An action plan on promoting positive ageing and encouraging community connection for older people in Nelson Tasman
## Contents

1. Statement of Intent ........................................ p. 2  
2. Overview ...................................................... p. 3  
3. Our approach  
   a. Stakeholder workshop ................................... p. 4  
   b. Public workshop ......................................... p. 7  
4. Looking beyond the words ................................ p. 9  
5. Working groups ............................................... p. 10  
8. Research and inspiration .................................. p. 17  
9. Appendices .................................................... p. 18
1. Statement of Intent

To produce an action plan that includes involvement from key stakeholders and the wider community to break isolation among older people in the Nelson region, using only low cost and no cost solutions.

Volunteer visitor Suzie – and why she volunteers
2. Overview

Loneliness and social isolation are issues that people can face at any time in their lives. While many of the people we meet through Age Concern are very well connected and engaged with their local communities, for a small percentage, there is a need for more contact.

One national study in 2016 showed that 10% of people aged 65 to 74, and 13% of those aged 75 and older, identified as feeling lonely ‘all of the time’, ‘most of the time’, or ‘some of the time’. However, an earlier study of people aged 65 to 98 in 2012 revealed that 44% were moderately lonely and 8% severely lonely.

Locally, we carried out a survey of our members in December 2016, via a questionnaire in our summer magazine. Over 2000 copies were distributed. One of the questions asked people to highlight what they thought the key issues facing older people were, and of the responses, 77% said loneliness and social isolation. This confirmed to us that we were only seeing the tip of the iceberg.

Loneliness and social isolation can have very debilitating effects on people’s health and wellbeing, and are linked to higher chances of developing dementia, as well as an increased risk of heart disease or stroke. Conversely, we know that engagement and social connection are very good for older people, and allows them the chance to share their knowledge, wisdom and experience.

In discussions with both the Nelson City Council and Tasman District Council around this issue in March and April 2017, we were tasked with carrying out local consultation to ascertain the barriers to social engagement, and to formulate an action plan exploring low-cost and no-cost solutions to isolation and loneliness. Age Concern Nelson Tasman is locally recognised as the go-to agency dealing with issues around older people, and is well connected with many stakeholder agencies.

This publication summarises the approach to our AgeConnect project, and sets out an action plan of initiatives and responses to the workshops and ongoing discussions around this very topical issue.

A SURVEY OF MEMBERS BY AGE CONCERN NELSON TASMAN FOUND 77% THOUGHT LONELINESS AND ISOLATION WERE THE BIGGEST ISSUES FACING OLDER PEOPLE.
3. Our Approach

a. Stakeholder workshop

We decided to hold two workshops to look at local issues around loneliness and social isolation. The first would be an invite-only workshop for organisations and agencies. The second would be open to the general public. We also made contact with Professor Valerie Wright-St Clair, of Auckland University of Technology and co-director of the AUT Centre for Active Ageing. We invited her to Nelson to be the key speaker at the first workshop.

Workshop 1, Trafalgar Pavilion on 28th April, with 60 people representing over 40 different organisations, agencies and health services. Valerie Wright-St Clair’s presentation summarised the following:

- Loneliness has been defined as a deficiency in the number or quality of personal, social or community relationships, resulting in feelings of distress, dissatisfaction or detachment.
- It is associated with social isolation, but being alone or isolated is not the same thing as being lonely.
- Loneliness is also associated with depressive symptoms and cognitive decline, and has been shown to be a mediating factor between living alone and depression. Being lonely is a risk factor for mortality, poor health, and serious illness across diverse populations.
- Loneliness is different for everyone – it’s a subjective feeling.
- Rates of loneliness among older people in NZ are somewhere between 10 and 50%, based on the kinds of questions that are asked to quantify it, as well as gender, ethnicity, age, social economic status, etc.
- Studies around the world are being carried out into the effectiveness of different interventions tackling loneliness, including the use of robots, digital technology, reminiscence therapy and many others. Not much research has been done in NZ.
THE CONVERSATION CAFÉ PROVOKED INSPIRING AND CREATIVE DISCUSSIONS AROUND WHAT COULD BE DONE LOCALLY
Conversation café

We asked everyone at tables of 6 to 8 people to discuss the following questions. This is a summary of the responses:

What are the barriers to social engagement?

