

## Hamilton Age Friendly Plan – Update of Actions Undertaken in 2019/20

<i>Theme</i>	<i>2019-2020 Update</i>
1. Outdoor Spaces and Public buildings	<ul style="list-style-type: none"> <li>• Central City Jetty design is supportive of age friendly principles.</li> <li>• Chair of Age Friendly Group has met with Momentum to raise the issue of universal access and Age Friendly design is incorporated into the new Theatre in the central city</li> <li>• Hamilton Gardens continues to provide services to improve the visitor experience of older people.</li> <li>• The views of older people have been actively sought in the development of the Rototuna Village design, with open days being held at a local retirement village. The Peak has been the venue for the 2018 and 2019 Kaumatua Olympics and received positive feedback from kaumatua for its age friendly design.</li> </ul>
2. Transport and Mobility	<ul style="list-style-type: none"> <li>• Age Concern continue to offer driver refresher training on at least a quarterly basis.</li> </ul> <p>Transport network upgrades – In 2019/2020 financial year, the Transportation team have installed:</p> <ul style="list-style-type: none"> <li>• 33 new accessible kerbs</li> <li>• 14 new HCC bus shelters installed</li> <li>• One new Ooh! Media seat and advert panel outside the new Waikato DHB in Anglesea Street (old Farmers building)</li> </ul> <p>Street improvements enable better pedestrian access that has a benefit to older people at:</p> <ul style="list-style-type: none"> <li>• Anglesea Street and Bryce Street intersection – upgrade of traffic signals to provide greater pedestrian protection and installation of raised safety platform for the intersection to decrease speeds through the intersection</li> <li>• River Rd – installation of pedestrian traffic signals and raised safety platform to assist Alandale Retirement Village residents to access the Flagstaff shops safely and easily</li> <li>• Victoria St - upgrade of the zebra crossing with installation of pedestrian traffic signals outside the Awatere Rest Home and Village.</li> </ul>

	<ul style="list-style-type: none"> <li>• Silverdale Road - upgrade of the zebra crossing with installation of pedestrian traffic signals to improve access to the shops for the Crosher Place flats</li> <li>• Sandleigh Road - installation of a raised safety platform at Ohaupo Road intersection improving safety and accessibility for those crossing Sandleigh Road</li> <li>• London Street and Barton Street – installation of a raised safety platforms to improve safety and accessibility for crossing London Street. Installation of a 30km/h speed limit</li> <li>• Grey Street and Te Aroha Street intersection – installation of raised safety platforms on all approaches to the intersection, lower speeds and improving pedestrian and cyclist safety and accessibility</li> <li>• Memorial Drive - installation of a raised safety platform at Anzac Parade intersection improving safety and accessibility for those crossing the Memorial Drive</li> <li>• Grantham Street - installation of a raised safety platform at Victoria Street intersection improving safety and accessibility for those crossing the Grantham Street. Installation of two new mobility parks which have easier access to the Museum than the previous location south of Grantham Street</li> <li>• Boundary Road – installation of a raised safety platform at the left slip turn into Victoria Street providing greater safety and accessibility for pedestrians crossing at the traffic signals</li> <li>• Bader Streets shops – installation of courtesy crossings (on raised safety platforms) and a 30km/h speed limit to enable safer and easier access to the shops.</li> </ul> <p>Changes to bus routes have benefits to older people with improved connections to Waikato Hospital, The Base and the Central City.</p>
3. Housing	<ul style="list-style-type: none"> <li>• Promoting the Good Homes and Repairs manual, and home energy efficiency – planning underway and will be a feature of Age Concern’s work in 2020/21</li> </ul>
4. Social Participation	<ul style="list-style-type: none"> <li>• Kaumatua Olympics successfully held in September 2019 at The Peak</li> <li>• Age Concern have been running “Reconnection Central” sessions at the Celebrating Age Centre following the lifting of Covid-19 Lockdowns, encouraging older people to re-start normal life and reduce risks of isolation.</li> </ul>

<p>5. Respect and Social Inclusion</p>	<ul style="list-style-type: none"> <li>• Continued provision of Hamilton Libraries homebound service</li> <li>• The new recording studio within Auaha at the Central Library provides a new space to record oral histories. Library staff are working with organisations to encourage older people to utilise the space in the future.</li> <li>• Hamilton Libraries are currently working on a sensory reminiscence kits that are useful for people suffering from dementia or Alzheimer's. This builds off the success of a "Memory Morning Tea" session that was run by the Glenview Library as part of International Day of the Older Person in 2019. These could be available from loan, similar to other kits that the library already has.</li> </ul>
<p>6. Civic Participation and Employment</p>	<ul style="list-style-type: none"> <li>• "Meet the candidates" events held prior to 2019 local government elections with a focus on older people</li> <li>• International Day of the Older Person celebrated on 1 October 2019, with events held at libraries, pools and Celebrating Age Centre.</li> <li>• The Age Friendly Steering Group has worked with Hamilton Central Business Association on a newly added "Inclusion Award" for a business demonstrating practices that support older customers and those with a disability. This was won by Ruby in 2019.</li> <li>• Volunteering Waikato have continued to advertise and engage with older people to encourage higher rates of participation in volunteer roles.</li> <li>• Hamilton Libraries are working with Volunteering Waikato on intergenerational volunteering programmes that encourage older people to be Storytime readers and presenters. This builds off projects that have been successfully run in previous years</li> </ul>
<p>7. Communication and Information</p>	<ul style="list-style-type: none"> <li>• Seasons Magazine and Prime Hamilton Magazine continue to be published and provided to older residents at no charge.</li> <li>• 50+ and Loving Expo was planned to be held in March 2020 but was cancelled due to the Covid-19 Pandemic</li> <li>• Age Concern have been working closely with banks to improve access for older people as more services have become online. Issues of particular concern in the last year have been online scamming and the move by several banks to no longer provide cheques.</li> </ul>

	<ul style="list-style-type: none"> <li>• Three workshops run by Hamilton libraries in Adult Learning Week in September 2019. These workshops were designed to teach older people how to use mobile technology and how to access digital services at the library. They were held at Awatere rest home, Awatere apartments and the Celebrating Age Centre.</li> <li>• Noticeboards at libraries have been used to provide information on the Age Friendly Plan. Council staff have also presented to several groups to promote the plan.</li> </ul>
8. Community Support and Health Services	<ul style="list-style-type: none"> <li>• Discussions are being held with Waikato DHB about an older person being appointed to the consumer council.</li> <li>• Hamilton Pools continue to provide a range of services, facilities and classes that benefit older people.</li> <li>• Age WISE advisory group continues to provide advice to Waikato DHB on issues relating to older people.</li> <li>• Age Concern Hamilton have expanded their Elder Abuse reporting project and have received additional funding to support this in 2020</li> </ul>
9. Safety	<ul style="list-style-type: none"> <li>• Significant assistance provided to older people during the Covid-19 Alert Level 4 and 3 lockdown. Civil Defence worked alongside Age Concern, Rauawaawa Kaumatua Charitable Trust and other organisations to provide essentials to older people during the lockdown.</li> <li>• Mobility scooter training sessions held at Celebrating Age Centre as part of International Day of the Older Person in October 2019.</li> <li>• Age Concern continue to run "Safety at Home" online seminars that were started during the Covid Lockdown.</li> </ul>