

## A4A FORUM – CHAIRPERSON’S REPORT

### Information Only – No Decision Required

**Report to:** Accessibility for All (A4A) Forum

**Meeting Date:** 23 November 2018

**Report Author:** Cr Dana Wensley, Chairperson

#### 1 Welcome

- 1.1 Welcome to all those who make the time to attend these meetings. I would like to acknowledge all your hard work throughout the year. We are a busy forum and your input and attendance is much appreciated.

#### 2 General Update

- 2.1 This year we undertook a significant piece of work in updating the Barrier Free Checklist. I am awaiting confirmation that this is being formatted by Tasman District Council’s communications team into something we can be proud to roll out. This checklist is much needed in the business community to assist them in making decisions around updating the way they do business to create a barrier-free environment that can be enjoyed by all those across the Nelson and Tasman region. This is extra work for the Tasman District Council communication team, and on behalf of the forum I would like to express my thanks to staff for taking on the challenge of making our in-depth checklist into a graphic version that will be both appealing and useful for businesses in our community to engage with.
- 2.2 I attended the Positive Ageing Forum at the Richmond Library on the 18<sup>th</sup> September and I was pleased to hear the update from Nelson City Council (Nicky McDonald: Group Strategy Manager and Communications) about **Nelson City Council’s Ageing Strategy**. This is to be a community led strategy not a council policy, with the idea that many different stakeholders will be responsible for differing aspects of it. It was good to hear the approach Nelson is taking. Nicky McDonald noted that the approach needs to be both ‘top down’ and ‘bottom up’ at the same time, and involve as many stakeholders as possible to ensure the needs of the community are met. I will keep you informed of new developments when they appear.
- 2.3 For those with vision impairment, I want to remind you all again that Richard Liddicoat produces a show on Fresh FM called **Tasman District Council Lowdown**. These shows cover council updates, consultations, and interviews with staff members. It is a good way to keep in touch with issues. Podcasts of the show can be heard on the Fresh FM links or at <http://freshfm.net/Programmes/Programme-Details.aspx?PID=83f4bf74-ba4b-4718-a012-775d21472f0c>
- 2.4 **Consultation on Tasman District Council’s ‘Age-Friendly Policy’** has begun. The proposal sets out goals and objectives across council activities, an important one for us which is the accessibility journey. The consultation closes on the 25th January. Hard copies of the policy are available at council offices or public libraries across

- Tasman. The document can be accessed online, and Brylee Wayman (Senior Policy Advisor: Tasman District Council) will be updating the forum this meeting on the policy.
- 2.5 I attended one meeting of the **Nelson/ Tasman Community Transport Trust**. Kate Malcolm is going to present an item at this meeting about her work-to-date on this.
- 2.6 I met with **Ivan Geeves about mobility parking** and general issues with Queen Street
- 2.7 I attended the **Richmond Community and Whanau** group.
- 2.8 While we have undertaken some important work, it is fair to say that I have become concerned with the ability of A4A to operate at its current level of funding to keep up with the strategic challenges in the accessibility space that we seem to be constantly bombarded with. On 19th October I met with Chris Allison and a small group from A4A. A letter arising from this meeting has been attached to this report. I have forwarded the concerns raised by this group to the respective CEO's of Tasman District Council and Nelson City Council, together with the Chair of Engineering (Tasman) and Chair of Infrastructure (Nelson). I endorse the concerns raised by this group. A4A is meant to engage at the strategic level, and the concerns forwarded from this forum of late (specifically in relation to Paxsters and other electric vehicles) should be responded to at the strategic level. A strategic response to these concerns would be to investigate developing a comprehensive policy around electric vehicles on footpaths, reviewing levels of service for those with mobility issues, and (as was suggested last meeting) establishing a 'Code of Conduct' for footpath users. Ideally this would need a 'joined up' approach from departments across council. I have requested a meeting with CEO's of both councils to address the issues of engagement with A4A raised by Chris in his letter. These seem to have come to a head with the challenges imposed by the Paxsters, and the advent (and quick uptake) of other electric modes of transport on footpaths.
- 2.9 The beginning of each year coincides with the election of a new **Chair for this forum**. It is not a requirement that the chair be an elected member. If anyone is interested in putting their name forward for this role and has the time to step into the position then they are always welcome to put their name forward. I have enjoyed the role and would be willing to undertake it again, but if anyone is interested in the position, please do not hesitate to contact me or forward your name to Megan.
- 2.10 **A reminder about Trip Hazards**. If you notice trip hazards in the transport network then these should be called into the Council Office (either Tasman District Council or Nelson City Council). Reporting them through these channels ensures that they are logged and accurate records are kept.
- 2.11 To end on a positive note, I am pleased to report that Tasman District Council was awarded the **Best Street Award** for the design of Queen Street. This has been a huge undertaking with much assistance from this forum at a strategic level. I know a number of you have had ongoing conversations with staff around mobility parking and other issues that are still being ironed out. Your input is most helpful as the 'lived experience' of our physical environment is a piece of the puzzle that must come from the community.

<b>3    Reminder: Driverless Cars</b>
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- 3.1 If anyone is interested in reading the latest report on driverless cars (Michael Cameron: Law Foundation) entitled “**Realising the Potential of Driverless Vehicles**”, I have purchased a hardcopy of this in book format. If anyone wants to borrow it and report back to the next meeting on its findings I would gladly make it available.

<b>4    Attachments</b>
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- Letter from Chris Allison and others in relation to A4A strategic operations
- A4A Terms of Reference
- Proposed Age-Friendly Policy and Consultation document (Tasman District Council)

## **Paxster NZ Post delivery vehicles in Nelson; The quality of the Hamilton monitoring process and Nelson City Council decision-making processes**

**To:** Nelson City Council Chief Executive: Pat Dougherty  
Works and Infrastructure Committee Chair: Stuart Walker

15 November 2018

Concerns about the impact of NZ Post Paxster delivery vehicles on other path users have been repeatedly raised by Accessibility for All (A4A) members during Forum meetings in 2017 and 2018. These concerns were acknowledged by and reflected in a comment by the Nelson City Council Deputy Mayor that “[while] our council has not had an opportunity to discuss the matter I can appreciate your Council [TDC] has a large rural area which can accommodate them, we don’t and therefore believe any intrusion into an already congested carriageway is dangerous” (email correspondence, July 2017).

In continuing this cautious approach, a decision was made by Nelson City Council to use the outcome of the Hamilton City Council/NZ Post monitoring and evaluation of its Paxster trial to guide its decision-making over local Paxster access. Following a staff report that ostensibly drew on the HCC/NZ Post evaluation to discount concerns over a local Paxster trial, Council voted to approve a trial of Paxster vehicles on Nelson footpaths.

### **The Hamilton context.**

In an admirable effort to minimise negative impacts on residents from the introduction of e-vehicles on local footpaths, NZ Post and Hamilton City Council set up a monitoring protocol to capture perceptions and observations from the wider community about Paxster use.