- Lack of coordination among services and of knowledge about what's available
- Health – mental, eg depression; loss of sight or hearing; mobility
- Transport and geography
- Personal independence or being shy and introverted
- Stigma around being lonely
- Financial

What are we already doing well?

- Stoke Seniors as a good model
- Positive Ageing forum and Expo
- Using libraries as community hubs
- Abbeyfield homes – older people ‘flatting’

How can agencies collaborate better to tackle social isolation and loneliness?

- Networking regularly and holding collaborative meetings regularly
- Share information and resources, ie transport
- Centralised information hub

What role can the general community play?

- Help people make decisions for future lifestyle as they age
- Coordinate a shared database of support activities
- ‘Buddying’ into activities – difficult to go on their own, so they don’t go
- Get to know your neighbours – offer lifts, shopping, help, smiling, make time
- Encourage inter-generational activities, eg Reading Grans, kindys visiting rest homes
- Culturally appropriate activities

What might low-cost and no-cost solutions look like?

- Using volunteers, eg buddy system, social coordinators in areas
- Social groups, ie Stoke Seniors
- Inter-generational connections
- Menz shed concept developed further
- Neighbourhood Networks – public gathering spots, friendly seating, etc., informal gatherings
- Identify triggers, eg death, retirement, change, and prepare people for older age
- Promoting communal living – senior flatmates or boarders

How do we reach older, vulnerable people who feel lonely?

- Communication – local media
- Crisis services, eg Red Cross, Salvation Army, fire service, police
- GPs and practice nurses, pharmacies
- Supermarkets and local shops
- Libraries
- Services such as Meals on wheels, home-based care providers
- Community Centres

CHRONIC LONELINESS CAN LEAD TO INCREASED CHANCES OF DEVELOPING DEMENTIA, GOING INTO REST HOMES OR SUFFERING A HEART ATTACK OR STROKE.
b. Public Workshop

We held this at Saxton Oval Pavilion on 2nd May. Over 100 people turned up. We asked them what had motivated them to attend. This is what they said:

This feedback showed that the vast majority of people that morning – ranging from young mums with babies, to people in their late 80s – were there to help others; to give back to the community in some way. This was incredibly heartening for us to know that this issue was hitting close to home and there was real buy-in from the wider community to making a difference in Nelson Tasman.

Others were open about the fact that they themselves felt lonely and had come along to do something and to find a way of being better connected. Here are some of the comments from the morning:

- ‘To gain information and take ideas back to the community groups I am involved with.’
- ‘Learning new things. Experiencing loneliness myself.’
- ‘Because Age Concern saved me in time of past crisis and now I am committed to helping other seniors.’
- ‘I have a strong desire to address the problem.’
- ‘Being alone and want to change that.’
- ‘Wanting to meet people and to get out of my house and to find something to fill in some of my days.’
- ‘Frustration on how to find a place where I fit.’
Public workshop (cntd)

Similar to the first workshop, this second opportunity offered everyone the chance to have really good conversations around the topic. We asked them to think about what an age-friendly community might look like in the future, and who, what or how could make that happen.

There were some great ideas and suggestions put forward, but here’s a summary:

**Funded/subsidised transport** – Red Cross and St John’s; councils; transport companies

**Older people feel valued and respected in their communities** – need to create a ‘togetherness’; need to break down barriers; connect the generations; neighbourhoods to connect more

**Perception of older people** – move towards a more positive view – older people are an asset to a community; share their knowledge, wisdom and experience; provide education on how isolation can be tackled.

**Housing** – need more smaller houses and units built; look at Abbeyfield model; older people ‘flatting’; support and help for downsizing

**Intergenerational** – kindergartens built on retirement village grounds; schools to invite older people in to volunteer; use Menz Sheds

**Technology** – support older people to use computers and cellphones to stay connected; use libraries for skill sharing; schools to help; SeniorNet

**Communication** – need a centralised hub to share information on what’s available; media to help break down the barriers and perceptions of older people; use GPs, pharmacies, supermarkets, etc.

**Planning for transitional years** – encourage people to think about their later years; provide education around planning; marae to be Whanau Ora navigators

**Visually impaired to have better access** – Hearing and vision support services

*The public workshop at Saxton Oval*
4. Looking beyond the words

When we analysed the feedback and reasons people gave for coming along to the workshops, it was clear that there were excellent ideas about the pragmatics of this issue – what to do and who could do it.

