

# Hurunui Age-Friendly Communities Project Report

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## **Acknowledgements**

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Thank you to all the people who took part in a community workshop or filled in a survey, for sharing what you love about this district, and the constructive feedback on what could be better.

*"An 'age-friendly' city [and community] is an inclusive and accessible community environment that optimises opportunities for health, participation and security for all people, in order that quality of life and dignity are ensured as people age." (Novek and Menec 2014) (1).*

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## EXECUTIVE SUMMARY

Hurunui District is a large rural district with a small population comprising of less than 1% of New Zealand's total population. As Hurunui's population steadily grows, so does the median age. With an estimated (2017) total population of 12,800, 19.4 per cent are aged over 65 years.

By 2038, 20 per cent of New Zealand's population will be aged 65 and over. In the Hurunui district, 30 per cent of the population will be 65 plus. A decade further on, Hurunui's total growth will be in people aged 65 plus. This will mean people aged over 65 years will outnumber children aged 14 and under.

Hurunui is not alone. As the baby boom generation move into retirement age, New Zealand is experiencing similar growth predictions despite currently high levels of international migration.

Responding to this significant change in population demographics, the Ministry of Social Development's Office for Seniors has adopted World Health Organisation's (WHO) guidelines for Age-Friendly Cities and Communities to encourage district and city councils around New Zealand to take stock of older people's needs and to plan for the future.

Hurunui District Council applied for an Office of Seniors Community Connects grant in August 2018, to research what an Age-Friendly community might look like in the Hurunui. The outcomes sought from the Hurunui Age-Friendly Communities Project (HAFCP) were to have a detailed assessment of the current and future needs of the Hurunui's older people and to enable older people to remain living in the Hurunui district if they chose.

The intent of the research is to provide the Hurunui District Council (HDC) with the findings but also to share with other organisations which operate within the Hurunui district. The project results may assist HDC in its planning and policy development and advocacy role to further enhance the Hurunui district being age-friendly.

Through community workshops with seniors, service providers and younger people, presentations to service and social groups that attract older people, interviews with service providers and an on-line survey, this report provides a snap-shot of what older people like about ageing in the Hurunui district, what they don't like and what they believe would improve the aging experience.

The project highlights that the majority of older people find the Hurunui a great place to live with plenty of fresh air, a relaxed rural lifestyle, and a strong community spirit. There are many active clubs and societies, sports groups and service organisations to belong to and good primary medical care.

What's not working so well for many older people is the state of the towns' footpaths, a lack of smaller sections and smaller housing options. There is a call for purpose built 'retirement' accommodation to provide choices and opportunities for people to stay in the district as they age for as long as they wish.

Lack of public transport is a challenge for growing older in a rural district, and older people who no longer drive are reliant on family or volunteer drivers. Communication is identified as an issue due to the multitude of communication channels. For example, community news, information on events, plus buy and sell notices are now divided between community news sheets, newspapers, email and various Facebook noticeboards. Good communication and information is vital for all ages to have the opportunity for social and civic participation.

While this project has largely recorded the voices of the older people who are able and ready to participate, the three aged-care facilities in Hurunui have represented the voices of the older and frail residents. It is acknowledged that there are many socially isolated people in the district who have not contributed. Isolation may be from choice, or through ill health and lack of resources.

Eleven recommendations are proposed for consideration by HDC, other organisations and the wider community to collectively create age-friendly communities within the Hurunui district. The recommendations are summarised below.

1. Age-friendly HDC steering group to incorporate age-friendly initiatives into future planning.
2. Establish an Older People's council or steering group to ensure that older people are actively involved in shaping how their future looks.
3. Improve the footpaths in the Hurunui district and communicate to ratepayers on progress.
4. Provide regular printed communication from HDC.
5. Strengthen existing community, sports and service groups/clubs.
6. Reduce the minimum section size in Hurunui.
7. Investigate rest home and retirement village options.
8. Bridging the information gap for events, activities, public consultation, buy and sell.
9. More transport options in the Hurunui district.
10. Community and adult education in the Hurunui district.
11. HDC join the WHO Age-Friendly network.

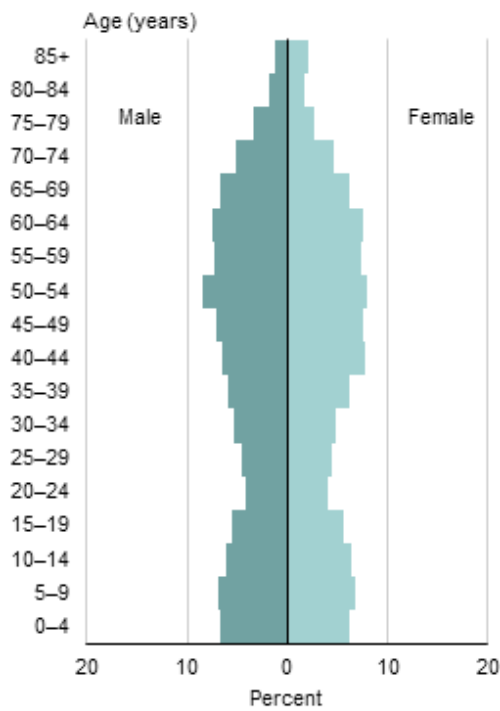
# 1. BACKGROUND

Hurunui District consists of five main towns and a number of smaller settlements spread over a large rural area. Many of the towns and rural areas are separated by a significant distance, and may have rivers, lakes and mountain ranges in-between. Because of the district’s geography, the towns have evolved unique identities and one size does not fit all. These are generally self-reliant and well-connected communities.

While Hurunui’s population is predicted to steadily grow over the next two decades, the growth will not be uniform across the district. Recent population growth has been strongest in Amberley and Amuri basin, and also strong in Leithfield and Hanmer Springs. Growth over the rest of the district is minor with a population decline in Cheviot. Population growth in Amberley and Leithfield is spurred by the towns’ commutable distance to Christchurch and the neighbouring Waimakariri district. Amuri’s growth is fuelled by a thriving rural sector and growing migrant population working in the dairy industry, while tourism is the driver of growth in Hanmer Springs.

A steady, and historical, rural to urban drift is one of the drivers of Hurunui’s aging population; along with the district’s towns being attractive places to retire, and many displaced older people moving into the district after the 2010 and 2011 Canterbury earthquakes.

## Age and sex of people in Hurunui District 2013 Census



Source: Statistics New Zealand

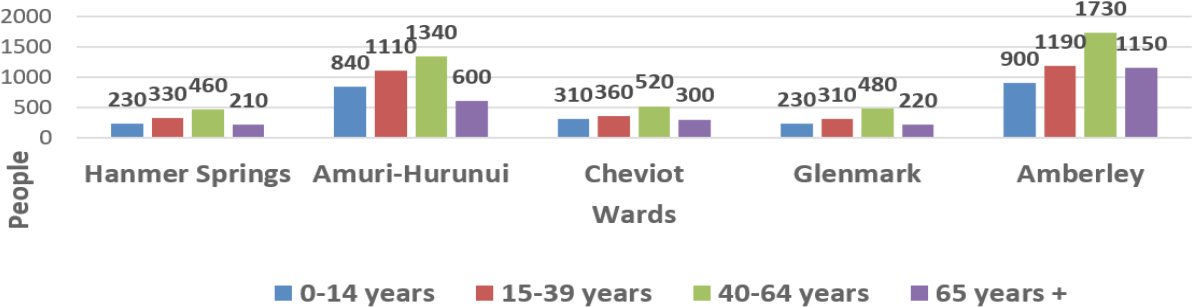
By 2038, 30 per cent of Hurunui’s population will be 65 plus. An aging population will intensify HDC’s challenges to provide services and facilities for a small rating base in a large district. As the population ages and more residents rely on a fixed income, the rating base will diminish but needs for services and facilities will not.

New Zealand, and the Hurunui, are in step with a global shift in population demographics. In 2006 WHO led research into 33 cities to identify what makes a place “age-friendly” and is the backbone to WHO’s Global Network of Age-friendly Cities and Communities. This project has based its information gathering on the WHO guidelines for creating environments where people of all ages can actively par-

ticipate and be treated with respect.

Through engagement with groups of older people, this project provides a direct link with the lived experience of older people in the district and the opportunity to have their voices heard. As this project feeds into a plan, it's essential that older people are actively involved in all stages of developing a successful age-friendly environment, and that there is a workable balance between council requirements and the needs and aspirations of local communities.

**Population of Hurunui District 2017 based on administrative data.**



## 2. METHODOLOGY

As an information gathering exercise, the HAFCP is a collection of primary data using four data-collection strategies to enhance the validity and richness of the results.

- Interviews and focus groups with older people in the Hurunui
- Presentations to older person's social and service groups and a paper survey distributed
- Interviews with service providers in Hurunui
- On-line survey

**Focus groups:** Morning tea and workshop style events were held in Hawarden/Waikari, Cheviot, Waiau and Hanmer Springs. A similar event was held at a senior's morning tea organised by volunteers in Culverden, and in Amberley, a workshop was run at a Food for Thought evening event. There was an average of 12 participants at each session which led to good discussion both in small groups and as a whole.

**Presentations:** The offer to talk about the project was sent out to the district's service and social clubs. Of the groups that took up the offer, members were encouraged to complete the survey at the time or to return at a later date. Prepaid and addressed envelopes were available and collection points at HDC and the local libraries were advertised.

Presentations were given to Glenmark Lions, Cheviot Lions, Hanmer Springs Probus Club, Amberley Friendship Club, Cheviot Friendship Club, Amberley Women's Institute, Amberley Library volunteers and Together Hurunui Network.

**Service provider interviews:** Interviews were conducted with:

- Medical Centres and Waikari Hospital.
- Age-care facility providers (Cheviot Rest Home, Adriel Rest Home Amberley, Amberley Rest Home and Retirement Studios).
- Older People services: Dawn Clark, Presbyterian Support Enliven Social Worker, Chris Guerin Presbyterian Support Homeshare Practise Leader, Simon Templeton CEO Age Concern Canterbury, Gwendolyn Johnson, Clinical Manager Access Community Health North Canterbury, Eileen Wooland Whanau Ora navigator Te Runanga O Nga Maata Waka, Jan Pentecost President Grey Power North Canterbury, Marie Black and Linda Wensley Hurunui Health Services Development group.

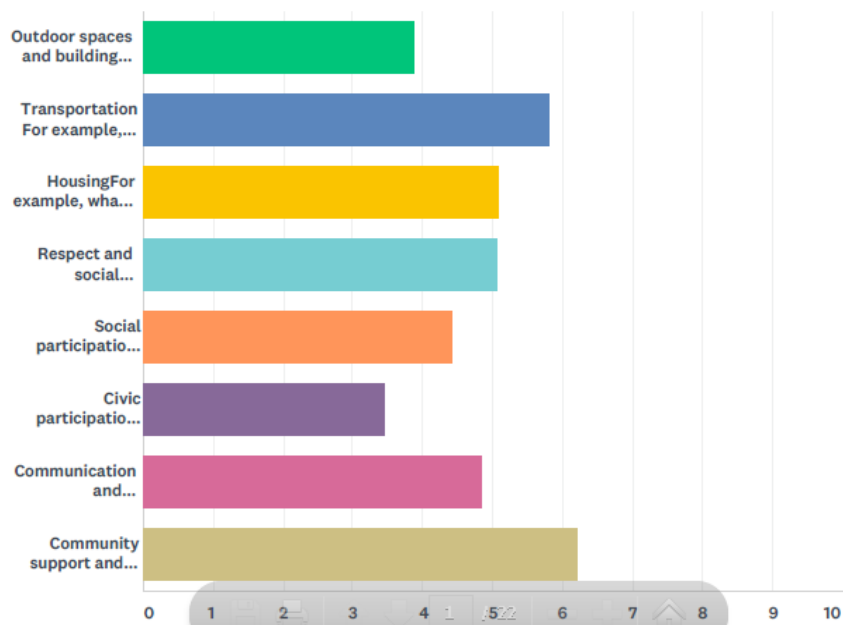
**On-line survey:** An on-line survey using Survey Monkey ran from October to the end of February. This was sent via email to service and social groups, Grey Power, Together Hurunui Network, Hurunui Filipino community, medical centres, and churches. The survey was advertised widely through the district's community Facebook pages. The paper survey results were manually added to the on-line survey for data analysis.



### 3. DATA ANALYSIS

**3.1 Survey Results.** Both on-line and paper survey results have been analysed using Survey Monkey with a total of 172 respondents. The survey asked a rating question, and three open questions.

Rating question: Using the eight WHO Age-Friendly cities and communities guidelines, people were asked to rate these areas in order of importance to them by numbering them from one to eight (1 being the most important and 8 the least important in creating age-friendly communities).



Of the 157 people who responded to this question, the rating in order of importance is as follows:

1. Community Support and Health Services 36.3 % (most important)
2. Transport 24.2%
3. Housing 14.64%
4. Respect and social inclusion 8.28%
5. Communication and Information 7.6%
6. Outdoor spaces and buildings 5.09%
7. Social Participation 3.18%
8. Civic Participation and Employment 2.5%

In addition to the above rating, three open questions were asked:

As an older person (55+) living in the Hurunui District –

1. What is working well for you?
2. What is not working?
3. What do you think would make your community more age-friendly?

A word search was used to rate the responses. A summary of the answers is below.

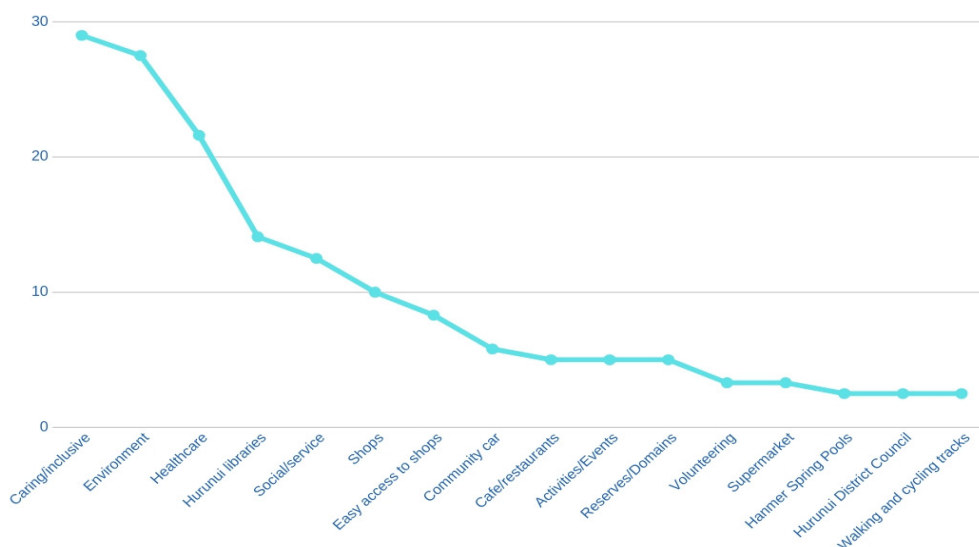
**Q1 What is working well for you?**

120 participants responded to this question.

- Over a quarter (29%) felt that communities in the Hurunui district were caring and inclusive.
- 27.5% said they enjoy the quiet rural space, fresh air and great views.
- 21.6% said the district’s medical centres and health care services are working well for communities.
- 14.1 % rated the Hurunui libraries as very good.
- 12.5% acknowledged the wide range of clubs, groups and service organisations available were excellent for socialisation and connections.
- 10% said there were good shops.
- 8.3% said there was easy access to the shops and services within towns.
- 5.8% said the community car operating in some towns is excellent.
- 5% rated the cafes and restaurants, activities and events and the district’s reserves and domains
- 3.3% valued volunteering opportunities and the availability of a supermarket.
- Less than 3 % rated the hot pools at Hanmer Springs, HDC, walking and cycling tracks, having people the same age around them, ward committees, sporting facilities, rubbish and recycling, water, postal services, footpaths, village associations, employment, St John health shuttle, TimeBank Hurunui, Hurunui Buy and Sell Facebook, and the ability to employ home help.

*Small communities, strong community feel. Amberley*

**What is working?**



## Q2 What is not working?

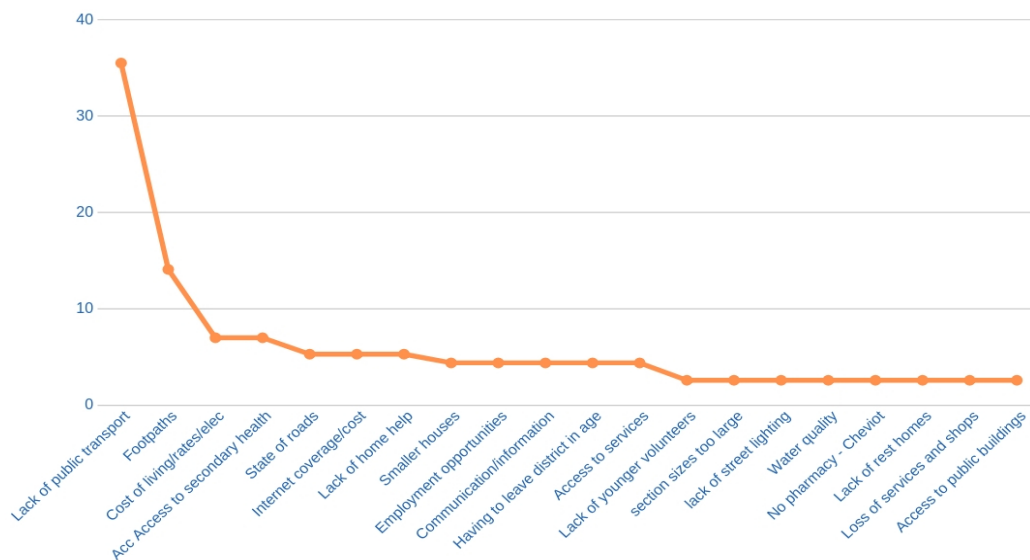
113 participants responded to this question.

- 35.5% said the lack of public transport was an issue.
- 14.1% noted the state of the footpaths.
- 7% were concerned at the cost of living: rates, electricity, transport and access to secondary health services.
- 5.3% said the state of the roads, internet coverage and cost was an issue.
- 5.3% cited the lack of home help.
- 4.4% said a lack of smaller affordable housing, employment opportunities, good communication and information, and having to move into Rangiora, Christchurch, or Amberley in older age, and the difficulty of accessing services were issues.
- 2.6% identified a lack of volunteers, especially younger people, section sizes being too large, lack of street lighting, water quality, no pharmacy, not enough rest homes, loss of services and shops and access to public buildings as not working well.

*We do not like all things going to Amberley and Rangiora. We need rural support in the smaller towns. As you get older you are forced to move into Amberley or Rangiora because of lack of local services.*  
 Waikari

Other areas of concern are the one-way bridge over the Hurunui River on SH 1, pedestrian access across SH 1, no dentist, cinema or dog park, loneliness and litter.

## What is not working?



### Q3 What do you think would make your community more age-friendly?

135 participants responded to this question.

- 15.5% said that an age-friendly community was safe, respectful, inclusive, supportive and accessible.
- 15.5% said good footpaths.
- 13.3% said good public transport.
- 12.5% want aged-care and retirement facilities.
- 8.1% stated intergenerational events and activities, and events specific to older people.
- 5.1% to 3.7% rated smaller houses and sections, easy access to shops and services, volunteer opportunities for both older people and inter-generational, and accessible health services.
- 2.9% said cycle and walking tracks, safe pedestrian crossing of state highways, and keeping Waikari Hospital were important.
- 2.2% rated: adult education, easy access to shops and services, outdoor bumping space with seats, BBQ's, chess set, petanque, etc, an indoor community drop in centre, ATM, companionship, and easy access to good information, as important.