Two active monitoring methods were used; one recorded before and after footpath user counts, and the second method was to survey (primarily electronically) residents about their perceptions of Paxsters. In addition, passive methods of monitoring Paxster impacts involved a series of liaison meetings with an unknown (to us) number of community groups, and monitoring public ‘requests for service’ to HCC regarding Paxsters. Very limited information appears to have been obtained via the passive monitoring methods.

As an applied risk matrix, the Hamilton City Council/NZ Post monitoring appears to have had a particular risk focus; events that may be less common but with relatively high negative consequences (and negative publicity) such as collisions, near-misses, and damage to property. Such an institutional focus is understandable given the potential backlash if injuries or damage occur, and such events are more easily captured and measured.

In contrast, other impacts may involve lower (immediate) negative consequences, such as changes in the behaviour of other path users. Such impacts may be more likely but less ‘dramatic’ and so less an

institutional concern, so in this respect it's significant that the key question relating to this risk in the survey came from a community group, CCS Disability Action.

For a number of Nelson-Tasman Accessibility for All Forum members, changes in behaviour by other path users is a key issue; we know, for instance, that walking is the number one form of physical activity for older people, and walking is very important for maintaining social connection. Much of this walking is done on footpaths and shared paths.

As a consequence, the Forum has highlighted the concern about 'suppressed demand'; people not using footpaths due to their fear of user-conflict and accidents. This is important because Australian research shows that this fear is a significant factor in limiting older people's walking, and unless an effort is made to collect that user-group withdrawal from the paths as an outcome - especially from this key age group - it gets missed.

So, how does the Hamilton trial perform in capturing this kind of less dramatic, but higher likelihood potential negative impact? Most useful will be the two important active monitoring tools:

**The path-user counts.** Those that we have been provided show dramatic changes in user behaviour on monitored paths. Examples are increases in path users from 96 to 426, or 66 to 621, or decreases such as 135 users down to 36, or 170 down to 136. These are very significant shifts in user behaviour, and if they reflect the impact of Paxsters they raise some very important questions. While it seems unlikely that Paxsters are solely - or even mostly - the cause of these big shifts, we simply don't know what caused them. That means any impact from Paxsters on path users is also unknown. So these counts contribute almost nothing useful in monitoring the Paxster trial.

**The survey** involved quite a small sample (116 people), and only eight were aged over 65 years. The survey consists of several demographic questions, some general Paxster awareness questions, and three questions specific to the impacts of Paxsters on other path users.

In terms of impacts on path users, the problem with the survey is that, unfortunately, there was no filter question to establish if a respondent is someone who actually uses the footpath in a way that would be impacted by Paxsters. This is critical for a key question in the survey (helpfully added by CCS Disability Action): *Has the presence of Paxsters on the footpath changed how you use the footpath? (e.g. time of travel, route taken, feeling of safety?)*.

Having everyone answer a questions like this, including people who are not path users and won't be impacted by Paxsters, is the equivalent to surveying people on whether they are affected by changes to public transport without first asking whether the respondent uses public transport. Does a 'no' answer mean 'no the change could potentially affect me but it doesn't' or does it mean 'no the change doesn't affect me because I'm not a public transport user/footpath user'? Including irrelevant answers obviously distorts the result, undermining the validity of the survey.

More useful are the verbatim comments sections of the full survey. In regard to the impacts of Paxsters for other path users there are a number of concerns expressed about negative incidents between Paxsters and other path users - 7 of the 17 comments - and concerns about the impact of Paxsters on other users path use - 6 of 8 comments.

## **So, what does this mean for the Hamilton City Council Paxster trial monitoring and evaluation?**

For what appears to be NZ Post's/Hamilton City Council's particular risk focus on issues with relatively high negative consequences (and negative publicity) like collisions, near-misses, and damage to property, the monitoring was probably adequate.

For assessing 'suppressed demand', where people such as the elderly stop using footpaths due to their fear of conflict and accidents, the monitoring was severely compromised by surprisingly basic faults in the data-gathering. Still, the verbatim comments in the survey indicates some real concerns about impacts on other path users.

Did the Hamilton City Council/NZ Post particular risk focus (collisions, near-misses, and damage to property) show itself in the subsequent evaluation? It would appear so, since the advice given to Nelson City Council staff was essentially that "the ongoing monitoring of the Paxster use shows clearly that the incidents are few and far between and usually involve alleged property damage as opposed to any collision or near miss with pedestrians".

### **The Nelson trial approval process**

- The deficits of the Hamilton Paxster trial and data gathering were not noted by Nelson Council City staff, or reported to Council for consideration in its decision-making process. The negative verbatim comments in the full survey's two key questions on the impacts of Paxsters are absent from the summary version of the survey document provided to Council with the staff report, and the negative comments in the full survey document were not acknowledged in the staff report to Council.
- A key claim in the NCC staff report is that "the HCC trial has shown that there is no demonstrated detrimental effect on the disability sector of Paxster operation on selective footpaths." It's not known if the negative comments in the full survey about the impacts of Paxsters are from disabled users or not, so that claim is incorrect.
- The report also states that the "pedestrian..counts have not shown any change in pedestrian numbers that could be attributed to Paxster use on the footpath." The cause of the very significant changes in user behaviour between the two counts is unknown. So the contribution to this pattern from Paxsters is also unknown, which means the report's statement to Council is both incorrect and misleading.
- There is no reference in the report to Council to the concerns repeatedly raised in A4A Forum meetings about the importance of monitoring for and avoiding suppressed demand in regard to older walkers - a known negative impact from other competing footpath use, like cycling on footpaths.
- There is an acknowledgement in the report that "NCC has some footpaths which are too narrow for safe operation of Paxsters and these would be excluded from any schedule of approval." But this appears to relate to a final approval phase and not the trial, and no restrictions on this basis are specified in the NCC-NZ Post Agreement. Instead, Marg Parfitt has stated that "we have granted permission for 2 Paxsters to be operating from now to test these assumptions and refine the exclusion zones – add and subtract based on local experience and postie information." So despite acknowledging that the narrow path width makes some areas unsafe, widespread access will be permitted on a trial and error basis. There was no acknowledgement in the staff report that it was for this same reason of limited footpath space that Wellington City Council refused Paxster use in that Council's area.

## **Why the Paxster issue and decision is important**

### **1. It demonstrates a clear council-community disconnect.**

Despite the concerns about the impact of Paxsters on other path users being repeatedly raised by A4A members during Forum meetings in 2017, these concerns appear to have been dismissed by Council staff. In particular it is difficult to avoid the conclusion that the examination of the HCC/NZ Post evaluation by NCC staff was deficient, in part as it appears to have been based on very limited information being requested from HCC/NZ Post.

