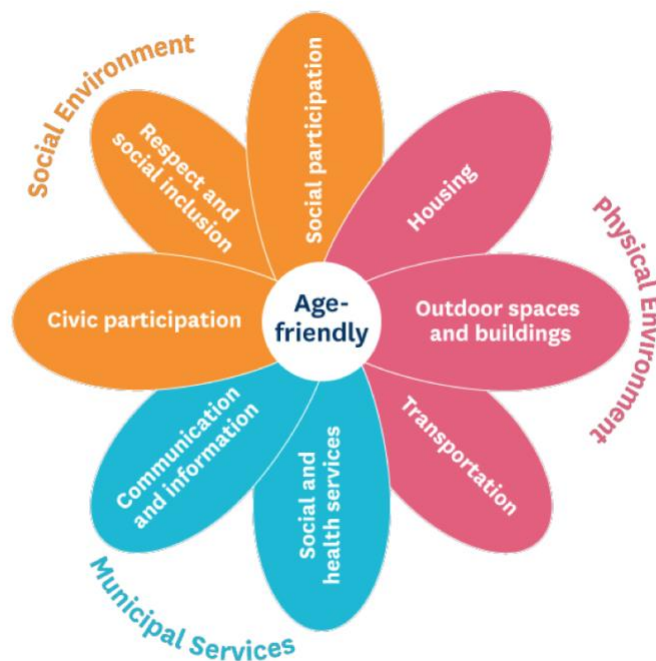


REPORT ON FINDINGS
AGE-FRIENDLY COMMUNITY SURVEY
COROMANDEL- COLVILLE (TCDC) WARD



Prepared for Coromandel Independent
Living Trust

November 2020

Luana Johnston

To the 412 people who participated in the survey and to all those who assisted in getting it out to as wide a cross-section of communities and individuals in the TCDC Coromandel-Colville ward as possible – thank you.

An age-friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them. And it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.

- World Health Organisation.

If I was unable to afford to live comfortably and not be a burden on my family; and not worry whether I could afford to pay my rent or whether I have enough money to eat at least one decent meal a day; and occasionally have the luxury of going to the movies or a show; I would be terrified of what the future held for me. (#261)



MAP OF COROMANDEL – COLVILLE WARD (THAMES COROMANDEL DISTRICT COUNCIL TCDC) *from TCDC website*

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EXECUTIVE SUMMARY

A survey of 412 permanent residents of the Thames-Coromandel District Council (TCDC) Coromandel-Colville Ward was undertaken for Coromandel Independent Living Trust (CILT) between February and August 2020, as part of a community assessment. The purpose of the assessment was in response to a higher than predicted growth in the aged population (65+) in the Coromandel-Colville ward and a starting point for a planned response in terms of services and employment to meet the future needs of that population group.

The survey sought to understand the experiences of older people ageing and to identify gaps, opportunities or barriers to active ageing based on the World Health Organisation's (WHO) Age Friendly Cities Framework. Survey questions were framed around the eight age-friendly domains in the physical and social environment known to directly influence the health and wellbeing of older people. These are:

1. outdoor spaces and buildings
2. transport
3. housing
4. social participation
5. respect and social inclusion
6. civic participation and employment
7. communication and information
8. community support and health services

Community Development Worker, Luana Johnston was contracted to develop a list of potential participants and design and administer the survey on behalf of CILT. Participants were aged between 55 years and 92 years.

Outdoor Spaces and buildings

Having access to safe footpaths, pedestrian crossings and walkways becomes an issue of significant importance as people age. A natural decline in vision, hearing, slower decision-making and reaction times along with increased fragility, increases the risk for older people as pedestrians as well as drivers.

While the survey identified this section to be more relevant to residents living in Coromandel Town than those from outlying communities, the importance of footpaths and their safety was relevant throughout. This was particularly so in outlying communities such as Port Charles and Tuatawa where there are no footpaths and residents are required to walk on the main road.

Most respondents have no difficulty getting to places they usually visit, however installing mobility scooter parks outside the medical surgeries in Coromandel Town and increasing disability parking would be welcomed. As would ensuring sufficient space for mobility scooters to manoeuvre around footpath seating outside cafes.

Footpaths/walking paths, public seating, additional pedestrian crossings and public toilets could be improved in Coromandel Town, however it must be noted that at the start of this survey, major landscaping of the main street in Coromandel Town was still in progress, pedestrian crossings had not been completed and seating around the trees in the main street had not yet been installed.

In response to what could be improved on in the area in which the participant lived, cycle/walking paths drew the most comments followed by pedestrian crossings and public seating.

- Cycle or walking paths 121
- Public seating 33
- Pedestrian crossings 33
- Mobility scooter friendly 21
- Public toilets 16
- Disability parking 15
- Outdoor exercise equipment 7
- Access to shops 6

Transport

The availability of accessible and affordable transport enables older people to move around, and directly influences their level of participation in social and civic activities, access to community and health services and ability to remain 'ageing in place'.

This is particularly relevant in the Coromandel-Colville ward where transport was considered the most significant issue impacting older people, particularly for those requiring access to hospitals and specialist care, and who are no longer able to drive.

The survey identified that most participants rely on private vehicles for transport and drive themselves. This included the majority of those over the age of 80 years and one person over the age of 90 years. Participants identified that being able to drive oneself offered independence and was a key issue for those considering travelling to Auckland by ferry. Cost and inconvenient timetables were also factors for the majority of participants choosing not to use the ferry.

With no local public transport service, transport options are limited for those who don't drive. Those without the support of extended families must rely on friends or neighbours or in Coromandel Town, use the local taxi service. The survey identified only a small number use the taxi, most often after a social event.

Most surveyed were aware CILT has a community van but not all could describe what it is used for.

Whilst the loss of the local bus service impacted heavily on some families, only just over half of those surveyed would use a bus service from Coromandel to Thames or Hamilton, if available. And then only when they no longer had the capacity to drive.

- 95% of respondents still drive themselves
- 82% over the age of 80 are still driving
- 11% use the local taxi service
- 24% use the ferry to and from Auckland
- 66% would use a bus from Coromandel to Thames or Hamilton, if available
- 77% were aware of the CILT community bus

Housing

Access to appropriate and affordable housing greatly impacts the independence and quality of life of older people as their needs change, by enabling them to age in place and remain connected to supports within the community.

Most participants in the ward own their own home and around half consider there is a good variety of housing options for older people.

The majority surveyed believe the availability of housing for low income seniors is poor to very poor.

The survey identified around half of respondents will require some services/ modifications to maintain their own property (buildings/grounds) as they age. Just over half have a plan in the event of a local natural disaster with the majority of those not requiring support from others.

- 89% own their own home and 8% rent
- 38% rate variety of housing options for older people as good to excellent
- 37% rate variety of housing as poor to very poor
- 25% don't know about the variety of housing options
- 11% rate availability of housing for low income seniors as good to excellent
- 58% rate availability as poor to very poor
- 31% don't know the availability of housing for low income seniors
- 86% believe they will continue to live in their community
- 14% believe they will move away from the community as they age
- 51% will require services/modifications to maintain their property
- 59% have a plan in the event of a local natural disaster
- 72% of those seniors with a plan will not need to rely on the support of others in the event of a local natural disaster

Social Participation

Older people are able to exercise their competence, build and maintain relationships and contribute to positive mental health and wellbeing when they have opportunities to participate in leisure, social, cultural and spiritual activities both in the community and within the family.

The survey identified that the majority of participants rate opportunities to attend recreational, social events or spiritual activities, good to excellent with most experiencing no barriers to being socially involved in their community.

Whilst there is not a specific seniors service in Coromandel Town, it was suggested the town has more clubs and activities for the elderly than most small communities and this is its strength. A specific seniors group meets in Colville weekly for social activities and a kaumatua group meets fortnightly in Coromandel with participants from across the ward.

Whilst a number of interest groups carpool or provide transport services to and from activities, the costs associated with participating in some groups, can be prohibitive for some.

- 71% could name no barriers to being socially involved
- 77% rate opportunities to attend social events or spiritual activities as good to excellent.