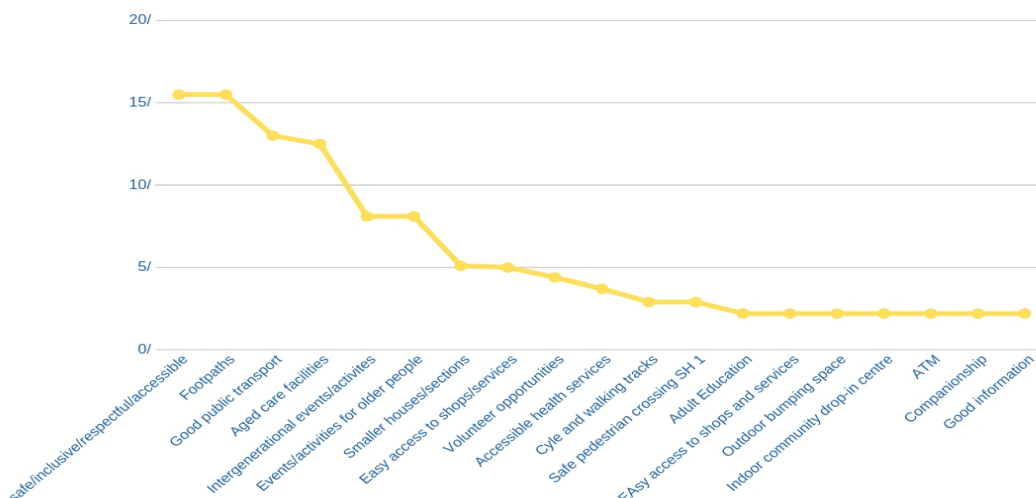
*Ability to walk across SH 1 without fear of being bowled over. Amberley/Broomfield*

Other ideas are discounted rates, lots of young people, a cinema, more Access Health employees, ramps, Gold Card discounts, employment opportunities, Dementia support, charging station for electric cars and a community that is colourful and doesn't look old.

Some suggestions were made for specific towns to improve age-friendliness; a computer and internet at the Waiiau library, single resident discount (all ages) and Gold Card discount at Hanmer Springs hot pools, a pharmacy in Cheviot, and to re-route the trucks and heavy traffic behind Amberley.

*A vibrant physical celebration of life – no beige. Manuka Bay*

### What would make your community more age-friendly?



## **Respondents**

Of the 172 survey respondents, 30.8% were from Cheviot and surrounding areas (Domett, Gore Bay, Manuka Bay), 20.3% from Amberley and Amberley Beach, 9.8% Hanmer Springs, 8.1% Hawarden, 6.9% Waiau, and 2.9% Waikari.

Surveys were also returned from Culverden, Conway, Waipara, Balcairn, rural Hurunui , 1.7%, and Omihi Valley, Leithfield Beach, Broomfield 1.1%. Less than 1% of replies were filed from Rotherham, rural Waipara, Scargill, and Greta Valley.

Of the 172 respondents, 70% were aged 65 or older while 21.56% of the replies were from people aged between 55 – 64 years.

**3.2 Focus group summaries.** The six focus groups were able to explore the eight WHO areas in more depth and in small groups. While many of the results are town specific, there are general themes that occur in each community. The workshops attracted a mix of older people, service providers, medical staff and younger people. There was an average of 12 people at each workshop.

The top priorities for the towns were:

### **Hawarden/Waikari:**

1. Transport
2. Communication and information
3. Community support and health services

### **Cheviot:**

1. Communication and information
2. Community support and health services
3. Respect and social inclusion

### **Waiau:**

1. Transport
2. Communication and information, Community support and health services
3. Housing

### **Amberley:**

1. Respect and social inclusion, Transport
2. Housing, outdoor spaces and buildings, Social participation
3. Communication and information, Civic participation and employment

### **Hanmer Springs:**

1. Community support and health services
2. Communication and information
3. Respect and social inclusion

**Culverden:**

- 1. Communication and information
- 2. Social inclusion
- 3. Lack of appropriate housing for older people

Overall, the rankings were prioritised in the following order:

- 1. Communication and information
- 2. Community support and health services
- 3. Respect and social inclusion
- 4. Transport and Housing.

**Q What does an age-friendly community look like?**

Each focus group had a brainstorming session on what makes a community age-friendly. While there were many common themes, each town had specific needs and wants.

*Where older people, as all members of the community, are referred to with words like ‘we’, ‘us’, ‘ours’ etc, and have genuine roles to play. Hanmer Springs*

**Common themes for an age-friendly community:**

|  |                                   |   |
|--|-----------------------------------|---|
| Accessible and good footpaths          | Adult education classes           | Public transport                        |
| ATM                                    | Smaller sections and houses       | Good and easy to access health services |
| Intergenerational events               | Inclusive                         | Safe                                    |
| Good access to shops and services      | Retirement housing and rest homes | Able to age in place                    |
| Good information that’s easy to access | Outdoor and indoor bumping space  | Walking and biking trails               |
| Home-help                              | Gardening services                | Strong community groups                 |

*It doesn’t look aged. It has lots of young people threaded through it – and still celebrates life. Cheviot.*

Hanmer Springs wanted a ratepayer discount for single people and Gold Card discount to pools. Visitor respect for older people especially on footpaths.

Amberley and Cheviot participants felt that safer crossing of SH 1 is needed.

Culverden wanted safer crossing of SH 7 and council housing.

Waiau wanted a computer and internet at the public library and a therapy hot pool.

Cheviot wanted the pharmacy re-opened, a local plumber and a lighter library door. Many people find it hard to open. Employ a local paramedic to work in the St Johns Ambulance service.

Amberley wanted the swimming pool improved and a therapy pool.

Waikari/Hawarden wanted the returns box for the library to be closer to the car park.

**3.3. Analysis of eight WHO areas.** There are differences between the rankings of the WHO priorities from the survey respondents and the workshop attendees. This may be due to the smaller, robust discussions that happened in the workshops that created a more considered response. This analysis looks at the survey and workshop findings and those of service providers in the district.



**3.3.1. Communication and Information** was considered the most important area in the workshops, and ranked fifth in the survey.

Good communication is vital for knowing what’s happening in your area. It gives information on what services are available such as visiting secondary medical services, transport services, events, education, church, community groups, clubs and societies etc. Good communication and information allows people to be connected and reduces social isolation.

The Hurunui district towns all publish a well-read news sheet either weekly or fortnightly that have traditionally always been the ‘go-to’ for what’s happening in a community. Community Facebook pages are eroding the efficacy of printed news sheets due to Facebook being free and fast. Most of the printed news sheets charge a fee for an advertisement or community notice so younger people are more likely to advertise on Facebook. Many workshop participants said they didn’t use Facebook and missed out on information and events. For many, Facebook emphasises the digital divide for older people who don’t use a computer or smart phone experience.

*Respect the fact that we are not all avid internet users. Amberley*

As more government services are directing clients to internet based services, older people can feel disempowered through their lack of IT knowledge. Work and Income is based in Rangiora as are other services. This becomes a transport issue if older people are required or prefer to travel to Rangiora for services (rather than phone) and no longer drive.

*The expectation from government departments and shops that we have up-to-date devices and knowledge. Waikari*

Adult education in IT was a common request, as was education over a broader range of subjects as adult or community education was recognised as one of the few events that were intergenerational and purposeful.

The North Canterbury News and the Northern Outlook provide local news coverage. Both publications

offer a free listing for community events. There were several suggestions made around having a printed sheet listing local clubs and societies – similar to the Christchurch City Library on line listing of clubs (CINCH). This list could be printed in the local news sheet on a regular basis, with the community being committed to keeping this list up-to-date. Font type and size need to be considered for easy to read publications. It may be that sponsorship is found to make the news sheets free for advertising community notices, and maintaining the value of the printed sheet.

*A more inclusive approach to communication would help and that initially has to come through the council as our leader. Hanmer Springs*

Many towns identified that the local noticeboard is often underutilised due to its size and location, or there is more than one noticeboard in a town which dilutes its efficacy. Again local sponsorship could improve this community service.

Hawarden and Waikari's community news sheet was published by Hurunui College and last year the decision was made to go fully on-line and just publish school news, much to the despair of many residents. The Hawarden Waikari Community Connector has since started a community news sheet to fill the gap.

*As I do not own a computer, I do not receive information from Council sources except by mail and newspaper. Culverden*

Mobile phone coverage is sketchy in parts of the Hurunui district which makes people reliant on land lines. This is seen as expensive by many, and leaves people vulnerable should there be a natural disaster and the phone lines are down. Internet coverage is also sketchy and many people are on dial-up.

*Internet services to rural areas is poor or expensive. This applies to email and internet. Mobile coverage is poor to non-existent. Pyramid Valley*

**3.3.2 Community support and health services** rated second place in the workshops, and first in the survey. It was almost unanimous that the five medical centres in Hurunui provide a great service as do the District Nurses.

*Community owned medical centre [good] - although will always need directors to run the centre on behalf of community, and to find staff. Cheviot*

Accessing secondary health services and specialist appointments in Christchurch can be a problem largely due to a lack of transport. While the Canterbury District Health Board (CDHB) say they make suitable appointment times for people in Hurunui based on their post codes, this is not always the reality.

Family and community volunteer driving schemes provide transport into the city for specialist appointments. If the appointment falls around midday, the St John shuttle can transport people from Amberley and return. Hanmer Springs Health Centre is promoting video conferencing with specialists which will reduce the need for driving into the city for appointments where appropriate. Both patients and medical specialists are still getting used to this consultation method.

There is great scope for medical centres to innovate with services that can help reduce social isolation as they are aware of who may be in need of services and companionship. Hanmer Springs Health centre has initiated a visiting service that connects volunteers with consenting socially isolated people. Otherwise privacy issues hinder people from knowing who is socially isolated if they are not already known to the community.

Age Concern Canterbury extends its accredited visiting service into the Hurunui via referrals, and matches people to volunteers. Anyone can refer an older person to this service, but there is little promotion of this service within the Hurunui. Age Concern also fund the *Steady As You Go* falls pro-



gramme and there are several of these exercise classes in Hurunui. They also run Driving with Confidence courses and maintain the Elder Abuse Response 0800 number. Simon Templeton, Age Concern Canterbury CEO acknowledges that Hurunui is a difficult area to serve.

People felt it very important to retain the Waikari Hospital. There was concern about after hours and the lack of volunteers to operate the St John ambulances. St John personal safety alarms are sold to older people in Hurunui but wait times for help may be significant.

District Nurses are funded through the DHB and are managed by the Hurunui medical centres. Their services enable older people to remain at home instead of finding alternative care options whether they are dressing wounds or providing palliative care. The District Nursing service is very effective and highly regarded by the community.

*We have extremely good medical care facilities. Leithfield Beach*

Access Community Health Service is the prominent home help providers in the Hurunui District and is accessed through a general practitioner's recommendation. Clinical staff assess an older person's needs and a support worker delivers the care. Care can range from general housekeeping to showering and wound dressing. Many people feel the service is hard on employees who can burn out through unrealistic expectations of what can be done in the time frame given. For some older people, the Access Health worker is the only person they will see in a day, and there is no time for workers to chat.

*Better integration/communication from hospital to local services (sometimes [takes] 10 days) before local nursing care steps in. Waikari*

The new model of care under the Hurunui Health Services working group aims to future proof health services in Hurunui. A priority is After Hours across the district, sustainable funding, rural mental health and establishing an overnight observation unit. A task force is proposed to look at older-age health care.

It is interesting to note that in New Zealand 59% people aged 65+ are classed as disabled compared to 21% people under 65.

**3.3.3 Transport**, or lack of public transport is a problem across the Hurunui and effects all ages. Transport ranked third through the workshops but rated the second most important area in the survey responses.

*Great place to live - but only if I can drive my car. Cheviot*

Lack of public transport in Hurunui has been an issue for many years and there is little chance of any public funded transport due to the vast size of the district and its low population. There is a loud call for a minibus service, or rail, to Rangiora or Kaiapoi to connect with bus services into the city. [See *Summary of Transport Options in Hurunui survey results and existing public transport options.*]

There has been a steady uptake of ECAN's community car scheme around the district and these provide transport to medical appointments, mainly into Christchurch. There is often a shortage of volunteers to drive these cars and many of these volunteers are older people. Access to the community car is predominately through the medical centres and the cars are run by local community trusts. Family and friends, Hanmer Helpers, Amberley Community Care, TimeBank Hurunui and medical centres provide transport to medical services further afield. The St John's shuttle leaves Amberley every weekday to transport people to Christchurch for medical appointments. This suits people who live in the Amberley area but can be difficult to utilise from further afield.

*Transport to city for shopping and socialising - ok while one can drive, but hard for us to adjust to having to ask someone to drive us to a larger centre once we are unable to take ourselves - loss of independence. Amberley*

Many respondents commented that as soon as they were unable to drive, they may not be able to remain in Hurunui.

*I worry that when I'm told I am not to drive, I'll be totally stuck and will have to sell up (not easy) and move to CHCH to a retirement village. Amberley*

*My spouse is alive and currently we can both drive. I believe if neither of us have a driving licence it is our responsibility to look at moving. Hanmer Springs*

There is a proposal to set up a Facebook page for ride-sharing which will make the most of cars already on the road and encourage community connectedness. While the page should be self-administrating, there may need to be a person who is happy to take phone calls from older people who don't use the internet and wish to request a ride.

There are many opportunities for private enterprise to step into the void and provide a regular service into the larger centres of Rangiora and Christchurch, or around the district. A user-pays transport service based in Sefton is now operating in the Hurunui offering airport drop offs, ACC transport and sporting or social group transport.

*If we get the social participation and communication improved, the transport issue may become less of a challenge as a result. Hawarden*

**3.3.4 Respect and social inclusion** is rated second equal as the most important area for an age-friendly community in workshops and ranked fourth in the survey.

*A village that includes everyone from birth to death: socially, respectfully and non-judgemental. Hawarden*

Social isolation and loneliness is as detrimental to people's health as smoking 15 cigarettes a day, more damaging than obesity and an indicator of cognitive decline.

*"Loneliness is a more powerful indicator of whether you will be alive in ten years' time, more than almost any other factor, certainly more than smoking." Dr David Halpern, director of Behavioural Insight team, UK Cabinet Team.*

Many respondents felt that Hurunui communities provided numerous opportunities to socialise and connect with others, but there was also a call for more events and activities, especially intergenerational events. There is an awareness of the negative effects of social isolation.

The nature of this project means that many socially isolated people have not taken part in age-friendly workshops or filled out a survey, and their voice may not be well represented. Among those that have participated in this project, many older people find the towns and communities in the Hurunui to be friendly, neighbourly, inclusive and caring. An older person's social inclusion, or exclusion, is determined by both physical and social factors, such as ill health or lack of transport.

*A caring community where one feels welcome and has good access to most goods and services as long as you are in good health and able to drive. Amberley*

There are many social, service, cultural and sporting groups in Hurunui that provide opportunities for social connections and purpose. Having opportunities to socialise and be involved with a group is considered very important, and many have rated their local library as a place of belonging for them.

*Plenty of people of similar age. Lots of groups to join. Excellent library. Amberley*

There are numerous church and faith based groups that look after their older people, providing companionship and physical help as well as providing opportunities to be involved and give back to their community, creating a sense of purpose.

Events are popular and people would like more of these, especially events that are intergenerational. Many people would like to see adult or community education back in the Hurunui as this provided pur-

pose, learning and intergenerational connections. U3A is another adult learning programme that has run in Hurunui before, and could be reinstated. TimeBank Hurunui Learning Exchange is filling the void of community education with a programme of events from craft tutorials and history talks to bee-keeping and composting. It is a very successful programme.

It was noted in Culverden that it was hard to get people along to events and that 'you put on an event on in Waiau and everyone comes'. Not everyone is a 'joiner' and that there is a difference between choosing to be alone, and being lonely.

It was also noted that the Filipino community in Amuri tended to socialise within their own community. It was thought that the women were often stuck at home with the children as there is only one car in the family, and many women do not have a drivers licence. Encouraging the Filipino community to volunteer in community groups could help with integration.

Age Concern Canterbury run an accredited visitor service, as does the Hanmer Springs Health Centre. Groups such as Friendship and Probus have a roster for visiting un-well members, and there are many examples of older people setting up their own support systems, such as Living Alone Lunch and Pudding Club in Cheviot, and Knit and Knatter in Amberley.

*People can be very lonely at times. Waikari*

In Culverden, a group of people take turns hosting a senior's morning tea at their home once a month. This is advertised locally and open to all. A more official programme is Homeshare, a Presbyterian Support initiative where a group of socially isolated people have a day out at a hosts house once a week. There are established Homecare groups in Waiau and Hawarden which provide social interaction through games and activities. The people hosting the Homeshare report a significant cognitive improvement in some of the visitors. Numbers of guests are limited to 5 or 6 due to funding and workable size. Waiau Homeshare clients were told about this project and reported that loss of independence and social isolation as a result of no longer driving was a major issue.

While there is no funding available for more Homeshare groups through Presbyterian Support Enliven Services, they can provide resources and training if people are interested in establishing a Homeshare in their community.

Many older people said they felt their communities were inclusive and respectful, although people in Hanmer Springs felt that visitors showed little respect for older people especially in sharing footpaths. Older people feel they have a wealth of wisdom and experience to contribute to their community's social capital and that this should be valued.

*Because you are old, it doesn't mean you are no use. We have a lot of give, we can share experience. Hanmer Springs*

Feeling safe is part of an inclusive community, and research shows that many older people have a fear of crime but are less likely to be a victim as they don't have laptops and the latest technology which is the usual driver for burglaries.

Age Concern Canterbury has an 0800 number for Elder Abuse response. When there is a case of elder abuse in Hurunui, a social worker will travel to work with the older person.

**3.3.5 Housing** ranked third equal through the workshops, and third in the survey. Housing is a major issue for many older people who want to stay in their community but there are no smaller houses and sections to move into.

While people may not want to leave their family home, they are unable to find, or afford, people to help maintain the house and garden once they are unable. Age Concern Canterbury keeps a directory of tradespeople who can help with home maintenance at a cheaper rate but there are no tradespeople listed in Hurunui. Organisations like Community Energy Action (CEA) offer discounts for older people for heating and insulation installation.

*Smaller (500m2 section) with warm low maintenance houses so that I can stay here until I'm dead, instead of having to move and make new friends in my 80s, just because I can't maintain my beloved home. It's extremely hard to move and be accepted into a new community event when fit and active. Cheviot*

There are very few smaller houses available either to rent or buy in the Hurunui towns. Many people believe that if the minimum size for a residential section was reduced, there would be more small dwellings built.

The HDC provide social housing units in Amberley, Waikari, Cheviot and Hanmer Springs. There are 34 units across the district. Social housing is available for people aged over 65 and is means tested. Housing is also available for adults on a Supported Living Payment, and people under 65 if they meet council criteria. HDC is not planning to build more social housing.

*Social housing owned by HDC - great asset keeping people in Cheviot. Close to amenities. Cheviot*

There is a strong call for rest home accommodation or a retirement village so that older people can downsize. There are many opportunities for private enterprise, or for communities to follow the Abbeyfield model of affordable rental housing that is local community-based and volunteer-led. Run by a charitable trust, the Abbeyfield model ([abbeyfield.co.nz](http://abbeyfield.co.nz)) relies on fundraised capital for the buildings and land donated by a council or private person. Most villages have 9-14 people sharing a family-style home with an on-site housekeeper who provides meals and security. Housekeepers live on site but are not there as carers. There is no capital cost for residents who will pay \$341-\$404 weekly for all food and accommodation. Residents need to be able to live independently although they can have Access Health and district nursing services.

*A purpose built village or group of villas with low maintenance warm homes with gardening areas and garaging for those still driving etc. security of neighbours but own space still without having to move into Rangiora or city and still be in area of friends and community already known. Hawarden*

*No housing for in between moving off farm and "downsizing" to a warmer easier maintenance home or village option. Have to move right into town for this. Medbury*

Well planned community (or co-housing) housing can help reduce social isolation by facilitating regular interactions among residents in the designated 'bumping spaces' which may be an outdoor courtyard and garden accessed by all, shared cooking and dining area or even shared laundry facilities. This is intentional interaction and ideally a mix of ages and families would co-exist in a complex. The central garden and shared cooking space would enable social gatherings, shared meals, and community garden. *[Ted Talk. How cohousing can make us happier and live longer.]*

While many older people are living in their own homes in Hurunui, many have left the district in their older age. There is no statistic for how many people leave due to ageing, but this is a common trajectory, and one that suitable retirement housing in Hurunui could forestall. Ageing in place is actively promoted, but does have implications for social isolation as health fails and it becomes difficult to get out into the community.

