



HAMILTON, NEW ZEALAND

An age friendly city



Photo: Hamilton City Council



Photo: Age Concern

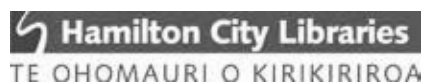
**Plan and process for becoming a
more age friendly city, 2018 - 2021**

For presentation to the World Health Organisation

"What is the city, but the people?"

(Sicinius, in Shakespeare's *Coriolanus*, Act 3, Scene 1).

SUPPORTING AGENCIES



E tere tupu ana te tatauranga tangata ki Kirikiriroa. E ai raa ki te rangahau tatauranga ka tupu rua mano taangata ia tau ka noho ki Kirikiriroa.

Naa te tupu tere mai ka tini pea te ahuatanga tatauranga noho taangata ki Kirikiriroa.

Heoi, ko te mahere Kaumaatua 2018-2022 nei he mahere titiro whakamua, he mahere whakaaro ki ngaa Kaumaatua ka noho ki konei.

Ko te kaunihera o Kirikiriroa kei te whakarewa teenei kaupapa hei hanga te ara pai hei manaaki i te hunga Kaumaatua ka noho Kirikiriroa.

WELCOME FROM THE MAYOR

Hamilton is a growing city in New Zealand's North Island, with a vibrant and diverse population. The city is well situated to respond to the needs of an increased number of older residents.

Hamilton is well suited for older people, being relatively flat and easy to negotiate, and with many facilities and services that cater to the needs of older people already existing. As a city, we have a unique opportunity to lead the way for other New Zealand cities in taking an age friendly approach to future development. Relevant agencies can retain and build on features of the city that work well for older people, whilst working together to develop new initiatives that will benefit all older people now and in the future.

As Mayor of Hamilton, I fully support the Age Friendly Plan and look forward to seeing the positive change it makes in the city.

Andrew King

Mayor of Hamilton

WELCOME FROM THE CHAIR OF THE AGE FRIENDLY STEERING GROUP

When the idea of establishing Hamilton as an Age Friendly city was confirmed, the Steering Group was excited about the possibility of consolidating existing projects and introducing new projects and ideas. Having lived in Hamilton for many years, most of us thought we knew the extent of Hamilton's facilities for older people.

Through our many public forums we were surprised, and delighted, to find that already Hamilton had many, many services and facilities for older people, along with numerous friendship groups. A major task became to document these projects and more widely communicate them. We also initiated the further enhancement of existing programmes, and encouraged the partnership of various groups in establishing new ones. Again we have been delighted with the enthusiasm of these partnerships.

We have endeavoured to guide the direction of the Age Friendly project with the Principles (listed on page 9), and with the over-riding aim of sustainability and universal design. Both of these aims will require continuing communication, not only within each of the community programmes, but also at the highest level of local planning – the city and regional councils.

On behalf of Hamilton's older people, and those "becoming" older people, we look forward to joining the Age Friendly Network and the pleasure of "ageing gracefully".

*Emeritus Professor Dame Peggy Koopman-Boyden
DNZM*

Chair, Age Friendly Hamilton Steering Committee

INTRODUCTION

KOORERO WHAKATAKI

SECTION 1:

CITY OF HAMILTON BACKGROUND

Hamilton is New Zealand’s largest inland city, and fourth largest urban area, with a population of around 161,000 people (2016). It has 3.4% of New Zealand’s total population and is one of the fastest growing cities in the country. It is a diverse city, with almost a quarter of the population born outside New Zealand. Hamilton is home to a world class centre of agricultural biotech excellence and to many of New Zealand’s science research facilities as well as being a leading area for high-tech innovative manufacturing and engineering industries. Hamilton is also home to three major tertiary education providers – the University of Waikato, Waikato Institute of Technology (WINTEC), and Te Wananga o Aotearoa.

Hamilton City and the surrounding districts have experienced significant population growth over recent years, resulting in the city growing faster than had been anticipated in Hamilton City Council’s 2015-25 Ten-Year Plan. Population and household projections have been based on projections prepared by the National Institute of Demographic and Economic Analysis (NIDEA).

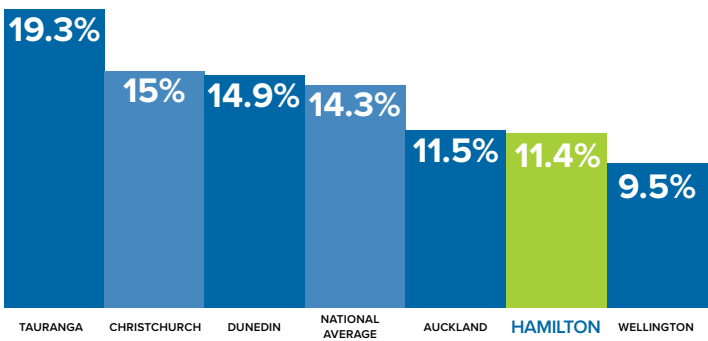
The projections suggest that over the next 10 years more than 2,000 additional people will live in Hamilton city every year.

Thus, over the period of the Age Friendly Plan 2018-2021, the demographic composition of the city is expected to alter dramatically. Key changes to the demographic composition of the population include:

- Significantly more residents (in total number and percentage terms) in older age cohorts (the increase in the population aged 65+ will increase from over 20,000 in 2018 to 62,000 in 2048).
- A decrease in the number of child residents (in total number and significantly in the proportion of population). Children (aged 15 and under) who are residents will decrease from over 32,000 in 2018 to under 29,000 in 2048).
- The ethnic composition of the population is also likely to change, with a larger number of older Maaori, and other ethnic groups.

Figure 1:

PERCENTAGE OF NEW ZEALAND CITY POPULATION 65+ YEARS, 2013
TATAURANGA MOO TE HUNGA 65 NEKE ATU, 2013



Source: Statistics New Zealand (2013), Census 2013, Wellington: Statistics New Zealand

Compared to other cities in New Zealand, Hamilton has a lower proportion of older people, but will still experience a significant increase in the proportion of the population who are older. The next New Zealand Census will occur in March 2018.