This poor approach to 'due diligence' indicates that the specific concerns raised by Forum members and clearly articulated by the Deputy Mayor in 2017 were not shared by Council staff. As a result, the staff report presented to Council is, as noted above, misleading in its presentation of the impact of Paxsters in Hamilton, and this report led to Council voting to support the Paxster trial in Nelson.

Quite apart from the quality of the advice given to Council on this issue, the process followed by Council staff also raises questions about role of A4A, where the approach taken by staff involved copying the staff report to the Forum but then only belatedly - and in response to successive requests - sharing the HCC/NZ Post material on which the report was based.

When concerns were then raised about the adequacy of the HCC/NZ Post monitoring and evaluation the response by Council staff has been unhelpful. If this is Council's engagement with A4A as representatives of its community we are unclear about the function and value of the Forum for NCC.

### **2. Poor guidance to Council on strategic decision-making.**

There is no reference in the staff report to Council about the larger context to this issue; how the demand for Paxster access fits into the tension between, on one hand, Central Government and Council's commitment to increasing active transport and social mobility, and on the other the increasing demands confronting Local Authorities for access to footpaths and public space by vehicles or mobility devices (bikes, e-scooters, Paxsters).

The decision Council faced over Paxsters is a foretaste of the wider issue of how it will evaluate, protect manage footpaths and their use for vulnerable users given a looming wave of competing and incompatible demands. Council has not been well-served in being informed about the implications of its decision-making within this wider context. This situation has also demonstrated how council decision-making at one level (opening footpaths to vehicles) is in conflict with Council policy-making at another level - the work being led Nicky McDonald to ensure that Nelson can evolve into an 'age-friendly city.'

This has been an unsatisfactory process for Nelson's elected representatives and the wider Nelson community - and especially for the more vulnerable members of our community. We would like to see the process that Council has followed in approving a local Paxster trial reviewed and an undertaking from Council to adopt more robust and inclusive decision-making in the future.

Chris Allison

Mental Health Promoter, Health Action Trust

On behalf of an Accessibility for All (A4A) Forum working group on this issue.

## Terms of Reference

# A4A Forum

### **A4A = Accessibility 4 All**

A4A's role is one of an advocate at a strategic level NOT project or operational level i.e. day to day operational issues that can be reported by other means.

### **Objectives of A4A:**

- To look at the whole accessible journey.
- To ensure public facilities and activities are inclusive for all members of the community.
- Promote the benefits and advocate for needs of accessibility at private facilities and activities.
- Look at highlighting accessible routes through signage, maps etc. Linkages need to be developed and barriers removed.
- Be community led but Council resourced and managed.
- Planners will be invited to consult with A4A at the planning stage.
- Aim to develop practical solutions to accessibility barriers.
- Information will be disseminated through appropriate channels to council departments and the public.
- Will make submissions on public plans at central and local government levels.

### **Chairperson:**

- Chairperson will be elected by a majority vote and will serve a term of one year.
- The chairperson will liaise with the coordinators/administrators (Tasman District Council) to consider and set agendas.
- The chairperson will ensure the meeting runs to time and keeps to the agenda.

### **Coordination and Administration (Tasman District Council):**

- Send out invitations and agendas
- Collate attendance and apology lists
- Provide Minute Secretary
- Update the database as required
- Undertake other administrative duties as required.
- Liaise with the Chairperson as required.

### **Meeting frequency and protocol:**

- To meet quarterly or as required for a maximum of 2 hours.
- Membership is not exclusive and is open to others as the need arises. A4A represents the accessibility interests of the entire region so representation from a wide range of groups and geographical interests is encouraged.
- Terms of reference will be reviewed as necessary.
- Agendas will be prepared and circulated at least one working week prior to the meeting.
- Meetings will be minuted.





**HAVE  
YOUR  
SAY**

## **PROPOSED AGE-FRIENDLY POLICY**

Tasman's population is ageing, which means we have an increasing number and percentage of residents aged 65 and over. The number of older residents in Tasman is projected to almost double over the next 20 years.

We've drafted an Age-Friendly Policy to guide Council's planning and decisions to better meet the needs of the growing number of older residents. We believe these objectives will benefit residents of all ages and abilities.

Let us know what you think of the proposed policy.

Does it address the opportunities and challenges of an ageing population?

Will the objectives improve the wellbeing of our older residents?

**Feedback closes Friday 25 January 2019**



## About the Age-Friendly Policy

The policy will guide Council's planning and decisions across a range of work areas to explicitly take into account Tasman's ageing population. It identifies ways we can address the challenges and opportunities of an ageing population.

It will update and replace our current Positive Ageing Policy which was completed in 2004.

The Policy outlines the issues and implications of an ageing population for Tasman, and the goals and objectives for Council to improve the wellbeing of the growing number of older residents.

The commitments made in this Policy will be implemented through Activity Management Plans, Long Term Plans, Tasman Resource Management Plan and related projects, policies, strategies, and bylaws.

The Policy will be reviewed at least every five years to take into account demographic and technological changes.

## What is Council's role in developing an age-friendly community?

Tasman District Council is committed to providing an environment that improves the health, wellbeing and participation of older people in our community.

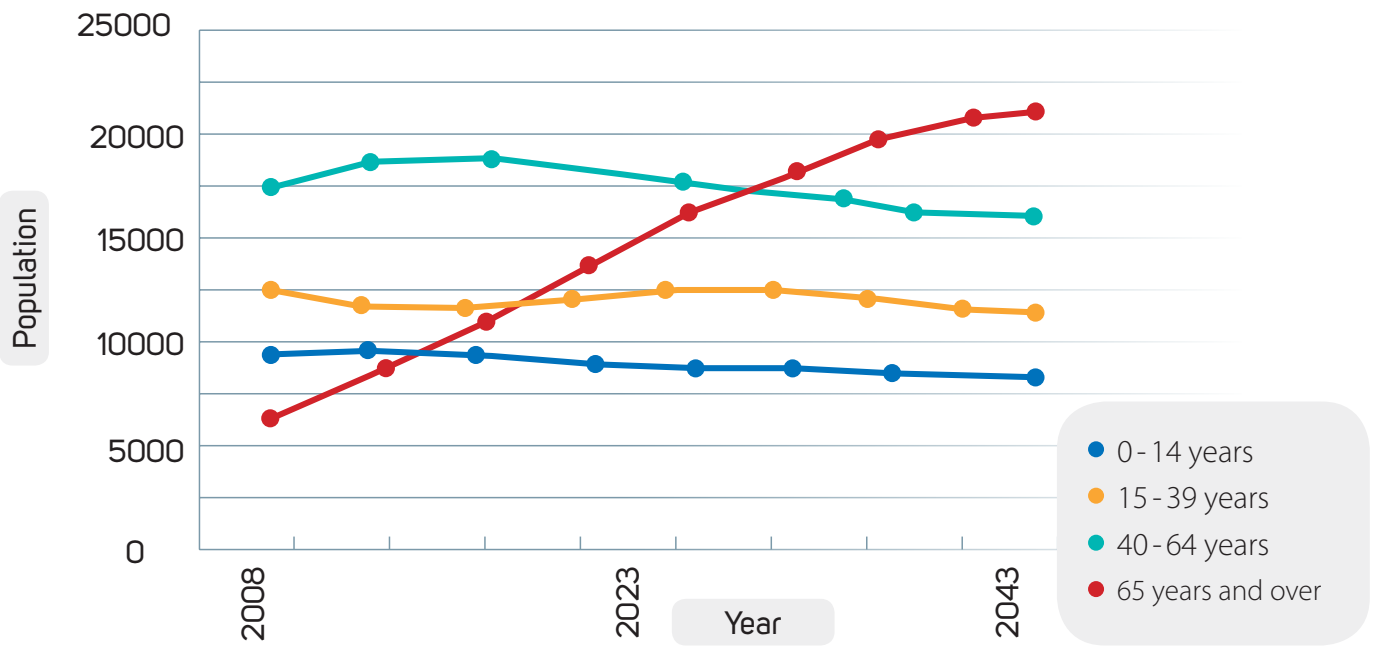
We acknowledge that Council, Nelson Marlborough Health, Central Government, and the community, including older people themselves, all play a role in contributing to develop an age-friendly community. We recognise that there are already a great number of services and facilities that provide positive outcomes for older people, which the policy will build on and promote.