Respect and Social Inclusion

The well-being of older people is positively impacted when living in environments where they are respected, recognised and included in the community and the family. The survey found that:

- 47% had family living in the area
- 84% rate openness and acceptance of the community towards older residents as good to excellent
- 76% rate openness and acceptance of the community towards older residents of diverse backgrounds as good to excellent
- 52% rate opportunities to share knowledge and history with others as good to excellent

Civic Participation and Employment

Contributing to the community by being involved in paid work or through volunteering or engaging in political processes assists older people to remain active and connected to their community.

The survey identified the majority of participants had retired with just over a quarter regularly undertaking unpaid volunteer work in local groups/organisations. Opportunities for volunteering are considered good and a small number were interested in becoming a community volunteer. Employment opportunities for older adults are poor and little is known about opportunities to enrol in skill building or personal development classes.

Opportunities to attend and/or participate in meetings about local government or community matters are good:

- 69% of participants were either retired or semi-retired
- 26% were self-employed or in full time/part time paid work
- 2.25% were unemployed
- 33% believe that opportunities for finding work are poor
- 33% did not know what employment opportunities were available to older adults
- 81% believe there are good opportunities to volunteer
- 27% currently undertake volunteer work
- 18% were interested in becoming a community volunteer
- 28% of participants believe there are good skill building or personal development opportunities
- 37% of participants did not know of opportunities to enrol in skill building or personal development

Communication and Information

Having information readily available and easily accessible and being able to stay connected to people, events and services is important for active ageing.

The main source of finding out what is happening in the community are local newsletters: the Coromandel Chronicle and Panui, followed by word of mouth and Facebook.

Most participants rely on the Chronicle, Information Centre and CILT to find out what services are available. A small number rely on local noticeboards.

The main suggestions for other ways of sharing information locally, included a weekly newsletter, centrally located noticeboard and a dedicated website.

A Grey Power representative cautioned relying on the internet to communicate with seniors. Their experience when emailing a newsletter to members during Covid-19 restrictions was that only 50% had access to e-mail and for some, this was through a friend or family member. The survey identified that of the 11% of participants who did not have access to the internet, 85% were aged over 80.

- 89% of participants have access to the internet
- 99% of participants use the internet at home
- 85% of over 80-year-old participants do not have access to the internet

Community Support and Health Services

Being able to access support and health services is vital in assisting older people to maintain their quality of life and independence as they age.

An overwhelming majority of participants believe the Coromandel-Colville ward an ideal place to retire due to lifestyle and safe environment and hope to remain living in their local community as they age. However, access to hospital/health care/ aged care facilities is a key issue facing older people in the community. Not having access to appropriate level of health and social care services as well as distance from services, especially for those living more remotely, no longer able to drive and without intergenerational support, were key reasons for having to move away from the area in the future.

Most surveyed see a primary health care provider on a regular basis. Over the past year, (45) attended regular specialist appointments in Thames/Waikato Hospital.

(152) have used the St. Johns Ambulance/air ambulance to be transported to a major hospital at some time. (226) participants pay a subscription to the St Johns ambulance. Several have a subscription paid through a personal alarm provider and several believe the service is or should be covered in their rates/ government funded.¹

(53) surveyed have had to access other health support services over the past year, such as home help. Most were satisfied with the service they received.

The overall feeling of safety in the district is considered good to excellent with 95% rating the area as a good to very good place to retire.

¹ St John's Ambulance provides a shuttle service to Waikato 3 days a week for dialysis patients but patients must get themselves to Thames to use this service.

BACKGROUND

The concept of age friendly communities was developed by the World Health Organisation (WHO) to encourage active ageing.

According to the WHO, age friendly communities are those that optimise opportunities for health, participation and security in order to enhance the quality of life as people age, recognising that the physical and social environment has a considerable impact on the lives of older people. Age-friendly communities have appropriate housing, transport, physical infrastructure and social and civic frameworks that enable people to maintain participation in the community as they grow older. Being age-friendly generally means a community has reviewed and adapted its physical and social infrastructure to help older people age in place in their communities.

Active ageing is a lifelong process and an age friendly community not only benefits seniors, but people with limited mobility, disabilities or young families will also benefit from accessible, safe and healthy environments. The WHO advocates a bottom-up participatory approach when developing age friendly initiatives to enable older people to identify the issues that most affect them and to participate in decision-making processes.

When a higher than projected growth in the aged population (65+) was identified in the 2018 Coromandel-Colville Community Annual Economic Profile, CILT sought funding from the Office for Seniors Community Grants program to undertake a specific community overview. The purpose of the assessment was to enable them to contribute towards a planned response to this demographic change and plan for this growth in terms of services and employment to meet the future needs of that population group.

The assessment involved discussions with key individuals and a survey which sought to understand the experiences of people ageing as well as identifying any gaps/ opportunities or barriers to active ageing. Questions were framed around the eight age friendly domains in the physical and social environment known to directly influence the health and wellbeing of older people. These are social participation; respect and social inclusion; civic participation and employment; housing; transport; outdoor spaces and public buildings; community support and health services; communication and information.

WHO Age-friendly City domains



METHODOLOGY

Luana Johnston (the Consultant) was contracted to undertake a survey of not less than 55% of permanent residents living in the Coromandel-Colville ward, over the age of 55. While there is no universally accepted standard regarding the age at which people become 'senior citizens', 65 is normally considered the standard. Including the 55-64 age group in the survey was to have feedback from residents for whom older age is approaching.

Statistics from the TCDC 2018 Infometrics Report were used to identify a potential survey group of (1620) with a target of (889) respondents.

The survey was developed by the Consultant in conjunction with CILT staff and included non-identifying information about participants and their experiences of and access to the following:

1. outdoor spaces and buildings
2. transportation
3. housing
4. social participation
5. respect and social inclusion
6. civic participation and employment
7. communication and information
8. community support and health services

Surveying commenced in mid-February 2020 with a completion date scheduled for June 2020. This time frame was extended by two months to 17 August, to take into account the restrictions and limitations experienced during the Covid-19 lockdown period.

Around 630 paper survey forms were distributed via networks, individuals and their links to extended families, workplaces, social and service groups. Paper forms were made available at the CILT office, Colville Social Services Collective and Colville Community Clinic. The survey was also available online via the CILT website.

The project was promoted at club/group gatherings by the Consultant or through key people within these organisations as well as inclusion in newsletters including the Chronicle, Panui, Habitat (Tuataewa), Senior Settlement newsletter and CILT web and Facebook pages. A range of survey methods were employed including interviews, face to face and by telephone. Phoning individuals and completing the form over the phone yielded limited responses during the Covid-19 lockdown period and this was mainly with seniors who did not have access to a computer.

In Harataunga a local resident dropped survey forms into letterboxes of people known to be over the age of 55. The same person also dropped off a flyer promoting a morning tea session to be held at the Harataunga Fire Station. Attendance at this session was small.

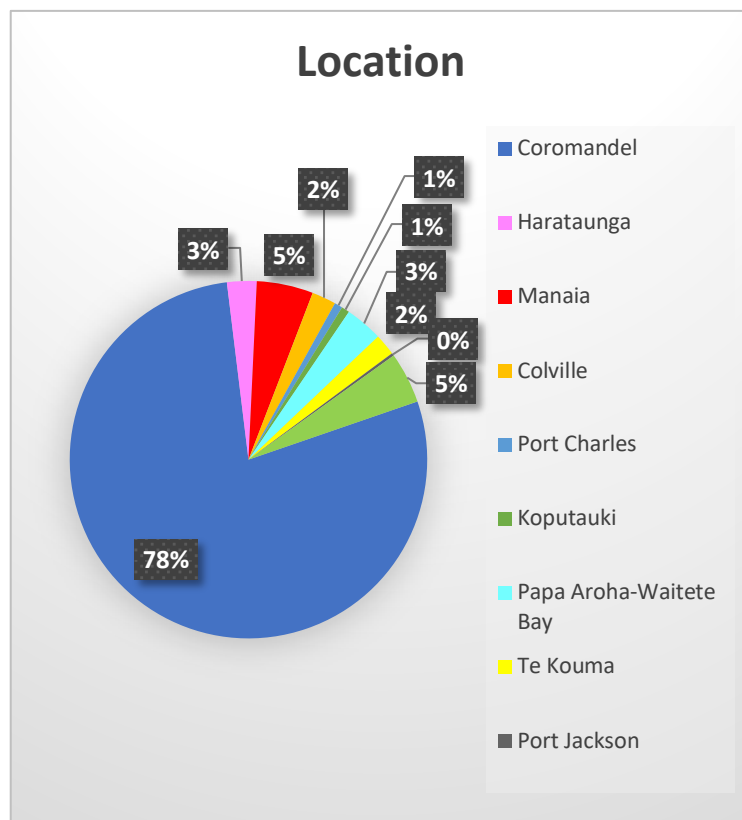
Overall participation rate was around 65% with the best results coming from individuals taking responsibility for distributing and getting forms returned, particularly up until the Covid19 lockdown. Attempts by the Consultant to contact people by email during Covid19 restrictions met with little success. Some residents living in smaller settlements felt the survey was more targeted towards people living in Coromandel Town and not appropriate to their situation.