Table 2:

ACTUAL AND PROJECTED POPULATION % 60+ YEARS, HAMILTON 2013 - 2028
HE TATAURANGA TUUTURU, HE TATAURANGA PAANUI WHAKAARO MOO TE HUNGA 60 NEKE ATU, KIRIKIROA 2013-2018

	2013	2018	2028
Hamilton Population 60+ years	23,440	27,800	37,400
Percentage of Hamilton Population	15.6%	17.0%	20.3%

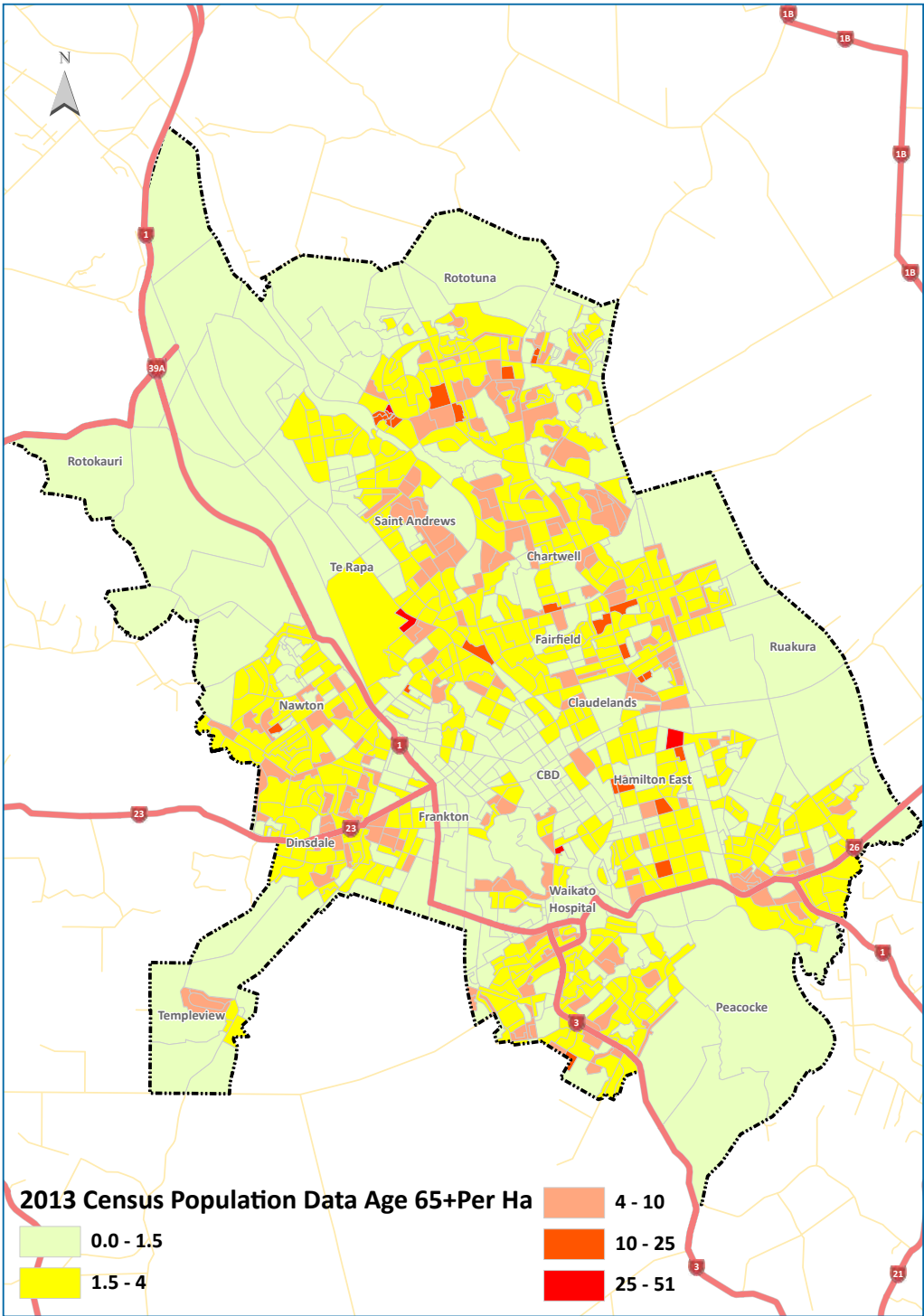
Source: NIDEA, 2016

Figure 3:

**DISTRIBUTION OF OLDER PEOPLE
(65+ YEARS) IN HAMILTON, 2013.**
**KO NGAA WAAHI E NOHO AI NGAA
KAUMAATUA (65+) I KIRIKIRIROA, 2013**

The map below (Figure 3) shows the density of the Hamilton population aged 65+ years. It should be noted that in some areas, the number of older people is hugely influenced by the location of a retirement village.

The areas of Chartwell, Saint Andrews, Peachgrove, Peacocke, Rototuna and Te Rapa all have a high proportion of older people (between 15% and 28%). Most of Hamilton's older population do not live near the centre of the city.



Source: Statistics New Zealand (2013), *ibid*

SECTION 2:

TIMELINE OF HAMILTON BECOMING AN AGE FRIENDLY CITY

WAATAKA I UU AI TE KAUPAPA
POIPOIA KAUMAATUA KI
KIRIKIROA

1993

Hamilton established the Council of Elders, which provided advice to the Hamilton City Council for 20 years. Council of Elders later replaced with the Hamilton City Council Advisory Panel on Older People (2014).

**MAY
2016**

Hamilton's Older Persons Advisory Panel recommended that the city join the WHO Age Friendly Global Network. The Council supported the initial application and the creation of an Age Friendly Steering Group to begin the process.

**SEPT 2016
MAR 2017**

Meetings with various older persons groups, and support agencies to gather more information (see Appendix 3).

**JUNE
2015**

Hamilton City Council adopted its Older Persons Plan (2015) – Council's action plan to improve the city for older people.

**JUNE
2016**

Age Friendly Steering Group (AFSG) established, in discussion with members of the Hamilton City Council, and the HCC Advisory Panel on Older People.



**26 MAY
2017**

Update on progress of Age Friendly Plan presented to Hamilton City Council Community and Services Committee.

**28 FEB
2018**

Age Friendly Plan presented to Hamilton City Council.

**JAN
2017**

First draft written of Age Friendly Plan (2018-2021). It is hoped to present the Plan to WHO by early 2018.

**JUNE-OCT
2017**

Age Friendly Hamilton Plan 2018-2021 finalised.

**MARCH
2018**

Age Friendly Hamilton Plan presented to World Health Organisation.



PRINCIPLES GUIDING THE HAMILTON AGE FRIENDLY PROJECT

KO NGAA MAATAAPONO E ARATAKI NEI TEENEI KAUPAPA KI KIRIKIROA

In order for the Age Friendly Hamilton Project to be successful, the following principles will underpin the Plan:

1. Focus on the older person from a Wellness perspective

AROTAHİ PUU ANA KI TE HAOUORA O TE KAUMAATUA

A successful Age Friendly Plan for Hamilton will keep the needs of older people at the forefront at all times. The purpose of the Plan is to improve the lives of older people in Hamilton, and focus on wellness of older people as a way forward. Having a stated focus on the older person will ensure that this continues to be the case.

2. Build on what already exists

KIA HANGA TONU I TOONA TUAAPAPA O MUA

The Age Friendly Plan accepts from the outset that in many ways, Hamilton is already a great city for older people. There are already a large number of services and facilities that enable older people to live fulfilling lives, and even without a plan, these will continue to exist and thrive. The aim of the Plan is not to replace or reinvent projects and services that work well, but to acknowledge them, build on them and publicise them better to make more older people aware of what already exists

3. Encourage local community action

KIA AKIAKI TE TAUTOKO MAI O TE HAAPORI

The strength of the Age Friendly model is that the community can develop plans and actions that meet the specific needs of older people who live in Hamilton. The Age Friendly Plan aims to empower local communities to evaluate, proactively plan and respond to emerging needs for older people at a local level.