We will continue to support other agencies and community groups to improve outcomes for older people.

This policy guides Council to make provision for the ageing population in our strategic plans. We will focus on areas which align with the purpose of local government, as defined in the Local Government Act.

# Our ageing population

Our population is ageing and, based on current demographic trends and assumptions, by 2038 residents aged 65+ are projected to make up more than a third of our population. One in five Tasman residents are projected to be 75 years or over.



## THIS MAY MEAN:



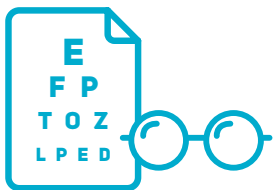
Changes in transportation needs, especially for our rural communities



Increase in demand for smaller, accessible and affordable housing



An increasing need for accessible footpaths, seating and toilets



The way we provide information and services will need to adapt to an older population



Smaller working-age population and potential labour market shortages



Businesses will need to provide more products and services to suit older people



It is important to remember that older people, defined as those aged 65 years and over, are not a homogeneous group and have a wide range of needs and abilities.

Our community has told us that the main issues for our older residents are social connection, accessibility, and affordability. Closely linked to these issues is the need for a range of transport and housing options, particularly in rural communities.



*Image: Opera in the Park, Tim Cuff*

## What are we trying to achieve?

### Our vision

The Tasman District will be a vibrant age-friendly community where older people are valued, visible and socially connected. Council services, activities and housing will be accessible and affordable.

### Our goals

The proposed Age-Friendly Policy outlines the following issues for our ageing population. For each of these, we've set ourselves a goal and objectives for Council, which aim to improve the wellbeing of the growing number of older residents.

**SOCIAL PARTICIPATION,  
HEALTH AND  
WELLBEING:**

Increasing opportunities for older people to enjoy social connection and healthy active lifestyles.



**ACCESSIBILITY:**

Council buildings, facilities, transportation networks, and services are accessible and inclusive for all members of the community.



**HOUSING:**

A range of affordable and appropriate housing options for older people.



**TRANSPORT:**

A range of safe, accessible, affordable transport options for older people.



**CULTURAL  
DIVERSITY:**

A range of culturally appropriate services allow choices for older people.



**AFFORDABILITY:**

Council rates and services are affordable.



**COMMUNICATION,  
CONSULTATION AND  
INFORMATION:**

Council information and consultation is accessible for our older residents.



**SAFETY:**

Older people feel safe and secure in their homes, communities and online.



**EMPLOYMENT:**

Council will explicitly take into account the ageing labour force in regional economic planning.



In the proposed Age-Friendly Policy, we've also outlined some proposed methods for addressing each issue, to give you an idea of what this work looks like for Council. These generally build on existing approaches but we've also identified new initiatives for implementation in the short, medium and long term.



## Find out more and read the full Policy

To read the full version of the proposed Age-Friendly Policy, and for more information, visit our website [www.tasman.govt.nz/link/age-friendly](http://www.tasman.govt.nz/link/age-friendly).

### Other information available includes:

- A summary of community feedback on Tasman's ageing population and age-friendly issues.
- A research report, Tasman's Ageing Population, on Tasman's demographic trends, the characteristics of our older residents, and the implications of an ageing population.

## Have your say

You can let us know your views by completing the feedback form by 25 January 2019.



Online at [www.tasman.govt.nz/feedback](http://www.tasman.govt.nz/feedback)



Via email at [info@tasman.govt.nz](mailto:info@tasman.govt.nz)



At Tasman District Offices and Libraries



Via post to Tasman District Council, Private Bag 4, Richmond.



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We are planning to adopt the Policy in April 2019.



# Feedback form

Tell us what you think of the proposed Age-Friendly Policy. Does it identify and address the issues of an ageing population? Will the objectives improve the wellbeing of our older residents? Are the objectives achievable? Are there any missing?

## 1. Do you support or oppose the proposed Age-Friendly Policy?

- Fully support
- Mostly support, but would like a few changes
- Neither, not sure
- Mostly oppose
- Fully oppose

## 2. Tell us why you support or oppose the policy, and what changes you would like.

To help us understand your feedback, please indicate which section of the Policy your comment relates to.

- Vision and guiding principles
- Social participation, health and wellbeing
- Accessibility
- Housing
- Transport
- Cultural diversity
- Affordability
- Communication, consultation and information
- Safety
- Employment
- Other

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# Proposed Age-Friendly Policy

Tasman's population is ageing, which means we have an increasing number and percentage of residents aged 65 and over. The number of older residents in Tasman is projected to almost double over the next 20 years.

We've drafted an Age-Friendly Policy to guide Council's planning and decision-making to better meet the needs of the growing number of older residents. We believe these objectives will also benefit residents of all ages and abilities.

## Consultation closes Friday 25 January 2019

- Head online to [www.tasman.govt.nz/feedback](http://www.tasman.govt.nz/feedback) and complete your submission.

OR

- Collect a submission form at your local library or Council service centre, or by phoning Tasman District Council.

## Purpose

The purpose of the Policy is to ensure that Council's strategic and operational decisions explicitly take into account Tasman's ageing population and consider the needs of the growing number of older residents.

The Policy describes:

- the commitments Council has made to acknowledge the ageing population,
- the issues facing the community,
- the principles that guide this Policy, and
- the key areas where Council can influence to promote positive outcomes and wellbeing for our older residents.

The Policy identifies ways we can address the challenges and opportunities of an ageing population.