A total of 412 survey forms were completed, including 74 online. The information from these surveys, forms the basis of this report. Graphs were prepared by Anna Galvin (CILT).

DEMOGRAPHIC PROFILE OF PARTICIPANTS

Location

412 participants took part in the survey and were asked to identify the area in which they live.



LOCATION	
Coromandel	322
Manaia	21
Harataunga	11
Colville	10
Port Charles	3
Koputauaki	3
Papa Aroha/Waitete	14
Waikawau/Little Bay	19
Te Kouma	8
Port Jackson	1

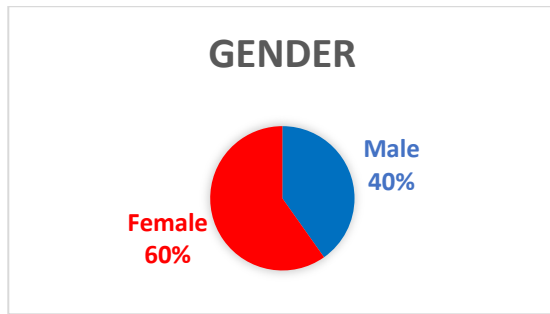
Ethnicity

Participants were asked to identify the ethnic group they identified with. (18) chose to identify with more than one group.

- 364 identified as European/NZ Pakeha
- 55 Maori
- 3 Pacific Island
- 3 Asian
- 5 Other

Gender

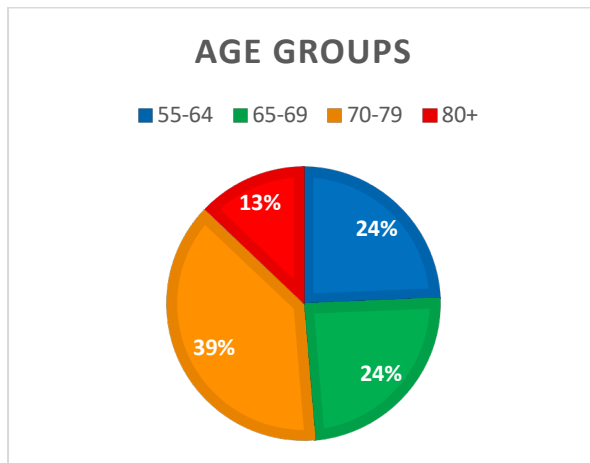
The majority (247) of participants were women and (165) men.



○ Women	247
○ Men	165

Age Groups

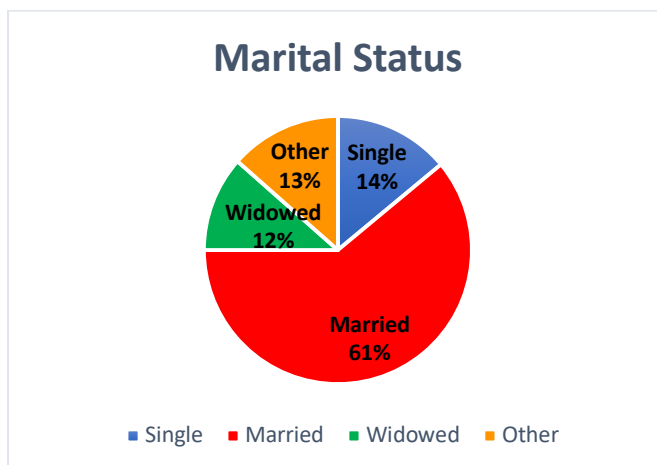
Participants were given four age groups from which to identify their age range. Those who completed the survey (412) are shown in the left column with the number of potential participants (1620) residing in the Coromandel-Colville ward shown in brackets.



○ 55-64	100	(630)
○ 65-69	101	(370)
○ 70-79	158	(450)
○ 80+	<u>53</u>	<u>(170)</u>
	412	1620

Marital status

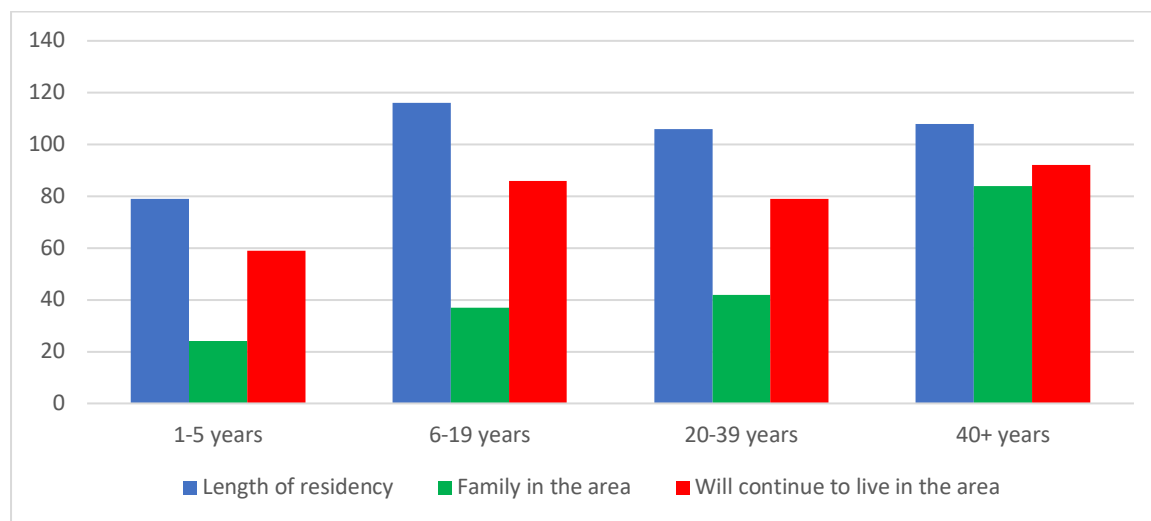
Of the (408) participants who identified their marital status, (249) were married, (57) were single, (47) widowed and (55) other.



○ Single	57
○ Married	249
○ Widowed	47
○ Other	55

Residency

Participants were asked to identify the length of time they had resided in the Coromandel-Colville area; if they had family living in the area and if they thought they would continue to live in their community in the future.



Participants were given four groups from which to indicate the length of time they had resided in the area. Of the (409) participants who responded, just over a quarter had lived in the area between 6-19 years.

- 0-5 years 79
- 6-19 years 116
- 20-39 years 106
- 40+ years 108

Of the (403) who responded to the question about having family living in the area, (188) had family in the area and (215) had no family.