4. Working together

MAHI NGAATAHI

There is a large number of governmental and non-governmental agencies in Hamilton which are providing for the needs of older people. The Age Friendly initiative helps to provide a more collaborative approach, where groups share a more common goal and can work together to achieve outcomes.

5. Being culturally appropriate

KIA TIKA TE HANGAI KI TE TIKANGA-AA-IWI

The Age Friendly Plan for Hamilton acknowledges the rich cultural diversity that exists in the city. It is accepted and acknowledged that for many cultures, old age may start earlier, or later, than at 65 years. In Hamilton, Kaumaatua play a key role for Maaori, while many of the migrant and refugee communities also have a significant population of older people. For these groups, the needs in terms of services and facilities may be different. The Plan acknowledges the key role these groups play in building an inclusive and diverse community for older people in Hamilton.



He aha te mea nui o te ao

What is the most important thing in the world?

He tangata,

It is the people,

he tangata,

It is the people,

he tangata

It is the people,

- Māori proverb

Photo: Kaumaatua mana motuhake: Kaumaatua managing
life-transitions through tuakana-teina/peer-education
Research, and Rauawaawa Kaumaatua Charitable Trust

SECTION 3:

PROJECTS FOR THE HAMILTON AGE FRIENDLY PLAN 2018-2021

KO NGAA KAUPAPA MAHI NOO TE
MAHERE POIPOIA KAUMAATUA 2018-
2021

AGE FRIENDLY THEMES:

- 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
- 9 Safety

INTRODUCTION

In this section, the projects are ordered according to the WHO list of 8 themes, with the addition of a 9th theme of Safety, based on feedback from Hamilton's older people. After detailing the WHO definition of each theme, each section:

- (a) documents feedback received from older people,
- (b) summarises the existing facilities and services available in Hamilton in 2017, and
- (c) lists the new projects to be undertaken.

The undertaking of the projects will take place over the four year duration of the Plan (2018-2021). The projects will be at different stages at different times, and responsibility for their delivery has been assigned to various agencies and organisations, as outlined.

Once the Plan is approved, the Steering Group will be discontinued and an Evaluation Group established to provide project support and evaluative advice. Each project will be expected to have its own leadership, detailed plan, and strategies for maintaining its own sustainability.

1. OUTDOOR SPACES AND PUBLIC BUILDINGS

KO NGAA PAPA ME NGAA WHARE HAAPORI

GOAL: The community has places to enjoy and be part of outdoor activities that are safe and are easy to access.

1 (a) What Older People told us about Outdoor Spaces and Public Buildings:

- Hamilton has many high profile outdoor spaces that are flat and walkable for older people (Hamilton Gardens, Lake Rotorua, Claudelands Park), but access to some of these could be improved.
- The similarity between the access needs of older people and those of all ages with disabilities should be recognised through Universal Design.
- More age friendly infrastructure (such as outdoor furniture and handrails in public buildings) needs to be provided.

1 (b) Access and use of Outdoor Spaces and Public Buildings in Hamilton – 2017

Public spaces and buildings in New Zealand are required by law to provide easy access for those with mobility impairment or who require assistance. A large number of public spaces exist in Hamilton, generally owned by the Hamilton City Council.

However, older people may experience difficulty accessing some of Hamilton's outdoor spaces and public buildings. Some buildings have narrow entrances and passageways, steep stairs, poor signage and heavy doors. Outdoor spaces often have an uneven terrain and long walking distances from carparks. Improving these aspects over time will contribute to a more age friendly city.

Recreation in outdoor spaces is also included in this section. The goal is to ensure that a variety of activities is available for older people in Hamilton so they can remain active as they age, and enhance their "physical literacy". Biking plans have been developed in the city to include the needs of older people and those with disabilities, by providing appropriate level gradients (Hamilton City Biking Plan, 2015-2045). The walking paths beside the Waikato River continue to be upgraded to ensure older people (and people with disabilities) can walk safely or drive mobility scooters – on shared pathways. A new underpass into Hamilton Gardens provides improved access for older people. The city also has outdoor spaces allocated to various sports of particular interest to older people (e.g. croquet, bowls).

Hamilton is also likely to be influenced by the global movement to establish playgrounds with equipment for a range of fitness and flexibility levels for all older people to use for recreational purposes. As well there is a move to complement existing children's playgrounds with equipment for adults (particularly older people), thereby encouraging intergenerational contacts and activities (see Section 5 Respect and Social Inclusion).

**1 (c) Projects to increase older people's access and use
of Outdoor Spaces and Public Buildings in Hamilton**

	Project	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
1.1	Ferrybank project as part of the River Plan will incorporate Age Friendly facilities	New	Hamilton City Council	Ferrybank project includes age friendly features, integrated with the Celebrating Age Centre
1.2	Initiate discussions to develop exercise stations at retirement villages in Hamilton	New	Hamilton Retirement Villages / Sport Waikato	Exercise stations installed by 2021, and Village management observes their regular usage by residents, with an increase in residents' fitness
1.3	Increased accessibility of Hamilton Gardens to older people	Enhance	Hamilton City Council	Continued provision of mobility scooters and wheelchairs for hire at the Gardens
1.4	Ensure consideration is given to the needs of older people in the design of new public buildings	New	Hamilton City Council	Opportunities for consultation are provided to older people on significant Council plans

2. TRANSPORT / MOBILITY

WAKA HARI/OREORE

GOAL: Everyone's needs are considered when it comes to footpaths, road signs, traffic lights, and public transport.

2 (a) What Older People told us about Transport and their Mobility:

- Bus services are good. The Super Gold Card provides older passengers with free services during off peak hours, which allows greater accessibility to the city's facilities and social activities.
- Uneven footpaths are often caused by cobblestones and tree roots, making pavements dangerous for pedestrians.
- Mobility scooters and aides are likely to become more common in the future and need to be included in transport plans.

2 (b) Access and use of Transport, and the Mobility of older people in Hamilton – 2017

Ongoing discussions between the Hamilton City Council and transport service providers for older people indicate that Hamilton's public transport is generally working well for older people.

Public transport in Hamilton is a shared responsibility between Waikato Regional Council (which administers the bus network system) and the Hamilton City Council (which provides the infrastructure, including the Hamilton Transport Centre, Anglesea Street). The two Councils work together to deliver Hamilton's public transport system, and are required by law to consider the needs of older people and those with disabilities. There is frequently a large overlap in these needs in Hamilton.

The mobility of older people is enhanced by using their (government funded) Super Gold Card to travel on the city's buses free, during off-peak times (weekdays 9am to 3pm, and after 6.30pm; and at all times during weekends), by a free inner city bus, and by the Orbiter bus service which

continuously circles the city's boundaries and major public institutions, including shopping centres and the hospital.