## Context and Scope

This Policy replaces Council's 2004 Positive Ageing Policy, which was developed jointly with Nelson City Council.

The Policy aligns with the following Community Outcomes from the Long Term Plan 2018-2028:

- Our urban and rural environments are people-friendly, well-planned, accessible and sustainably managed
- Our infrastructure is efficient, cost effective and meets current and future needs
- Our communities are healthy, safe, inclusive and resilient
- Our communities have opportunities to celebrate and explore their heritage, identity and creativity
- Our communities have access to a range of social, cultural, educational and recreational facilities and activities
- Our Council provides leadership and fosters partnerships, a regional perspective, and community engagement
- Our Region is supported by an innovative and sustainable economy

The commitments made in this Policy will inform decisions within Activity Management Plans, Long Term Plans, Tasman Resource Management Plan and related projects, policies, strategies, and bylaws.

The Policy focuses on areas where Council is the lead service provider or where it can have a significant impact, such as:

- Transportation infrastructure and services, including footpaths, pedestrian crossings, cycleways, public transport, and parking
- Public spaces, parks, reserves and facilities, public toilets
- Housing
- Council buildings
- Customer service and communication
- Social participation, events and recreation facilities
- Rates affordability

In the national context, the Office for Seniors is currently in the process of updating the New Zealand Positive Ageing Strategy (to update the 2001 Strategy) which is expected to be completed in 2019. The Office for Seniors is giving effect to the current Positive Ageing Strategy through the Age-Friendly New Zealand programme. In June 2018, New Zealand became an affiliate member of the World Health Organisation (WHO) Global Network of Age-friendly Cities and Communities.

In addition, there is currently a Local Government (Community Well-being) Amendment Bill in progress which aims to restore the purpose of local government "to promote the social, economic, environmental, and cultural well-being of communities".

## Key Terms

*Older people:* people aged 65 years and over

*Accessibility:* to enable persons with disabilities to live independently and participate fully in all aspects of life by taking appropriate measures to ensure they can access, on an equal basis with others, the physical environment, transportation, information and communications, and other facilities and services open or provided to the public, both in urban and in rural areas.<sup>1</sup>

*Ageing population:* an increase in the percentage of the population that are aged 65 years and over

*Age-Friendly:* features which comply with the WHO Checklist (see Appendix)

*Age-Friendly Community*<sup>2</sup>:

One which:

- Respects the rights of older people
- Celebrates older people – including their capacities, resources, life-styles and preferences
- Addresses inequality in the community, for example disability, sexual orientation, socioeconomic status, ethnicity, religion/beliefs, rural/urban
- Values older people and encourages them to participate in community life
- Connects people across all ages

*Universal Design:* A Universal Design approach designs inclusively for human diversity and various life situations, such as old age, disability, injury, childhood and pregnancy. It can apply to the design of buildings, environments, products, services and information so that they can be accessed and understood by all people, regardless of their age or ability.

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<sup>1</sup> [United Nations Convention on the Rights of Persons with Disabilities](#), ratified by New Zealand in September 2008.

<sup>2</sup> From [Office for Seniors](#)

## Policy

### Vision

The Tasman District will be a vibrant age-friendly community where older people are valued, visible and socially connected. Council services, activities and housing will be accessible and affordable.

### Guiding Principles

Tasman District Council is committed to providing an environment that improves the health, wellbeing and participation of older people in our community.

We will:

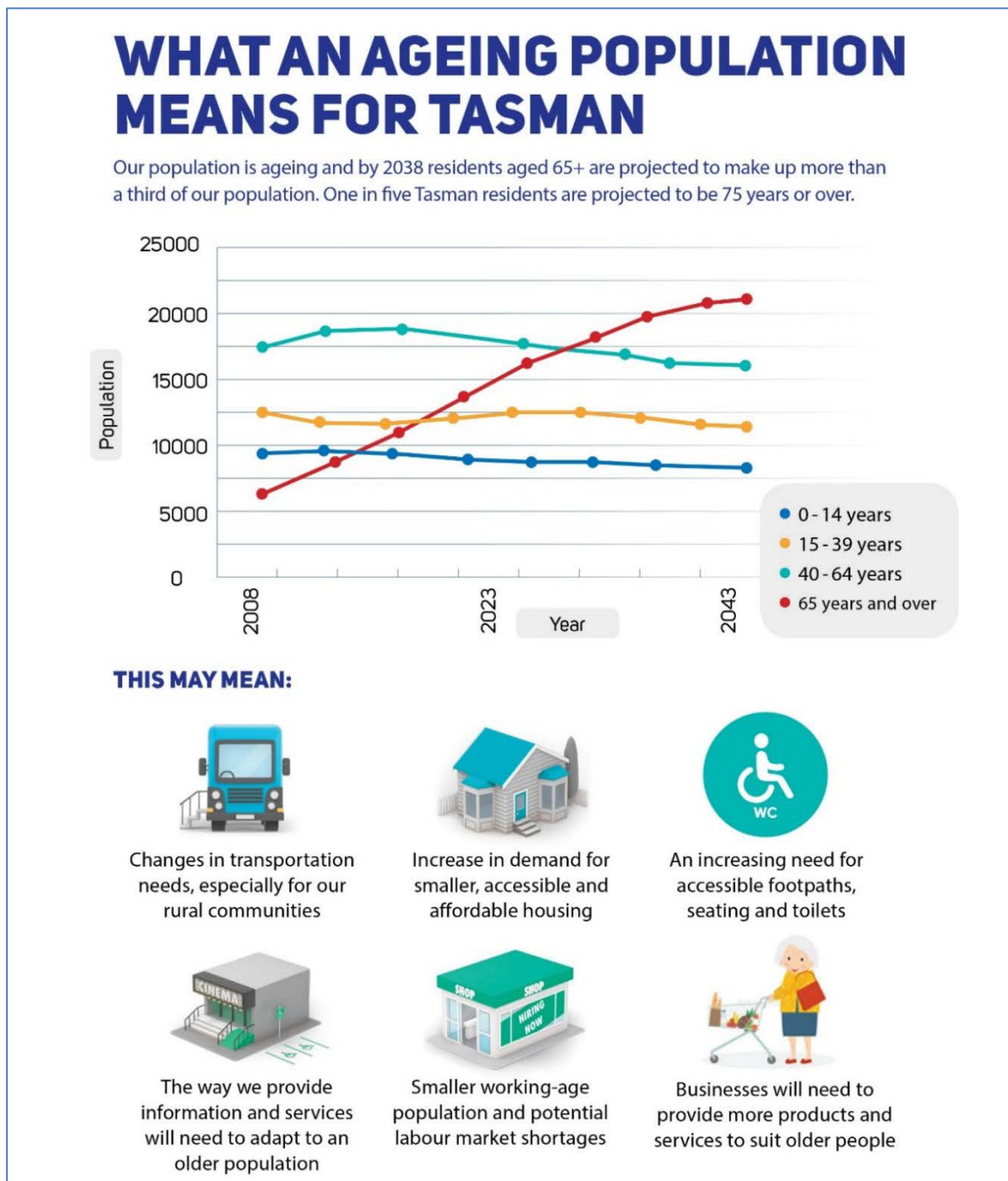
- Make provision for the ageing population in our strategic plans, recognising that the key issues (social connection, accessibility and affordability) are interconnected.
- Recognise that older people are not a homogenous group - physically, economically or culturally
- Recognise that an age friendly community is one that almost always works for everyone
- Acknowledge that Council, Nelson Marlborough Health, Central Government, and the community, including older people themselves, all play a role in contributing to develop an age-friendly community
- Focus on areas which align with the purpose of local government, as defined in the Local Government Act
- Acknowledge and encourage the contributions made by older people to our community
- Support other agencies and community groups to improve outcomes for older people
- Promote awareness of and advocate for the needs of older people for services provided by Central Government or the private sector
- Recognise that there are already a great number of services and facilities that provide positive outcomes for older people, which the Policy will build on and promote
- Respect older people and their right to contribute to decision making that affects them
- Engage with older people, communicating and providing information in a way that is accessible to them
- Be guided by the World Health Organisation Age Friendly Checklist (see Appendix)
- Monitor and report on the effectiveness of measures to address ageing issues