From the public workshop response, looking for age-friendly city suggestions, there were three clear levels of thinking about where to put the emphasis: 1. Political (National and local government), 2. Organisations (private, public service and not-for-profit), and 3. Individuals and informal groups. If we look at what the responses showed, in a graph form, it’s pretty clear where the majority think the responsibility lies:

These results show that while the participants thought other organisations and local/central government had a role to play, the majority thought it was something that should be led by people themselves. This is a key element to the ongoing success of any ‘interventions’ to break loneliness and is backed up by international research.

Between 2013 and 2043, the number of Nelson residents aged 65 and over is projected to more than double and will make up a third of the total Nelson population by 2043 compared with 17% in 2013.
5. Working groups

From the 160 people who attended the first two workshops, we asked for people to come along to a working party meeting for those who wanted to be further involved. We held the first of these on Monday, 22nd May in Richmond. Discussion that day came up with the following:

- We need to change the way that older people are viewed and portrayed. Older people need to feel valued, worthwhile, and to share their knowledge.
- We need a better way to share the wide range of activities and groups that are already running – a centralised database or body that can manage it. Information needs to be available in all formats.
- How do we access the people who aren’t ‘joiners’ – those who are lonely, or isolated? At the same time, we need to respect those who are happy/content on their own.
- Everything we do – while it’s aimed at supporting and helping older people – will affect everyone and have a positive benefit on people of all ages.
- Libraries are important – they’re safe and welcoming and offer a great space for events and groups.
- Transport – always going to be an issue. That’s where councils have a role to play, lobbying for public transport.

Rural issues, etc.

A second working party meeting was held on Monday 12th June in Richmond, where 29 people came along and heard progress so far, then broke into 6 sub-groups:

- Communication
- Technology
- Active Citizenship
- Groups & Organisations
- Intergenerational
- Transport

These groups were based on the key themes that emerged from the two workshops and first working party meeting when looking at suggestions for how to break loneliness and social isolation. The action points that came up from this meeting are summarised in the Action Plan on p. 13 onwards.

A third working party meeting was held on Wednesday, 21st June at Whareama Rest Home in Stoke. Facilitated by Age Concern Nelson Tasman, this was a gathering of 15 people representing 7 aged-care facilities in the region who are interested in tackling isolation of residents by encouraging more connection with their local communities.

Key discussion points centred around:

- The importance of communicating information from external agencies into rest homes – ensuring the right staff member gets it.
- Trying to recognise people who are genuinely lonely, while respecting those who simply enjoy their own company and are happy by themselves.
- The importance of intergenerational activities – Vicky Jackson from Age to Age was there – she runs three projects with schools and rest homes.
- Encouraging more one-on-one contact for those who don’t want to join in with group activities.
- Encouraging local communities to visit rest homes – have fish and chip evenings, invite them via Neighbourhood Support groups.

Some action points from this meeting are included in the Action Plan from p. 13 onwards.

‘YOU ARE BEGINNING TO ADDRESS ONE OF THE PRESSING CURRENT AND FUTURE SOCIAL AND PUBLIC HEALTH CONCERNS. I BELIEVE YOU CAN BE A NATIONAL LEADER, PARTICULARLY GIVEN THE SIZE AND COMMUNITY MINDED NATURE OF THE REGION.’

PROF. VALERIE WRIGHT-ST CLAIR ON THE WORK OF AGECONNECT.
6. Summary

If we analyse all the data and information we gathered from the first two workshops and follow-up working party meetings, we can see that there is a strong buy-in from the general community on this topic. People want to be involved in making a difference. But real change, we feel, cannot happen from the top down. Instead, we feel it’s really important that people and communities are empowered to take action themselves and create change. That said, there does need to be buy-in from the managers and leaders of local authorities, district health boards and the government departments. They have an important part to play in implementing policies and supporting what’s going on, but the emphasis needs to be around the individual and using a grassroots approach to making our communities better connected. We need to raise the consciousness of the fact that loneliness does exist in our communities.

There also needs to be a cultural shift in the way older people are perceived and portrayed in the media.