The mobility of older people is also enhanced by the availability of special car parks for the disabled in the city, and for vans transporting older people. All Hamilton buses are fully accessible, with step free access and wheelchair spaces on board.

The current cohort of older people includes the highest percentage of private car licence holders, with most of these New Zealanders having been driving for at least 50 years. While public transport is good, the city of Hamilton covers a large area, so that many older people living in the city continue to use private cars and drive well into their 70s and 80s. From the age of 75 (and every subsequent 5 years), national licensing regulations require the testing of their driving competency. A number of agencies in Hamilton provide assistance to older people in renewing their driver licence, or in maintaining their driving skills.

In the last five years, considerable discussion and planning have been undertaken to establish the Hamilton Biking Plan (2015), aiming to make Hamilton 'bike-safe'. The Plan's implementation of proposed cycle tracks will have a huge impact on the mobility of all age groups, and could also encourage older people (most of whom learnt to bike in their childhood) to bike again, for work, exercise and relaxation. Already some 'refresher' classes on bike safety have been held for older people to build their confidence where they have not been on a bike for a long time. The introduction of e-bikes also makes biking more accessible to older people.

In future, mobility scooters and driverless cars are also likely to allow for the greater mobility of older people, and will need to be included in transport plan discussions. Driverless cars will help to overcome the reality for older people of losing their driving licence and will allow continued mobility into even older ages, along with the possibility of some older people "driving" a car for the first time. Both situations will need to be planned for carefully, and as soon as possible.

2 (c) Projects to increase older people's Mobility and their access to Transport in Hamilton

	Projects	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
2.1	Continue to upgrade bus stops, providing shelters and spaces for mobility aides (ie scooters, wheelchairs, walkers)	Continue	Hamilton City Council	10 bus shelters per annum, 2018-2021
2.2	Continue to assess position of bus stops to ensure they are in locations where there are increasing population densities of older people (e.g. outside a Retirement Village, Settlement Centre Waikato)	Continue	Hamilton City Council / Waikato Regional Council	Appropriately positioned bus stops, according to feedback from older people
2.3	Continue improvements to kerbs and crossings, making them more accessible to people using mobility aides	Continue	Hamilton City Council	Improvements are ongoing
2.4	Provide information to people turning 65 as to their public transport benefit entitlement through the SuperGold Card	Enhance	Waikato Regional Council	Ongoing marketing through publications that older people read
2.5	Provide training to older people on new technology being used for public transport in Hamilton, such as the Transit Realtime app	New	Waikato Regional Council	Run regular workshops with older people's groups annually (at least 2)
2.6	Consider the needs of older people in annual bus route reviews and triennial Public Transport Plan reviews	Enhance	Waikato Regional Council	Older people to be consulted on plans (annually)
2.7	Provide driver refresher training for older residents who are near driving reassessment age	New	Age Concern	Training to be available from 2018 – review effectiveness over the lifespan of the Plan
2.8	Promote cycling as a beginning or alternative transport for new refugees and migrants as a way of familiarising themselves with the city.	Enhance	Settlement Centre Waikato / Hamilton Multicultural Services Trust	Run regular cycle trainings for older refugees and migrants.
2.9	Promote open road driver training for older migrants and refugees	Enhance	Settlement Centre Waikato / Hamilton Multicultural Services Trust	Expand driver training sessions

3. HOUSING

KO NGAA WHARE

GOAL: Older people are encouraged to live in their own homes or have a choice of housing that is appropriate and affordable, with a design for all ages.

3 (a) What Older People told us about Housing:

- The needs of older people need to be considered in new housing developments.
- There should be options for smaller, communal living arrangements for older people (more village type arrangements).
- Neighbourhood connections should be improved for older people.

3 (b) Access to Housing in Hamilton for older people - 2017

The current cohort of older people in New Zealand (and Hamilton) has a heritage of home ownership, although the current rate of home ownership of older people in Hamilton (57 percent) is lower than the national average (65 per cent). However, for a variety of reasons, future cohorts of older people will be more likely to rent their housing, or seek social housing or other semi-communal alternatives, such as retirement villages.

In the last decade, living in more communal environs has become a popular form of housing for an increasing number of older people. In Hamilton and the surrounding Waikato region, there has been a rapid expansion of retirement villages and an upgrading of existing rest homes. Such housing usually operates on a 'licence to occupy' basis (ie the residents do not actually own the building), with considerable variation in the financial and legal contracts. Many older people are attracted by the lack of maintenance responsibilities, the on-site social facilities, a greater sense of security and the company of similarly aged neighbours. The housing concerns of other older people include being isolated in their own homes from the general community, and the cost of housing rates and maintenance, despite the huge capital asset they have tied up in home ownership.

An ongoing series of research projects, funded by the Public Good Science Fund, has produced a manual on house maintenance, providing a detailed checklist of maintenance and repairs for inside and outside the house. It aims to help owners/tenants keep their home "safe and comfortable and enjoyable to live in" (see: Good Homes, Repairs and Maintenance Assessment and Solutions, 2012, www.goodhomes.co.nz).

In the past the Hamilton City Council has owned and tenanted a number of 'pensioner houses'. After a series of reviews and public discussion, The Council sold its pensioner housing in 2015. The housing is still offered to older people through private providers.

There is a continuing concern for the number of homeless people in Hamilton who are usually unemployed and have a variety of other issues. Several agencies provide meals and clothes, with the major city initiative being the 'Project Homelessness', as part of the WiseUp Group. The project has a clear primary focus on finding housing, followed by support for other problems.

**3 (c) Projects to increase older people's access to
Housing in Hamilton**

	Projects	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
3.1	Publicise the GOOD HOMES Repairs and Maintenance Manual	New	Age Concern	Run workshops familiarising older people with the Manual
3.2	Run workshops on home energy efficiency for older people	New	Age Concern Hamilton City Council	Run 1-2 workshops annually and consult with the Energy Efficiency Conservation Authority where appropriate
3.3	Expand number of Kaumaatua Villages in Hamilton	Enhance	Nga rau Tatangi	An increase in Kaumaatua housing by 2020 Share learnings from development
3.4	Explore options for a centralised Housing Hub	New	Waikato Housing Network	Options explored and identified Hub is established by 2019

4. SOCIAL PARTICIPATION

WHAI WAAHITANGA HAAPORI

GOAL: Older people can interact with family and friends and also with people in the wider community in which they live.

4 (a) What Older People told us about their Social Participation:

- There are many good community facilities and events in Hamilton suitable for older people and which encourage social participation. These include the internationally accredited Hamilton Gardens, seniors' events at Waterworld, Balloons over Waikato.
- The Celebrating Age Centre is a great facility for older people but may be unaffordable for some groups, and requires some maintenance.
- A large number of recreation activities offer discounts to older people, e.g. movie theatres, swimming pools, Hamilton Zoo.
- There are fewer events suitable for those aged over 80.