## Background

Like most of New Zealand, Tasman's population is ageing, which means we have an increasing number and percentage of residents aged 65 and over. Based on current demographic trends and assumptions, the number of older residents in Tasman is projected to almost double over the next 20 years.

This has implications for Council as well as for the wider community and economy.

The trends and implications that have informed this Policy are detailed in a research report, *Tasman's Ageing Population – July 2018*. The report is available on Council's [website](#). The Policy will be reviewed at least every five years to take into account the latest demographic statistics and projections.



## Goals, Issues and Council's Response

This Policy outlines the issues and implications of an ageing population for Tasman, and the goals and objectives for Council to improve the wellbeing of the growing number of older residents.

Council's role in developing an age-friendly community and improving the wellbeing of older residents includes the following:

- **Provide:** services and projects managed by Council (may include co-funding from New Zealand Transport Agency and other income streams), such as transportation infrastructure, reserves and facilities, public toilets, housing units for older people, customer service, communication, public transport (with Nelson City Council)
- **Enable and Encourage:** regulatory measures (such as Tasman Resource Management Plan, Development Contributions Policy, Land Development Manual, bylaws, Housing Accord) and/or non-regulatory measures (such as promotion, education and Urban Design Panel) to encourage businesses and the community to consider the needs of older people
- **Support:** community grants, advice and expertise, contracts for services, partnerships or other part-funding, letters of support for funding applications
- **Advocate and Engage:** submissions to Central Government, presentations to stakeholders (such as Developers' Forum), relationships with Nelson Marlborough Health, Ministry of Social Development and other government agencies

We've also outlined some proposed methods for addressing the challenges and opportunities. These build on existing approaches and we've also identified new initiatives for implementation in the short-term (next three years), medium-term (within ten years), and in the longer-term (beyond ten years).

Our community has told us that the main issues for our older residents are social connection, accessibility, and affordability. Closely linked to these issues is the need for a range of transport and housing options, particularly in rural communities.

## **SOCIAL PARTICIPATION, HEALTH AND WELLBEING**

### **Goal: Increasing opportunities for older people to enjoy social connection and healthy active lifestyles**

Issue: There is a need to increase opportunities for our older residents to make social connections. A quarter of older Tasman residents live alone and the community has told us that loneliness and social isolation is a key issue facing older people. However, community feedback has also indicated relatively high levels of satisfaction with the current provision of events and activities for older people. Community feedback has indicated support for organised/structured activities but also for vibrant town centres, with public spaces and seating, which encourage informal and incidental opportunities for social connection.

Older people are more likely to volunteer, making a positive contribution to the wider community as well as achieving social connection.

Physical recreation opportunities have health benefits and provide social connection. Although many of Tasman's older residents report relatively active lifestyles, they can have different needs and preferences for the types of activities.

Council's Objectives:

- Support Council-owned community-managed facilities to deliver a range of affordable and accessible events and activities for older people
- Support community-based initiatives to encourage community connection and lifelong learning for older people
- Provide and support age-friendly and intergenerational community events and recreational services
- Public spaces and community facilities are accessible, attractive destinations and provide opportunities for social connection
- Provide options for physical activity that meet the needs of older residents
- Consider the health impacts on older people when developing relevant strategies and policies

### Ideas for Methods

*Current/Ongoing:*

- *Council publications*
- *Library events, activities and community spaces*
- *Library provision of large print and talking books*
- *Contract specifications with recreation centre managers and recreation service providers*
- *Community grants and letters of support for funding applications*
- *Outdoor gym equipment*
- *Community Awards*
- *Support for school pools to be used as community pools*
- *Leases for community facilities*
- *Walkways and cycleways*
- *Close relationship with Nelson Marlborough Health and Nelson Bays Primary Health to share information and coordinate services*
- *Actively participate in and support the Positive Ageing Forum and Expo and Accessibility for All Forum (A4A)*

*Short-term*

- *Places and Spaces Strategy – include research of older people's preferred physical activities*

## ACCESSIBILITY

**Goal: Council buildings, facilities, transportation networks and services are accessible and inclusive for all members of the community**

Issue: An ageing population will mean an increasing number of residents with physical impairments. Visual, hearing and other impairments, and language barriers can contribute to social isolation. The main issues raised by the community in terms of accessibility were pedestrian facilities, seating, toilets and pathways.

Council's Objectives:

- Provide and maintain community facilities and infrastructure fit for purpose for older people
- Ensure all Council service centres and libraries are accessible, including for mobility scooters, and provide a service desk where customers in a wheelchair or mobility scooter can be served
- Provide a sufficient number of Council-owned age-friendly, well-lit public toilets that are easy to find
- Ensure all new Council-owned toilets are fully accessible
- Ensure accessible toilets and paths are available at parks or reserves, especially those which regularly host community events (eg. Washbourne Gardens, Sundial Square, Decks Reserve)
- Provide sufficient outdoor seating in outdoor spaces, parks and reserves which incorporates age-friendly design features and encourages social connection

### Ideas for Methods

*Current and Ongoing:*

- *Actively participate in and support Accessibility for All (A4A) Forum*
- *Provision of mobility parking*
- *Accessibility Audits*
- *NZ toilets app, signage and maps*

*Short-term:*

- *Active Transport Strategy*
- *Increase provision of mobility parking*

*Medium-term*

- *Microphones at Community Board meetings*

*Short, Medium and Long-term*

- *Town centre upgrades*



## HOUSING

### **Goal: A range of affordable and appropriate housing options for older people**

Issue: The ageing population is driving an increase in the number of one-person households and couple-without-children households.