*A rest home and dementia care in Hanmer Springs, so people do not have to move at the end of life. Already 48% of people who die (across [Hurunui] villages) need healthcare at end of life. Hanmer Springs*

Aged residential care was privatised in the 1980s and is different from residential care based on real estate. With the predicted doubling of people aged 85 by 2038, there will need to be more services to keep people in their homes and many more aged-care beds. There are three aged-care facilities in the Hurunui:

1. Cheviot Rest Home has 14 beds.
2. Amberley Rest Home and Studios has 21 beds.
3. Adriel House in Amberley has 42 beds for people living with dementia and offers full residential care.

Renting is a predictor of declining mental health for older people, a concern giving New Zealand's falling levels of home ownership, rising house prices and ageing population. It is predicted that over half of people aged 65+ will be renters in coming decades. In the 2013 Census, 68.9% of people in Hurunui owned their own home. *[NZ STATS – home ownership over 65]*

*The help needed to stay at home as long as possible. The limited spaces at the local rest homes for those who need extra care. Many have to leave the area they have lived their whole lives to move into retirement villages in Rangiora or further afield. This has negative consequences on our community and the person involved. Amberley*

**3.3.6 Social Participation** ranks seventh in the survey results. Most people find it easy to participate in social events although several worry that when they are no longer able to drive, it will be difficult to participate in community groups and clubs and attend events.

Older people enjoy the wide variety and number of social, cultural, sporting and service clubs, groups, and associations that provide socialisation and connections. There is an appetite for more events and an equal call for more intergenerational events as well as events and activities specifically for older people. Adult or community education was a recurrent theme as these are activities with a purpose.

*Love living in the Hurunui, as places easy to access. Great library, great shopping. All one needs really. Broomfield*

*Great wee community. We have a community connector and walking tracks – lots of clubs and groups. Waikari*

**3.3.7 Outdoor spaces and buildings** rated third the last in the survey results yet the second biggest issue for respondents and workshop participants is the state of the footpaths. This was a recurring theme in every town.

*State of footpaths, curbs, is appalling. Very difficult to get from road onto footpaths when using a walking frame or in a wheelchair. Cheviot*

Access to public buildings was not an issue besides the heaviness of the library door in Cheviot. People on mobility scooters found navigating the shelves at the Hurunui Library difficult.

*However great the library is, it is not accessible to those who are not able to move around easily – perhaps a small mobile service needed. Amberley*

The crossing of SH 1 in Amberley and Cheviot, and crossing SH 7 in Waikari and Culverden caused several people concern. It was suggested that traffic lights may be needed in Amberley, and a proper crossing in Cheviot. People fear they can't get across the road fast enough.

While there is presently adequate outdoor seating for older people to rest while walking around Hurunui's towns, Cheviot rest home residents would like more seating. These are the frailer, older people in our community. Outdoor bumping spaces with tables and seats, BBQ area, a large chess board or petanque court were some of the suggestions for places for all ages to connect and socialise.

For many people, Hurunui's big skies, fresh air, rural landscapes and great views are the main attractions for living in the district. They rate the domains and reserves highly, and enjoy the walking and cycle tracks. There is a call for more easily accessible tracks.

*Country air, nice walks, friendly people. Hanmer Springs*

*The outdoors, open countryside, fresh air, not crowded. Culverden*

**3.3.8 Civic Participation and Employment** rated the lowest in the survey results yet many people commented on the importance of volunteering as a way of having purpose and socialisation, and that more opportunities to volunteer would be appreciated. Volunteering can also attract a mix of ages, although the lack of younger volunteers is a concern. Volunteerism is very strong in Hurunui and is the backbone to how our communities function. TimeBank Hurunui provides a district wide platform for people to volunteer in new and purposeful ways.

Research shows volunteering is related to increased happiness, irrespective of ethnicity. Interestingly the study found that older people at the lower end of the economic spectrum are likely to benefit more from volunteering than those at the high end.

Employment opportunities are thin on the ground for older people. There is a concern that there are too few employment opportunities for youth which means young people leave the district, reducing a town's vibrancy and volunteering pool.

VolCanterbury is the official volunteering website and has drop down boxes for the Hurunui towns to search or register volunteering opportunities. The site is not well advertised within Hurunui and the district may benefit from developing its own volunteering website.

*Friendly sociable community in Cheviot. Feeling useful through voluntary work. Cheviot.*

The Ward Committees are appreciated, as is HDC, although several people made the point that the council's attitude to community was not great with regards to footpaths, recycling, water, rates and street lights, and that their concerns were not listened to.

*We live in a friendly township with encouragement to participate in local affairs, events and projects. We have good representation within local body and Government levels. Cheviot*

*Inability to get Council etc, to take pride in a little township and reluctance to do maintenance and constantly having to request this, then getting a half-pie fix job. Cheviot*

Civic participation through consultation and surveys can be difficult for older people when this information and advertising are on-line. The 2018 census is a good example of older people being alienated through technology. Older people want their opinion heard, and to take part in their civic obligations.

### **3.4 SERVICE PROVIDER INTERVIEWS**

**Hurunui Medical Centres: Amberley Medical Centre, Amuri Health Centre, Cheviot Health Centre, Hanmer Springs Health Centre, Waikari Health Centre.**

The districts five health centres are well respected for their role in the community and are in the unique position of having contact with most of the older people in the district. The health centres are geographically well spread through the district so that no one is too far from a centre. The centres are officially 'remote rural' except for Amberley.

Amuri, Hamner Springs, Cheviot and Waikari health centres are owned by community trusts' which brings a sense of community ownership and loyalty. Through the community owning the physical structures, it is easier to attract doctors to a rural practise, and many centres provide accommodation through a community owned doctor's house. Amberley Medical Centre is privately owned.

A team of District Nurses work out of the health centres and provide a valuable home visiting service that enables people to remain in their own homes as they age.

Health centres host visiting secondary health services such as podiatrists, physiotherapists and men-



tal health specialists. Where there is no local pharmacy, patients can collect filled prescriptions from health centres. There is a strong desire to expand services through improved technology such as video links for specialist appointments where patients would be supported by a practise nurse during a consultation. In the future, other services such as bloods and sample testing, and x-rays may be done at a local centre.

All of the health centres have excellent relationships with their communities and are small enough that the medical professionals know their patients and their personal circumstances, providing a personalised level of care to ensure good health outcomes.

**Waikari Hospital.** Waikari hospital has 10 beds for transitional living (convalescent care), older person residential and respite care.

At present there are four resident older people who require hospital level care. The remaining six beds are for people transitioning between hospital and home, and respite care for patients who are being cared for in their home.

There is a proposal to utilise the hospital as an observation service in the future.

**Presbyterian Support Services Enliven services for older people.** Dawn Clark, social worker. Dawn's contract is EQ funded and finishes in May. Dawn is the only social worker for older people in the Hurunui district and is only in Hurunui if requested. She does a lot of her work by phone. A District Nurse or others refer older people who are not coping, hoarding or unwell to her. She notices that Hurunui people are resourceful and get on with it, compared to Christchurch clients.

She will access Environmental health crisis team if there are safety issues like rotten floor boards and contact CEA if there's EQ damage, damp and mould. She needs consent to access hoarding houses.

Key issues for older people are bereavement, transport, social isolation and big sections with no money for gardeners. There is no competition for contractors in Hurunui so they can charge more.

Dawn doesn't see a lot of future planning on how to get support if wanting to stay in the district. Dawn recommends an **Advanced Care Directive** which gives people choices over their circumstances. She sees a lot of grief and loss when circumstances mean people can't stay in their rural area.

**Cheviot Rest Home** Sue Coleman, owner/manager. Sue made the following observations.

Housing – people need an in between to the big house and section as they end up paying for someone to do the lawns and gardening. There aren't enough volunteers to help, and they often can't afford help. There is a snob factor to the pensioner's flats, and these are means tested.

Cheviot Rest Home doesn't have many retired farmers as their families want them close to hospitals, or Rangiora. Residents are more often out of towners who have family in the area, or people who have been recommended Cheviot.

Outdoor spaces – pavements terrible; steep, big gaps and gutters, potholes, and over hanging branches and shrubs. Lawn mowing happens once a week and leaves grass on footpath which is slippery

Sitting/rest areas - there is only one park bench at the supermarket. Residents would also like a post box outside supermarket so they don't have to cross SH 1.

Transport – St John Shuttle only works if local to Amberley as someone has to drive a person to Amberley and then wait around for them to return.

Social inclusion and respect – residents feel forgotten (for example if they have to fight with the council for pavement repairs). For old people living alone, thought processes slow down and banking on-line and bank cards tricky, as is being told to 'go on-line'.

Three of the rest home staff are over 65, one is 72.

### **Amberley Rest Home and Studios** Tracey Dimmock-Rump owner/manager

There are no hospital services or facilities at Amberley Rest Home and Studios. They have a waiting list as there are not enough small houses in Amberley. There's also a waiting list for a Council flats on Church St.

Pavements are a huge issue with dangerous drop offs and steep slopes. Resident's spatial awareness goes with cognitive decline, and walkers and scooters track down a slope. The manager at Amberley Rest home has picked up 10 people off pavements since 2013. Older roads are worse as the culverts are bigger.

While they encourage residents to walk, they need to go with a carer as car distances are difficult to judge and speeding is an issue in Amberley. A pedestrian crossing on SH1 with lights is needed as scooters are hard to navigate through the pedestrian centreline barrier. Residents don't feel safe crossing the road, and will sit in the medical centre gardens rather than cross SH1 to the park. A recommendation would be for a green space on the eastern side of SH1. Slowing the traffic down and providing safer crossing will benefit everyone.

Brackenfields is not made for accessibility as the shopping centre is all about the car. There is a lack of empathy for older people in Countdown that is not noticeable in other shops in Amberley.

Tracey sees a large gap in consultation as older people are not on-line. They want people to come and talk to them about issues, and to ask them their opinion.

### **Adriel House Amberley** Sharron Cox Manager

Adriel House's model of care is Spark of Life. Dementia is seen as a normal disability and staff look for the positive to reduce aggressive behaviours. Residents take part in an activity that is useful and needed with tasks orientated to the individual person.

While the footpaths on the main road cause concern, Amberley rated well for outdoor seating and walking spaces, disability parks, and is a well-resourced community. Residents still need to go to town for hospital care and it was noted that Waikari does not offer full hospital care yet pays for a manager, nurses, aids – the whole process. It was also noted that access into the swimming pool is really difficult. Local businesses are respectful, except for Countdown.

### **Service and Advocacy Groups**

**Lions** is an important part of the social fabric in Hurunui with six active clubs in the district. Lions provide many volunteer services for older people from providing firewood to section clearing. The average age of a Lion's member is 50 plus, and like many volunteer groups, there is a call for younger people to join.

**Grey Power North Canterbury** is predominately Waimakariri focused although there is a new president this year who is keen for representation from Hurunui. There are approximately 60 Hurunui members.

North Canterbury president, Jan Pentecost says Grey Power is an advocacy group that represents older people's concerns and does its share of submissions to ensure older people are in the frame. An example is the recent Natural Disaster Resilience Strategy's civil defence section which makes no mention of older people, and an inquiry into mental health only mentions older people nine times when the suicide rate of men over 80 is as high as young men.

Local issues are pavements in Rangiora and greater opportunities for Gold Card use in rural areas.



## 4. DIVERSITY

Ethnic groups in Hurunui District (2013 Census)

European 93.4%

Māori 7.3%

Pacific peoples 0.8%

Asian 2.3%

Middle Eastern, Latin American, African 0.6%

Other ethnicity 1.9%

*Includes all people who stated each ethnic group, whether as their only ethnic group or as one of several. Where a person reported more than one ethnic group, they have been counted in each applicable group. As a result percentages do not add up to 100. Source: Statistics New Zealand*

Office for Seniors predicts that the next generation of older people will live longer, be healthier, more skilled and more educated. They will be more likely to remain in the workforce – and want to. New Zealand will be much more diverse, with an increasing proportion of older people who are Maori, Pacific or Asian descent.

The 2013 census shows that 4.5% of Māori in Hurunui are aged 65 years and over, compared with 5.4% of New Zealand's Māori population. The median age of Māori in Hurunui is 22.5 years, compared with a median of 23.9 years for all Māori in New Zealand.

Eileen Wooland, whanau ora navigator for Te Runanga o Nga Maata Waka (this position finished on 8 March 2019) noted that most of the Maori in Hurunui were connected through the shearing sheds, as people have been coming south to shear since urbanisation. There is no marae in Hurunui, and many Maori in Hurunui are from the North Island. Once they are settled here, whanau often follow. There are very close families in Hurunui and older people will be cared for by whanau. Eileen only knows of one older woman who has no close whanau and has chosen to go to a rest home.

Many will want to go back home to die, or to be buried at their home marae. The connecting concept of whanau is not just genetic. Whangai, in a broader sense of the word, is community connected by the shearing sheds and living as whanau, sometimes up to three generations. The impact of dairy in traditional sheep country, the effects of drought and earthquake means there is less work and shorter shearing seasons.

The census shows that approximately half of Maori in Hurunui do not own their own homes.

Amuri basin is bucking the Hurunui trend of a declining and aging population due to a migrant workforce. The predominant migrant nationality is Filipino. Stella Sales, past vice-president of the Hurunui Filipino Community says she is the oldest Filipino in the community at 54 years of age, as those working on farms return to the Philippines on retirement. Stella says they can't earn enough to stay here in older age, and that the conversion rate is in their favour when they return home.

Many grandparents, aunties, and sisters come over to New Zealand on six to nine month visitor visas and look after the kids and households while the parents are working. In the Philippines, older people live with their children as they age.

Stella noted that the older people in Amuri seemed very contented and happy and coped well with adversity such as earthquakes and business problems, but that perhaps they were on their own too much.

## 5. CONSIDERATIONS

It's important to acknowledge that this project has attracted a sample of older people that are active and contributing. The reality for many older people is frailty and ill health, keeping them from participating in the community. The district's rest homes have provided feedback from their older and dependent residents.

The Ministry of Health is promoting healthy and active aging yet many people working in the older age sector feel that this attitude ignores the reality of ageing, and can make people feel like they are failing if they need a hospital bed. This attitude may also be ignoring the fact that 44% of all deaths in New Zealand were in aged-residential care (2015) and that by 95 years of age, 90% will be in an aged-care bed whether that is a hospital, hospice, rest home, dementia home or geriatric-psychiatric ward.

Research shows that older people can also find the focus on healthy ageing to be homogenising, oppressing and neglecting the physical realities of older age, and places the responsibility on individuals for achieving good physical health and ignores broader circumstances.

At present, 80 year olds make up 1% of the population, and this is predicted to rise to 8% in a short period of time. Peak death is 85 years of age and this is also projected to rise. Dementia rates are undercounted in older people, as it is present but not recorded as the cause of death. Also people with dementia will move out of their communities once this becomes severe. By the age of 90, 50% of this cohort will have dementia.

*"There is a time for connecting and activity, and there will always be decline." Professor Heather McLeod.*

During a workshop in Hanmer Springs, a participant said that she didn't like to complain or ask for help, which is an example of the 'silent' generation, the older people born between 1920 and 1945. These are our oldest old (75 – 99 years). They are generally stoic, hard working with strong values, and would rather suffer or do it themselves than be a burden. They have lived through extraordinary times and change. The new old, born between 1946 and 1965, are collectively called the 'baby boomers' who like to talk about everything including how we do old age and death. The challenge in creating age-friendly communities is to be careful not to put what baby boomers want onto the silent generation.



## 6. AGE-FRIENDLY INITIATIVES FROM NEW ZEALAND AND OVERSEAS

Many cities in New Zealand are already working towards age-friendly ideals, and Hamilton and Napier are both accredited members of the WHO Network of Age-Friendly Cities and Communities.

Examples of some age-friendly initiatives are:

Tauranga City Council trialled a portable, roll-out beach access mat at Mount Maunganui's main beach. The mat creates a sturdy and visible access path for people who can't get onto the beach or move across the sand (eg, users of wheelchairs, walkers or mobility scooters). Kulim Park in Tauranga has an outdoor gym specifically designed to help seniors boost their strength.

Horowhenua District Council established an Older Persons Network of more than 30 community organisations who meet on a monthly basis. Members have gone on to set up the Horowhenua Age Friendly Communities Working Party. The working party identified emergency preparedness as a critical action area and have bulk ordered and distributed Life Tubes to seniors living in the region. Life Tubes are small sealable plastic containers that can be stored in a refrigerator which contain important medical details in case of an emergency.

Kapiti Coast District Council established an Older Persons Council which has special privileges within council to ensure an older persons' perspective is available at every opportunity. One result is the Stride 'n' Ride initiative which is about upgrading the footpath network to make it easier for pedestrians, cyclists and people on mobility scooters to move around the district.

The OPC initially set up as an independent group but realised over time that council support was needed.

Nelson City Council has implemented a comprehensive network of off-road cycle / walkways that encourage older residents to get out and stay active.

Wellington City Council has accessibility maps, mobility scooter hire, mobility parks and permits, rates rebates, backdoor rubbish collections, discounts on a leisure card and a CarFit education service. These are accessed through libraries and i-sites. The council organise Te Wiki Kaumatua Seniors – a week of community events and activities planned with older people in mind.

Palmerston North's Age Concern is focused on combatting social isolation by bringing young and old together by connecting groups of preschool children with a local retirement home.

Age Concern Taranaki introduced aqua-jogging classes for seniors in 2014 to help bolster participants' balance and strength, and prevent falls. Exercise is the driving factor for this initiative but the social connections made are equally important.

Nationwide initiatives include:

Senior Chef is an 8-week cooking class for people, aged 65-plus, who want to improve their cooking skills, confidence, or motivation around cooking for one or two people. These are run in more than 10 regions including Canterbury. Any community can have this opportunity if they can get a group of at least 10 people interested. <http://www.seniorchef.co.nz/>

SeniorNet is a community training network that supports and motivates people aged 50-plus to enjoy and use technology in their everyday lives. SeniorNet programme is run at very little (if any) cost to participants. This would require a trainer/facilitator in a community to run the courses. <http://www.seniornet.co.nz/>

There are innumerable overseas initiatives. This is a very small selection of ideas that could be transferable to Hurunui.

New Jersey, USA: Home sharing – match people living in homes alone with people needing accommodation. Home Share provides background check, and interviews both provider and seeker. Once matched, a social worker facilitates a meeting between provider and seeker to discuss all aspects of house sharing and they leave with a written copy of agreement. Social worker monitors the match.

Berkshire City, England: An Ageing in Place booklet that empowers home owners to do an audit of their homes to help them to age in place. Older people are helping other older people by volunteering their time to do handyman jobs such as installing grab handles or smoke alarms.

Beacon Hill Village, USA: A virtual village of people who share information on best local resources, trades people, social events, advice, help with grocery shopping, escorts to and from medical visits, walking groups, and much more. The virtual village allows people to age in place and improves population health through information and connections. Its grassroots network of seniors is dedicated to helping each other live independently. A membership fee pays for staff, and provides access to service providers, volunteers and strategic partners. Villages help the broader community through key partnerships, while the village members are a valuable resource to the community as they engage in volunteering and creating solutions to community issues. The operating principles are being used worldwide and are found at [www.vtvnetwork.org](http://www.vtvnetwork.org). While this concept operates on-line, its members don't need to be. There are phone lines.

International Longevity Centre (ILC), UK: Chatty Cafe Scheme supports cafes to designate a "Chatter and Natter" table where customers can sit if they are happy to talk to other people. The scheme aims to tackle loneliness by bringing people of all ages together from mums with their babies to older people and anybody in between.