4 (b) Social Participation of older people in Hamilton – 2017

Regular Hamilton City Council surveys show that older people in Hamilton generally feel well connected to their community (61% - Hamilton City Council Community Profile Survey, 2014), although a significant number still feel somewhat isolated (37%).

Many agencies in Hamilton provide programmes that aim to increase social participation. However most of these agencies operate on limited budgets, often with external funding which has to be applied for annually.

Activities and services offered include exercise and wellbeing programmes (Sport Waikato), organised outings or days (Waikato Friends of the Gardens, and Friends of the Museum), befriending and visitor services (Age Concern). Similar activities emphasising social participation are usually provided in rest homes and retirement villages, which also offer free bus services to various city locations. Churches, mosques and temples take a major role in organising a variety of activities for older people along with spiritual services and support, thereby encouraging participation in religious activities and events. A large number of activities for older people occur at the Council owned Celebrating Age Centre (Victoria Street, in the CBD). Annual events and cultural celebrations increasingly involve older people in maintaining traditions (e.g. Matariki New Year, Diwali Festival of Lights, Chinese New Year and the annual Kaumaatua Games). Community groups such as the Chinese Golden Age Society and the Senior Indian Citizens Association meet regularly and organise social and cultural activities for members.

Older people also manage their own groups focussing on social participation through choral singing, crafts, heritage, forest and animal conservation and other activities while various suburban walking/cycling groups have both exercise and social participation as their aim. The interest in walking/cycling groups among older people is likely to increase in the next decade, with the increased number of facilities in Hamilton (river walks and cycle tracks), and the interest in such events as the Master Games, where in 2017, events were held locally and were for all (older) ages. There are also many informal suburban and community groups who meet in each other's homes or a local cafe as a gardening, writing or book club. There are also many well established organisations within the city (Service Clubs, U3A, Returned Services Association and churches), where separate groups (often organised by older members), cater for the interests and greater social participation of their older members.

4 (c) Projects to increase older people's Social Participation in Hamilton

	Action	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
4.1	Continue the annual Kaumaatua Olympics, Kaumaatua Ball and other events	Continue	Rauawaawa Kaumaatua Charitable Trust	Events continue to be held annually, with evidence of increasing attendance of all older age groups
4.2	Ensure there are appropriate facilities available for older people to meet and interact	Continue	Hamilton City Council and Community Houses	Spaces continue to remain available for older people for the duration of the Plan
4.3	Community Centres and neighbourhood houses are encouraged to include or increase activities for older people	Continue	Hamilton City Council / Community centres	Increasing participation in neighbourhood house activities by local older people, by 2020
4.4	Provide information on social and recreational opportunities that exist for older people in Hamilton	Enhance	Hamilton City Council	Promote online database of community run activities to better inform older people of their existence by 2018
4.5	Hamilton religious institutions recognise the ageing of their congregations and ensure that older people are able to participate as fully as they would want	Enhance	Hamilton religious institutions	<ul style="list-style-type: none"> • Social groups/activities for older people be continued and enhanced • Create online database of religious run activities to better inform older people of their existence by 2019
4.6	Support older people to be more actively engaged in the Annual Chinese Sports Day	Continue	Rainbow Chinese Community Trust	Sports Day will continue annually with increased participation of older members

5. RESPECT AND SOCIAL INCLUSION

KIA WHAI MANA, KIA WHAI AROHA AI TE KAUMAATUA

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

5 (a) What Older People told us about Respect and Social Inclusion:

- There are generally high levels of respect for older people in Hamilton from other age groups, although sometimes not among young people.
- Ensuring businesses and public services are more responsive to the needs of older people would help their inclusion.

5 (b) Respect and Social Inclusion of older people in Hamilton – 2017

In Hamilton respect for older people is shown in the kindly behaviour of others towards them, and in the ways older residents are valued and remembered. Respect can be seen in the multitude of plaques placed in the Hamilton Gardens remembering previous older residents. A similar tradition is being encouraged by the Council's Heritage Group in its efforts to identify city sites, which honour and respect the work of previous generations (e.g. Steele Park, Hamilton East). The fostering of multicultural festivals (Chinese New Year, Matariki, Divali) by the Hamilton community has allowed for greater acknowledgement, respect and inclusion of people of diverse cultures, especially their older people whose heritage is increasingly valued. The Hamilton City Council annual Civic Awards regularly include the work of older people, in their commitment and long service to education, sport, social services, culture and business. Similarly the Waikato District Health Board initiative, Age WISE, bi-annually recognises the value of volunteers in the health area, including older people.

Many public organisations, social agencies and businesses within the city offer services and/or facilities often especially for older people. Hamilton City Council libraries offer a delivery service for those who are housebound (the majority are older people), as well as a wide variety of audiobooks, large font and e-books. Libraries are also a key access point for computer services for older people who do not have access to computers at home. Among businesses, online ordering and pickup services are increasingly being provided by supermarkets, restaurants and other retail outlets. Social inclusion is also being encouraged through better access to the internet for health and other information (see Section 7 Communication and Information).

Older people themselves have initiated many activities allowing for the wider social inclusion of older people. In the future, there are many activities that could include creating intergenerational links with young people in the city, which is of particular interest given the larger than average number of young people in Hamilton.

**5 (c) Projects to increase the Respect and Social
Inclusion of older people in Hamilton**

	Project	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
5.1	Evaluation of project connecting older people and young parents	New	Hamilton Libraries / Age Concern	Project created in 2017 and evaluated in 2018
5.2	Oral histories of Hamilton's diverse older people	New	Hamilton Libraries / Rauwaawa Kaumatua Charitable Trust	Stories written up and archived for subsequent historical displays in the library by 2020
5.3	Increasing the social inclusion of older people through better internet access, especially for banking	New	BNZ Bank / Westpac / Senior Net	Training for older people in internet usage (specifically banking) established by one or more banks, by end 2018
5.4	Establish Waikato Welfare Guardian Trust	New	Age Concern / Waikato District Health Board	Trust is operational by December 2019
5.5	Explore opportunities to expand Aroha Ngā Mokopuna Project connecting Kaumatua and school students	Enhance	Rauawaawa Kaumatua Charitable Trust	Additional schools are part of the project by 2020
5.6	Increase older migrants' social cohesion through community gardens	Continue	Grandview Community Garden Trust	Increased membership and diversity of members

6. CIVIC PARTICIPATION AND EMPLOYMENT

KIA WHAI WAAHI-AA-TAONE ME TE WHAI MAHI HOKI NGAA KAUMAATUA

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

6 (a) What older people told us about Civic Participation and Employment:

- More needs to be done to show employers the benefits of older workers.
- More widespread activities should be conducted on International Day of the Older Person to create greater awareness.
- Begin a drive to include newly retired people into part-time roles, mentoring younger people and sharing their skills.
- Advertise civic events more widely and earlier so older people can plan to attend more often.

