and provides an overview of the health services for older adults in Nelson;

Home and community support services include: Nurse Maude and Access Community Health, respite and palliative care, nurse educators, district nurses, Meals on Wheels. Nelson Bays Primary Health delivers green prescriptions, treats long term conditions, undertakes falls prevention. General practice is a primary provider. Age Concern delivers services around self-neglect, elder abuse, carer matching, social connection. Alzheimers Nelson Tasman provides day programmes, carer workshops, education, support. St John's, community pharmacies, ACC, Heart Foundation, Stroke Foundation also play a role.

Challenges in the health sector regarding older adults include: increases in dementia, comorbidity and complex needs; integrating services; isolation and vulnerability; increasing frailty; falls; service costs; transport; elder abuse.

ATTACHMENT 1

World Health Organisation checklist for age-friendliness across eight key areas

1. Transport

Affordability

- Public transportation is affordable to all older people.
- Consistent and well-displayed transportation rates are charged.

Reliability and frequency

- Public transport is reliable and frequent (including services at night and at weekends).

Travel destinations

- Public transport is available for older people to reach key destinations such as hospitals, health centres, public parks, shopping centres, banks and seniors' centres.
- All areas are well-served with adequate, well-connected transport routes within the city (including the outer areas) and between neighbouring cities.
- Transport routes are well-connected between the various transport options.

Age-friendly vehicles

- Vehicles are accessible, with floors that lower, low steps, and wide and high seats.
- Vehicles are clean and well-maintained.
- Vehicles have clear signage indicating the vehicle number and destination.

Specialised services

- Sufficient specialized transport services are available for people with disabilities.

Priority seating

- Priority seating for older people is provided, and is respected by other passengers.

Transport drivers

- Drivers are courteous, obey traffic rules, stop at designated transport stops, wait for passengers to be seated before driving off, and park alongside the curb so that it is easier for older people to step off the vehicle.

Safety and comfort

- Public transport is safe from crime and is not overcrowded.

Transport stops and stations

- Designated transport stops are located in close proximity to where older people live, are provided with seating and with shelter from the weather, are clean and safe, and are adequately lit.
- Stations are accessible, with ramps, escalators, elevators, appropriate platforms, public toilets, and legible and well-placed signage.
- Transport stops and stations are easy to access and are located conveniently.
- Station staff are courteous and helpful.

Information

- Information is provided to older people on how to use public transport and about the range of transport options available.
- Timetables are legible and easy to access.
- Timetables clearly indicate the routes of buses accessible to disabled people.

Community transport

- Community transport services, including volunteer drivers and shuttle services, are available to take older people to specific events and places.

Taxis

- Taxis are affordable, with discounts or subsidised taxi fares provided for older people with low incomes.
- Taxis are comfortable and accessible, with room for wheelchairs and/or walking frames.
- Taxi drivers are courteous and helpful.

Roads (driving)

- Roads are well-maintained, wide and well-lit, have appropriately designed and placed traffic calming devices, have traffic signals and lights at intersections, have intersections that are clearly marked, have covered drains, and have consistent, clearly visible and well-placed signage.
- The traffic flow is well-regulated.
- Roads are free of obstructions that might block a driver's vision.
- The rules of the road are strictly enforced and drivers are educated to follow the rules.

Driving competence

- Refresher driving courses are provided and promoted.

Parking

- Affordable parking is available.
- Priority parking bays are provided for older people close to buildings and transport stops.
- Priority parking bays for disabled people are provided close to buildings and transport stops, the use of which are monitored.
- Drop-off and pick-up bays close to buildings and transport stops are provided for handicapped and older people.

Footpaths, roads and cycle paths:

Footpaths

- Footpaths are well-maintained, smooth, level, non-slip and wide enough to accommodate wheelchairs with low curbs that taper off to the road.
- Footpaths are clear of any obstructions (e.g. street vendors, parked cars, trees, dog droppings, snow) and pedestrians have priority of use.

Roads (walking)

- Roads have adequate non-slip, regularly spaced pedestrian crossings ensuring that it is safe for pedestrians to cross the road.
- Roads have well-designed and appropriately placed physical structures, such as traffic islands, overpasses or underpasses, to assist pedestrians to cross busy roads
- Pedestrian crossing lights allow sufficient time for older people to cross the road and have visual and audio signals.
- There is strict enforcement of traffic rules and regulations, with drivers giving way to pedestrians.

Cycle paths

- There are separate cycle paths for cyclists.

2. Outdoor spaces and buildings

Green spaces, walkways and outdoor seating is as follows:

- There are well-maintained and safe green spaces, with adequate shelter, toilet facilities and seating that can be easily accessed.
- Pedestrian-friendly walkways are free from obstructions, have a smooth surface, have public toilets and can be easily accessed.
- Outdoor seating is available, particularly in parks, transport stops and public spaces, and spaced at regular intervals; the seating is well-maintained and patrolled to ensure safe access by all.