A cartoon by Edward Monkton
7. Action Plan

The following actions are a combination of points that have arisen from the working parties held in May and June, as well as by Age Concern Nelson Tasman.

Coalition group

Background

Throughout discussion in both the workshops and working group meetings, it has been expressed that there does need to be an overarching coalition to oversee progress of AgeConnect with a member of staff from Age Concern Nelson Tasman leading it. This group will meet regularly to provide support and act as a connection point for everyone who is working on action points, activities and projects.

Actions

- A coalition group has been formed with 13 people representing several agencies and also the general community: Age Concern Nelson Tasman staff member; Rona Abbott (U3A and Fresh FM); Bevan Grant (University of Waikato); Debbie Bowden (librarian, Tasman District Council); Belinda Harte (Nelson Newcomers Network); David Kemp; Kathy King (Seniors Worker, St Barnabas); Jane Murray (DHB); Gordon Oldfield (Volunteer Nelson); Sue Sara (Grey Power); Peter Sutton (U3A); Matt Walters (Nelson City Council); Lani Evans (Tasman District Council).

This coalition group will lead all actions and will have responsibility for the communication of this Action Plan.

- We will be engaging with key stakeholder managers, ie Nelson Bays Primary Health Organisation, Nelson Marlborough DHB, Ministry of Social Development, Nelson City Council, Tasman District Council, to inform them of AgeConnect and our aspirations for the future, inviting them to identify representatives who can act as contacts for the coalition group.

- We will seek resources from the appropriate sources to provide a staff member to lead AgeConnect Nelson Tasman, ensuring its long-term viability and success.

- The coalition group will engage with other coalition groups of different age groups within Nelson, ie. Nelson Youth Council, Pasifika coalition, local faith coalition.

AGE CONCERN NELSON TASMAN HAS RUN A VISITING SERVICE FOR MANY YEARS, MATCHING TRAINED VOLUNTEERS WITH OLDER PEOPLE IN THE COMMUNITY LOOKING FOR COMPANIONSHIP. IN 2017 WE HAVE ALREADY TRAINED OVER 30 NEW VOLUNTEERS – AND HAVE A TOTAL OF OVER 80 VISITORS PROVIDING MUCH-VALUED FRIENDSHIP.
Communication

Background
In the short term we want to look at making information about what’s on for older people as accessible as possible – providing a wide range in as many formats as possible, on a regular basis. This needs to be managed and a central point needs to be established. Information needs to be relevant and community driven.

<table>
<thead>
<tr>
<th>Actions</th>
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<tbody>
<tr>
<td>The coalition group will be responsible for communicating this Action Plan.</td>
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<tr>
<td>We will investigate the most effective way of communicating with people who are isolated in an individual way.</td>
</tr>
<tr>
<td>Database of activities: Age Concern Nelson Tasman and Volunteer Nelson have two students jointly working on a database of activities. This is already underway and work will continue to manage a shared document that can be easily updated. It will contain information on a wide range of activities, from crafts to sports, church groups and walking groups.</td>
</tr>
<tr>
<td>We are investigating ways of reaching people via Grey Power publications, Mudcakes &amp; Roses and Age Concern Nelson Tasman’s quarterly magazine to disseminate information.</td>
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<tr>
<td>A group from the working party is meeting to provide a structure to collate, print and display information that can be made readily available online and in libraries, council buildings, GP surgeries, pharmacies, etc.</td>
</tr>
<tr>
<td>Age Concern Nelson Tasman has been invited to share information on upcoming activities and events with the region’s Diversional Therapists who work in aged care facilities. They meet bi-monthly.</td>
</tr>
<tr>
<td>Age Concern Nelson Tasman will be providing a fortnightly column in The Leader to share information.</td>
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Tackling the way older people are portrayed is seen as a key communication objective.
Technology

Background
There are many ways that technology can be used to better connect older people, and it can be a good way of getting ‘into’ a home to establish how that person is living. Skype, emails and websites are all ways in which people can be connected while in their homes – talking to families overseas or finding groups of people with shared interests.

Actions
- LifeLinc Nelson staff are going to investigate the research done by the Selwyn Foundation on its Telecare Health pilot, which used electronics in the home for older people with chronic health conditions. Results of the pilot study showed 75% felt better and there was a reduction of hospital admissions by 60%.
- LifeLinc Nelson staff are interested in establishing a phone service to provide friendship for people feeling isolated and/or lonely. They will go away and look into this and report back.