We are aware there is an insufficient supply of smaller housing across the District. Our older residents have told us they would like smaller dwellings that are affordable, accessible, warm, low-maintenance, and close to services. There is a desire to age in place in their current communities. There is also a desire for co-housing or co-living options which provide social connection.

Due to the limited range of smaller housing available, many of our District's older people remain in older, larger dwellings and properties. There are increasing issues with the ongoing maintenance these dwellings require.

Despite significant growth in Tasman's older population and a trend for fewer residents per household, a disproportionate number of new houses in Tasman have been four or more bedrooms.

With a decline in home ownership rates for Tasman there is likely to be an increasing demand for affordable rental housing. Lack of security of tenure in private rental properties can result in more frequent moves, impacting on the ability to age in place and make social connections.

We expect more land will be needed to meet the demand for new housing, including retirement villages, for those who prefer and can afford this option.

Council's role with regard to housing is primarily to enable its development, through planning provisions and infrastructure. We've recently made changes to our Development Contributions Policy to provide discounts for smaller dwellings. We've also made changes to the Tasman Resource Management Plan to enable the development of small houses and co-operative living. Council currently provides 101 social housing units across our District which are generally for older people with limited financial assets.

#### Council's Objectives:

- Enable and encourage higher density development close to services across the District
- Enable and encourage smaller, more affordable dwellings, including second dwellings and the redevelopment of existing dwellings
- Advocate to Central Government and private sector on the housing needs of older people
- Support social housing initiatives which give priority to older residents in need of affordable rental housing

- Encourage universal design in new developments to provide accessible housing
- Support community-based initiatives to provide home and garden maintenance

### Ideas for Methods

#### *Current and Ongoing:*

- *Promote the ability and processes for developing cooperative living developments and minor dwellings, eg. brochures and examples*
- *Development Contributions Policy that provides for discounts for small and minor dwellings in rural and urban areas*
- *Provide information on demographic trends and housing preferences to development and building sector, including through Council's developers' forum*
- *Community grants*
- *Advocate to Central Government for ability to regulate the use of covenants*

#### *Short-term:*

- *Review of Council's role and level of provision of its housing for older people*
- *Consider the range of housing needed by older residents in the development of the Nelson Tasman Future Development Strategy and Council's Growth Model*
- *Urban Design Panel to consider age-friendly features*
- *Advocate for changes to the Building Code*
- *Advocate to Central Government for income related rent subsidies to apply to Council housing*

#### *Medium-term:*

- *Consider the range of housing needed by older residents in the review of our Regional Policy Statement and Tasman Resource Management Plan (TRMP)*

## **TRANSPORT**

### **Goal: A range of safe, accessible, affordable transport options for older people**

Issue: Our ageing population is creating demand for diversification of transport types and alternative modes to private vehicles, particularly from those who can no longer drive.

Our older residents have asked for safer pedestrian networks, more footpaths, safer crossings, cycleways and public transport. They would like footpaths to be wider and flatter, without any dips, trip hazards or obstacles. There is also demand for more accessible parking.

There is a growing number and range of users on footpaths and shared pathways, including pedestrians, skateboards, scooters, mobility scooters, and cyclists, as well as wheelie bins. Some of these users are generally not confident travelling on our roads. The growing congestion and speed of some users on footpaths can have a negative effect on the other users ("journeys not taken").

Those without independent transport options can become socially isolated and unable to access services, particularly in rural areas. Public transport currently only services part of Richmond, and Total Mobility providers are only available in Richmond and Motueka. However, half of Tasman's older people live in rural communities beyond Richmond and Motueka. Older rural residents are unable to take advantage of the GoldCard and Total Mobility subsidies, due to a lack of eligible services.

Social isolation is a higher risk for those who can no longer drive, particularly in combination with a lack of public transport and distance to services.

#### Council's Objectives:

- Support a range of transport options that meet the needs of our older residents
- Provide transportation infrastructure that meets the needs of an ageing population
- Maintain a network of safe and accessible footpaths, crossings, and seating in and around our town centres, particularly for key destinations such as health centres, supermarkets, libraries, community and recreation centres, and marae
- Provide a sufficient number of mobility carparks in Council carparks and at Council-owned buildings
- Information on transportation services that is clearly displayed and accessible
- Council-funded public transport vehicles that is accessible and age-friendly
- Support community-based initiatives to provide transport services where public transport is not available
- Advocate to Central Government on the transportation needs of older people living in rural communities, where public transport and Total Mobility subsidies are not available

#### Ideas for Methods

##### *Current and Ongoing:*

- *An ageing population is recognised as a key issue to be addressed in the Transportation Activity Management Plan*
- *Regional Transport Plan, Parking Strategy, Land Development Manual*
- *NBus public transport services between Richmond and Nelson*
- *Provision of Total Mobility, mobility parking, road safety programmes (eg. TravelSafe)*
- *Regular surveys of footpaths and timely repairs to trip hazards, maintenance of vegetation (notices to private properties), footpath rehabilitation criteria and standards, wider footpaths*
- *Develop an Active Transport Strategy (more pedestrian crossings, crossing times at traffic lights, more cycleways and cycle lanes, separate walkways and cycleways in urban areas)*
- *Enforcement of illegal parking on footpaths*
- *Education in schools on appropriate behaviour for footpaths and shared pathways, e.g. use of bells*

*Short-term:*

- *Richmond NBus loop and Public Transport review*
- *Review of NBus contract*
- *Sandwich Board Bylaw review*
- *Supporting community transport services, including advocating for NZTA funding*

*Medium-term:*

- *Education of wider public on appropriate behaviour for footpaths and shared pathways, e.g. use of bells*

*Short, Medium and Long-term*

- *Town centre upgrades*

## **CULTURAL DIVERSITY**

### **Goal: A range of culturally appropriate services allow choices for older people**

Issue: Different cultures have different attitudes to ageing and older people. Our older population is projected to become more culturally diverse. The proportion of older Tasman residents who identify as Māori, Asian or Pacific peoples is projected to increase. Although our Māori, Asian and Pacific populations are much younger than our NZ European population, all ethnic groups are projected to have an increase in the proportion aged 65 and over.

Council's Objectives:

- Planning and service delivery considers the needs of a culturally diverse community so that all population groups are supported to improve their health and wellbeing
- Further develop relationships with iwi, Māori health providers, and other large ethnic communities

*Ideas for Methods*

*Current and ongoing:*

- *Engage with iwi and ethnic communities on the needs of their older people*
- *Enable papakainga housing at specific locations*

*Medium-term:*

- *Enable more papakainga housing (through TRMP review)*

## COMMUNICATION, CONSULTATION AND INFORMATION

### **Goal: Council information and consultation is accessible for our older residents**

Issue: The increase in the number of older residents with a range of hearing and/or vision impairments and/or dementia will mean we need to provide information in a variety of ways and formats. Older people are currently less likely than younger age groups to have access to the internet.