Continuing to Live in the community in the future

(336) respondents believe they will continue to live in their local community. (54) gave the following reasons for needing to move away in the future:

- To be closer to family 15
- Lack of transport 9
- Lack of medical facilities 10
- Lack of hospital 8
- Too isolated 5
- Housing 7

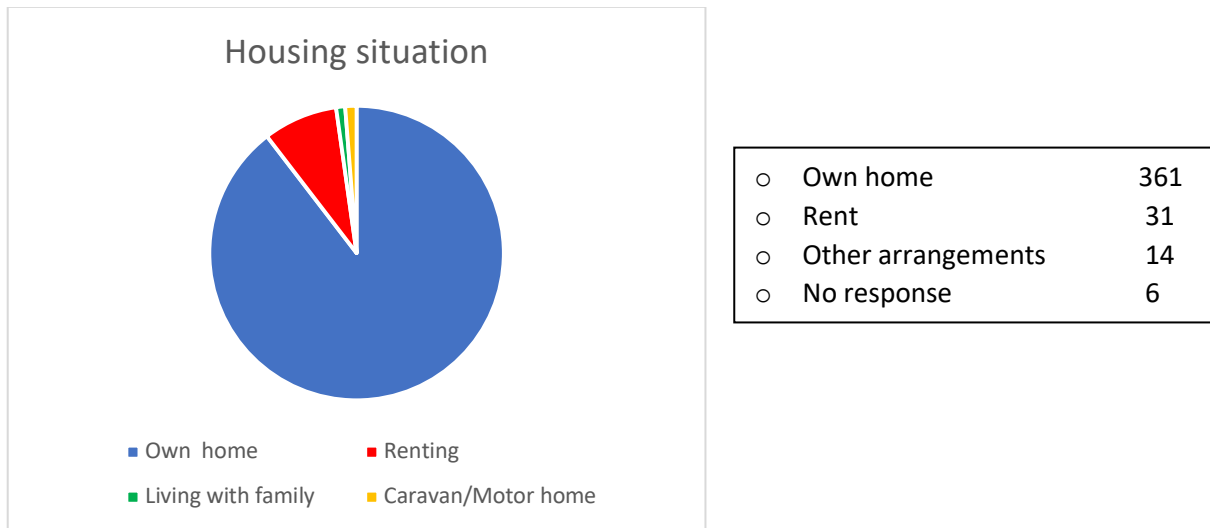
Participants comments about continuing to live in their local community in the future

- *The removal of the daily bus service to Thames - I can no longer visit my family and this is a major consideration as to whether I can remain here. (#234)*
- *The main reason we will leave Coromandel Town is the poor transport links (this is mainly for my wife who needs medical care frequently). (#262)*
- *Transport issue because of health & not able to drive in the future. Am in process of selling & moving to live with my son & his family in Auckland (#183)*
- *If husband dies or we lose driving licences, there's no public transport & would prefer not to rely on neighbour's goodwill. (#585)*
- *If you are fit & mobile it is good. If I had health problems or mobility issues I would have to move. (#61)*
- *We have enjoyed living here but moving soon for more services. (#121)*
- *Transport issue because of health & not able to drive in the future. Am in process of selling & moving to live with my son & his family in Auckland. (#183).*
- *At some stage I imagine needing to be near hospitals and clinicians. (#248)*
- *The survey questionnaire is designed for Coromandel/Colville residents rather than those who live remotely or more rurally. Basically, unless the remote people have family support they have to move. (#92)*
- *I would not stay here if I was incapacitated in any way. I would move to a town where was housing & full community services. (#307)*
- *Good if you fit the conservative social scene, if outside the norm then not much. There are plenty of clubs and activities for the elderly, more than most small communities and that is Coromandel's strength. That aspect did attract me to the area as a place for long term but it's not inclusive enough of diversity. Already had retired friends leave Coro citing this as one aspect, so might join them eventually. Also I prefer old mad and bad to dead before ones time. (#559)*
- *We have no family at all here in NZ. Excellent neighbours but don't want to be dependent on them. Have bought an apartment in retirement village in Auckland where we spend half our time. (#570)*
- *Good while we are healthy and able to move around independently. Considering moving closer to hospitals etc later. (#219)*
- *The main reason we will leave Coromandel Town is the poor transport links (this is mainly for my wife who needs medical care frequently). For my part, I have battled TCDC on many subjects and find their conduct to be generally incompetent. Particularly on the subject of a viable ferry service. So I have decided enough is enough! I have won every battle I have fought with TCDC, but I am astute enough to realise that I will never "win the war"! So goodbye. (#262)*
- *We would have to leave to be closer to other family. Coromandel is a bit cut off from them. (#308).*

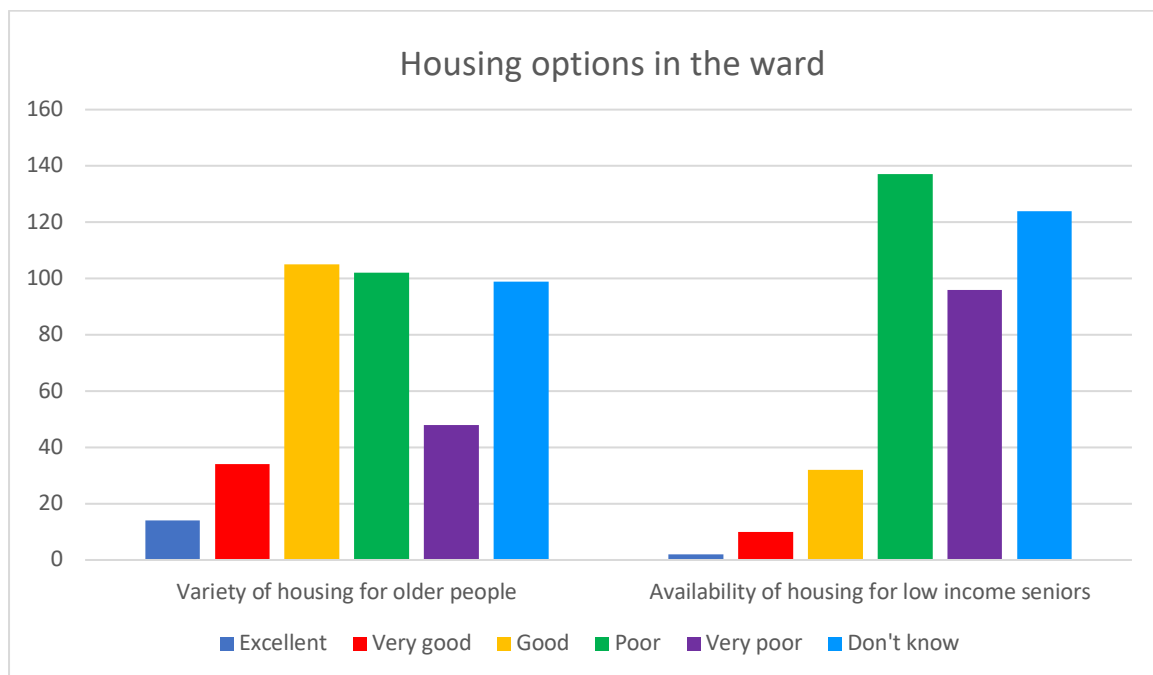
HOUSING

Access to appropriate and affordable housing greatly impacts the independence and quality of life of older people as their needs change, by enabling them to age in place and remain connected to supports within the community.

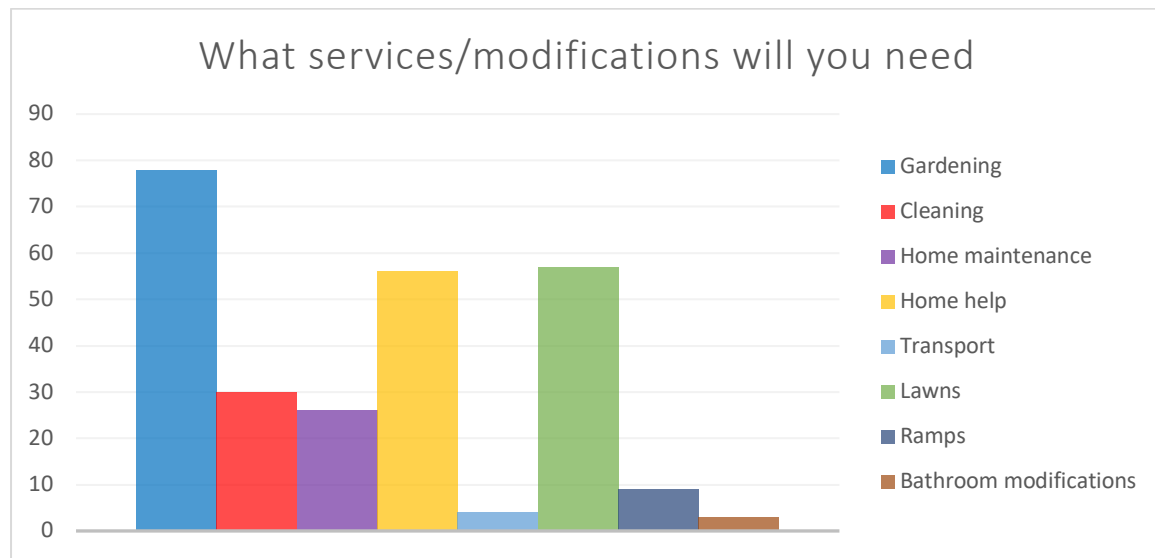
Participants were asked to best describe their housing situation. Most (361) own their home, (31) rent and (14) live in other arrangements including with family.