Groups/organisations

Background
There have been almost 50 different organisations represented at the workshops and working parties from all across the region and covering a wide range of interests. This has been hugely encouraging in the process and shows a real buy-in to helping tackle these issues. We see real value in connecting everyone and having regular contact so that those with an interest in older people are connected and sharing information freely.

We have made great connections with Volunteer Nelson, Neighbourhood Support, Stoke Seniors, NCC and TDC community librarians, Nelson Multicultural Council, and many others, in this process and look forward to working alongside them as AgeConnect continues.

Actions
- Trafalgar Probus club has approached Age Concern with a desire to be community ‘navigators’ for people feeling isolated and/or lonely. They see themselves as having a strong role to play in encouraging their members to be more engaged and active with their communities. We are working alongside Trafalgar Probus presidents Lesley and Snow Emanuel to bring this plan into fruition.
- Neighbourhood Support – Karen Clark has been along to both working parties and is interested in being included in ongoing work around this initiative. It will enable us to reach the 400 Neighbourhood Support groups in Nelson via their regular newsletter.
- Community librarians from both councils are very supportive of this initiative and we will be working with them on how libraries across the region can be used as centralised points for meeting and sharing info.
- Lydia’s Café in Richmond has approached us to host monthly afternoon teas for older people – we are working in conjunction with rest homes to make this happen.
Intergenerational

Background
There have been many great suggestions from workshops and working party meetings about what might happen to promote more interaction between different generations – we need to get back to being good neighbours – developing door-to-door contact and encouraging social activities in neighbourhoods; children could make gifts and take them to older people; adopt a grandparent scheme.

Actions
- Age Concern Nelson Tasman is looking at establishing a local ‘matching’ service called Spare Chair Sunday. This will encourage families to open their homes for Sunday lunch or dinner by inviting an older person in the community to join them at their table.
- Projects with schools. Age Concern Nelson Tasman has held two meetings with Stoke Primary School principal Pete Mitchener around intergenerational work within their local community. The school is already encouraging older people into their campus by helping out at breakfast clubs as well as sending children to local rest homes to visit. With an interest in furthering this initiative we are looking at how we can work together on creating more connections in the Stoke area between young and old people.

Transport

Background
A lack of transport or mobility has been pinpointed as one of the key barriers to people being socially active, and by addressing this need we can make inroads into better connecting our older people who are stuck at home. Losing a driving licence can be a huge blow to older people and lead to social isolation and loneliness.

Action
- A group from the working party is looking at how a system of volunteer drivers could be established, eg, a model similar to Driving Miss Daisy, but using volunteers instead of paid.
- We will work to better connect with Red Cross and St John’s around their community transport options.
- We will ensure people are made aware of the Total Mobility Scheme that provides vouchers for half-price taxi fares for people no longer able to drive.
- We will provide education around living without a car.
8. Research and inspiration

‘Integrative review of older adult loneliness and social isolation in Aotearoa/New Zealand’, Valerie Wright-St Clair, Stephen Neville and Vanessa Forsyth, Australasian Journal on Ageing, 2017

‘Loneliness and social isolation are important health risks in the elderly.’ McMaster University, April 8, 2016
https://www.mcmasteroptimalaging.org/blog/detail/professionals-blog/2016/04/08/loneliness-and-social-isolation-are-important-health-risks-in-the-elderly

‘Healthy Ageing Strategy’, Ministry of Health NZ

Napier Connects Toolkit, Napier City Council

About Loneliness, Campaign to End Loneliness, UK
https://www.campaigntoendloneliness.org/about-loneliness/

‘The Missing Million: In search of the loneliest in our communities.’ Campaign to End Loneliness, UK.
https://www.campaigntoendloneliness.org/the-missing-million/

‘Promising Approaches to reducing loneliness and isolation in later life.’ Campaign to End Loneliness, UK.