Buildings

Generally, the features that are considered necessary for buildings to be age-friendly are:

- elevators
- escalators
- ramps
- wide doorways and passages
- suitable stairs (not too high or steep) with
- railings
- non-slip flooring
- rest areas with comfortable seating
- adequate signage
- public toilets with wheelchair access

3. Communication and information

Information offer

- A basic, universal communications system of written and broadcast media and telephone reaches every resident.
- Regular and reliable distribution of information is assured by government or voluntary organisations.
- Information is disseminated to reach older people close to their homes and where they conduct their usual activities of daily life.
- Information dissemination is coordinated in an accessible community service that is well-publicised – a “one-stop” information centre.
- Regular information and programme broadcasts of interest to older people are offered in both regular and targeted media.

Oral communication

- Oral communication accessible to older people is preferred, for instance through public meetings, community centres, clubs and the broadcast media, and through individuals responsible for spreading the word one-to-one.
- People at risk of social isolation get information from trusted individuals with whom they may interact, such as volunteer callers and visitors, home support workers, hairdressers, doormen or caretakers.
- Individuals in public offices and businesses provide friendly, person-to-person service on request.

Printed information

- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.

Plain language

- Print and spoken communication uses simple, familiar words in short, straight-forward sentences.
- Automated communication and equipment
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
- Users have the choice of speaking to a real person or of leaving a message for someone to call back.
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- The display panel of bank, postal and other service machines is well illuminated and can be reached by people of different heights.

Computers and the Internet

- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.
- Tailored instructions and individual assistance for users are readily available.

4. Housing

Affordability

- Affordable housing is available for all older people.

Essential services

- Essential services are provided that are affordable to all.

Design

- Housing is made of appropriate materials and well-structured.
- There is sufficient space to enable older people to move around freely.
- Housing is appropriately equipped to meet environmental conditions (e.g. appropriate air-conditioning or heating).
- Housing is adapted for older people, with even surfaces, passages wide enough for wheelchairs, and appropriately designed bathrooms, toilets and kitchens.

Modifications

- Housing is modified for older people as needed.
- Housing modifications are affordable.
- Equipment for housing modifications is readily available.
- Financial assistance is provided for home modifications.
- There is a good understanding of how housing can be modified to meet the needs of older people.

Maintenance

- Maintenance services are affordable for older people.
- There are appropriately qualified and reliable service providers to undertake maintenance work.
- Public housing, rented accommodation and common areas are well-maintained

Ageing in place

- Housing is located close to services and facilities.
- Affordable services are provided to enable older people to remain at home, to “age in place”.
- Older people are well-informed of the services available to help them age in place.

Community integration

- Housing design facilitates continued integration of older people into the community.

Housing options

- A range of appropriate and affordable housing options is available for older people, including frail and disabled older people, in the local area.
- Older people are well-informed of the available housing options. Sufficient and affordable housing dedicated to older people is provided in the local area.
- There is a range of appropriate services and appropriate amenities and activities in older people’s housing facilities.
- Older people’s housing is integrated in the surrounding community.

Living environment

- Housing is not overcrowded.
- Older people are comfortable in their housing environment.
- Housing is not located in areas prone to natural disasters.
- Older people feel safe in the environment they live in.
- Financial assistance is provided for housing security measures.

5. Social participation

Accessibility of events and activities

- The location is convenient to older people in their neighbourhoods, with affordable, flexible transportation.
- Older people have the option of participating with a friend or caregiver.
- Times of events are convenient for older people during the day.
- Admission to an event is open (e.g. no membership required) and admission, such as ticket purchasing, is a quick, one-stop process that does not require older people to queue for a long time.

Affordability

- Events and activities and local attractions are affordable for older participants, with no hidden or additional costs (such as transportation costs).
- Voluntary organisations are supported by the public and private sectors to keep the costs of activities for older people affordable.

Range of events and activities

- A wide variety of activities is available to appeal to a diverse population of older people, each of whom has many potential interests.
- Community activities encourage the participation of people of different ages and cultural backgrounds

Facilities and settings

- Gatherings, including older people, occur in a variety of community locations, such as recreation centres, schools, libraries, community centres in residential neighbourhoods, parks and gardens.
- Facilities are accessible and equipped to enable participation by people with disabilities or by those who require care.

Promotion and awareness of activities

- Activities and events are well-communicated to older people, including information about the activity, its accessibility and transportation options.

Addressing isolation

- Personal invitations are sent to promote activities and encourage participation.
- Events are easy to attend, and no special skills (including literacy) are required.
- A club member who no longer attends activities is kept on the club's mailing and telephone lists unless the member asks to be taken off.
- Organisations make efforts to engage isolated seniors through, for example, personal visits or telephone calls.