Asked to rate the variety of housing options for older people and availability of housing for low income seniors (153) participants rated the variety of housing options available for older people as good to excellent, (150) poor to very poor and (99) did not know. The majority (233) rated the availability of housing for low income seniors as poor to very poor, (44) rated them good to excellent and (124) did not know.



Just over half the participants indicated they will require some services/modifications to maintain their own property (buildings/grounds) as they age.



In the event of a local natural disaster just over half (198) have a plan and the majority of them (171) stated they will not have to rely on the support of others.

Participants comments about housing

- Council/Govt needs to provide good housing for the elderly who haven't the personal means to own their own homes. Rates should be curtailed at manageable level. (#252)
- More housing (needed) like Elizabeth Park. (#402)
- If I was unable to afford to live comfortably and not be a burden on my family; and not worry whether I could afford to pay my rent or whether I have enough money to eat at least one decent meal a day; and occasionally have the luxury of going to the movies or a show; I would be terrified of what the future held for me. (#261)
- Good Variety (If able to purchase own property). (#311)
- Very little rental pensioner housing in a low-income bracket. (#196)
- Affordable housing is a big one. (#449)
- Variety of housing options depends on whether you have money. (#251)
- Improved social housing. (#324)
- I would not stay here if I was incapacitated in any way. I would move to a town where there was housing & full community services. (#307)
- No pensioner housing available (in Colville). (#55)
- Better housing for solo elderly. Elizabeth Village style but almost single units more privately located with shared amenities. (#308)
- Innovative housing - sharing options (#446)
- More social housing. (#581)

OUTDOOR SPACES AND BUILDINGS

Access to safe footpaths, pedestrian crossings and walkways becomes an issue of significant importance as people age. A natural decline in vision, hearing, slower decision-making and reaction times along with increased fragility, increases the risk for older people as pedestrians as well as drivers.

This section asked what could be improved on in the area in which the respondent lives, in terms of being more age-friendly and also how easily and safely it is to get around. Prompts included, mobility scooter friendly/disability parking/public seating/public toilets/pedestrian crossings/outdoor exercise equipment/access to shops/cycle or walking paths and received the following number of responses.

• Cycle or walking paths	121
• Public seating	33
• Pedestrian crossings	33
• Mobility scooter friendly	21
• Public toilets	16
• Disability parking	15
• Outdoor exercise equipment	7
• Access to shops	6

(87) did not respond to this question. (15) thought nothing needed improving while (5) thought everything needed improving. (140) had other priorities.

Cycle or Walking Paths

- *Seal roads so that they are mobility friendly, or supply footpaths, limit local speeds so that the roads are more pedestrian friendly both with zoning and speed restrictors, speed humps with a pedestrian gap or other forms of barrier. (#457)*
- *Wider and safer roads as these are our footpaths. (#156) – Port Charles*
- *I and my walking frame got stuck on a stone & tipped over onto side of road, painful. (#217)*
- *Footpaths are rough and uneven and some of us have had nasty falls. (#585)*
- *Attention to raised cobblestone on the footpath, should be assessed & remedied pronto! I had a very nasty trip last November onto my face. Very distressing. It had nothing at all to do with the roadworks. (#383)*
- *State of some footpaths is shocking. Overhanging trees & shrubs & flax cracked concrete paths that have uneven level. (#31)*
- *Our footpaths are not very wide, paving is not level so not ideal for pedestrians & scooters. We only have 1 pedestrian crossing more would be good in the summer, access to shops could improve and we really have no designated walking paths. (#143)*
- *More footpaths. Safer way to cross Tiki Rd at Kapanga Rd. Footpath to Long Bay end to first curve on Whangapoua Rd. Access between Woollams Ave and Greenhills at least for foot traffic, but preferably also for vehicles. (#111)*
- *Improved footpaths width wise and that means you don't have to traverse the road constantly to get to town. (#624)*
- *Walking path from Jack's Point to Long Bay Beach. MANY locals & tourists AND cars travelling at more than 50kms an hour create dangerous scenes. (#311)*
- *Belong to walking group & there are not many places we walk that are fully paved. Whangapoua Rd not completed. Also Wharf Road to McGregor Bay. (#369)*

Public seating

- *Public seating at certain points along some scenic/main roads (#252)*
- *Would like more seats within main street as I would like to walk more – handy to have seats. (#251)*
- *There could be a seat where the bus stops in the car park near the Information Centre. (#481)*

Mobility Scooter friendly

- *Decent user-friendly paths/footpaths for mobility scooters - wheelchairs etc from town centre to Wyuna Bay to Kennedy Bay road and top town. Cobblestones in town to be repaired and re-laid as they provide tripping points. (#619)*
- *Mobility scooters laneways marked out on footpaths as these can be hazardous to other users. (#252)*
- *Cars parked on footpath on Rings Road, causing at times people to walk around them on the road - also mobility scooters - I have seen this happen and is so dangerous for elderly. (#31)*
- *Mobility parks outside both surgeries. Pavement to be made even so elderly don't trip (#71)*
- *Difficult to get past tables and chairs at x cafe- ran over someone's foot. Stools were smaller and have been replaced by larger chairs. (#397)*
- *Sandwich boards problem for wheelchair users and those with vision problems (#559)*

Pedestrian Crossings

- *Pedestrian Crossing requires better signage - should not be on a corner where vehicle line of sight is impaired by vehicle parking - dangerous when stepping out onto pedestrian crossing. (#231)*
- *Near Phoenix House and Elizabeth Park crossing the road is dangerous for mobility scooter users. (#456)*
- *A pedestrian crossing on the BNZ to 4 Square block /Pedestrian crossing at Hauraki House end of town. (#196).*
- *Need another crossing Dairy to Bizarre. Awkward for some people to get to bank, to get money to then go to TCDC to pay rates. (#397)*

Public toilets

- *I live halfway between town and Kereta Hill Summit, so very rural. So not much around here but a public toilet on the summit of Kereta is needed as it is a very well used lookout and photo and picnic place for locals and tourists. It's a very long time between available toilets at this stage, especially for older bladders. (#386)*
- *Public toilets, lower town toilets a BIG letdown for the town (#403)*
- *More and higher toilets for ladies. (#461)*
- *Toilets open earlier in town. (#312)*

Street Lighting

- *Street lighting to allow after dark socialising without needing to drive. I do not like walking back home in the dark (#447)*
- *Better lighting when needed, maybe some motion activated streetlights. (#624)*
- *Why does Rings Road have streetlights on the opposite side of the road to the footpath? (Certainly, applies to the northern end of town). (#196)*

Access to buildings

- *Access to some buildings for wheelchairs (#262)*

Bike racks

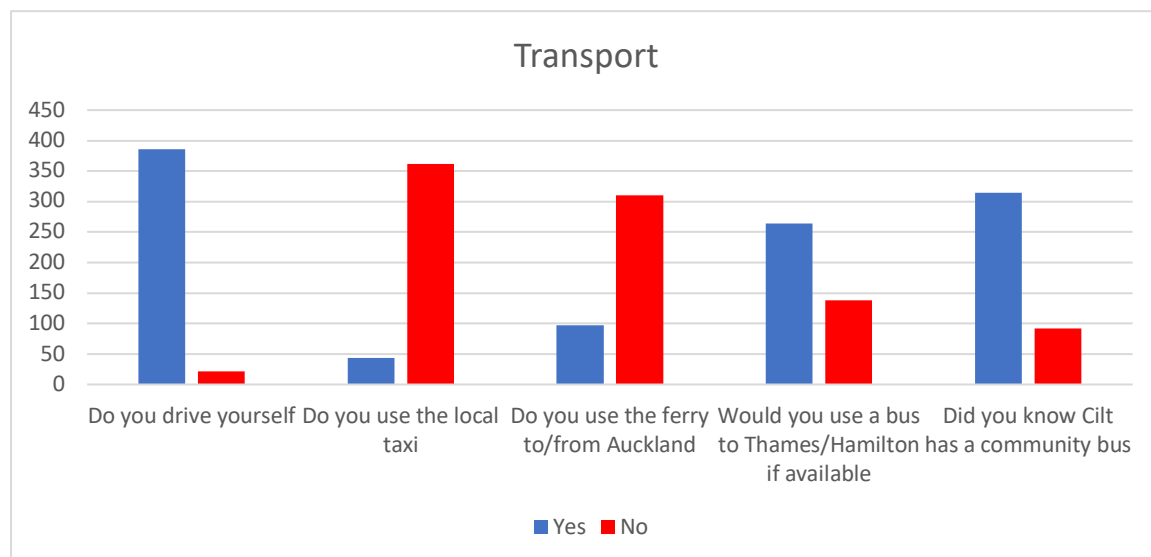
- *Bicycle racks adjacent to Supermarket/cafe area in Wharf Rd. Another close to Chemist/Library area. (#312)*

Traffic restrictions

- *Heavy by-pass road urgency, speed lowered to 20ks in town, more pedestrian crossings. (#502)*
- *Stop campervans being in town (main street) – should only have access to back parking. (#71)*

TRANSPORT & MOBILITY

The availability of accessible and affordable transport enables older people to move around, and directly influences their level of participation in social and civic activities, access to community and health services and the ability to remain ageing at home.