## 7. CONCLUSION

By 2036, over a quarter of Hurunui residents will be over 65 and planning needs to start now for the needs of an older population. The physical and social attributes of an age-friendly community or district are not just beneficial for older people, but for all ages. If footpaths are in good shape, public buildings easily accessed, and roads safe to cross; parents pushing prams, kids (and adults) riding scooters, people in wheelchairs, and everyone else in-between will benefit, as well as older people.

An ageing population will increase demand for primary health care and long-term care, require a larger and better trained workforce and intensify the need for environments to be made more age-friendly. These investments can enable the continued participation of older people in the community as volunteers, or in the workforce, and within their families, enhancing their well-being. The community benefits through older peoples increased participation, consumption and social connections.

Hurunui is fortunate to have many successful communities. There is a strong sense of community and support, yet that is challenged by some of the district wide issues such as transport and housing. The community workshops brought to light that there were many services available for older people that they weren't aware of which suggests better communication needed. Establishing a virtual network, with landline support, to collate the myriad of health and social services that exist for older people would be an inexpensive initiative. This could be strengthening Citizen's Advice Bureau or Grey Power's directory.

*Small communities, strong community feel. Cheviot*

While there are roles for HDC to fill in helping create age-friendly communities, it is not a job that any one organisation can do alone. It takes a village! Grassroots community initiatives and innovations can be strengthened and supported by the paid sector or council to bring great ideas to fruition, and HDC and government can partner with communities to deliver better outcomes for everyone. It requires action from many sectors.

*Effective transport and communications links. This will become even more important as the probably enforced restrictions against oil and the decline of news media continues. Hanmer Springs*

## 8. RECOMMENDATIONS

**1. An HDC steering group.** Establish a HDC Age-Friendly steering group with representation from all departments to incorporate age-friendly initiatives into future planning.

**2. Older People's council or steering group.** This would ensure that older people are actively involved in shaping how their future looks. Experience from other cities in New Zealand, suggests such a group would benefit from council and health representation, as councils and communities need to work together. This group may comprise of people with particular skills and expertise, and work to the WHO guidelines to ensure the discussion is purposeful.

What works well for a city is not always easily replicated in Hurunui as a district. There may need to be steering groups in each town, rather than expect older people to travel to a Hurunui wide group. The focus needs to be on the Hurunui's many communities rather than a brush stroke. There may need to be a commitment from key service providers and the HDC to meet with an Older Person's group in each town.

**3. Repair the footpaths.** The state of footpaths throughout the district is of great concern for older people. As there are plans for improving footpaths in many of the district's towns, it would be timely for HDC to put out a news release announcing the council's intentions and plans. This would not only assure people that the situation will improve, but that their voices are being heard. Communication is key.

**4. Regular printed communication from the HDC.** While there were several updates from the council post-earthquake, a regular monthly newsletter either delivered to post boxes, or a regular column in The North Canterbury News would help keep the community informed. Many older people felt the council's information was largely on Facebook.

**5. Strengthen what we have.** The Hurunui is really well resourced in community groups, service and sporting clubs, craft and cultural groups, providing social connections and sense of community and purpose. Community needs to ensure these groups and organisations are inclusive and accessible.

More intergenerational and age specific fun events through HDC community team and other organisations.

**6. Reduce the minimum section size in Hurunui.** Allowing the sub-division of large urban sections will encourage the building of smaller houses and reduce the stress many older people feel around maintaining their property, or having to find and pay for help in the garden.

Older people want smaller houses and many feel trapped in their large family homes that they are unable to manage or pay for maintenance. Building smaller homes will be a private enterprise unless the HDC provide more social housing in the district. Consideration of community housing ideals will encourage social inclusion and connectivity in new builds that benefit everyone.

**7. Investigate rest home and village options.** Attract private operators into Hurunui, or investigate the Abbeyfield model which is a successful community model for affordable retirement accommodation. [www.abbeyfield.co.nz](http://www.abbeyfield.co.nz)

**8. Bridging the information gap.** Information on events, activities, public consultation and buy and sell is no longer found in one location but is spread between community news sheets and community notice boards on Facebook. Many older people are not on-line or Facebook users and they feel they are missing out. Good communication is respectful and encourages social inclusion.

An option may be securing sponsorship for the news sheets so there is no cost barrier.

**9. Transport.** Encourage private enterprise and advocate for public service from Amberley to Christchurch or Rangiora. Strengthen the reach of community cars to include social and civic participation. This relies completely on a pool of willing volunteer drivers.

**10. Education.** Advocate for the return of local community Adult Education in Hurunui. This has always been hugely popular, intergenerational and purposeful. Investigate U3A and SeniorNet in Hurunui. Strengthen the reach of TimeBank Hurunui.

**11. HDC join the WHO Age-Friendly network.** WHO Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities and organizations worldwide with the common vision of making their community a great place to grow old in.

The network focuses on action at the local level that fosters the full participation of older people in community life and promotes healthy and active ageing. Membership to the Network is not an accreditation for age-friendliness, rather a reflection of a community's commitment to listen to the needs of their ageing population, assess and monitor their age-friendliness and work collaboratively with older people and across sectors to create age-friendly physical and social environments. Membership is also a commitment to share experience, achievements and lessons learnt with other cities and communities.

## 9. REFERENCES

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3. Opus International Consultants Ltd. Hurunui District Council Population Trends and Projections September 2014.
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6. [www.abbeyfield.co.nz](http://www.abbeyfield.co.nz)
7. Prof Christine Stephens. Massey University's Health and Ageing Research Team.
8. Prof Heather Mcleod. 2015. Trajectories of care at end of life in New Zealand.
9. Ted Talk. Grace Kim, architect. How cohousing can make us happier and live longer.  
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10. Patrick, L. Dunlin, Shanitara 2008. New Zealand Health, work and retirement longitudinal study Massey University's Health and Ageing Research team.
11. Stephens.C, Breheny.M & Mansvelt. Healthy Ageing from the perspective of older people. A capability approach to resilience. Psychology and Health.



## **10. APPENDICES**

1. Age-Friendly Communities project survey questions.
2. Age-Friendly Communities project survey questions results.
3. HAFCP workshop and paper survey results.
4. Summary of Transport Options in Hurunui survey and existing public transport options.

## Age-Friendly Communities Hurunui

Hurunui District has an ageing population that is growing older at a faster rate than other areas of New Zealand. Approximately 25% of the total population in Hurunui is currently 60 years and older, with 50-54 year olds making up the largest age group.

We are not alone! An ageing population is a global phenomenon and the World Health Organisation (WHO) has established guidelines to help cities and communities create age-friendly communities where people of all ages can stay connected, healthy, active and respected.

Being a large rural area with a low population, growing older in the Hurunui has its own unique challenges. The Hurunui District Council has initiated an Age-Friendly Communities Project to find out what these challenges, or successes, are. Your opinion will help shape the council's future planning and we value your voice.

New Zealand's Office for Seniors has adopted WHO's guidelines to identify eight key areas for an age-friendly community.

See the eight key areas listed below:

Please number in order what is most important to you (1 being the most important and 8 being the least important).

Outdoor spaces and buildings

← Please enter number here

Transport

Housing

Respect and social inclusion

Social participation

Civic participation and employment

Communication and information

Community support and health services

As an older person (55+) living in the Hurunui District;

1. What is working well for you?

2. What is not working?

3. What do you think would make your community more age-friendly?

Area/Town you live in: \_\_\_\_\_ Age: \_\_\_\_\_

Thank you for taking the time to complete this questionnaire.

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Please return this questionnaire to:

Ange Davidson

Age-Friendly Communities Facilitator, Hurunui District Council, PO Box 13, Amberley 7441

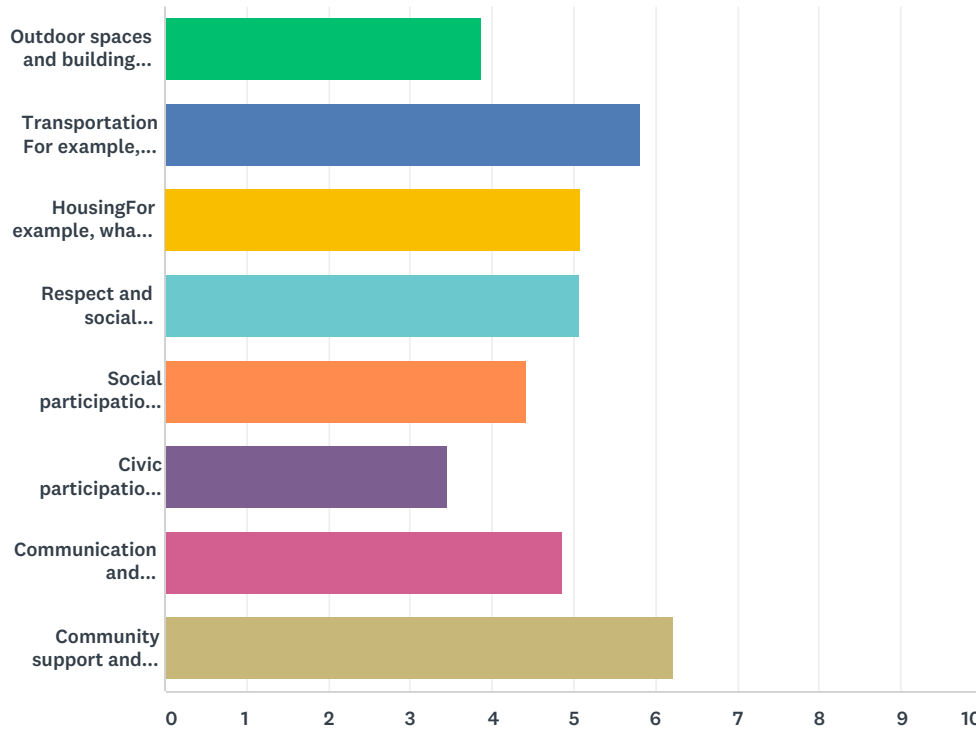
Or Email [agefriendlyhurunui@gmail.com](mailto:agefriendlyhurunui@gmail.com)

T 0274914770



Q1 New Zealand’s Office for Seniors has adopted the World Health Organisation's guidelines to identify eight key areas for an age-friendly community. Please rate these key areas in order of importance to you by numbering the boxes. (1 being the most important and 8 being the least important).

Answered: 172 Skipped: 3



|   | 1          | 2            | 3            | 4            | 5           | 6            | 7           | 8            | TOTAL | SCORE |
|---|------------|--------------|--------------|--------------|-------------|--------------|-------------|--------------|-------|-------|
| Outdoor spaces and buildings For example, what is it like to step outside of your home to go for a walk, go to the shops, visit family and friends? Is it easy to access the places you want to go to – are the pavements in good shape so they're easy to walk along? Is it easy to push a wheelchair or walker along? | 7.48%<br>8 | 10.28%<br>11 | 11.21%<br>12 | 12.15%<br>13 | 9.35%<br>10 | 14.95%<br>16 | 9.35%<br>10 | 25.23%<br>27 | 107   | 3.86  |

Age-Friendly Communities Project Hurunui

Appendix 2

|  |              |              |              |              |              |              |              |              |     |      |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----|------|
| Transportation For example, how is it to drive in your community? Is there sufficient public transport? Would you use public transport if it was available? Are there Older-Driver refresher courses available? Are traffic signs and intersections visible and well placed?   | 28.57%<br>38 | 20.30%<br>27 | 15.04%<br>20 | 7.52%<br>10  | 9.02%<br>12  | 11.28%<br>15 | 4.51%<br>6   | 3.76%<br>5   | 133 | 5.81 |
| HousingFor example, what choices do you have for housing? Is there enough choice and is it affordable? Are there enough houses available that are safe and accessible to services? Are there support and maintenance services to assist? Do you consider you will be able to remain in the Hurunui district as you age?  | 21.50%<br>23 | 16.82%<br>18 | 9.35%<br>10  | 12.15%<br>13 | 11.21%<br>12 | 10.28%<br>11 | 8.41%<br>9   | 10.28%<br>11 | 107 | 5.09 |
| Respect and social inclusion For example, in what ways does your community show respect for, and include you as an older person? In what ways does it not? Are older people visible in media and positively depicted?Are older people regularly consulted by public, voluntary and commercial services on how to serve them better?  | 11.02%<br>13 | 13.56%<br>16 | 21.19%<br>25 | 12.71%<br>15 | 21.19%<br>25 | 9.32%<br>11  | 8.47%<br>10  | 2.54%<br>3   | 118 | 5.06 |
| Social participation For example, how easily can you socialise in your community? How easy is it to participate in other activities such as education, culture, recreation or spiritual? Are events held at suitable times and are they affordable? Are they age-inclusive and can they be attended alone?   | 3.97%<br>5   | 8.73%<br>11  | 19.05%<br>24 | 20.63%<br>26 | 14.29%<br>18 | 13.49%<br>17 | 13.49%<br>17 | 6.35%<br>8   | 126 | 4.41 |
| Civic participation and employmentFor example, how easy is it to participate in voluntary work, community affairs and local government? Is there a range of flexible and appropriately paid opportunities for older people to work in paid employment? Do decision-making bodies encourage and facilitate membership of older people? Is training and guidance available for voluntary and paid positions? | 3.31%<br>4   | 7.44%<br>9   | 14.05%<br>17 | 8.26%<br>10  | 10.74%<br>13 | 11.57%<br>14 | 19.83%<br>24 | 24.79%<br>30 | 121 | 3.46 |

Age-Friendly Communities Project Hurunui

Appendix 2

|   |              |              |              |              |              |             |              |            |     |      |
|---|--------------|--------------|--------------|--------------|--------------|-------------|--------------|------------|-----|------|
| <p>Communication and information For example, do you get the information you need to stay current in your community about events and services? Does information come in big print? Is there public and free access to internet and training? Is electronic equipment age-friendly eg, larger buttons, bigger type face?</p> | 8.51%<br>12  | 18.44%<br>26 | 13.48%<br>19 | 17.73%<br>25 | 14.89%<br>21 | 9.93%<br>14 | 12.77%<br>18 | 4.26%<br>6 | 141 | 4.86 |
| <p>Community support and health services For example, what is your experience with community services helping older people? Do you have easy access to health services? Are there enough? Are there economic barriers to using this? Do home care services include health and personal care and housekeeping?</p>           | 36.31%<br>57 | 21.66%<br>34 | 13.38%<br>21 | 8.92%<br>14  | 5.73%<br>9   | 6.37%<br>10 | 5.10%<br>8   | 2.55%<br>4 | 157 | 6.22 |

## Q2 As an older person, what is working well for you living in the Hurunui District? What do you like and enjoy about growing older in the Hurunui?

Answered: 120 Skipped: 55

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | Health services Variety of clubs - sport, art and craft  | 2/22/2019 11:16 AM |
| 2  | Being reasonably healthy Good medical centre Good area to live   | 2/22/2019 11:15 AM |
| 3  | variety of groups  | 2/22/2019 11:12 AM |
| 4  | Great community spirit Very inclusive  | 2/22/2019 11:10 AM |
| 5  | Most things working ok   | 2/22/2019 11:07 AM |
| 6  | Sports clubs, library, other clubs Domain, cafes, post shop  | 2/22/2019 11:06 AM |
| 7  | social clubs   | 2/22/2019 11:04 AM |
| 8  | Medical facilities Walking and cycling tracks. Swimming pool in summer. Local shops<br>Beaches/country side  | 2/22/2019 11:03 AM |
| 9  | Medical centre Supermarket Hardware Wayne selling his plants   | 2/22/2019 11:01 AM |
| 10 | good community Good sporting facilities  | 2/22/2019 10:59 AM |
| 11 | Local doctor, podiatrist etc Community drivers available   | 2/22/2019 10:57 AM |
| 12 | Neighbourly interaction  | 2/22/2019 10:51 AM |
| 13 | Health care Basic supplies - eg farm and food  | 2/22/2019 10:49 AM |
| 14 | Access to medical centre, sports groups and activities   | 2/22/2019 10:47 AM |
| 15 | Cheviot has a doctor, Home Access help and we have good water  | 2/22/2019 10:44 AM |
| 16 | Library and service centre Participation of council Helping to teach in the school about recycling, compost in the gardens. Any council staff I have been engaged with have always been respectful and polite. | 2/20/2019 4:35 PM  |
| 17 | I am able to volunteer in several areas - museum, op shop, bowls club, school. I am also able to participate in several clubs/classes that are of interest to me.  | 2/20/2019 4:32 PM  |
| 18 | Library and service centre Community car   | 2/20/2019 4:29 PM  |
| 19 | Being able to drive Being able to employ household help as well as gardener/handyman   | 2/20/2019 4:21 PM  |
| 20 | The community and medical centre is handy  | 2/20/2019 4:17 PM  |
| 21 | Living in my own house. Access to local health services including Waikari Hospital Excellent Ambulance service.  | 2/20/2019 4:14 PM  |
| 22 | Hanmer Springs is doing very well.   | 2/13/2019 3:28 PM  |
| 23 | warm small community, great library, great eating and drinking places  | 2/6/2019 6:08 PM   |
| 24 | Great connected community at Amberley Beach.   | 2/6/2019 6:06 PM   |
| 25 | People talk to you on the streets. There are 14 eating/takeaway businesses not including Countdown, 4 Square and Mobil   | 2/6/2019 6:04 PM   |
| 26 | the local community  | 2/6/2019 6:02 PM   |
| 27 | Small communities, strong community feel   | 2/6/2019 6:01 PM   |
| 28 | Easy access to shops, medical centre, library etc  | 2/6/2019 5:59 PM   |
| 29 | Hurunui Buy & Sell, Timebank Hurunui   | 2/6/2019 5:58 PM   |
| 30 | Community, cafe and Village Association  | 2/6/2019 5:54 PM   |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |  |                    |
|----|--|--------------------|
| 31 | Communities and clubs  | 2/6/2019 5:53 PM   |
| 32 | Community events and BBQs  | 2/6/2019 5:45 PM   |
| 33 | The view, the clean air. The clear sky at night. good library.   | 2/3/2019 2:58 PM   |
| 34 | among friends; good social facilities; fresh air; everyday shopping available  | 12/31/2018 8:28 PM |
| 35 | Great place to live - but only if I can drive my car.  | 12/27/2018 5:26 PM |
| 36 | Friendliness and social inclusion  | 12/27/2018 5:04 PM |
| 37 | Space Communities  | 12/27/2018 4:59 PM |
| 38 | Keep working and playing sport   | 12/27/2018 4:57 PM |
| 39 | Independence with privacy and a good view of countryside. Excellent sporting facilities at Scargill Domain at a reasonable cost - gold, tennis, bowls, squash.   | 12/27/2018 4:55 PM |
| 40 | Shops and doctors  | 12/27/2018 4:51 PM |
| 41 | Domain and surrounding area Medical services Multiple social activities available local radio shopping availability The library  | 12/27/2018 4:49 PM |
| 42 | The beautiful area we live in. Being able to walk the distance to shops Having a doctor and health services  | 12/27/2018 4:46 PM |
| 43 | The Ward Committee   | 12/27/2018 4:43 PM |
| 44 | A caring community where one feels welcome and has good access to most goods and services as long as you are in good health and able to drive.   | 12/27/2018 4:41 PM |
| 45 | Friendliness of all locals - wave when passing in vehicles, speak and stop to talk   | 12/27/2018 4:38 PM |
| 46 | Medical centre is great. Homecare and family support via DHB/Ministry of Health is good.   | 12/27/2018 4:34 PM |
| 47 | The wonderful community of the library. Lots of activities in the town. Caring people  | 12/27/2018 4:30 PM |
| 48 | Plenty of people of similar age Lots of groups to join. Excellent library, medical centre and pharmacy, Supermarket  | 12/27/2018 4:28 PM |
| 49 | Enjoy living in Amberley on the whole  | 12/27/2018 4:24 PM |
| 50 | Having the Amberley shops open Saturday - but everything else is shut on Sunday so transport into CHCH helps us get into town.   | 12/27/2018 4:21 PM |
| 51 | Living in my own home with my wife. Community involvement through local Lions club, bowls, Farm Forestry Ass.  | 12/27/2018 4:18 PM |
| 52 | Participation in many local events and voluntary activities eg Red Cross, Church   | 12/27/2018 4:15 PM |
| 53 | Medical centre and community car   | 12/27/2018 4:11 PM |
| 54 | Having a large supermarket at my door. Grateful for the shuttle service to CHCH hospital.  | 12/27/2018 4:09 PM |
| 55 | Being part of the rural community - active in Lions. Good communication locally eg School and district newsletters   | 12/27/2018 4:06 PM |
| 56 | Not a lot  | 12/27/2018 4:02 PM |
| 57 | Shops, cafes, restaurants Outdoor areas and attractive environment Lots of social groups   | 12/27/2018 3:55 PM |
| 58 | Shops, cafes, restaurants and bars Outdoor areas and activities Social group options Attractive environment  | 12/27/2018 3:52 PM |
| 59 | Footpaths and parking, sports grounds, clubs eg garden, tennis etc. Shops, a good range - clothing, cafes and services.  | 12/27/2018 3:43 PM |
| 60 | Most things  | 12/27/2018 3:40 PM |
| 61 | Social housing owned by HDC - great asset keeping people in Cheviot. Close to amenities. Community owned medical centre - although will always need directors to run the centre on behalf of community, and to find staff. Community car | 12/27/2018 3:38 PM |
| 62 | All good while we can still drive. Enjoy having the medical centre. Plenty to see and do. Repairs to the footpath excellent.   | 12/27/2018 3:34 PM |



## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |  |                     |
|----|--|---------------------|
| 63 | Great wee Community. God rubbish and recycling. We have a community connector and walking tracks - lots of clubs and groups.   | 12/27/2018 3:32 PM  |
| 64 | Good communications between all  | 12/27/2018 3:29 PM  |
| 65 | Community Spirit in Cheviot - a great place to live  | 12/27/2018 3:26 PM  |
| 66 | Close community - friendliness. Good medical centre with specialist services coming to Cheviot. Sufficient shopping for essentials. Benefit of community car. Great library and reserves - Cheviot Hills and Gore Bay.   | 12/21/2018 12:04 PM |
| 67 | General info from HDC about our area in regard to planning etc is excellent. Cheviot library is an asset to the community and must me maintained in its present form.  | 12/21/2018 11:59 AM |
| 68 | Friendly and supportive community contributing to longer, healthier life with good health care, physio etc. Straight (almost) road to CHCH hospital and specialists. Community car.  | 12/21/2018 11:55 AM |
| 69 | Friendly sociable community in Cheviot. Feeling useful through voluntary work  | 12/21/2018 11:47 AM |
| 70 | many people the same age   | 12/21/2018 10:29 AM |
| 71 | general good networks in larger towns like amberley.still close to chch  | 12/20/2018 4:39 PM  |
| 72 | Rural living   | 12/20/2018 10:14 AM |
| 73 | It is not too far from Christchurch.,  | 12/19/2018 10:37 PM |
| 74 | My spouse is alive and currently we can both drive. I believe if neither of us have a driving licence it is our responsibility to look at moving.  | 12/14/2018 2:42 PM  |
| 75 | Our location is centrally ideal for easy travel to family & friends in the top of the South. We live in a friendly township with encouragement to participate in local affairs, events, and projects. We have good representation within local body and Government levels. | 12/9/2018 8:02 PM   |
| 76 | The environment and the links to community although this is a never-ending work in progress.   | 12/5/2018 6:01 AM   |
| 77 | Love living in the Hurunui, as places easy to access. Great library, great shopping, alone needs really. But I am still working full time even though am over pension age!   | 12/3/2018 1:16 PM   |
| 78 | Opportunities for voluntary work, good neighbours, good medical centre, good library, fresh air.   | 11/28/2018 10:50 AM |
| 79 | Small friendly community   | 11/26/2018 12:41 PM |
| 80 | Been here for 19 yrs came from a big farm so liked the quite life  | 11/26/2018 9:52 AM  |
| 81 | Community spirit   | 11/25/2018 7:51 PM  |
| 82 | Small community, easy to walk to town, everyone friendly. Very good medical centre.  | 11/24/2018 2:42 PM  |
| 83 | A relatively large amount of freedom of choice, in all things  | 11/22/2018 8:42 PM  |
| 84 | wider beautiful environment - social inclusion, opportunity to participate - good climate - friendly people - pools etc. ( No fast food outlets, No traffic lights - easy parking)   | 11/22/2018 10:15 AM |
| 85 | Friendly people, quiet pace , better weather   | 11/22/2018 8:14 AM  |
| 86 | quiet, slower pace of life   | 11/21/2018 8:17 PM  |
| 87 | Excellent postal service. Access to forests and hot pools. Semi rural living.  | 11/21/2018 4:05 PM  |
| 88 | country side, space  | 11/21/2018 12:36 PM |
| 89 | Less traffic open spaces close by beaches golf courses bowling clubs   | 11/21/2018 12:11 PM |
| 90 | country air nice walks friendly people   | 11/21/2018 11:30 AM |
| 91 | The Hurunui is a caring community and people are very supportive of each other   | 10/24/2018 6:36 PM  |
| 92 | Pace of life   | 10/21/2018 5:33 PM  |
| 93 | Nature   | 10/18/2018 7:50 PM  |
| 94 | Strong community , no traffic problems , plenty of open spaces , climate   | 10/18/2018 11:26 AM |
| 95 | Not alot   | 10/16/2018 7:37 PM  |
| 96 | The local people, the mountain views, the inclusion at libraries.  | 10/16/2018 6:32 PM  |

## Age-Friendly Communities Project Hurunui

Appendix 2

|     |   |                     |
|-----|---|---------------------|
| 97  | Neighbors and friends   | 10/16/2018 2:16 PM  |
| 98  | I know my neighbours  | 10/16/2018 1:50 PM  |
| 99  | Good weather basically Most that is needed is here People a little cliquey.   | 10/15/2018 8:33 PM  |
| 100 | Fresh Air   | 10/15/2018 9:07 AM  |
| 101 | Library   | 10/13/2018 8:49 PM  |
| 102 | We have extremely good medical care facilities  | 10/13/2018 5:15 PM  |
| 103 | The outdoors open countryside fresh air not crowded   | 10/13/2018 11:58 AM |
| 104 | Good community feel. Shops, doctors and library within walking distance.  | 10/13/2018 9:21 AM  |
| 105 | Low density housing, traffic and low noise factor. Friendly rural people mainly   | 10/13/2018 8:31 AM  |
| 106 | Like the library, appropriate shops, gym.   | 10/12/2018 2:15 PM  |
| 107 | Friendly people; handy to services  | 10/12/2018 11:51 AM |
| 108 | First, having carefully sorted the above 8 opportunities to deal with life - the numbers re-ordered them selves into numerical order. NOT what I entered. I have repeated the process with the same result. I love living here with beautiful surroundings, good friends and a supportive community. Tried again and it stayed! | 10/12/2018 10:48 AM |
| 109 | Feeling of community spirit, neighbors looking out for one and other  | 10/11/2018 10:35 PM |
| 110 | Rural aspect  | 10/11/2018 9:09 PM  |
| 111 | Feel safe to live here  | 10/11/2018 9:08 PM  |
| 112 | Community   | 10/11/2018 5:14 PM  |
| 113 | Quiet rural community. Access to health services.   | 10/11/2018 4:26 PM  |
| 114 | the countryside, the people, the weather.   | 10/11/2018 2:12 PM  |
| 115 | Not living in a city  | 10/11/2018 2:02 PM  |
| 116 | Rural environs. Family.   | 10/11/2018 1:47 PM  |
| 117 | Slow pace of life.  | 10/11/2018 12:22 PM |
| 118 | .   | 10/11/2018 12:20 PM |
| 119 | my house and land   | 10/11/2018 12:10 PM |
| 120 | The supermarket.  | 10/11/2018 11:58 AM |

### Q3 As an older person living in the Hurunui District, what is not working well for you? What makes growing older in Hurunui difficult for you?

Answered: 113 Skipped: 62

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | Distance from CHCH ammenities and medical appointments Evening social places to go Lack of job oportunties  | 2/22/2019 11:12 AM |
| 2  | Lack of transport options if you don't drive to get to the majority of services   | 2/22/2019 11:10 AM |
| 3  | Public transport  | 2/22/2019 11:07 AM |
| 4  | Lack of pharmacy Not ATM  | 2/22/2019 11:06 AM |
| 5  | Can't think of any  | 2/22/2019 11:03 AM |
| 6  | Lack of Chemist   | 2/22/2019 11:01 AM |
| 7  | Not enough people to take on responsibility to take office in clubs etc   | 2/22/2019 10:59 AM |
| 8  | No dentist Distance to CHCH for bigger things   | 2/22/2019 10:57 AM |
| 9  | Lack of public transport  | 2/22/2019 10:53 AM |
| 10 | There's not a lot of community wide interaction between young/old/rich/poor   | 2/22/2019 10:51 AM |
| 11 | Closing of Pharmacy   | 2/22/2019 10:49 AM |
| 12 | Lack of employment, safe footpaths ie sealed and flat. Lack of transport options  | 2/22/2019 10:47 AM |
| 13 | People aren't volunteering for service groups, St John, fire, as they don't want to committ or be tied down.  | 2/22/2019 10:44 AM |
| 14 | Too small - need more people, more work, more children esp at Secondary school age  | 2/22/2019 10:43 AM |
| 15 | Everything ok at this stage. I am able to drive and don't have any health issues  | 2/20/2019 4:32 PM  |
| 16 | Pedestrian access across main road - traffic speed  | 2/20/2019 4:29 PM  |
| 17 | As I do not own a computer, I do not receive information from Council sources except by mail and newspaper.   | 2/20/2019 4:21 PM  |
| 18 | The water. The cylinder has to have new elements too frequently. Hot water jugs perish also. If we knew the water was going to take so long to improve we would have considered moving elsewhere.   | 2/20/2019 4:17 PM  |
| 19 | Poor condition of roading and footpaths. Reducing number of amenities eg, shops and banks. Cost of electricity and communication (internet and mobile phone) - very expensive in NZ. The expectation from govt departments and shops that we have up-to-date devices and knowledge. | 2/20/2019 4:14 PM  |
| 20 | information about activities, busy main road, no community housing or community garden areas  | 2/6/2019 6:08 PM   |
| 21 | Public transport  | 2/6/2019 6:06 PM   |
| 22 | No dog park and too much litter   | 2/6/2019 6:04 PM   |
| 23 | The council's attitude to community   | 2/6/2019 6:02 PM   |
| 24 | Making real friends. We are retired and at home all day.  | 2/6/2019 6:01 PM   |
| 25 | Too much garden   | 2/6/2019 5:59 PM   |
| 26 | Transport, employment oportunties   | 2/6/2019 5:58 PM   |
| 27 | Transport - esp Rail which goes past but doesn't stop   | 2/6/2019 5:54 PM   |
| 28 | Internet services to rural areas is poor or expensive. This applies to email and internet. Mobile coverage is poor to nonexistent   | 2/3/2019 2:58 PM   |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |   |                    |
|----|---|--------------------|
| 29 | Transport to city for shopping and socialising - ok while one can drive, but hard for us to adjust to having to ask someone to drive us to a larger centre once we are unable to take ourselves - loss of independence  | 12/31/2018 8:28 PM |
| 30 | Lighting on the streets Rough footpaths eg. footpaths immediately next to bridge at northern end of Church Street   | 12/27/2018 5:04 PM |
| 31 | Transport costs No daily bus service  | 12/27/2018 5:01 PM |
| 32 | Transport costs   | 12/27/2018 4:59 PM |
| 33 | Everything works  | 12/27/2018 4:57 PM |
| 34 | We do not like all things going to Amberley and Rangiora. We need rural support in the smaller towns. Lack of regular GP full time in Waikari. Retention of the Waikari Hospital is vital for our whole area. Losses of small businesses eg Petrol, tavern, stores. As you get older, you are forced to move into Amberley or Rangiora because of lack of local services.   | 12/27/2018 4:55 PM |
| 35 | Transport   | 12/27/2018 4:51 PM |
| 36 | Dangerous footpaths No public transport No dental facilities No Cinema  | 12/27/2018 4:49 PM |
| 37 | If I needed social housing I hope it would be available. Footpaths in our area are not safe in places. When there are buses, cars etc at public toilets, you can't see to turn safely onto the main Road from Cadman Street.  | 12/27/2018 4:46 PM |
| 38 | Maintenance of the roads and footpaths, the one-way bridge across the Hurunui River as you are just about on the bridge before you see any traffic on the bridge. The trucks going north have to cut the waiting bay corner to get around the waiting traffic.  | 12/27/2018 4:43 PM |
| 39 | Transport to CHCH, particularity for medical services. Most could be accessed by a service to Rangiora.   | 12/27/2018 4:41 PM |
| 40 | Conditions of footpaths. What is available is overgrown with lawn growth narrowing existing paths. Also paths need repair where vehicles and tree roots have broken paths (photos attached). At present, someone on a mobility scooter whould be forced to use the road   | 12/27/2018 4:38 PM |
| 41 | No transport ither around town or to areas further away, eg Rangiora and CHCH   | 12/27/2018 4:34 PM |
| 42 | I worry that when I'm told I am not to drive, I'll be totally stuck and will have to sell up (not easy) and move to CHCH to a retirement village. Some footpaths are not easy. I had a fall on one and my late husband had a mobility wheelchair and found the footpaths and corners quite difficult.   | 12/27/2018 4:28 PM |
| 43 | Transport - total reliance on private vehicle Medical centre difficult to access due to increase in population.   | 12/27/2018 4:24 PM |
| 44 | Not having transport like buses from small communities to CHCH.   | 12/27/2018 4:21 PM |
| 45 | Unsealed shingle roads. Stupid new rules and laws by this Govt!   | 12/27/2018 4:18 PM |
| 46 | I am lucky to have fairly good health though waiting to have hip op and cataract op   | 12/27/2018 4:15 PM |
| 47 | Lack of transport for a day in CHCH or Kaikoura   | 12/27/2018 4:11 PM |
| 48 | No bus transport for going shopping. RAngiora, Northlands - especially getting close to Xmas shopping.  | 12/27/2018 4:09 PM |
| 49 | Finding it very difficult to afford petrol as a car is crucial to participate in social and sporting activities. Have to think twice about outings. Government and council to blame for extra taxes - eg petrol and rates. Rates never seem to stay put and seem to have huge waste in costs at times. Being not able to run a car will drive people like us to live in towns.  | 12/27/2018 4:06 PM |
| 50 | Lack of public services for older people. However great the library is, it is not accessible to those who are not able to move around easily - perhaps a small mobile service needed. Roads are in a dreadful state/no footpaths and dangerous to use if on mobile scooter. We live in one fo the older streets - fully residential yet there is only a small part at one end which has a footpath. There is no public transport. | 12/27/2018 4:02 PM |
| 51 | HDC. No communication - incorrect information. Roading condition getting worse year or year. Water undrinkable.   | 12/27/2018 3:57 PM |
| 52 | Increases in living costs   | 12/27/2018 3:55 PM |
| 53 | Increases in basic living costs outstripping income increases   | 12/27/2018 3:52 PM |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |   |                     |
|----|---|---------------------|
| 54 | Trying to cross the Hurunui Bridge (one way) on SH 1 is terrible, especially in the summer, eg Christmas time. IT is stressful for the elderly who drive.   | 12/27/2018 3:43 PM  |
| 55 | Door mats outside Hammer Hardware and Pharmacy. These give a great feeling of instability to those with joint replacements etc and there's no nail to hang onto.  | 12/27/2018 3:40 PM  |
| 56 | Not sure about new street lights..  | 12/27/2018 3:34 PM  |
| 57 | tea rooms closing. You can't buy stamps. Transport  | 12/27/2018 3:32 PM  |
| 58 | The size of sections  | 12/27/2018 3:29 PM  |
| 59 | Self-service petrol stations. Older people appreciate a bit of help at the pumps.   | 12/27/2018 3:26 PM  |
| 60 | Public bus Transport - suggest the return of a service such as Kaikoura Door to Door. A service that takes you to CHCH in morning. Sufficient home help workers to assist the elderly. Lack of Contractors - particularly lawn mowers and gardeners. Suitable housing for those unable to afford to go anywhere else.   | 12/21/2018 12:04 PM |
| 61 | The refuse station is not suited for unloading trailers also there is no place to dump soil and concrete.   | 12/21/2018 11:59 AM |
| 62 | Less and less people able to volunteer in district. Older houses that require maintenance due to ageing on large sections Lack of maintenance along footpaths especially Gore Bay Road walking track. Inability to get council etc to take pride in a little township and reluctance to do maintenance and constantly having the request this, then getting along half-pie fix job. The place would be a mess without locals volunteering to pickup rubbish and fix stuff/trim trees. | 12/21/2018 11:55 AM |
| 63 | For people who don't driver, public transport for a day in town (CHCH). We need a bus going INTO CCHCH eg 8/9 am so can come back on the same day and not have to spend night in town. We also need more street lighting, especially at the Rolleston/Montgomery/Cadman st intersection.  | 12/21/2018 11:47 AM |
| 64 | Back road planning to supermarket   | 12/21/2018 10:29 AM |
| 65 | public transport. poor footpaths in places  | 12/20/2018 4:39 PM  |
| 66 | Access to secondary health services   | 12/20/2018 10:14 AM |
| 67 | Lack of public transport makes it difficult to get to town to see specialists. The St Johns transport for this is not always available to go where needed.  | 12/19/2018 10:37 PM |
| 68 | Getting tired driving but again that is our problem not the communities.  | 12/14/2018 2:42 PM  |
| 69 | There are limitations for elderly to get to the City for medical appointments with parking very expensive. Many services such as plumbers, electricians etc are lacking and in some cases non-existent.   | 12/9/2018 8:02 PM   |
| 70 | Effective transport and communications links. This will become even more important as the probably enforced restrictions against oil and the decline of news media continues.   | 12/5/2018 6:01 AM   |
| 71 | I can't think of anything that is making things difficult for me  | 12/3/2018 1:16 PM   |
| 72 | As a person with slight difficulty walking, some of the footpaths need work. Other than that, I am lucky to be still driving, so can get to whatever I need.  | 11/28/2018 10:50 AM |
| 73 | No public transport, difficult to get to Christchurch for medical appointments  | 11/26/2018 12:41 PM |
| 74 | Nothing at the moment   | 11/26/2018 9:52 AM  |
| 75 | Footpaths in the area badly need attention  | 11/25/2018 7:51 PM  |
| 76 | Not enough public transport to get to hospital, or if drive from Amberley parking difficult. The main road going through the town makes it very busy when driving, parking, turning into side streets.  | 11/24/2018 2:42 PM  |
| 77 | Probably insufficient information about opportunities.  | 11/22/2018 8:42 PM  |
| 78 | No 'rest home - accommodation' for those (local for many years) residents and others - who need care in their late life. Social disruption when need to shift out of the district for care dependency needs.  | 11/22/2018 10:15 AM |
| 79 | Traveling to Christchurch and beyond .trying to cross busy roads  | 11/22/2018 8:14 AM  |
| 80 | lack of access to older persons health services   | 11/21/2018 8:17 PM  |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|     |   |                     |
|-----|---|---------------------|
| 81  | Poor access to rest home and hospital level aged residential care (only found in Amberley). Poor adaptation for mobility scooters. No public transport. Rates going up faster than income.  | 11/21/2018 4:05 PM  |
| 82  | if I needed public transport - there is none  | 11/21/2018 12:36 PM |
| 83  | No picture theatre poor footpaths can cause falls with the undulations No public transport if I was unable to drive   | 11/21/2018 12:11 PM |
| 84  | The distance for some services going all the way to CHCH.   | 11/21/2018 11:30 AM |
| 85  | Community spirit.   | 10/21/2018 5:33 PM  |
| 86  | Transport   | 10/18/2018 7:50 PM  |
| 87  | Lack of part time employment , a number of roles in HDC could provide several part time jobs in stead of a full time role.  | 10/18/2018 11:26 AM |
| 88  | The council   | 10/16/2018 7:37 PM  |
| 89  | Being able to drive safely on gravel roads, distance for medical appointments.  | 10/16/2018 6:32 PM  |
| 90  | knowing whats happening out there in a language i understand  | 10/16/2018 2:16 PM  |
| 91  | access to Amberley, Rangiora  | 10/16/2018 1:50 PM  |
| 92  | No transport at reasonable times Footpaths not always well surfaced, and not direct Drainage in our area poor with flooding in heavy rain   | 10/15/2018 8:33 PM  |
| 93  | No suitable affordable housing, no public transport   | 10/15/2018 9:07 AM  |
| 94  | I think we need a road that links Pound St round to Beach Road to take some traffic away from the Pound Road/Carters Road intersection.   | 10/13/2018 8:49 PM  |
| 95  | Transport if I become unable to drive   | 10/13/2018 5:15 PM  |
| 96  | Have to travel greater distances to get to services i.e. doctor and specialist care, dentist  | 10/13/2018 11:58 AM |
| 97  | The help needed to stay at home as long as possible. The limited spaces at the local rest homes for those who need extra care. Many have to leave the area they have lived their whole lives to move into retirement villages in Rangiora or further afield. This has negative consequences on our community and the person involved. | 10/13/2018 9:21 AM  |
| 98  | Transport and no housing for in between moving off Farm "downsizing" to a warmer easier maintenance home or village option. Have to move right into town for this.  | 10/13/2018 8:31 AM  |
| 99  | Transport, no public transport, eg trains or buses. Cycleways from Balcairn to Amberley needed.   | 10/12/2018 2:15 PM  |
| 100 | Nil at present  | 10/12/2018 11:51 AM |
| 101 | Difficulty in getting electricians, plumbers, workers to help with chainsaw and log splitter.   | 10/12/2018 10:48 AM |
| 102 | State of the footpaths, curbs, is appalling. Very difficult to get from road onto footpaths when using a walking frame or in a wheelchair   | 10/11/2018 10:35 PM |
| 103 | Lack of services  | 10/11/2018 9:09 PM  |
| 104 | Grocery shopping- limited availability  | 10/11/2018 9:08 PM  |
| 105 | na  | 10/11/2018 5:14 PM  |
| 106 | Public transport  | 10/11/2018 4:26 PM  |
| 107 | no public transport for when I no longer drive. I will have to leave the area   | 10/11/2018 2:12 PM  |
| 108 | Transport   | 10/11/2018 2:02 PM  |
| 109 | Public transport. Medical centre costs.   | 10/11/2018 1:47 PM  |
| 110 | Lack of services.   | 10/11/2018 12:22 PM |
| 111 | Accessable buildings  | 10/11/2018 12:20 PM |
| 112 | having to buy water and no mix of shops....ie. a butcher  | 10/11/2018 12:10 PM |
| 113 | I go to Amberley as the Doctor is not available half the time in Cheviot and you end up with a locum. SO having to travel so far to see a regular doctor is difficult.  | 10/11/2018 11:58 AM |