In promoting engagement and interaction with Council, especially with regard to public submission processes, there is a need to ensure the processes, language and channels are easy to understand and accessible by as many people as possible.

Older people have told us they would like to easily find all information on services and activities for their age group.

#### Council's Objectives:

- Ensure that Council's range of communication methods and channels engage and connect with older residents
- Support older residents to have a say in what the future of Tasman looks like through the multiple channels open to them, either directly or through their elected representatives
- Apply best-practice guidelines for accessible print and digital communication
- Identify networks for older people within our District to assist with notifying, contacting and protecting older people in the event of an emergency
- Find ways to connect with older people in the community irrespective of whether they belong to a formal representative group
- Provide information on the location of accessible toilets and carparks

#### Ideas for Methods

##### *Current and ongoing:*

- *Council publications and podcasts*
- *Follow Office for Disability Guidelines to effective communication*
- *Follow NZ Government Web accessibility guidelines, Website audits*
- *Actively participate in and support the Positive Ageing Forum and Expo and Accessibility for All Forum (A4A)*
- *Libraries provide training on digital technology*
- *NZ toilets app, signage and maps*

##### *Medium-term:*

- *Maps and apps for mobility carparks*
- *Phone services to access Council's Lowdown recording and to access public notices*

## **AFFORDABILITY**

### **Goal: Council rates and services are affordable**

Issue: The increasing age of Tasman's population is likely to have an impact on residents' ability to pay for services and rates. There is likely to be an increasing number of residents on lower incomes.

Council's Objectives:

- Planning and service delivery considers the affordability of rates, fees and charges on ratepayers whose only income is superannuation

#### Ideas for Methods

*Current and ongoing: Consider rates affordability in Long Term Plan decisions, eg. Rates caps, promote and administer the rates remission scheme for ratepayers on low incomes, review the need for a rates postponement policy*

*Short-term: advocate to Central Government for increased funding and thresholds of the rates rebate scheme*

## **SAFETY**

### **Goal: Older people feel safe and secure in their homes, communities and online.**

Issue: Some of our older people do not feel safe in their own homes, or in the community. There is a growing awareness of the vulnerability of some older people to experiences such as elder abuse, neglect and scams. This is often linked to social isolation.

Council's Objectives:

- Design and maintain safe public environments
- Support safety awareness programmes
- Encourage opportunities and initiatives for social connection for older people
- Work with NZ Police, banks and other organisations to educate older people on keeping themselves safe

#### Ideas for Methods

*Current and ongoing: Safety awareness programmes, Review and enforcement of bylaws, apply Crime Prevention Through Environmental Design (CPTED), Support Community Patrols, Speakers and advice at Positive Ageing Expo*

## **EMPLOYMENT**

**Goal: Council will explicitly take into account the ageing labour force in regional economic planning**

Issue: The ageing population may also mean a smaller working-age population and potential labour market shortages. Labour force participation by those aged 65 years and over is likely to become an increasingly important resource.

Council's Objectives:

- Monitor and plan for the economic implications of an ageing population
- Encourage education and employment opportunities which retain or attract younger residents
- Support initiatives to eliminate ageism and promote flexible work options

### *Ideas for Methods*

*Current and ongoing: funding applications, work with Nelson Regional Development Agency on workforce issues*



## Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

### Outdoor spaces and buildings

- Public areas are clean and pleasant.
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- Drivers give way to pedestrians at intersections and pedestrian crossings.
- Cycle paths are separate from pavements and other pedestrian walkways.
- Outdoor safety is promoted by good street lighting, police patrols and community education.

- Services are situated together and are accessible.
- Special customer service arrangements are provided, such as separate queues or service counters for older people.
- Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
- Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

### Transportation

- Public transportation costs are consistent, clearly displayed and affordable.
- Public transportation is reliable and frequent, including at night and on weekends and holidays.
- All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.



- Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.
- Specialized transportation is available for disabled people.
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.
- Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.
- Complete and accessible information is provided to users about routes, schedules and special needs facilities.
- A voluntary transport service is available where public transportation is too limited.
- Taxis are accessible and affordable, and drivers are courteous and helpful.
- Roads are well-maintained, with covered drains and good lighting.
- Traffic flow is well-regulated.
- Roadways are free of obstructions that block drivers' vision.
- Traffic signs and intersections are visible and well-placed.
- Driver education and refresher courses are promoted for all drivers.
- Parking and drop-off areas are safe, sufficient in number and conveniently located.
- Priority parking and drop-off spots for people with special needs are available and respected.

## Housing

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
- Sufficient and affordable home maintenance and support services are available.
- Housing is well-constructed and provides safe and comfortable shelter from the weather.
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
- Home modification options and supplies are available and affordable, and providers understand the needs of older people.
- Public and commercial rental housing is clean, well-maintained and safe.
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

## Social participation

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.
- Events are held at times convenient for older people.
- Activities and events can be attended alone or with a companion.
- Activities and attractions are affordable, with no hidden or additional participation costs.

- Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.
- A wide variety of activities is offered to appeal to a diverse population of older people.
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.
- There is consistent outreach to include people at risk of social isolation.

### **Respect and social inclusion**

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.
- Services and products to suit varying needs and preferences are provided by public and commercial services.
- Service staff are courteous and helpful.
- Older people are visible in the media, and are depicted positively and without stereotyping.
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.
- Older people are specifically included in community activities for “families”.
- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

- Older people are recognized by the community for their past as well as their present contributions.
- Older people who are less well-off have good access to public, voluntary and private services.

### **Civic participation and employment**

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
- The qualities of older employees are well-promoted.
- A range of flexible and appropriately paid opportunities for older people to work is promoted.
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
- Workplaces are adapted to meet the needs of disabled people.
- Self-employment options for older people are promoted and supported.
- Training in post-retirement options is provided for older workers.
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

### **Communication and information**

- A basic, effective communication system reaches community residents of all ages.
- Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

- Regular information and broadcasts of interest to older people are offered.
- Oral communication accessible to older people is promoted.
- People at risk of social isolation get one-to-one information from trusted individuals.
- Public and commercial services provide friendly, person-to-person service on request.
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.
- Print and spoken communication uses simple, familiar words in short, straightforward sentences.
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.

### Community and health services

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health.
- Home care services include health and personal care and housekeeping.
- Health and social services are conveniently located and accessible by all means of transport.
- Residential care facilities and designated older people's housing are located close to services and the rest of the community.
- Health and community service facilities are safely constructed and fully accessible.
- Clear and accessible information is provided about health and social services for older people.
- Delivery of services is coordinated and administratively simple.
- All staff are respectful, helpful and trained to serve older people.
- Economic barriers impeding access to health and community support services are minimized.
- Voluntary services by people of all ages are encouraged and supported.
- There are sufficient and accessible burial sites.
- Community emergency planning takes into account the vulnerabilities and capacities of older people.

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