Testing Promising Approaches to Reducing Loneliness: results and learnings of Age UK’s Loneliness Pilot
http://www.ageuk.org.uk/professional-resources-home/services-and-practice/reducing-loneliness/


Jo Cox Commission on Loneliness: spotlight on older people.

https://www.cambridge.org/core/journals/ageing-and-society/article/div-classtitleyouandaposre-not-really-a-visitor-youandaposre-just-a-friend-how-older-volunteers-navigate-home-visitingdiv/804762BF6D74BFCD803B7CDCC283DADD

‘Loneliness and the ageing population: How businesses and governments can address a looming crisis,’ IBM Institute for Business Value
Appendices

i. Feedback from agency workshop 27th April

What are the barriers to social engagement?

Lack of coordination among services – lack of knowledge about what’s available; Health – mental, loss of sight or hearing, mobility; Transport; Longevity; Family busy-ness; Grief – adapting; Personal independence (pride); Personality (shy, introverted); Stigma around being lonely; Financial; Geographical; Motivation, volition; Technology; Language

How can agencies collaborate better to tackle social isolation and loneliness?

Networking regularly and holding collaborative meetings regularly; Share information and resources, ie transport; Better sound/hearing system everywhere; Doctor’s knowledge; Work with churches more; Centralised information hub; Address transport issues, especially in rural areas; Saturday Servants, Motueka – teens/20s to help with gardening

What are we already doing well?

Stoke Seniors; Positive Ageing forum and expo; Libraries as community hubs; Abbeyfield homes

What role can the general community play?

Community members refer, not just professionals; Help people make decision for future lifestyle as they age; Coordinate a shared database of support activities; ‘Buddying’ into activities – difficult to go on their own, so they don’t go; Know your neighbours – offer lifts, shopping, help, smiling, make time; Inter-generational activities, eg Reading Grans, kindys visiting rest homes; Culturally appropriate activities; Alternate lifestyle/living arrangements, eg flatting, house sharing; Transportation – car pooling; Inclusion – value OP’s input; Education around other cultures practices;

What might low-cost and no-cost solutions look like?

Volunteering; Pets (owned and shared). Social groups, ie Stoke Seniors; Churches; Inter-generational connections – buddies; Community gardens; Mens’ shed concept developed further; Fix it – Tahuna Community Centre; Neighbourhood Networks; Mobile library; Social coordinators for elderly in each area; Public gathering spots; Ergonomic seating; Identify triggers – death, retirement, change; Loneliness coordinator; Buddy system; Informal gatherings; Preparing the community for retirement; Neighbours – know your nearby elderly; Promoting communal living – senior flatmates or boarders

How do we reach older, vulnerable people who feel lonely?

Physically: Crisis services, eg Red Cross, Salvation Army; GPs; Supermarkets; Libraries; Meals on wheels; Hairdressers; Pharmacies; Citizens Advice; Community Centres

Media: Mudcakes & Roses, local media, Grey Power newsletter; FOUND

Show respect and get to know people; Use ‘vehicle’ to build connection, eg gardening; Community gardens close to place of living, activities around community garden that encourage social interaction; Raising profile of existing organisations, eg Mens Sheds, Craft potteries.

Feedback from public workshop, Thursday 2nd May, 2017

What motivated people to come to the workshops?

Concern for/with elderly and self (5) people ‘trapped’ in a granny flat – in need of contacts; isolation is everyone’s concern; older people aren’t valued enough; we need more inclusion of those with dementia/cognitive impairment; concern for my future; widening disconnect for the elderly and decreasing funding for those services that address this.

Media (6)
Read the articles in Leader and Nelson Mail; excellent publicity; invited by a group friend to travel with her; heard about this meeting from my boss at Volunteer Nelson. I thought it would be beneficial for me in my job; impromptu invitation. Worthwhile.

Interest and curiosity (13)
Have just retired; interested in helping in rest homes; just nosy; interested to see if ethnic communities come along; interested in the effects of an ageing population and what are ways to ease issues of isolation; I am in transition towards retirement and interested.

Learning/seeking ideas and a desire to help in the community, participate in change (40)
This was by far the biggest theme of why people were there. Some comments include:
‘To gain info and take ideas back to the community groups I am involved with’
‘Learning new things. Experiencing loneliness myself’
‘Because Age Concern saved me in time of past crisis and now I am committed to helping other seniors’
‘I have a strong desire to address the problem’
Criticising our culture won’t change it. Being part of change is important.’
‘making our community better for all’
People were also there representing particular groups, geographic areas and communities, including: Stoke, Tapawera, those with dual sensory loss, Probus, churches, the Health Service,

To meet new people/connect with others (4)

To hear points of views/experiences (2)

Self-help (4)
My wife wanted to be taken; Being alone and want to change that; Wanting to meet people and to get out of my house and to find something to fill in some of my days; Frustration on how to find a place where I fit.