## Q4 What do you think would make your community more age-friendly? An age-friendly community is an age-inclusive community. What would you like to see happen to make the Hurunui a better place to live?

Answered: 135 Skipped: 40

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | There are lots of ideas on whiteboard at Cheviot Lions   | 2/22/2019 11:16 AM |
| 2  | More volunteer opportunities and social interactions through the year  | 2/22/2019 11:12 AM |
| 3  | Transport options  | 2/22/2019 11:10 AM |
| 4  | More social participation  | 2/22/2019 11:07 AM |
| 5  | More Adult Education classes Movie theatre   | 2/22/2019 11:06 AM |
| 6  | A safe pedestrian crossing between supermarket and shops   | 2/22/2019 11:04 AM |
| 7  | Transport for those who no longer drive. Company/companionship for older people stuck at home.   | 2/22/2019 11:03 AM |
| 8  | Skate board park with plenty of seats and tables BBQ (gas) with petanque and chesstable  | 2/22/2019 11:01 AM |
| 9  | ATM  | 2/22/2019 10:57 AM |
| 10 | A chemist and an ATM   | 2/22/2019 10:54 AM |
| 11 | Cycle, walking, meeting point, services  | 2/22/2019 10:51 AM |
| 12 | Restaurant suited to 'older ' people   | 2/22/2019 10:49 AM |
| 13 | More housing options for aging pop: size, accessibility. Essential services: pharmacy, public transport. flat footpaths sealed and NOT sloping. Pedestrian crossing over SH 1 ATM machine. | 2/22/2019 10:47 AM |
| 14 | Like to see a free-ish club - a place to go and make your own coffee, chat, read, easy for single people to go, speakers sometimes.  | 2/22/2019 10:43 AM |
| 15 | Well served for my present needs.  | 2/20/2019 4:32 PM  |
| 16 | Charging station for elec cars Footpaths tidied up   | 2/20/2019 4:29 PM  |
| 17 | We have plenty of clubs to go to and it is very good. The time Shed is a great hall and there are other halls for smaller gatherings.  | 2/20/2019 4:17 PM  |
| 18 | Better integration/communication from hospital to local servicsd (sometimes 10 days) before local nursing care steps in. Shuttle bus to Amberley, Kaiapoi or Rangiora.                     | 2/20/2019 4:14 PM  |
| 19 | A community that regularly keeps in touch and helps. I do struggle with the hill and shopping. (80)  | 2/13/2019 3:38 PM  |
| 20 | Where older people, as all memebers of the community are referred to with words like "we", "us", "ours" etc, and older people have genuine roles to play.                                  | 2/13/2019 3:36 PM  |
| 21 | Housing for the elderly who are past self care.  | 2/13/2019 3:34 PM  |
| 22 | Inclusive, supportive, safe. Safe and connecting footpaths, visitor respect, easy access to public buildings   | 2/13/2019 3:32 PM  |
| 23 | Safety, inclusion, support, involvement.   | 2/13/2019 3:31 PM  |
| 24 | Supporting our older people  | 2/13/2019 3:29 PM  |
| 25 | Gold card discount at hot pools. Should be half price for seniors. There is nowhere in Hanmer to use a gold card.  | 2/13/2019 3:28 PM  |
| 26 | A rest home and dementia care in Hanmer Springs, so people do not have to move at the end of life. Already 48% of people who die (across villages) need healthcare at end of life.         | 2/13/2019 3:26 PM  |
| 27 | a social drop-in centre, community housing   | 2/6/2019 6:08 PM   |
| 28 | Kerb cuts  | 2/6/2019 6:06 PM   |



## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |   |                    |
|----|---|--------------------|
| 29 | Bigger discount off our rates   | 2/6/2019 6:04 PM   |
| 30 | More information, more contact  | 2/6/2019 6:02 PM   |
| 31 | Better public transport and more mind stimulating activities  | 2/6/2019 5:59 PM   |
| 32 | A community hub   | 2/6/2019 5:58 PM   |
| 33 | Heated swimming pool  | 2/6/2019 5:51 PM   |
| 34 | Ambulance and doctor available in evenings and weekends   | 2/6/2019 5:50 PM   |
| 35 | More walkways etc   | 2/6/2019 5:49 PM   |
| 36 | An inclusive community where our aged community have quality of life through transport and services.  | 2/6/2019 5:47 PM   |
| 37 | Free internet and computer access at the Waiau library  | 2/6/2019 5:45 PM   |
| 38 | More communication amongst locals, helping eachother out.   | 2/6/2019 5:41 PM   |
| 39 | Houses suitable for all - not just elderly. Good transport and health services and social activities for all to join.   | 2/6/2019 5:39 PM   |
| 40 | Access to small meeting rooms for music practice  | 2/3/2019 2:58 PM   |
| 41 | respect the fact that we are not all avid internet users - eg advise events etc other than entirely on Facebook etc. Respect the fact that older folk may not be able to cross the wide Main Rd as quickly as some would expect An official pedestrian crossing ( preferably with lights) across the Main Road would be greatly appreciated | 12/31/2018 8:28 PM |
| 42 | Mixed age community events  | 12/27/2018 5:28 PM |
| 43 | Inclusive, active and accessible  | 12/27/2018 5:27 PM |
| 44 | Top priority is to address loneliness   | 12/27/2018 5:24 PM |
| 45 | Inclusion, integrated, services, good infrastructure and easy access  | 12/27/2018 5:22 PM |
| 46 | Inclusion and accessibility   | 12/27/2018 5:21 PM |
| 47 | Happy smiling people sharing activities across generations  | 12/27/2018 5:20 PM |
| 48 | It doesn't look aged! IT has lots of young people threaded through it and still celebrates life   | 12/27/2018 5:19 PM |
| 49 | Cheviot is well on the way - just needs some fine tuning  | 12/27/2018 5:16 PM |
| 50 | Having activities to suit all either all together or as smaller groups. Members supporting others - mentoring etc   | 12/27/2018 5:14 PM |
| 51 | A village that includes everyone from birth to death: socially, respectfully and non-judgemental. What goes round comes back to fold.   | 12/27/2018 5:12 PM |
| 52 | If we get the social participation and communication improved, the transport issue may become less of a challenge as a result.  | 12/27/2018 5:10 PM |
| 53 | Easily accessible health care. Connection with all ages   | 12/27/2018 5:09 PM |
| 54 | To help people as much as you can, as people can be very lonely at times.   | 12/27/2018 5:06 PM |
| 55 | Ability to walk across SH1 without fear of being bowled over  | 12/27/2018 5:01 PM |
| 56 | It's good as it is  | 12/27/2018 4:57 PM |
| 57 | More services easily accessed in rural communities  | 12/27/2018 4:55 PM |
| 58 | Better footpaths  | 12/27/2018 4:51 PM |
| 59 | Regular bus service even if it is only to Rangiora where public transport is available. Safe footpaths Helping the older people keep up with IT.  | 12/27/2018 4:49 PM |
| 60 | More social groups - not sports   | 12/27/2018 4:46 PM |
| 61 | More seats around the township  | 12/27/2018 4:43 PM |
| 62 | Better footpaths  | 12/27/2018 4:41 PM |
| 63 | Great footpaths.  | 12/27/2018 4:38 PM |



## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |   |                     |
|----|---|---------------------|
| 64 | Closer for places for people with dementia to meet and socialise and a support group for carers   | 12/27/2018 4:34 PM  |
| 65 | Better footpaths and public transport   | 12/27/2018 4:28 PM  |
| 66 | A rail connection to Rangiora and Christchurch. Efficient bus transport. More after work or evening courses/night school/ clubs/activities for those who still work full time 8-5 pm.   | 12/27/2018 4:24 PM  |
| 67 | Having transport that can make it easy for older persons to enjoy their later years.  | 12/27/2018 4:21 PM  |
| 68 | You are doing a lot better job than CHCH where I lived prior to 2013.   | 12/27/2018 4:18 PM  |
| 69 | The activities are available to those who want to take part.  | 12/27/2018 4:15 PM  |
| 70 | Improved paving - so many are uneven - an absolute danger and inconvenience to us older folk and our Thursday walking group.  | 12/27/2018 4:11 PM  |
| 71 | Sections smaller  | 12/27/2018 4:09 PM  |
| 72 | Keeping Waikari hospital functioning in community. Power concessions. Community services car limit to be raised.  | 12/27/2018 4:06 PM  |
| 73 | Better footpaths and public transport - even a link to Rangiora would mean people could get into CHCH.  | 12/27/2018 4:02 PM  |
| 74 | Better footpaths for older people. At present - some roads have no footpaths.   | 12/27/2018 3:57 PM  |
| 75 | Supportive accommodation for the elderly  | 12/27/2018 3:55 PM  |
| 76 | Flexible and supportive accommodation options for the elderly   | 12/27/2018 3:52 PM  |
| 77 | Maybe some more old age pensioner flats in Amberley (people are living longer!)   | 12/27/2018 3:43 PM  |
| 78 | Young people step up and volunteer for the community car, and other organisations that benefit community.   | 12/27/2018 3:38 PM  |
| 79 | A retirement complex  | 12/27/2018 3:34 PM  |
| 80 | More progress with Village Green - good places to walk. More council planning for commercial space.   | 12/27/2018 3:32 PM  |
| 81 | Be able to cut sections in half to 500 sqm and build another house for older people   | 12/27/2018 3:29 PM  |
| 82 | Maintaining safe footpaths and kerbs - currently not good for walkers or wheel chair movement. Encourage MIXED age group facilities and activities.   | 12/27/2018 3:26 PM  |
| 83 | Cheviot township footpath improvements. Improvements to items noted in Qu 2.  | 12/21/2018 12:04 PM |
| 84 | Affordable exercise classes eg. pilates, tai chi etc  | 12/21/2018 11:59 AM |
| 85 | Smaller (500m2 section) with warm low maintenacne houses so that I can stay here until I'm dead, instead of having to move and make new friends in my 80s, just because I can't maintain my beloved home. It's extremely hard to move and be accepted into a new community event when fit and active. | 12/21/2018 11:55 AM |
| 86 | Ramps on and off the road to /from pavements. Get rid of deep gutters and put in pipes.   | 12/21/2018 11:47 AM |
| 87 | A good medical centre   | 12/21/2018 10:29 AM |
| 88 | movie theatre. public transport   | 12/20/2018 4:39 PM  |
| 89 | More employment opportunities for other people who still want (and who may need) to work  | 12/20/2018 10:14 AM |
| 90 | All age coffee mornings. Music clubs Public gatherings of mutual interest near the shopping centre. ie the Library  | 12/19/2018 10:37 PM |
| 91 | A driving course for "older" drivers was advertised a number of months ago now. I put my name and my husband's name down but the course was cancelled due to lack of (virtually no) interest.   | 12/14/2018 2:42 PM  |
| 92 | Services and voluntary organisations need some central coordination to avoid duplication or 'closed' groups. New comers should be encouraged to join groups and their skills recognised. This will avoid the same people holding office positions in numerous groups.                                 | 12/9/2018 8:02 PM   |
| 93 | We're not bad but a more inclusive approach to communication would help and that initially has to come through the council as our leader.   | 12/5/2018 6:01 AM   |
| 94 | improved community information regarding what is available regarding ability to volunteer, what is already in place for the community to be age inclusive.  | 12/3/2018 1:16 PM   |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|     |  |                     |
|-----|--|---------------------|
| 95  | More good transport, such as community cars with volunteer drivers, with the ability to take people across the district, as well as down the main roads.   | 11/28/2018 10:50 AM |
| 96  | More social events. Better shopping locally  | 11/26/2018 12:41 PM |
| 97  | Get rid the townies  | 11/26/2018 9:52 AM  |
| 98  | Not sure   | 11/25/2018 7:51 PM  |
| 99  | Needs a retirement village or something like this where older people can buy a small flat/town house that is safe. They all seem to be in Rangiora with people I know selling up and shifting as there is no option in Amberley.   | 11/24/2018 2:42 PM  |
| 100 | Total inclusion in all aspects of community without regard for age.  | 11/22/2018 8:42 PM  |
| 101 | A residential care home. ( approved for health care benefits ) . More support for after hours medical care.  | 11/22/2018 10:15 AM |
| 102 | Better footpaths more access to shopping,more shops .chemist shop more accessable .maybe a shopping mall without the worry of traffic  | 11/22/2018 8:14 AM  |
| 103 | more older person services   | 11/21/2018 8:17 PM  |
| 104 | More aged residential care providers. More social housing. Hold increases in rates to increases in NZ Superannuation. Improve pathways in public areas to make mobility scooters friendly.   | 11/21/2018 4:05 PM  |
| 105 | most of the focus seems to be on youth but not on older persons  | 11/21/2018 12:36 PM |
| 106 | Get big trucks rerouted out of Amberley  | 11/21/2018 12:11 PM |
| 107 | no taxi service or ways of getting about if you are not well.  | 11/21/2018 11:30 AM |
| 108 | There is a need for more Access Community Health employees.  | 10/24/2018 6:36 PM  |
| 109 | cross generational volunteer participation   | 10/21/2018 5:33 PM  |
| 110 | More activities for the older community  | 10/18/2018 7:50 PM  |
| 111 | An efficient public transport system using mini busses linking major and minor population centres.   | 10/18/2018 11:26 AM |
| 112 | Respect the wishes of people   | 10/16/2018 7:37 PM  |
| 113 | I'm happy with current possibilities, but would like to see Waikari hospital kept open, and the possibility of assessment in hurunui for medical help before being sent to Chch. Also for another solution to water chlorination if available.   | 10/16/2018 6:32 PM  |
| 114 | time for us not where people rush through things   | 10/16/2018 2:16 PM  |
| 115 | More public transport  | 10/16/2018 1:55 PM  |
| 116 | more opportunities for socialising with this age group   | 10/16/2018 1:50 PM  |
| 117 | Enforcement of speed limits where quiet streets meet main roads Turning lanes on main routes Less sharp cambers on footpaths and at crossings for mobility vehicles  | 10/15/2018 8:33 PM  |
| 118 | more public awareness for the obstacles older less abled body people face doing day to day activities  | 10/15/2018 9:07 AM  |
| 119 | Have a retirement facilitie in Culverden. Be able to make bulk appointments for many people so we can either share transport or have a regular shuttle service to Rangiora and Christchurch  | 10/13/2018 11:58 AM |
| 120 | More access to smaller, affordable housing / more access to help around the house when unable to get around. Retirement complex would be good.   | 10/13/2018 9:21 AM  |
| 121 | A purpose built village or group of villas with low maintenance warm homes with gardening areas and garaging for those still driving etc. security of neighbours but own space still without having to move into Rangiora or city and still be in area of friends and community already known. | 10/13/2018 8:31 AM  |
| 122 | cycleway from Balcairn to Amberley, better public transport system.  | 10/12/2018 2:15 PM  |
| 123 | more activities and social functions for older people  | 10/12/2018 11:51 AM |
| 124 | More rest home and small residences available.   | 10/12/2018 10:48 AM |
| 125 | The townships need to be better cared for. There's no feeling of pride in our community  | 10/11/2018 10:35 PM |
| 126 | Free home medical visits. Free community transport for medical visits to Christchurch  | 10/11/2018 9:09 PM  |

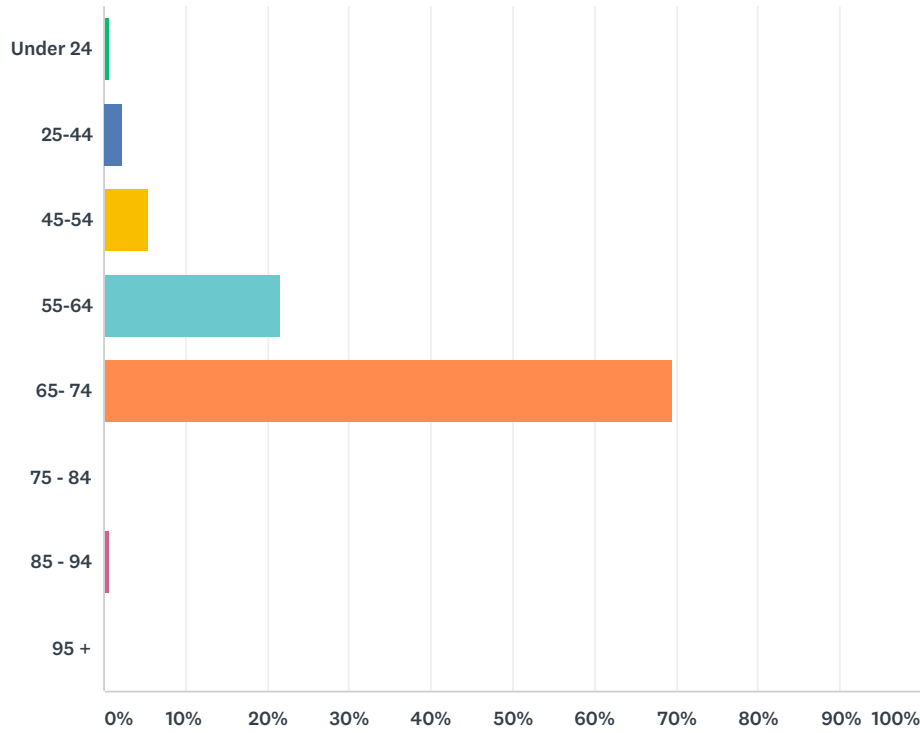
## Age-Friendly Communities Project Hurunui