6 (b) Civic Participation and Employment of older people in Hamilton – 2017

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

New Zealand has a high labour force participation rate for those over 65 years. In the future, it is likely that even more older people who are healthy and active will remain in the workforce beyond the age of 65. The challenge for employers is to be able to cater for the needs of such an ageing workforce and at the same time find suitable transitions into retirement for workers. This may involve the reduction in hours or responsibilities over time while allowing older people to continue to make a meaningful contribution to the workforce. Recent New Zealand research findings on workforce participation can be found at:

http://www.waikato.ac.nz/__data/assets/pdf_file/0019/242317/Making-Active-Ageing-A-Reality.pdf

**6 (c) Projects to increase the Civic Participation and
Employment of older people in Hamilton**

	Projects	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
6.1	Analyse the voting turnout of older people in Hamilton in the 2016 local body and 2017 general elections, and take steps to increase their participation in the 2019 local body elections	Enhance	Hamilton City Council	Voting turnout of older people increases in the 2019 local body election
6.2	Encourage more older people in Hamilton to become volunteers	New	Volunteering Waikato	Marketing campaign in 2018 aimed at near or newly retired people
6.3	Encourage the involvement of older people, as individuals or in organisations, to be involved in the implementation of the regional strategy, "Moving Waikato 2025".	New	Sport Waikato	Older people are represented and/or involved in all aspects of Moving Waikato
6.4	Continue to acknowledge International Day of the Older Person on 1st October	Continue	Age Concern	Acknowledge annually through organised events

7. COMMUNICATION AND INFORMATION

KIA WHAI MOOHIOHIO TE KAUMAATUA I NGAA KAUPAPA

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

7 (a) What older people told us about Communication and Information:

- Community newspaper and printed newspapers from the Hamilton City Council are frequently read by older people.
- Libraries are key places for older people to get information, and could be used more for this.
- More information about happenings in the city was needed for older people.

7 (b) Communication and Information to older people in Hamilton – 2017

Many businesses and social agencies are now aiming to increase and improve communication with older people, including communicating with customers or interested parties online. While it should be recognised that the majority of older people are competent and confident using technology some older people without these skills may feel isolated and uninformed.

Many Hamilton older people use the services available on how to use computers and other technology, e.g. SeniorNet (staffed by volunteers) and WINTEC courses. Furthermore, recent efforts have been made to provide assistance on how to use mobile devices (such as e-book readers), and how to remotely access Hamilton Library's e-book collection.

Valuable local information targeted to older people is also available online through the Waikato District Health Board website for older people: <http://www.waikatodhb.health.nz/directory-of-our-services/older-persons-and-rehabilitation/>

Ministry of Social Development "Super Seniors" website has information for older people and their families: <http://superseniors.msd.govt.nz/>

Free community newspapers, radio and television remain important sources of information for older people who may not use the internet or buy newspapers and magazines. Such newspapers continue to be delivered to all mailboxes in the city, and local radio has regular special programmes for older people. Two free magazines for older people exist in Hamilton – PRIME Hamilton, and Seasons. They have information about services for older people, local content relevant to older people's interests and some advertising.

Hamilton Older Persons Plan (2015) and many other documents recommend principles of document design and street signage are similar for older people and those with limited vision – large font, contrasting colours and wording not placed over photos, property numbers in each block, e.g. Victoria Street 205-465.

7 (c) Projects to increase Communication and Information to older people in Hamilton

	Projects	Continue / Enhance / New	Responsible Agency	Success Indicators and timeframe
7.1	Free magazines and newspapers specifically for older people continue to be produced with circulation and distribution expanded to meet increasing number of older people	Enhance	PRIME Hamilton magazine, Seasons magazine, Older and Bolder Magazine	20 issues per annum from 2018 Increase circulation as number of older people increases
7.2	Run at least one annual workshop on the mobile services and technology offered at city Libraries (e-book and audiobook collections)	Continue	Hamilton Libraries	One workshop annually
7.3	Establish a regular update on the Age Friendly project, and specific actions through radio	New	Age Concern / Free FM	Radio presentation every two months from 2018
7.4	Establish areas/organisations where physical noticeboards could be placed to keep older people informed of local issues and events	New	Hamilton City Council	Stocktake where these may be placed that would be beneficial to older people in 2018, begin to make them available from 2019
7.5	Hold "50+ and Loving it" Expo to promote what is available for older people in Hamilton	New	Seasons Magazine	Event held annually from 2018

8. COMMUNITY SUPPORT AND HEALTH SERVICES

KO TE TAUTOKO-AA-HAAPORI ME NGAA RATONGA HAUORA

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

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

- Health support is considerable through government agencies (e.g. through the Waikato District Health Board).
- There is a need for more/better access to General Practitioners available for home visits or mobile medical services for blood tests/check ups.

8 (b) Access to Communication Support and Health Services by older people in Hamilton – 2017

There is a wide variety of health services for older people in Hamilton provided or funded by the public and private sector, or by not-for-profit organisations. In the public sector, the Waikato District Health Board (WDHB) funds and provides a wide range of free services for older people, ranging from public health and preventative advice in the community to speciality treatment services in public hospitals. The Waikato Hospital has a Disability Support Link, and a relatively new Older Persons and Rehabilitation Centre catering for older people, including those with mental illnesses and those suffering from strokes, dementia and orthopaedic conditions. A new national Health of Older People Strategy was released in 2016, after a comprehensive consultation stage, with several workshops held in Hamilton (<http://www.health.govt.nz/our-work/life-stages/health-older-people/health-older-people-strategy-update>). The Strategy sets out the aims and strategies for New Zealand's (and Hamilton's) public funding and delivery of facilities and services for older people (65+ years) for the next 10 years (2017-2026).

The ongoing population explosion of the 80+ cohort, along with the increasing need for hip and knee replacement operations, and an ageing-in-place philosophy in the public sector, has meant that Hamilton has seen huge new facility and staff developments in the health sector, in both the public and private sectors. Besides having the largest hospital in New Zealand (being the central hospital for the population of the Waikato region) and a very diverse patient population, Hamilton is rapidly becoming a centre for health services and innovation, building on the expertise and practice of the University of Auckland Clinical School, the University of Waikato, WINTEC, Innovation Park and the Institute of Healthy Ageing.

The provision of private health services is also increasing in Hamilton, and likely to increase even more rapidly with the fast growing number of older people keen to remain healthy and active. Private services for older people include general hospitals (Southern Cross and Braemar) and specialist clinics (e.g. optical, hearing, and heart clinics) along with personal services provided in the older persons' home (including, but not limited to, district nursing and palliative care services) and personal companion and transport services.

The Institute for Healthy Ageing (based at the Waikato District Health Board, and in conjunction with the Universities of Waikato and Auckland, and Wintec), encourages research on issues relating to older people, especially those of local concern and including research on social participation (see: <https://www.waikatodhb.health.nz/about-us/health-of.../institute-of-healthy-ageing>; and http://www.waikato.ac.nz/__data/assets/pdf_file/0019/242317/Making-Active-Ageing-A-Reality.pdf).