Ideas and suggestions from the Conversation Café

<table>
<thead>
<tr>
<th>What would you like to see in the future to create age-friendly communities?</th>
<th>Who, what and how can make that happen?</th>
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<tbody>
<tr>
<td>Subsidised transport Funded transport for appointments, etc.</td>
<td>Council – buses; minibus on demand for disabled and caregivers Red Cross and St Johns Transport companies Driverless cars will be great for the elderly</td>
</tr>
<tr>
<td>Language used – change the word ‘isolation’ to ‘finding your place’</td>
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<tr>
<td>Older people feel valued and useful in their communities</td>
<td>Volunteer – offer transport to others ‘We all need a trailer!’ We need to create a ‘togetherness’ ‘respect’ and appreciation. Society puts us in boxes – need to break down barriers between generations – connect rest homes with their local communities, ie schools. Something to live for; someone to love</td>
</tr>
<tr>
<td>Age-friendly housing</td>
<td>Need more smaller houses and units built Abbeyfield model Older people ‘flatting’ and renting out spare rooms People need support and help around downsizing</td>
</tr>
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<td>Intergenerational activities</td>
<td>Kindergartens built on retirement village grounds Schools organising and community groups and clubs MenzSheds – woodworking and design students</td>
</tr>
<tr>
<td><strong>Technology for connecting – support for people in their homes to use computers and cellphones to stay connected</strong></td>
<td>Libraries – Intergenerational skill sharing (workshops) Build relationships with schools for younger people to share their knowledge Seniornet</td>
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</tbody>
</table>
| **Survey elderly for their needs**  
How to identify the lonely and/or socially isolated? | Libraries, GPs, pharmacies  
GPs, ED, meals on wheels, community centres, churches, St Johns, marae |
| **Information for new residents** | NCC – media – publish a ‘what’s on’ for aged and elderly |
| **Neighbourhood networks and hubs/friendlier neighbourhoods** | Neighbourhood Watch meetings and Neighbourhood Support  
Street talk – get to know neighbours  
Run street parties that are friendly for older people  
Use trusts to protect assets  
Smile more!  
Agencies offer a trustworthy and welcoming service – be active listeners and encourage and support shy people |
| **Seeding funds for new programmes** | How to find funding advisor for funding applications |
| **Structures to assist social connection**  
Centralised ‘hub’ to access groups, interests, activities, etc. | Age Concern to be a local central point for connecting people  
Local marae  
Friendship circles – seniors helping seniors  
‘Phone trees’  
Think about how to invite people to things  
Use media to share what’s on  
Use what resources we already have – don’t reinvent the wheel  
Extend home help services to include socialisation (DHB)  
Use libraries  
GPs to know what’s available to refer people on  
Organisations to talk less and act more – streamline services and utilise resources  
Train and educate frontline staff who can relate to older people – caregivers, taxi drivers, etc.  
Citizens Advice Bureau |
| **Encourage elders to vocalise their needs to their community** | Local councils and community groups can do this  
Supermarkets with seating in the aisles, older checkout staff, special ‘slower’ checkouts  
Mobility-aid friendly  
No shiny, slippery tiles in malls, scooter friendly walkways  
Community spaces for people to sit and meet people – talk to council about semi-circular seats rather than straight; design of spaces; vege patches in verges.  
Longer time to walk across the lights at road  
Raised toilets?  
Look at what’s been done in Tauranga – form a working relationship with the council there?  
‘Bumping spaces’  
Barrier Free NZ assessments |
| **Age-friendly cities** | Local councils and community groups can do this  
Supermarkets with seating in the aisles, older checkout staff, special ‘slower’ checkouts  
Mobility-aid friendly  
No shiny, slippery tiles in malls, scooter friendly walkways  
Community spaces for people to sit and meet people – talk to council about semi-circular seats rather than straight; design of spaces; vege patches in verges.  
Longer time to walk across the lights at road  
Raised toilets?  
Look at what’s been done in Tauranga – form a working relationship with the council there?  
‘Bumping spaces’  
Barrier Free NZ assessments |
<p>| <strong>Drop-in centres to share skills</strong> | Stoke Seniors model spread to Nelson, Richmond and wider. |</p>
<table>
<thead>
<tr>
<th>Churches and other organisations</th>
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<tbody>
<tr>
<td><em>Need to reframe the mindset of older people – ‘don’t want to be a burden’ and ‘don’t want to bother people, they’re all busy’.</em></td>
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<tr>
<td><em>Need social change</em></td>
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<tr>
<td><em>Value the Golden Years</em></td>
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<tr>
<td>Needs to come from the top down – government first, then planning and public health to fund services. We need to place value on older people. Use schools and learning institutions to change awareness about older people – encourage volunteering from all ages. Use media to have public campaigns around breaking down the social prejudice around older people.</td>
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<th>Planning for transitional years</th>
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<tr>
<td><strong>Anticipate widowhood</strong></td>
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<td>Start connecting earlier (55-60) so when retirement happens, connections are strong</td>
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<td>Age Concern and Grey Power – service clubs, such as Probus, Rotary, Lions, etc.</td>
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<tr>
<td>Social organisations to provide education around planning – pathway planning. Marae to be Whanau Ora navigators</td>
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<th>Better access/connections for people with EASL, hearing or visual impairments</th>
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<tr>
<td>For everyone with dual sensory loss (and anyone else) to be connected with the community every day</td>
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<tr>
<td>Blind Foundation, Blind Citizens Association, Deaf Blind Association, Life Hearing Unlimited</td>
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<td>Neighbours – get to know – local gardens – sharing food – street noticeboard</td>
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<th>Support growing number of Mens Sheds – make easier to access for non-drivers</th>
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<td>Hire a hubby to do maintenance jobs around the house/gardening</td>
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<td>Get to know people from different ethnicities – ask Red Cross if you can volunteer with them.</td>
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<td>Buddy-up schemes, eg MenzShed</td>
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<th>Volunteering</th>
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<td>Joint project – Mental Health organisations, Office of Senior Citizens OR community level</td>
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<th>Produce self-help book</th>
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We would like to acknowledge and thank the following agencies, organisations and community groups who have been represented at AgeConnect workshops and consultation.