Fostering community integration

- Community facilities promote shared and multipurpose use by people of different ages and interests and foster interaction among user groups.
- Local gathering places and activities promote familiarity and exchange among neighbourhood residents.

6. Civic participation and employment**Volunteering options**

- There is a range of options for older volunteers to participate.
- Voluntary organisations are well-developed, with infrastructure, training programmes and a workforce of volunteers.
- The skills and interests of volunteers are matched to positions (e.g. register or database).
- Volunteers are supported in their voluntary work, for example by being provided with transportation or having the cost of parking reimbursed.

Employment options

- There is a range of opportunities for older people to work.
- Policy and legislation prevent discrimination on the basis of age.
- Retirement is a choice, not mandatory.
- There are flexible opportunities, with options for part-time or seasonal employment for older people.
- There are employment programmes and agencies for older workers.
- Employee organisations (e.g. trade unions) support flexible options, such as part-time and voluntary work, to enable more participation by older workers.
- Employers are encouraged to employ and retain older workers.

Training

- Training in post-retirement opportunities is provided for older workers.
- Retraining opportunities, such as training in new technologies, is available to older workers.
- Voluntary organisations provide training for their positions.

Accessibility

- Opportunities for voluntary or paid work are known and promoted.
- Transportation to work is available.
- Workplaces are adapted to meet the needs of disabled people.
- There is no cost to the worker of participating in paid or voluntary work.
- There is support for organisations (e.g. funding or reduced insurance costs) to recruit, train and retain older volunteers.

Civic participation

- Advisory councils, boards of organisations, etc. include older people.
- Support exists to enable older people to participate in meetings and civic events, such as reserved seating, support for people with disabilities, aids for the hard of hearing, and transportation.
- Policies, programmes and plans for older people include contributions from older people.
- Older people are encouraged to participate.

Valued contributions

- Older people are respected and acknowledged for their contributions.
- Employers and organisations are sensitive to the needs of older workers.
- The benefits of employing older workers are promoted among employers.

Entrepreneurship

- There is support for older entrepreneurs and opportunities for self-employment (e.g. markets to sell farm produce and crafts, small business training, and micro- financing for older workers).
- Information designed to support small and home-based business is in a formats suitable for older workers.

Pay

- Older workers are fairly remunerated for their work.
- Volunteers are reimbursed for expenses they incur while working.
- Older workers' earnings are not deducted from pensions and other forms of income support to which they are entitled.

7. Respect and inclusion

Respectful and inclusive services

- Older people are consulted by public, voluntary and commercial services on ways to serve them better.
- Public and commercial services provide services and products adapted to older people's needs and preferences.
- Services have helpful and courteous staff trained to respond to older people.

Public images of ageing

- The media include older people in public imagery, depicting them positively and without stereotypes.

Intergeneration and family interactions

- Community-wide settings, activities and events attract people of all ages by accommodating age-specific needs and preferences.
- Older people are specifically included in community activities for "families".
- Activities that bring generations together for mutual enjoyment and enrichment are regularly held.

Public education

- Learning about ageing and older people is included in primary and secondary school curricula.
- Older people are actively and regularly involved in local school activities with children and teachers.
- Older people are provided opportunities to share their knowledge, history and expertise with other generations.

Community inclusion

- Older people are included as full partners in community decision-making affecting them.
- Older people are recognised by the community for their past as well as their present contributions.
- Community action to strengthen neighbourhood ties and support include older residents as key informants, advisers, actors and beneficiaries.

Economic inclusion

- Economically disadvantaged older people enjoy access to public, voluntary and private services and events.

8. Community support and health service

Service accessibility

- Health and social services are well-distributed throughout the city, are conveniently co-located, and can be reached readily by all means of transportation.
- Residential care facilities, such as retirement homes and nursing homes, are located close to services and residential areas so that residents remain integrated in the larger community.
- Service facilities are safely constructed and are fully accessible for people with disabilities.

- Clear and accessible information is provided about the health and social services for older people.
- Delivery of individual services is coordinated and with a minimum of bureaucracy.
- Administrative and service personnel treat older people with respect and sensitivity.
- Economic barriers impeding access to health and community support services are minimal.
- There is adequate access to designated burial sites.

Offer of services

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
- Home care services are offered that include health services, personal care and housekeeping.
- Health and social services offered address the needs and concerns of older people.
- Service professionals have appropriate skills and training to communicate with and effectively serve older people.

Voluntary support

- Volunteers of all ages are encouraged and supported to assist older people in a wide range of health and community settings.

Emergency planning and care

- Emergency planning includes older people, taking into account their needs and capacities in preparing for and responding to emergencies