A current research project with kaumaatua (Maaori elders), by the University of Waikato and Rauawaawa Kaumaatua Charitable Trust, aims to consider the mana motuhake (identity, autonomy) of kaumaatua by investigating health outcomes of using a 'tuakana-teina' peer-educator model in relation to social connectedness, life enhancement, wellness, independence and, in particular, life-transitions.

Kaumaatua will be trained to serve as tuakana (peer educators) for other Kaumaatua (teina/peers). The project will run from 2017 to mid 2019. Thus a cultural approach will be used to meet the social and health needs of Kaumaatua and their whanau. It will be scaled up provided it demonstrates efficacy and cost-effectiveness.

The research received funding of \$915,000 from the Ageing Well National Science Challenge. A partnership between the University and Rauawaawa, the Hamilton-based project commenced in January 2017 and will end in June 2019.

The city boasts many not-for-profit organisations and volunteer workers. Many of these are start-up companies and are innovative in areas relating to older people's health services and community facilities.

Hamilton also has an increasing number of rest homes and retirement villages, partly because the city is very central and easily accessed by the increasing population of the region.

At an individual level, there is also a need for older people to be individually more responsible for their own health. The Green Prescription is a concept that could be extended more routinely to older people, as well as the concept of "physical literacy" where older people would be encouraged to become more physically active in their daily lives (see #1: Outdoor Spaces and Public Buildings).

<http://www.waikatodhb.health.nz/assets/about-us/Future-focus/Section-7-Older-persons.pdf>

8 (c) Projects to increase access of older people to Community Support and Health Services in Hamilton

	Projects	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
8.1	Increased uptake and usage of Green Prescriptions for older people to encourage physical activity as a means of staying healthy	Enhance	Sport Waikato	Increased uptake of Green Prescriptions by older people from 2018-2021
8.2	Continue to provide age appropriate aquatic services and hydrotherapy pools within Hamilton	Continue	Hamilton City Council	Continued availability of services
8.3	Continue AgeWISE, an advisory group on older people, reporting to Waikato DHB	Continue	Waikato District Health Board	AgeWISE group continues to operate for the duration of the Age Friendly Plan
8.4	Increased uptake of new health technology and online services by older people	Enhance	Waikato District Health Board	Documented increase in number of older people using the service by 2021
8.5	Extend awareness and reporting of Elder Abuse Project	Enhance	Age Concern / Office of Seniors New Zealand / New Zealand Police	Provide more information on combating elder abuse
8.6	Run 'Steady as you go' exercise programmes to reduce falls by older people	New	Age Concern	Sustainable programme run in 2018 and evaluated

9. SAFETY

KA HAUMARU NGAA KAUMAATUA

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

9 (a) What older people told us about Safety:

- Lack of safety in some public places such as along the Waikato River walkways.
- Walkways and footpaths need improvement – more refuge islands on busy roads to help older people cross more safely.
- Increased need for community support groups.
- Greater Police/CitySafe presence to improve perceptions of safety.

9 (b) Safety of older people in Hamilton – 2017

Safety plays an important role in the wellbeing of older people, and was a consistent theme when discussing with older people the level of Hamilton's age friendliness. As a result, Hamilton City Council's Older Persons Plan (2015) included safety as one of the key goals, and although it is not one of the eight WHO Age Friendly themes, it was decided to include it in the Hamilton Age Friendly project. Around 30% of older people reported feeling unsafe in the neighbourhood at night, which is less than the average for other age groups but still of concern (Hamilton City Council Community Profile Survey, 2014).

Older people, like those of other age groups, have a need to feel safe and secure, both in the community and in their own home. Advancing age and impaired ability may lead to decreased confidence and heightened concerns about safety, especially for those living alone.

In Hamilton, efforts to make communities safer are led by the Police through community policing activities, and supported by a number of agencies. It is accepted that the involvement of community organisations and support will contribute to the more positive perceptions about safety of older people. Thus the Hamilton City Council operates a CitySafe programme to provide additional support through CitySafe officers patrolling the central city. In Hamilton improvements to the built environment in the interests of safety have included flat and well maintained walkways, adequate street lighting at night and mobility aides in public places where required.

Age Concern and other Hamilton social agencies are also aware of the home based safety concerns of older people – those relating to personal abuse and neglect. There is an on-going programme, funded by the government, to assist with such financial, physical and emotional safety issues.

9 (c) Projects to increase the Safety of older people in Hamilton

	Projects	Continue / Enhance / New	Responsible Agency	Success Indicators and time frame
9.1	Continue to raise awareness of personal safety issues (abuse and neglect)	Continue	Age Concern	Higher reporting of abuse cases to Age Concern or the Police and a higher response rate
9.2	Develop an improved response model to older people's safety concerns	New	Police	Investigate options in 2018 – report on findings. If opportunities exist to build on this, work to begin in 2019
9.3	Undertake a scoping exercise of ways of ensuring a coordinated approach to the safety of vulnerable older people in an emergency	New	Civil Defence / Waikato Regional Council	Completed by 2019, with a Plan to establish appropriate networks of agencies and older people Also included will be a programme to raise the emergency safety awareness of older people
9.4	Continue to provide training sessions for mobility scooter users on safe usage	Enhance	Life Unlimited	1-2 training sessions per year



MAN CAVE
RULES
WHAT HAPPENS IN THE MAN CAVE
STAYS IN THE MAN CAVE

SECTION 4: EVALUATION

AROTAKE

The success of Hamilton's Age Friendly Plan will be based on the number of actions that are completed satisfactorily. Agencies have committed to completing their projects, but there is value in monitoring progress to ensure they stay on track over the project's four year span.

In order for this process to be successful, the Age Friendly Steering Group, in partnership with Hamilton City Council, will appoint an Evaluation Group after the Age Friendly Plan has been approved by the World Health Organisation. At this stage, the Steering Group will be discontinued.

The Evaluation Group will meet quarterly and evaluate how actions are being undertaken. They will request written reports from agencies that have actions due for completion or progress during that time. The Group will also report progress biannually to and be supported by Hamilton City Council.

The Evaluation Group will be responsible for commissioning a formal overall evaluation of the Plan after two years (in 2020) to measure success, make recommendations for further actions and inform the World Health Organisation.

From Left: Nick Chester, Margaret Wilson, Dame Peggy Koopman-Boyden (Chair), Dell Hood, Brent Neilson.

Inset: Graeme Kitto, Andrew Corkill.

Absent: Malcolm Brooker and Yvonne Wilson.

HAMILTON AGE FRIENDLY STEERING GROUP





APPENDICES

TAAPIRITANGA

1. Glossary of terms / *Kuputaka*
2. Acknowledgments / *Ko ngaa kupu mihimihi*
3. Community organisations and individuals consulted
/ Ko ngaa kaikorero ki teenei kaupapa
4. Process timeline in detail / *Ko te waataka anga whakamua*
5. References / *Raarangi tohutoro*

APPENDIX 1

GLOSSARY OF TERMS

Community Centre / Community House – Community public locations where members of a community tend to gather for group activities, social support, public information, and other purposes. They may sometimes be open for the whole community or for a specialised group within the greater community.