<table>
<thead>
<tr>
<th>Abbeyfield Housing</th>
<th>Nelson Newcomers Network</th>
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<tr>
<td>Access Homehealth Ltd</td>
<td>Nelson Women’s Club</td>
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<tr>
<td>Age to Age</td>
<td>Oceania Healthcare</td>
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<tr>
<td>Alzheimers Nelson</td>
<td>Positive Ageing Forum</td>
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<td>Anglican Church</td>
<td>Presbyterian Support</td>
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<tr>
<td>Citizens Advice Bureau</td>
<td>Probus Clubs</td>
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<td>Community Response Forum</td>
<td>Public Trust</td>
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<td>Deaf Blind Association</td>
<td>Ray of Sunshine</td>
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<td>Red Cross</td>
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<tr>
<td>Fresh FM</td>
<td>Ryman Healthcare</td>
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<td>Fresh Focus</td>
<td>Silver to Gold</td>
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<tr>
<td>Good Companion</td>
<td>Sport Tasman</td>
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<tr>
<td>Grey Power</td>
<td>Stoke Seniors</td>
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<td>Headingly Centre</td>
<td>Summerset Holdings</td>
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<td>LifeLinc</td>
<td>Tasman District Council</td>
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<td>Life Hearing Unlimited</td>
<td>Te Awhina marae</td>
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<tr>
<td>MenzShed</td>
<td>The Way, Richmond</td>
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<tr>
<td>Ministry of Social Development</td>
<td>Tui Glen Rest home</td>
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<tr>
<td>Mudcakes &amp; Roses</td>
<td>U3A Nelson</td>
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<tr>
<td>Neighbourhood Support</td>
<td>Ultimate Care Group</td>
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<tr>
<td>Nelson Bays PHO</td>
<td>Victory Community Centre</td>
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<td>Nelson City Council</td>
<td>Volunteer Nelson</td>
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AgeConnect
Nelson Tasman