In this section participants were asked how they normally get around, if they drive themselves and transport options available for those who don't drive. Most participants (289) normally get around by private car. (386) drive themselves including most participants over the age of 80. One participant still driving was over the age of 90 years.

Other means of getting around included:

- Walking 143
- Cycling 26
- Mobility scooter 7
- Depend on others 11 (including family)
- Community van 2

Options available for people who don't drive

Participants were asked what transport options are available locally for people who don't drive. (52) identified the local taxi service and (5) friends.

This is a very big problem living in Coromandel. There is no public transport system. I have had 2 lots of surgery in the past 3 years and have been unable to drive. It was very, very difficult without public transport from Coromandel down to Thames and on to Hamilton (#594)

Taxi Service

Participants were asked if they use the local taxi service and for what purpose. (406) participants responded and of these (44) use the taxi service and mostly only for social events. Additional reasons for using the taxi service included medical visits and shopping and one pensioner had used the taxi to get her pet to a vet (in Thames).

Some older people currently have to go to Thames by taxi at \$65 per trip. (#323)

Ferry Service

Participants were asked if they use the ferry to or from Auckland and if not if there was a particular reason why not. Of the (407) participants who responded only (97) use the ferry. The main reason most participants (68) gave for not using the ferry, was the cost. Other reasons included:

- Timetable (38)
- No desire to go to Auckland (51)
- Haven't needed to (44)
- Lack of transport at the Auckland end (10)

Participants comments regarding the ferry

- *Unreliable, expensive. Infrequent/poor scheduling*
- *A vastly improved ferry service would be a real benefit. (#43)*
- *Problem with it often being cancelled-alternative bus not so preferred. PM (#311)*
- *Would use ferry more if the price was right. Be better when Coro Marina gets go ahead. (#388)*
- *It requires 2 or an overnight stay. Its timetable is little use to Coromandel folk going to Auckland. (#196)*
- *Cost is prohibitive for most. I usually need transport when I get to Auckland too. (#449)*
- *Ferry is only economic for one, two or more is better to drive. (#454)*
- *Each time we consider it, it is not running or the timing is not suited to where/when we wish to travel. (#457)*
- *Longed to use ferry is there was an early departure, spend the day in Auckland then return home in the evening. Really expensive - got to spend the night there adds to the cost. (#251)*
- *My wife is disabled. Ferry ramp too steep. No disabled boarding facility for wheelchair. Ferry service is incoming tourist based-not for locals going to/from Auckland. We need a 24hr ferry berthing at the Wharf end of Fureys Creek. I have spent 5 years+ lobbying for this. TCDC is simply not interested. (#262)*

- *Used to but too expensive and timetable suits Aucklanders not locals. Needs good connection to airport thus late afternoon sailings not suitable, furthermore getting to airport from downtown Auckland is not smooth. Can have traffic hold ups in Auckland therefore still cheaper and faster to drive to Auckland airport. (#559)*
- *It is expensive. Hannaford's is not the right place for ease of parking and boarding ferry. (#143)*
- *Easier to drive to appointment than deal with Auckland taxis, buses etc. (#332)*
- *I do not visit Auckland much now. I would choose the ferry if the weather was perfect and going on a holiday break, but then I would have to use public transport to get around Auckland. that is why is usually more practical to drive and have the use of a car in Auckland. But again that is not an enjoyable experience unless you carefully choose off-peak times to enter and exit Auckland. Being caught in peak-hour traffic is a nightmare and stressful, especially coming from the peace of the rural lifestyle! (#623)*
- *I would love to if there was a morning sailing. (#153)*

Bus service

Participants were asked if they would use a bus from Coromandel to Thames or Hamilton if it was available and if not, if there was a particular reason why not. (264) participants would use a bus and (24) would do so in the future. Reasons for not using the bus included:

- Can still drive 74
- Convenience 20
- No need 18
- Don't like buses 12
- Disability prevents 6

This is a very important link/service that would be fantastic to have renewed. Coromandel Town is not a backwater and deserves better access available to the general public. (#224)

Participants comments regarding the bus service

- *I moved into town and sold car intending to be able to walk everywhere and catch bus to Thames, then the bus service stopped. (#87)*
- *We need a bus system. If you can't drive, you are stuck. (#95)*
- *It has until recently been a very quiet, friendly community, with reasonable, if distant access to most facilities, so long as you are mobile, the loss of the Thames bus has made the ability to drive even more important than it was because the start point for most journeys is now Thames. It is relatively easy to travel to/from Coromandel with other locals but getting to Thames and elsewhere is a different story. (#457)*
- *Our family has been severely affected by no bus to Hamilton. (#311)*

CILT Community Bus

Participants were asked if they were aware of the CILT community bus, what it is used for and to suggest ways in which the bus could be utilised for the community. Of the (406) participants who responded (314) were aware of the CILT bus (92) were not.

Suggestions for ways in which the CILT bus might be used for the community

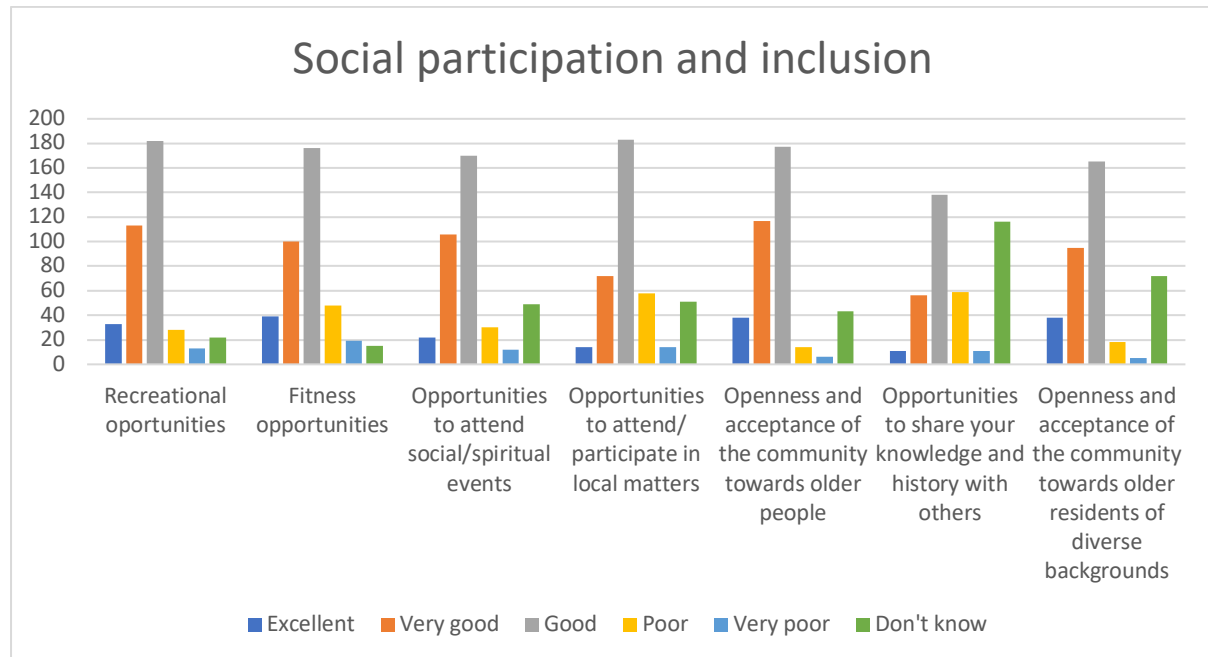
- *A door to stores shopping run, morning and afternoon. Maybe also a delivery run in conjunction so businesses can send goods out. (#196)*
- *Early morning shuttles to Thames would allow locals and visitors to access buses to Auckland/Hamilton/Tauranga etc. (#111)*
- *I know that outings to Whitianga were trialled a few years ago but the uptake was small. It could probably be better utilised to help residents shop locally. (#456)*
- *Run a weekly circuit to outlying communities to/from Coromandel for shopping/doctors etc. (#457)*
- *Service between Top Town and Bottom Town for elderly and/or disabled who do not drive. (#305)*
- *Maybe day trips around less accessible parts of the Peninsula without their own transport on some affordable commercial basis - e.g. a day out to lunch at Luke's Kitchen etc. (#485)*
- *Picnic day at the beach for those who don't have transport. (#553)*
- *Take people from Phoenix House on outings, they have no van there now. (#556)*
- *Anyone can use it but is designed for shopping trips. Not for connection through to airport. Misses the 9.50 bus and for the 2.40 there is too much wasted time. Also, if going to airport, no baggage space. Pick up from door good aspect of this service. Drivers are the core of this service. If mobility restricted further, then I might use it more for shopping but really false economy if grocery shopping for one. Cost and time spent on whole day trying to get stuff cheaper than 4 Square doesn't add up. Travel cost very reasonable on CILT bus but no advantage on single food budget for week. (#559)*
- *Taking small groups to special events. (#332)*
- *Planned trips for older people living alone to improve social isolation and include them more. (#501)*
- *Community van (does it come out to Koputauaki Bay and pick you up?) (#256)*
- *Picking up elderly that live in the rural areas to go to town - shopping & community events. (#254)²*
- *To be accessible to other communities of the northern peninsula. JP (#349)*
- *Bring a lunch and fold up chair picnic days for seniors. JN (#625)*
- *Extend operational area. (#114)*