Green Prescription – An initiative based on a health professional's written advice to a patient or their family to encourage and support them becoming more physically active and eat healthier as part of a total health plan.

Kaumaatua (Maaori) – Elders in Maaori society. Male elders are also known as koroua (or koro for short), and female elders as kuia.

Mokopuna (Maaori) – A term of address used by an older person for a grandchild or a young child.

Physical Literacy – The mastering of fundamental movement skills and fundamental sport skills that permit a person to read their environment and make appropriate decisions, allowing them to move confidently and with control in a wide range of physical activity situations.

Te Wananga o Aotearoa – Maaori led tertiary education provider, with a campus in Hamilton.

Waikato DHB – Waikato District Health Board, responsible agency for health services (including hospitals) in the Waikato Region, where Hamilton is located. Waikato Hospital, in Hamilton, is the largest in New Zealand.

WINTeC – Waikato Institute of Technology, a tertiary education provider based in Hamilton.

APPENDIX 2

ACKNOWLEDGEMENTS

- Hamilton City Council
- Ministry of Social Development, Office for Seniors

APPENDIX 3

COMMUNITY ORGANISATIONS AND INDIVIDUALS CONSULTED

During Stage One, Information Gathering, the following workshops were held with Hamilton's older people to hear about their needs and concerns. Participants were asked about good and bad aspects of Hamilton for older people, and what improvements they would like to see. They were also introduced to the WHO Age Friendly themes.

- Older Persons Open Forum – 7 November 2016 (this built on previous Open Forums, sponsored annually by the Hamilton City Council)
- Chinese Golden Age Society – 23 November 2016
- Participants of Enliven day programmes – 17 February 2017, 6, 14 and 22 June 2017
- Rauawaawa Kaumaatua Charitable Trust – 6 March 2017
- Hamilton Refugee and Migrant Communities – 6 March 2017
- Tamahere Eventide Rest Home – 8 March 2017

The following agencies met with members of the Age Friendly Steering Group, or were part of the discussion at open forums of inter-agency meetings.

- Accessible Properties
- Age Concern Hamilton
- CCS Disability Action Waikato
- Enliven Waikato
- Habitat for Humanity
- Hamilton Central Business Association
- Hamilton Chamber of Commerce
- Hamilton Chinese Golden Age Society
- Hamilton City Council
- Hamilton Service Clubs Association
- Life Unlimited
- New York City Age Friendly initiative
- New Zealand Red Cross
- Office for Seniors, Ministry for Social Development
- PRIME Hamilton Magazine

- Rauawaawa Kaumataua Charitable Trust
- Retirement Villages Association (Wellington and Waikato)
- Rotary Clubs
- Senior Net Hamilton
- Seasons Magazine
- Sport Waikato
- Volunteering Waikato
- Waikato District Health Board
- Waikato Refugee Forum
- Waikato Regional Council
- Waikato Police
- Western Community Centre

APPENDIX 4 PROCESS TIMELINE IN DETAIL

Hamilton has a long history of advisory groups on Older People associated with the Hamilton City Council and is one of the first New Zealand cities to have an Older Persons Plan:

- 1993 - Hamilton established the Council of Elders, which provided, advice to the Hamilton City Council for 20 years.
- 2013 – Council of Elders replaced with the Hamilton City Council Advisory Panel on Older People.
- June 2015 – Hamilton City Council adopted its Older Persons Plan (2015) – Council’s action plan to improve the city for older people. This was the first Annual Plan put forward by the Advisory Panel, and one of the first for a local body in New Zealand.
- 3 May 2016 – First Annual Report on the 2015 Older Persons Plan. Indicated a high implementation rate and highlighted a need to consider non-Council activities.

Hamilton City Council support given for Hamilton to have a Plan to become an Age Friendly City

- 3 May 2016 – Hamilton’s Older Persons Advisory Panel recommended that the city join the WHO Age Friendly Global Network. The Council supported the initial application and the creation of an Age Friendly Steering Group to begin the process. Contact was made with the Office for Seniors (Ministry of Social Development, Wellington).
- June 2016 – Age Friendly Steering Group (AFSG) established, in discussion with members of the Hamilton City Council, and the HCC Advisory Panel on Older People.
- 28 July 2016 – First meeting of AFSG. Terms of Reference agreed to by the Hamilton City Council. The Terms of Reference clearly established the Group’s responsibility to oversee the development of an Age Friendly Plan for Hamilton by the end of 2017. A need for information is established.

Stage One (Information Gathering) of Age Friendly City project

- August 2016 – Stage One (Information Gathering) of the Age Friendly project begins with a skeleton document outlining what is already known about services and facilities for older people in Hamilton.
- 21 September 2016 – 2nd meeting of AFSG. Plan for meeting with older people and community agencies established.
- September 2016-March 2017 – Meetings with various older persons groups, and support agencies to gather more information (see Appendix 3).
- 7 November 2016 – Older Persons Open Forum held at “The Link”, St Andrews Presbyterian Church, approximately 60 older people in attendance, along with the newly elected Mayor, Andrew King, city councillors, local members of parliament, and representatives from older people organisations.
- 16 November 2016 – 3rd meeting of AFSG. Discussion and oversight of consultation and information gathering.

- December 2016 – Disestablishment of the Hamilton City Council Advisory Panel on Older People by incoming Council.
- 8 December 2016 – Director for Office of Seniors (Ministry of Social Development, Wellington), Diane Turner, meets with Mayor and AFSG in Hamilton.
- January 2017 – First draft written of Age Friendly Plan (2018-2021). It is hoped to present the Plan to WHO by the end of 2017.
- 15 February 2017 – Age Friendly Inter-Agency meeting held at Houchen's Retreat. Approximately 12-15 agencies represented to start discussions on how to work on collaborative projects.

Stage Two (Establishment of new or enhanced Age Friendly projects for inclusion in the Plan)

- 8 March 2017 – 4th meeting of AFSG. Discussion moves from information gathering (Stage One) to creating an overall Plan of enhanced/new projects (Stage Two), the process for implementation (Stage Three) and evaluation of the Plan (Stage Four).
- 28 April 2017 – First meeting with Mayor Andrew King and Chair of Community and Services Committee, Paula Southgate, for briefing on Age Friendly Plan progress.
- 26 May 2017 – Update on progress of Age Friendly Plan presented to Hamilton City Council Community and Services Committee.
- September 2017 – Funding for writing of the Age Friendly Plan received from the Office for Seniors (Ministry of Social Development, Wellington).
- June - December 2017 – Age Friendly Hamilton Plan 2018-2021 finalised
- 28 February 2018 – Age Friendly Plan presented to Hamilton City Council
- February 2018 – Age Friendly Hamilton Plan presented to World Health Organisation

Stage Three: Evaluation - See page 31.

APPENDIX 5 REFERENCES

Hamilton City Council;

- Community Profile Survey (2014)
- Older Persons Plan (2015)
- Biking Plan (2015)
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