Appendix 2

|     |   |                     |
|-----|---|---------------------|
| 127 | Social activity for older persons   | 10/11/2018 9:08 PM  |
| 128 | Ramps everywhere  | 10/11/2018 5:14 PM  |
| 129 | Opportunity for greater community involvement   | 10/11/2018 4:26 PM  |
| 130 | transport   | 10/11/2018 2:12 PM  |
| 131 | Better footpaths  | 10/11/2018 2:02 PM  |
| 132 | No opinion.   | 10/11/2018 1:47 PM  |
| 133 | More public transport and more services.  | 10/11/2018 12:22 PM |
| 134 | Try and encourage younger people into the district.   | 10/11/2018 12:20 PM |
| 135 | For Cheviot, a minimum of two permanent doctors and knowing we have a full time police officer so I feel safer. | 10/11/2018 11:58 AM |

### Q5 Please let us know your age bracket

Answered: 167 Skipped: 8



| ANSWER CHOICES | RESPONSES |            |
|----------------|-----------|------------|
| Under 24       | 0.60%     | 1          |
| 25-44          | 2.40%     | 4          |
| 45-54          | 5.39%     | 9          |
| 55-64          | 21.56%    | 36         |
| 65-74          | 69.46%    | 116        |
| 75-84          | 0.00%     | 0          |
| 85-94          | 0.60%     | 1          |
| 95+            | 0.00%     | 0          |
| <b>TOTAL</b>   |           | <b>167</b> |

## Q6 What town or area do you live in?

Answered: 171 Skipped: 4

| #  | RESPONSES      | DATE               |
|----|----------------|--------------------|
| 1  | Cheviot        | 2/22/2019 11:16 AM |
| 2  | Cheviot        | 2/22/2019 11:15 AM |
| 3  | Gore Bay       | 2/22/2019 11:12 AM |
| 4  | Cheviot        | 2/22/2019 11:10 AM |
| 5  | Cheviot        | 2/22/2019 11:08 AM |
| 6  | Conway         | 2/22/2019 11:07 AM |
| 7  | Conway         | 2/22/2019 11:06 AM |
| 8  | Cheviot        | 2/22/2019 11:04 AM |
| 9  | Cheviot        | 2/22/2019 11:03 AM |
| 10 | Cheviot area   | 2/22/2019 11:01 AM |
| 11 | Cheviot        | 2/22/2019 10:59 AM |
| 12 | Cheviot        | 2/22/2019 10:57 AM |
| 13 | Cheviot        | 2/22/2019 10:55 AM |
| 14 | Cheviot        | 2/22/2019 10:54 AM |
| 15 | Cheviot        | 2/22/2019 10:53 AM |
| 16 | Cheviot        | 2/22/2019 10:51 AM |
| 17 | Conway         | 2/22/2019 10:49 AM |
| 18 | Cheviot        | 2/22/2019 10:47 AM |
| 19 | Domett         | 2/22/2019 10:44 AM |
| 20 | Cheviot        | 2/22/2019 10:43 AM |
| 21 | Cheviot        | 2/20/2019 4:35 PM  |
| 22 | Cheviot        | 2/20/2019 4:32 PM  |
| 23 | Cheviot        | 2/20/2019 4:29 PM  |
| 24 | Hawarden       | 2/20/2019 4:21 PM  |
| 25 | Culverden      | 2/20/2019 4:21 PM  |
| 26 | Amberley       | 2/20/2019 4:17 PM  |
| 27 | Waikari        | 2/20/2019 4:14 PM  |
| 28 | Hanmer Springs | 2/13/2019 3:38 PM  |
| 29 | Hanmer Springs | 2/13/2019 3:36 PM  |
| 30 | Hanmer Springs | 2/13/2019 3:36 PM  |
| 31 | Hanmer Springs | 2/13/2019 3:34 PM  |
| 32 | Hanmer Springs | 2/13/2019 3:32 PM  |
| 33 | Hanmer Springs | 2/13/2019 3:31 PM  |
| 34 | Hanmer Springs | 2/13/2019 3:29 PM  |
| 35 | Hanmer Springs | 2/13/2019 3:28 PM  |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|    |  |                    |
|----|--|--------------------|
| 36 | Hanmer Springs                             | 2/13/2019 3:27 PM  |
| 37 | Hanmer Springs                             | 2/13/2019 3:26 PM  |
| 38 | Amberley                                   | 2/6/2019 6:08 PM   |
| 39 | Amberley Beach                             | 2/6/2019 6:06 PM   |
| 40 | Amberley                                   | 2/6/2019 6:04 PM   |
| 41 | Amberley                                   | 2/6/2019 6:02 PM   |
| 42 | Amberley                                   | 2/6/2019 6:01 PM   |
| 43 | Amberley                                   | 2/6/2019 5:59 PM   |
| 44 | Amberley                                   | 2/6/2019 5:58 PM   |
| 45 | Amberley                                   | 2/6/2019 5:55 PM   |
| 46 | Greta Valley                               | 2/6/2019 5:54 PM   |
| 47 | Amberley Beach                             | 2/6/2019 5:53 PM   |
| 48 | Waiau                                      | 2/6/2019 5:51 PM   |
| 49 | Waiau                                      | 2/6/2019 5:50 PM   |
| 50 | Waiau                                      | 2/6/2019 5:49 PM   |
| 51 | Waiau 79 yrs                               | 2/6/2019 5:47 PM   |
| 52 | Waiau                                      | 2/6/2019 5:47 PM   |
| 53 | Waiau                                      | 2/6/2019 5:45 PM   |
| 54 | Waiau                                      | 2/6/2019 5:41 PM   |
| 55 | Waiau                                      | 2/6/2019 5:39 PM   |
| 56 | Waiau                                      | 2/6/2019 5:35 PM   |
| 57 | Waiau                                      | 2/6/2019 5:34 PM   |
| 58 | Waiau                                      | 2/6/2019 5:33 PM   |
| 59 | Between macDonald Downs and Pyramid Valley | 2/3/2019 2:58 PM   |
| 60 | Amberley                                   | 12/31/2018 8:28 PM |
| 61 | Cheviot                                    | 12/27/2018 5:29 PM |
| 62 | Cheviot                                    | 12/27/2018 5:28 PM |
| 63 | Domett                                     | 12/27/2018 5:27 PM |
| 64 | Cheviot                                    | 12/27/2018 5:26 PM |
| 65 | Cheviot                                    | 12/27/2018 5:25 PM |
| 66 | Cheviot                                    | 12/27/2018 5:24 PM |
| 67 | Cheviot                                    | 12/27/2018 5:22 PM |
| 68 | Cheviot                                    | 12/27/2018 5:21 PM |
| 69 | Gore Bay                                   | 12/27/2018 5:20 PM |
| 70 | Manuka Bay                                 | 12/27/2018 5:19 PM |
| 71 | Cheviot                                    | 12/27/2018 5:18 PM |
| 72 | Cheviot                                    | 12/27/2018 5:17 PM |
| 73 | Cheviot                                    | 12/27/2018 5:16 PM |
| 74 | Cheviot                                    | 12/27/2018 5:15 PM |
| 75 | Cheviot                                    | 12/27/2018 5:15 PM |
| 76 | Hawarden                                   | 12/27/2018 5:14 PM |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|     |                     |                     |
|-----|---------------------|---------------------|
| 77  | Hawarden            | 12/27/2018 5:14 PM  |
| 78  | Hawarden            | 12/27/2018 5:12 PM  |
| 79  | Hawarden            | 12/27/2018 5:10 PM  |
| 80  | Hawarden            | 12/27/2018 5:09 PM  |
| 81  | Hawarden            | 12/27/2018 5:08 PM  |
| 82  | Waikari             | 12/27/2018 5:07 PM  |
| 83  | Waikari             | 12/27/2018 5:06 PM  |
| 84  | Amberley            | 12/27/2018 5:04 PM  |
| 85  | Amberley/Broomfield | 12/27/2018 5:01 PM  |
| 86  | Amberley            | 12/27/2018 4:59 PM  |
| 87  | Omihi Valley        | 12/27/2018 4:57 PM  |
| 88  | Scargill            | 12/27/2018 4:55 PM  |
| 89  | Amberley            | 12/27/2018 4:51 PM  |
| 90  | Amberley            | 12/27/2018 4:49 PM  |
| 91  | Cheviot             | 12/27/2018 4:46 PM  |
| 92  | Cheviot             | 12/27/2018 4:43 PM  |
| 93  | Amberley            | 12/27/2018 4:41 PM  |
| 94  | Leithfield Beach    | 12/27/2018 4:38 PM  |
| 95  | Amberley            | 12/27/2018 4:34 PM  |
| 96  | Amberley            | 12/27/2018 4:30 PM  |
| 97  | Amberley            | 12/27/2018 4:28 PM  |
| 98  | Amberley            | 12/27/2018 4:24 PM  |
| 99  | Waipara             | 12/27/2018 4:21 PM  |
| 100 | Waipara rural       | 12/27/2018 4:18 PM  |
| 101 | Hawarden            | 12/27/2018 4:15 PM  |
| 102 | Cheviot             | 12/27/2018 4:11 PM  |
| 103 | Amberley            | 12/27/2018 4:09 PM  |
| 104 | Omihi Valley        | 12/27/2018 4:06 PM  |
| 105 | Amberley            | 12/27/2018 4:02 PM  |
| 106 | Amberley            | 12/27/2018 3:57 PM  |
| 107 | Hanmer Springs      | 12/27/2018 3:55 PM  |
| 108 | Hanmer Springs      | 12/27/2018 3:52 PM  |
| 109 | Amberley            | 12/27/2018 3:43 PM  |
| 110 | Cheviot             | 12/27/2018 3:40 PM  |
| 111 | Cheviot             | 12/27/2018 3:38 PM  |
| 112 | Waikari             | 12/27/2018 3:34 PM  |
| 113 | Waikari             | 12/27/2018 3:32 PM  |
| 114 | Cheviot             | 12/27/2018 3:29 PM  |
| 115 | Cheviot             | 12/27/2018 3:26 PM  |
| 116 | Cheviot             | 12/21/2018 12:04 PM |
| 117 | Cheviot             | 12/21/2018 11:59 AM |

## Age-Friendly Communities Project Hurunui

## Appendix 2

|     |                     |                     |
|-----|---------------------|---------------------|
| 118 | Cheviot (paradise)  | 12/21/2018 11:55 AM |
| 119 | Cheviot             | 12/21/2018 11:47 AM |
| 120 | Amberley            | 12/21/2018 10:29 AM |
| 121 | Rural hurunui       | 12/20/2018 4:39 PM  |
| 122 | Amberley            | 12/20/2018 10:14 AM |
| 123 | Amberley            | 12/19/2018 10:37 PM |
| 124 | Hanmer Springs      | 12/14/2018 2:42 PM  |
| 125 | Cheviot             | 12/9/2018 8:02 PM   |
| 126 | Hanmer Springs      | 12/5/2018 6:01 AM   |
| 127 | Broomfield          | 12/3/2018 1:16 PM   |
| 128 | Amberley            | 11/28/2018 10:50 AM |
| 129 | Amberley            | 11/26/2018 12:41 PM |
| 130 | Balcairn            | 11/26/2018 9:52 AM  |
| 131 | Amberley            | 11/25/2018 7:51 PM  |
| 132 | Amberley            | 11/24/2018 2:42 PM  |
| 133 | Amberley            | 11/23/2018 5:05 PM  |
| 134 | Balcairn            | 11/22/2018 8:42 PM  |
| 135 | Near Hanmer Springs | 11/22/2018 10:15 AM |
| 136 | Amberley            | 11/22/2018 8:14 AM  |
| 137 | Hanmer Springs      | 11/21/2018 4:05 PM  |
| 138 | Waipara             | 11/21/2018 12:36 PM |
| 139 | Amberley            | 11/21/2018 12:11 PM |
| 140 | Hanmer Springs      | 11/21/2018 11:30 AM |
| 141 | Cheviot             | 10/24/2018 6:36 PM  |
| 142 | Cheviot             | 10/21/2018 5:33 PM  |
| 143 | Hurunui             | 10/18/2018 7:50 PM  |
| 144 | Hawarden            | 10/18/2018 11:26 AM |
| 145 | Cheviot             | 10/16/2018 7:37 PM  |
| 146 | Hawarden area.      | 10/16/2018 6:32 PM  |
| 147 | Hornby              | 10/16/2018 2:16 PM  |
| 148 | Hurunui             | 10/16/2018 1:55 PM  |
| 149 | Amberley            | 10/15/2018 8:33 PM  |
| 150 | Amberley            | 10/15/2018 9:07 AM  |
| 151 | Rural - Broomfield  | 10/13/2018 8:49 PM  |
| 152 | Leithfield Beach    | 10/13/2018 5:15 PM  |
| 153 | Culverden           | 10/13/2018 11:58 AM |
| 154 | Amberley            | 10/13/2018 9:21 AM  |
| 155 | Hawarden Medbury    | 10/13/2018 8:31 AM  |
| 156 | Amberley/Balcairn   | 10/12/2018 2:15 PM  |
| 157 | Amberley            | 10/12/2018 11:51 AM |
| 158 | Gore Bay            | 10/12/2018 10:48 AM |



|     |                |                     |
|-----|----------------|---------------------|
| 159 | Cheviot        | 10/11/2018 10:35 PM |
| 160 | Hanmer Springs | 10/11/2018 9:09 PM  |
| 161 | Hawarden       | 10/11/2018 9:08 PM  |
| 162 | Lived Amberley | 10/11/2018 5:14 PM  |
| 163 | Culverden      | 10/11/2018 4:26 PM  |
| 164 | Waikari        | 10/11/2018 2:12 PM  |
| 165 | Waipara        | 10/11/2018 2:02 PM  |
| 166 | Waiau          | 10/11/2018 1:47 PM  |
| 167 | Hawarden       | 10/11/2018 12:22 PM |
| 168 | Fernside       | 10/11/2018 12:20 PM |
| 169 | amberley beach | 10/11/2018 12:10 PM |
| 170 | rotherham      | 10/11/2018 12:05 PM |
| 171 | Cheviot        | 10/11/2018 11:58 AM |

**APPENDIX 3: Community morning tea workshop and survey results****Participants ticked their top three priorities**

|  | <b>Waikari<br/>Hawarden</b> | <b>Cheviot</b> | <b>Amberley</b> | <b>Waiau</b> | <b>Hanmer<br/>Springs</b> |
|--|-----------------------------|----------------|-----------------|--------------|---------------------------|
| <b>Outdoor spaces and buildings</b>          |                             |                | 2               |              |                           |
| <b>Transport</b>                             | 1                           |                | 1               | 1            |                           |
| <b>Housing</b>                               |                             |                | 2               | 3            |                           |
| <b>Respect and social inclusion</b>          |                             | 3              | 1               |              | 3                         |
| <b>Social participation</b>                  |                             |                | 2               |              |                           |
| <b>Civic participation and employment</b>    |                             |                | 3               |              |                           |
| <b>Communication and information</b>         | 2                           | 1              | 3               | 2            | 2                         |
| <b>Community support and health services</b> | 3                           | 2              |                 | 2            | 1                         |

**Q: What does an age-friendly community look like to you?****Waikari/Hawarden**

People helping each other as much as they can. People get very lonely.

Easily accessed health services

Connection with all ages

If we get the social participation and communication improved, the transport issue may become less of a challenge as a result.

A village that includes everyone from birth to death: socially respectfully, non-judgemental. What goes round comes back to you.

Activities to suit all - either all together or as small groups with members supporting others – mentoring etc.

### **Cheviot**

Cheviot is well on the way. Just needs some fine tuning.

It doesn't look aged. It has lots of young people threaded through it – and still celebrates life

Happy smiling people sharing activities across generations

Inclusive and accessible (3)

Good infrastructure, easy access, active

Top priority to reduce loneliness

Great place to live but only if I could drive my car

Holding mixed age community events

### **Amberley**

Great local community - people talking to you on the streets, lots of groups and clubs

Discounted rates, great council

Good information, easily accessed

Public transport, especially rail as the tracks go right past (Greta)

Adult education opportunities

TimeBank Hurunui and Hurunui Buy and Sell

A community hub and Community housing

Great library and eating and drinking places

### **Waiau**

Heated pool

Availability for ambulance/doctor etc during evenings and weekends – not having someone in Auckland decide if it is urgent or not.

More walkways etc

It means being inclusive. Ensuring our aged community has a quality of life through providing transport and services within our community

Lots of communication with age-friendly locals – helping each other out

Houses suitable for all – good transport and health services and social activities for all to join

### **Hanmer Springs**

A good community that regularly keeps in touch and helps

Where older people, as all members of the community, are referred to with words like 'we', 'us', 'ours' etc, and have genuine roles to play

There is housing for elderly who are past self-care

Safe and connecting footpaths, easy access to buildings, visitor respect

Safety, inclusion, supportive, involvement

Inclusive, supportive and safe Hanmer Springs

Supporting older people in the community

Can use a gold card and prices for pool are halved for gold card members

### **Cheviot Lions**

Range of local shops

Accessibility

Community car, Taxi service, transport

ATM

Pedestrian crossing over SH 1

Lighter library door

Great health services and a pharmacy

Community garden and orchard

Older volunteers, strong community groups and sports

More accessible housing – smaller sections and houses

Intergenerational

Adult education – community education

Movie theatre

Outdoor and indoor bumping space where people can play and chat

Bike and walking trails

Central agency for house help, gardening, home handyperson

Keep teenagers here through employment and activities

Local plumber

**Waikari** (This was a continuation of brainstorm rather than small group ideas)

|   |
|---|
| <p><b>Outdoor spaces and buildings</b> - library in school grounds, ok access when schools out. Would like the returns box to be closer to the road so don't have to walk so far.<br/>Better pavements to access diary in Waikari by mobility scooter. On-line delivery available but not fresh or frozen. Footpath doesn't go all the way to preschool in Hawarden. Good shade and seating in Hawarden</p>   |
| <p><b>Transport</b> – Would love bus service.<br/>Vehicle trust starting up which will help but will need volunteer drivers. Medical centre already has volunteer driving scheme</p>  |
| <p><b>Housing</b> – Council flats in Waikari good as people can see what's going on. There's a waiting list (check) but without transport, can be socially isolating.<br/>Hawarden – Lack of rentals, people can't take on a job as no housing.<br/>Old houses and cold. Good to have CEA subsidies for insulating houses<br/>There are three gardening businesses and Lions do firewood – take wood to people on their list.<br/>How do you get on the list? Depended on who you know..<br/>Red Cross parcels amazing, some families missed out.</p> |
| <p><b>Respect and social inclusion/ Social participation</b> – regular contact through services such as post delivery and meals on wheels<br/>Respect – needs intergeneration , inclusion and participation. Children at retirement villages. Old people don't feel old, they want to get out and do things.<br/>School age children volunteering to help older people.</p>   |
| <p><b>Social participation</b> - lots on to join: Homeshare – people are picked up, Women's Institute, Lions, Monthly am tea with Friends of the Hospital, Exercise class x2 week, walking group, bridge, spinning group, garden club. Cath has put out a directory for the area with all clubs and societies.</p>  |
| <p><b>Civic participation and employment</b></p>  |
| <p><b>Communication and information</b> – newspapers good. School newsletter stopping at end of year. Cath Petrie and Paul Munnerley taking over this role with a community news sheet. This available at pick up points: library, tea rooms, medical centre and more. Cheap to advertise. Make use of the notice board outside 4 Square, this needs community area where people can put their notices, Older people don't want to go on-line.</p>  |
| <p><b>Community support and health services</b> – Well set up with excellent medical centre and the Waikari Hospital.</p>   |