² Phoenix House responded they use the CILT bus for local trips, most often during the summer

SOCIAL PARTICIPATION /RESPECT AND SOCIAL INCLUSION

The well-being of older people is positively impacted when living in environments where they are respected, recognised and included in the community and the family.

Participants were asked to rate opportunities for recreation, fitness, social and spiritual events, meetings about local government or community matters, openness and acceptance of the community towards older residents, sharing knowledge and history with others and openness and acceptance of the community towards older residents of diverse backgrounds.



There are plenty of clubs and activities for the elderly, more than most small communities and that is Coromandel's strength. (#559)

Recreation

Recreational opportunities (including games, arts, library services) were rated by (391) participants. (328) rated them good to excellent, (41) poor to very poor and (22) did not know.

Fitness

Fitness opportunities (exercise classes, paths for walking were rated by (397) participants. (315) rated them good to excellent, (67) poor to very poor and (15) did not know.

I was a volunteer on St John's Ambulance for 6 years and being older you had to study longer hours; I have also been on the Coromandel Music Society, Elizabeth Park Corp. and Coromandel Gold Club. I play Rummicub Monday, 500 cards Tuesday and Canasta Sat. or Sunday. I also play outdoor bowls competitively at Coromandel Bowling Club. I enjoy baking and keeping an eye on my elderly neighbours. (#306)

Social Events or Spiritual Activities

Opportunities to attend social events or spiritual activities were rated by (389) participants. (298) rated these good to excellent, (42) poor to very poor and (49) did not know.

Openness and acceptance of the community towards older residents

(395) participants rated openness and acceptance of the community towards older residents. (332) rated this good to excellent, (20) poor to very poor and (43) did not know.

Sharing knowledge and history with others

Of the (391) participants who rated opportunities for sharing knowledge and history with others, (205) rated this good to excellent, (70) poor to very poor and (116) did not know.

Openness and acceptance towards older residents of diverse backgrounds

Openness and acceptance of the community towards older residents of diverse backgrounds was rated by (393). (298) rated this as good to excellent, (23) poor to very poor and (72) did not know.

Safety

An overwhelming majority (398) reported having a good to excellent overall feeling of safety in the Coromandel-Colville District, (26) felt it was poor to very poor and (6) did not know.

- *We live close to the shopping centre. We have awesome neighbours and have always felt very safe. It would be good to occasionally see a policeperson on the streets so we can identify them, once a month would be great. (#306)*
- *Strong small community, feel safe. (#588)*

Barriers to being socially involved

Participants were asked if they thought there were any barriers to being socially involved in the community and if so to name them. (257) thought there were no barriers and (107) thought there were barriers.

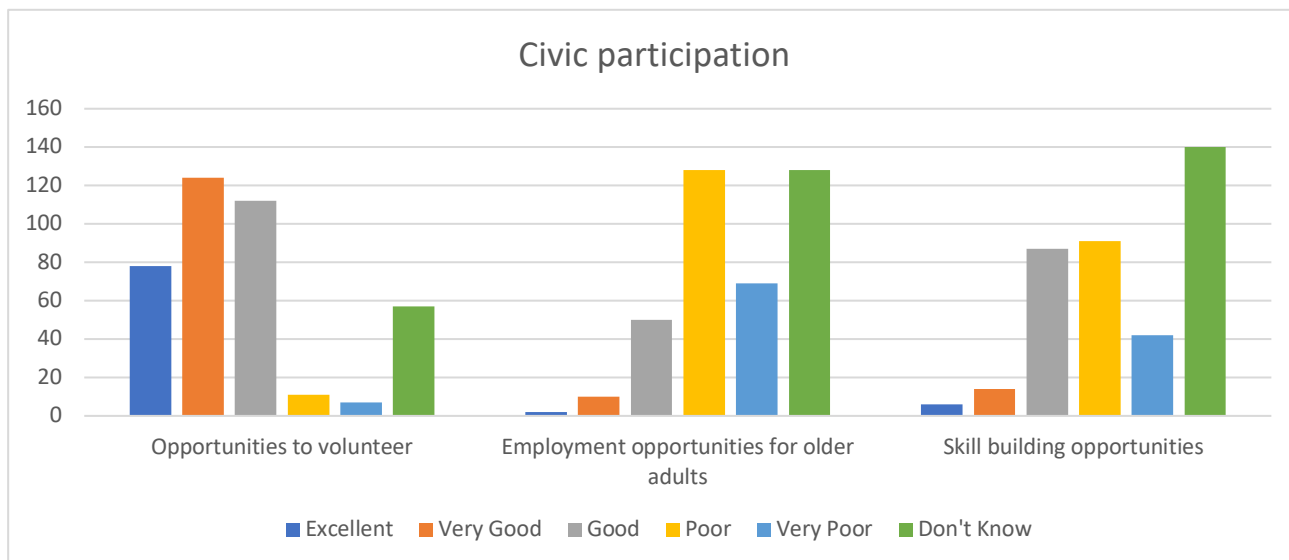
Participants comments about barriers to being socially involved

- *Cost to lot of pensioners aware of friend who can't always join in social activities because of tight budget – might have a bill to pay that week and can't afford to join in. (#353).*
- *If you are interested and let it be known there is plenty of opportunity. (#307)*
- *Opportunities to attend social events – transport is an issue. People of different races are treated warily for quite a long time, BUT we are getting to be more ethnically acceptable. (#196)*
- *I feel there could be more connection with the Maori within the community. Feels like there is a real divide. More inclusive activities. Illume and other town celebrations are really focussed on the past colonial and mining history. This was so noticeable when we first arrived 5 years ago. I would like to see more acknowledgement of Maori culture and the cultural diversity within this small town. (#463)*
- *Access to some buildings for wheelchairs. (#26)*

- Peoples imagination and awareness also their willingness. (#28)
- The "Coromandel way" which is gradually being diluted - there are still entrenched 'local' attitudes with some members of the community. (#485)
- Anyone without transport or ability to drive very restricted. (#473)
- Living alone and not able to drive, loss of hearing, blindness, depression, poor mobility. (#483)
- For a shy person it's difficult to get involved as most groups are pretty cliquey. (#356)
- In Coromandel - Coromandel Society is very segmented - no real community (as one) feeling. Lots of little cliques not inclusive of ethnic minorities. Maybe Marae open day would help this but doubt many would come. Tend to be very separate!! (#501)
- Depends what you mean by "this community". There is my immediate village community with no barriers to being socially involved, there is the regional Colville-Coromandel community with the main barrier being travel distance and driving + petrol cost. (#623)
- Social awkwardness due to ageing ailments. Inability to access due to lack of independence. (#231)
- Lack of transport, lack of funds, lack of awareness as to what is available. (#624)
- Transport for those unable to drive. Variety of activities available. (#349) – COLVILLE
- Division of welcome - people feel out of place. Coromandel has a clique/bundles forget what it's like to be new in a place, not made to feel so welcome. (#432)
- Not many places where Maori and pakeha engage with each other. (#602)
- Social groups for fairly active people which are not focussed on a hobby (e.g. embroidery) are not available. (#625)
- Lack of an adequate community centre, open during the day, in Colville with table tennis, clay club etc. (#628)

CIVIC PARTICIPATION and EMPLOYMENT

Contributing to the community by being involved in paid work or through volunteering or engaging in political processes assists older people to remain active and connected to their community.