**Cheviot** -1. What works well? 2. What doesn't? 3. What would you like to see happen/gaps and opportunities?

|  |
|--|
| <p><b>Outdoor spaces and buildings</b></p> <ol style="list-style-type: none"> <li>1. Great library and access. Pensioner flats and Resthome</li> <li>2. Restrictions on building/section sizes. Need change in regulations. Get utilities updated eg sewerage, get subsidies to get water tanks onto ground level for EQ security, but will then need pumps.</li> <li>3. Flexibility of housing options. Build apartments for all ages so not segregated – mixed age communities.</li> </ol>   |
| <p><b>Transport</b></p> <ol style="list-style-type: none"> <li>1. Community car – great.</li> <li>2. Train as commuter transport, day trips. Lack of lime scooters. Footpaths not level for walkers, prams, kids on bikes etc. Centre line on rural roads (Cathedral Hill very bad)</li> <li>3. Better publicity about community car and have a second car for social/recreational trips/shopping (being mindful of impact on local shops with this). Cheviot Taxi.</li> </ol>   |
| <p><b>Housing</b></p> <ol style="list-style-type: none"> <li>1. Pensioner cottages. Having a rest home in Cheviot. Extra funding for heating CEA.</li> <li>2. Community space for pensioner cottages. Self-contained units to move into between being in own home and rest home. Large sections. Cost of subdividing.</li> <li>3. Smaller/affordable sections and /or homes. Solar heating with reduced costs of establishing. Good access to our homes (pavements). Community agency for gardening help, and general help in home.</li> </ol>   |
| <p><b>Respect and social inclusion</b></p> <ol style="list-style-type: none"> <li>3. List of people living alone – to visit. Inclusive volunteer projects</li> </ol>   |
| <p><b>Social participation/ Civic participation and employment</b></p> <ol style="list-style-type: none"> <li>1. Good community spirit: ambulance, fire, community car, many community groups</li> <li>2. Community groups failing as young people not joining: ambulance, churches, firebrigade, A&amp;P, Friendship club . Adult education classes stopped due to govt cutting funding. No education to help people with phones and computers. Ambulance call outs compromised – takes ages or not available.</li> <li>3. MenzShed starting up – fills a need and includes an offer to run hobby classes with school children. Need to tap into the latent talent that exists, eg Grey Power's list of older tradespeople who will help in their time, relaxed approach. (*the USA virtual older person's villages where resources/info/recommended and discounted tradespeople).</li> </ol> |
| <p><b>Communication and information</b></p> <ol style="list-style-type: none"> <li>1. Budget and local newspapers</li> <li>2. Budget eroded by FB.</li> <li>3. Sponsorship for Budget so it's free and can compete with FB. Good communication of events and services that's easily accessed.</li> </ol>   |
| <p><b>Community support and health services</b></p> <ol style="list-style-type: none"> <li>1. Community car, Access health, district nurse service, Meals on Wheels, knowing neighbours, community support of each other, integration of preschool/school with older people</li> <li>2. Weekend medical cover – getting to Amberley, Access carers lack allocated time –funding, and a limited list of tasks allowed( eg not allowed to climb up to fix curtains). St John shuttle a drive to get there. Meals on Wheels only in township and not in weekends. Recognising the need and organising that community support.</li> <li>3. People having/knowing where to go for help. Empowering people to ask for help. Have an after-hours service here. Employ a local paramedic.</li> </ol>   |

**Amberley** 1. What works well? 2. What doesn't? 3. What would you like to see happen/gaps and opportunities?

|  |
|--|
| <p><b>Outdoor spaces and buildings</b></p> <ol style="list-style-type: none"> <li>1. Great eating and drinking. Domain. Cricket pitch. Chamberlain Park. Fountain. Stop bank at Amberley Beach, Library a good community hub for education, meetings and social groups.</li> <li>2. Astride SH 1 which divides the community, noisy. Swimming pool. Dog walking area. Bike and walking trails.</li> <li>3. More rubbish bins, signage eg, info on surrounding area like Mt Grey. more toilets and bike and walking tracks</li> </ol>   |
| <p><b>Transport</b></p> <ol style="list-style-type: none"> <li>1. St John Shuttle, Amberley Community Care, Intercity bus, neighbours and friends, Amberley vehicle trust.</li> <li>2. Public transport – lack of.</li> <li>3. Train. Mini bus to connect with city bus service to Rangiora/Woodend and Pegasus/Waikuku. Cycle way along Wineberry/Oaskfields, along Carters Road going North and South, and Balcain to Amberley. Divert tracks from SH1.</li> </ol>   |
| <p><b>Housing</b></p> <ol style="list-style-type: none"> <li>1. Pensioner flats on Church street. Two rest homes.</li> <li>2. Not many houses to rent, retirement houses.</li> <li>3. More over 60's houses. A community garden for groups of houses.</li> </ol>   |
| <p><b>Respect and social inclusion</b></p> <ol style="list-style-type: none"> <li>1. Majority Rules! Smiles on the footpath. Media appears to portray older people in more positive light. Lots of groups and opportunities. Council consultation appears to be good, but responses are poor.</li> <li>2. Hotline no longer delivered.</li> <li>3. Welcome packs for new arrivals. Lists of available groups and volunteering opportunities.</li> </ol>  |
| <p><b>Social participation/ Civic participation and employment</b></p> <ol style="list-style-type: none"> <li>1. Plenty of community/church groups eg Menzshed, Friendship, garden, bridge, scrabble, Lions, sporting clubs, walking groups, farmer's market, Arts group, Women's institute, Library.</li> <li>2. Need to get information out about these, No drop in centre, Citizen's Advice, Town Hall not inviting – too corporate.</li> <li>3. An annually updated list of contacts for all these groups and volunteer groups. Verandas. Introductions to activities. Welcome pack for new residents. Lime Scooters.</li> </ol> |
| <p><b>Communication and information</b></p> <ol style="list-style-type: none"> <li>1. Hotline, Julia McLean, Roy's Rant in Hotline, Notice boards outside library and 4 Square, church newsletters, Hurunui Buy and Sell, TimeBank Hurunui.</li> <li>2. Would like better communication with council and ratepayers association.</li> <li>3. Community Hub.</li> </ol>   |
| <p><b>Community support and health services</b></p> <ol style="list-style-type: none"> <li>1. District nurses, Medical centre, physio service and gym, Meals on Wheels, post earthquake services, fall prevention groups in Amberley and Amberley Beach, yoga, tai chi and pilates.</li> <li>2. Mental health support.</li> <li>3. Medical centre isn't great for everybody.</li> </ol>  |

**Waiau** 1. What works well? 2. What doesn't? 3. What would you like to see happen/gaps and opportunities?

|  |
|--|
| <p><b>Outdoor spaces and buildings</b></p> <ol style="list-style-type: none"> <li>1. Good village greens, library, On The Spot supermarket.</li> <li>2.</li> <li>3. Walkways</li> </ol>  |
| <p><b>Transport</b></p> <ol style="list-style-type: none"> <li>1. St John Shuttle and St Johns Ambulance, community car coming.</li> <li>2. Public transport – lack of. Also need better communication around transport.</li> <li>3. Shared travel to CHCH – like a specific page in Citizen to advertise transport. Free advertising for services for elderly. Bus service/minivan into CHCH/Hanmer/Rangiora.</li> </ol>  |
| <p><b>Housing</b></p> <ol style="list-style-type: none"> <li>1. CEA.</li> <li>2. Help with funding. Lack of services.</li> <li>3. Retirement units suitable for all budgets, more available sections and more houses! Live in carers (could be family member) to help with money and to care for older person. Heating.</li> </ol>   |
| <p><b>Respect and social inclusion</b></p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3. Getting younger people involved with older people – intergenerational. List of groups and volunteering opportunities.</li> </ol>  |
| <p><b>Social participation/ Civic participation and employment</b></p> <ol style="list-style-type: none"> <li>1. Community BBQ's working well – great for meeting locals.</li> <li>2. More advertising – current advertising only once a week.</li> <li>3. No job opportunities for any age. More day time events. Re-start clubs/groups that have stopped as people get tired organising, eg Friendship group.</li> </ol>   |
| <p><b>Communication and information</b></p> <ol style="list-style-type: none"> <li>1. The Citizen community newsletter, Waiau/Mt Lyford and Rotherham Facebook works well, Waiau webpage <a href="http://www.waiiau.org">www.waiiau.org</a>.</li> <li>2. Technology difficult for older people in community.</li> <li>3. Have a community computer in library. Senior Net classes. Community connector keep older people informed of what's on – buddy system set up or phone tree.</li> </ol> |
| <p><b>Community support and health services</b></p> <ol style="list-style-type: none"> <li>1. Having meds delivered to Waiau, Homeshare, Great medical centre close by, District nursing</li> <li>2. Access to more trades people!</li> <li>3. More information on help available. Meals on Wheels.</li> </ol>   |



**Hanmer Springs** 1. What works well? 2. What doesn't? 3. What would you like to see happen/gaps and opportunities?

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| <p><b>Outdoor spaces and buildings</b></p> <ol style="list-style-type: none"> <li>1. Plenty of outdoor spaces, predator free village/district, local clubs, smoke/vape free area.</li> <li>2. Lack of footpaths and pedestrian cut downs, lack of signage telling people where to camp/respect sharing footpaths etc, lack of park benches, pavilion needs work and not very accessible, hall needs upgrade post EQ.</li> <li>3. Dog friendly area with poo deposit bags, an old people's home, more signage. Better access to buildings and shops – important.</li> </ol>  |
| <p><b>Transport</b></p> <ol style="list-style-type: none"> <li>1. Two buses to CHCH and back – shuttle only gives you 3 hours in town. Medical centre has Hanmer Helpers to help people get to appointments.</li> <li>2. Communication – if you don't use Facebook, you don't hear about things. Parking is dreadful, esp on weekends.</li> <li>3. Ability for small groups to go to city and be taken to places they want to go (not shuttle at fixed times).</li> </ol>   |
| <p><b>Housing</b></p> <ol style="list-style-type: none"> <li>1. Close community works well – safe environment.</li> <li>2. Need more fit for purpose accommodation for the elderly. Sell the HDC flats and build NEW with good access. Housing is expensive, there's not much to rent.</li> <li>3. Retirement units to cater for people on their own or couples.</li> </ol>   |
| <p><b>Respect and social inclusion</b></p> <ol style="list-style-type: none"> <li>1. Caring community (double so). Many clubs available. Shop assistants are always helpful.</li> <li>2. Footpaths not safe at times due to cycles, scooter, children. Respect needs to be learned at home.</li> <li>3. Other people's expectations of what is old is not always how we feel. Older people are active much longer, look more alive.</li> </ol>  |
| <p><b>Social participation/ Civic participation and employment</b></p> <ol style="list-style-type: none"> <li>1. Probus, garden club, Bridge club – but they don't include young people.</li> <li>2. Used to be the grandmothers that did the volunteering, now grandparents looking after grandchildren. Smaller families – fewer volunteers. Leave civic engagement to the young people – we meet with council but they don't listen. Water issues for example.</li> <li>3. Older people and children connected. (There is a list at Heritage of older people who can babysit – paid. People didn't know this existed = need more information.)<br/>         "Because you are old, doesn't mean you are no use." "We have a lot to give, we can share experience."</li> </ol> |
| <p><b>Communication and information</b></p> <ol style="list-style-type: none"> <li>1. The Pinkie, HDC texts, Medical centre med texts and video conferencing, library.</li> <li>2. Better broadband. There are insufficient people sharing info/providing reports to the Pinkie.</li> <li>3. An IT drop-in centre where people can get help doing things on-line. Eg you have to travel to Amberley to do vehicle registration, or do it online. Get this service locally.</li> </ol>   |
| <p><b>Community support and health services</b></p> <ol style="list-style-type: none"> <li>1. Health centre is amazing/fantastic – runs Hamner Helpers: transport, visits. Med centre matches people up and taps into group of people wanting to help. Also med reminders by text, screens patients re fire alarms – sends this info to fire station who do something about it, video conferencing for specialist appointments, esp follow ups. St Johns Am in Culverden, and a First Response car in Hanmer Springs.<br/>         Access covers needs. HHealthline a great national service. After hours available for Northern Hurunui.</li> </ol>  |

2. People perceive that there are no services – you need to ask. (again- improve communication).
3. Medical care too far away – better broadband would enable health/specialist appointments by Zoom. Need “inbetween” beds to recuperate in home town.

## SUMMARY OF TRANSPORT OPTIONS IN HURUNUI SURVEY RESULTS AND EXISTING PUBLIC TRANSPORT OPTIONS

**20 November 2018**

The Transport Options in Hurunui survey attracted 154 respondents.

While 83.7% of the respondents used a private car as transport, almost the same number of respondents has wanted or needed to use public transport at some stage.

Of that group, only 10% had their needs met by the public transport options available in Hurunui.

Those relying on family, friends, volunteers or public transport for their transport needs made up 36% of respondents.

For 22% of the respondents, public transport would be needed several times a week, but the majority, 57%, require transport occasionally. Lack of transport options has prevented 53% of respondents from accessing social, employment, shopping and business opportunities.

There are plenty of regular commuters in the district, 84%, and of these 56% would be willing to share their car with others going in the same direction.

Internet access is very high amongst the respondents and 70% would support a dedicated ride-sharing Facebook page to connect with potential drivers and passengers in the Hurunui.

The majority of respondents have Christchurch (83) and Rangiora (41) as a destination, with the starting point for the journey spread throughout the district.

The final question in the survey asked for suggestions on how to improve public transport in Hurunui. Some of the common themes are:

**Train** – utilise the existing rail network for a commuter rail service to Amberley or Waipara. A local Facebook page, *By rail to Christchurch*, has 800 followers.

**Bus/mini bus** – to Rangiora and Christchurch. Many support regular bus transport from Amberley to Rangiora where connecting bus services can be accessed if you need to go further into Christchurch or Kaiapoi.

**Ride-share or uber** – this provides flexible transport with the added bonus of social connection.

**Monthly shopping trips** – these could be organised through vehicle and community trusts.

**Utilise school-bus service** – using the school bus after school drop off to provide transport to other communities.

**User-pays shuttle services** – private enterprise

**Cost of public transport** - has to be cheaper than the private car to work.

## Conclusion

There is no easy option to improve public transport in Hurunui. There are some simple solutions such as community vehicle trusts organising a regular Rangiora or Christchurch trip that people can book in for. This is a local solution that can be advertised locally, and user-pays.

Engage with Intercity to pick up passengers along the route. Intercity now only pick up from a town so people who have relied on the bus service for getting children to school at the Conway and by the Hurunui Bridge on SH 1 now have to drive to nearest town.

With the high rate of private car ownership and regular commuting or driving, a dedicated ride-sharing Facebook page could facilitate people wanting rides with drivers at no cost or infrastructure.

There are already ride requests on community noticeboards in the district, and a well promoted single purpose page would bring all those requests and offers into one place.

The page would offer both carpooling and one-off trips, and be divided into those looking for a ride, and those offering.

People would post their request and once the request is picked up, they would negotiate expectations through private messaging.

There would be advice on how the site works, the rules of conduct and personal safety such as telling someone who you are travelling with and where you are travelling to, the driver must have a current licence and vehicle WOF and rego.

The Facebook page would be well advertised in the local print and social media and become the main portal for ride sharing in the district.

## Existing public transport in Hurunui

**Intercity bus** service runs along SH 1 from Christchurch to Kaikoura. This service connects Christchurch with the Interislander timetable and provides a public bus service to communities from Parnassus to Amberley.

- **Cheviot – Christchurch:** 11.15 am and 5.45 pm
- **Christchurch - Cheviot:** 7 am and 2.15 pm

<https://www.intercity.co.nz>

**Hanmer Connection** -Hanmer Connection connects communities along SH 7 and can be booked through the Intercity website. Bookings essential.

- **Christchurch – Hanmer Springs:** 9 am
- **Hanmer Springs – Christchurch:** 4.30 pm

<https://www.hanmerconnection.co.nz> 0800 2 HANMER (0800 242-663).

**Hanmer Tours and Shuttles** - This is the only bus service that heads south in the morning and north in the afternoon and services the communities along SH7.

- **Hanmer Springs – Christchurch: 8 am**
- **Christchurch (24 Hour Surgery cnr Columbo Street and Bealey Ave) – Hanmer Springs: 1 pm**

<http://www.hanmertours.co.nz>. 03 315 7418

**East West Coaches** - This service finishes at Westport, and operates Sunday to Friday.

- **Hanmer Springs turn off – Christchurch: 11 am**
- **Christchurch – Hanmer Springs turn off: 1.45 pm**

<http://www.eastwestcoaches.co.nz/> 03 789 6251

**Rail New Zealand** reinstated their Coastal Pacific passenger service along SH 1 to Kaikoura post-earthquake for the 2018 summer months. The service has reopened for the 2019 season.

When operating, the train leaves Christchurch in the morning and returns in the evening.

### **Other Transport options**

- The five **Hurunui medical centres** rely on volunteer drivers to transport patients to and from appointments, and into Christchurch for specialist appointments. Fortunately there is a strong spirit of volunteerism in Hurunui but there is a limit to this and most areas report difficulty in recruiting enough volunteers. The distances can be significant and many of the drivers are older people.
- **Amuri, Amberley, Cheviot and Hanmer Springs** health centres contact local community care groups and community car trusts to provide transport for medical appointments. Drivers are reimbursed for their fuel costs.
- Hanmer Springs Health Centre taps into the Hanmer Helpers, a group of active volunteers that largely transport people around the village to the medical centre.
- Cheviot Health Centre runs a volunteer driver scheme for medical appointments through the Cheviot Community Trust that has purchased a community car through Ecan, with help from the Cheviot Lions and a private donation. Passengers pay petrol money and the car is managed by a Community Car Trust.
- **Waikari Medical Centre** has a list of volunteer drivers to call on, and provides drivers with petrol vouchers and expects the patient to contribute \$20.
- **Community Cars**
  - Cheviot Community Trust has gone down this path and uses a community car for medical purposes. It struggles to get enough volunteers and is used on average twice a week.
  - Amberley District Community Vehicle Trust is working with ECAN at present to revamp its community vehicles and to look at purchasing a car.
  - Culverden and Waikari are also looking at the ECAN community car trust model.

All of these volunteer driving schemes are for medical purposes rather than socialisation or shopping. There are plenty of informal transport arrangements through TimeBank Hurunui, family, friends and church groups.

- **The St John's Health Shuttle** departs Amberley in the morning and returns in the afternoon to transport people to medical appointments. Drivers are volunteers, and passengers pay a donation. Bookings must be made by 2 pm the day before travel and medical appointments in Christchurch need to be scheduled after 10.00 am and scheduled to finish by 2 pm.
  - **Amberley – Christchurch: 9 am**
  - **Christchurch – Amberley: 2 pm**

The shuttle will pick up patients discharged from hospital, and will deliver people to a dentist, other health services such as acupuncture and even WINZ. The shuttle has a hoist. Citizens Advice Bureau North Canterbury is the booking agent for the shuttle - phone 0800 383 373. The service has a maximum of nine passengers a day. People north of Amberley must make their own arrangements to get to Amberley to catch the shuttle.

- **Driving Miss Daisy** is a private, franchised personal driving service that is based in Rangiora but will come out to North Canterbury. It is an ACC registered vendor and accepts Total Mobility swipecards.
  - Contact **Tel:** 03 312 2936, **Mob:** 021 224 5606,
  - email: [northcanterbury@drivingmissdaisy.co.nz](mailto:northcanterbury@drivingmissdaisy.co.nz)
- **Horizon Ambulance and Emergency Services** is a user-pays service based in Christchurch that does patient transfer services and event medical services. Ambulances are staffed by paramedics and can transport a variety of patient equipment from wheelchairs through to Howard Wright beds. **03 390 6480 (Dispatch) 0508 467 496 (General)** [bookings@horizonseme.com](mailto:bookings@horizonseme.com)
- **Tiger Shuttles Ltd** is a privately owned transport service based in Sefton. Offers airport shuttles, private and group trips, ACC transfers in North Canterbury. Phone 03 312 9365, 027 739 8251 [Mornview@xtra.co.nz](mailto:Mornview@xtra.co.nz)