In the section participants were asked to rate opportunities to volunteer, employment opportunities for older adults and skill building opportunities.

Employment Opportunities

Of the (387) who rated employment opportunities for older adults, the majority (197) rated them poor to very poor, (62) good to excellent, and (128) did not know.

Skill Building Opportunities

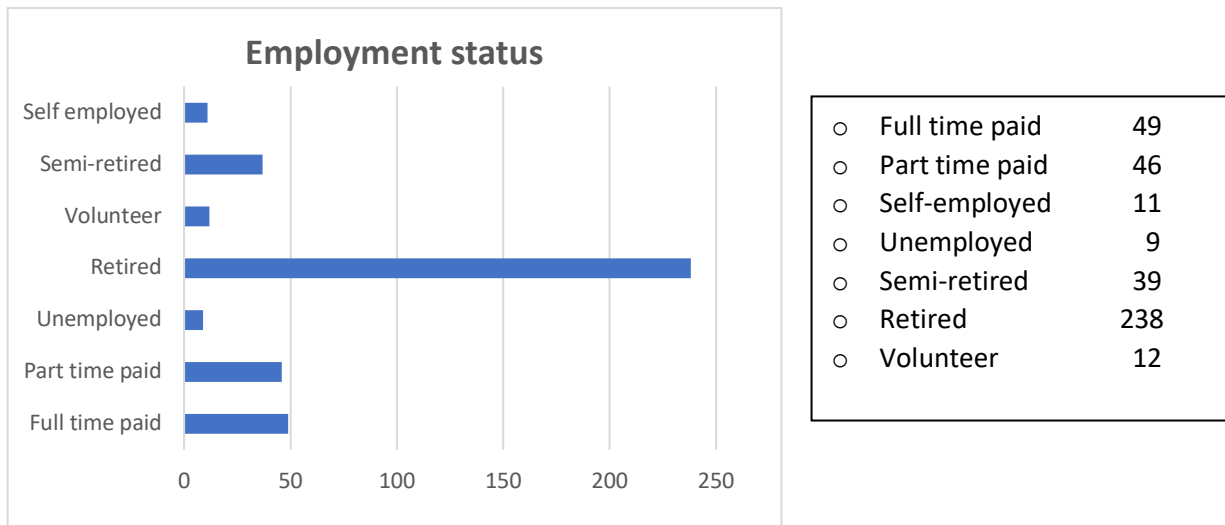
Of the (380) participants who rated opportunities to enrol in skill building or personal development courses, most (133) rated them poor to very poor (107) good to excellent, and (140) did not know.

Volunteering

(314) participants rated volunteering opportunities good to excellent, (18) poor to very poor and (57) did not know.

(69) participants who were not already volunteering indicated they would be interested in becoming a community volunteer.

Employment Status



Participants were given the above options to best describe their employment status. Of the (404) responses (277) participants were either retired or semi-retired, (106) were still employed in a full time or part-time capacity or self-employed. One part-time worker was a man over the age of 90. (9) participants were unemployed.

Attending/participating in meetings about local government or community matters
 Participants were asked to rate opportunities to attend or participate in meetings about local government or community matters. (393) responded, of these (270) rated opportunities good to excellent, (72) poor to very poor and (51) did not know.

This is a community where your voice can be heard, and you can make a difference if you have a mind to. (#46)

There is no progressive positive change in Coromandel. Most new initiatives fail due to negative attitude towards change. There are no initiatives from Council & Regional forums that will see Coromandel move towards becoming a better place to live in the future. (#450)

COMMUNICATION AND PARTICIPATION

Having information readily available and easily accessible and being able to stay connected to people, events and services is important for active ageing.

In this section participants were asked if they have access to the internet; where they used the internet; how they find out what is happening and what services are available and to suggest other ways that information could be shared locally.

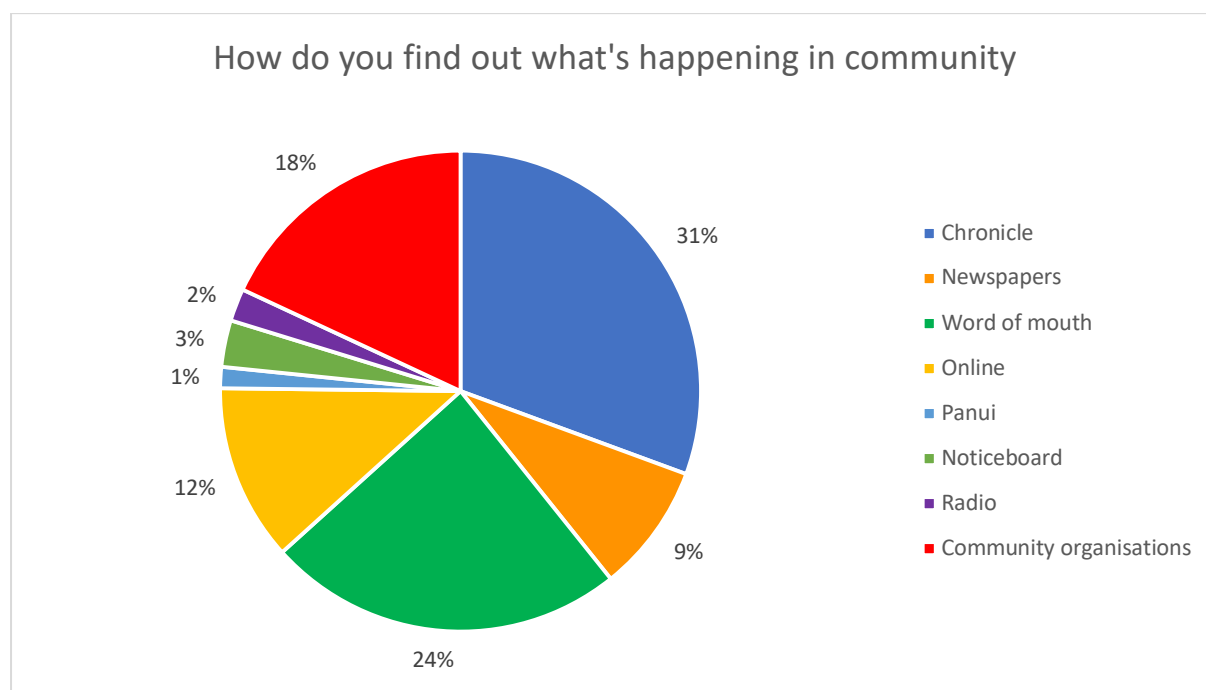
Access to the Internet

Of the (407) participants who responded, (361) have access to the internet, (46) do not, including (39) participants over the age of 80 years.

Almost all who responded (339) use the internet at home and a small number (5) at a community service.

A member of Grey Power cautioned relying on the internet when communicating with seniors, as during Covid-19 restrictions when emailing out their newsletter to members, they became aware that only 50% had access to e-mail. For some this was via a friend or family member.

Finding out what is happening in the community and services available



The Chronicle was the main source for finding out what is happening in the community particularly in Coromandel Town with (208) responses. Word of mouth (189), Facebook/Online (125), Herald (91), Radio (23), Information Centre (22), Noticeboards (19) Panui (15).

The Chronicle (114) was also the main source for finding out what services are available. Other sources were the Information Centre (103), CILT (65), Word of Mouth (64) and Noticeboards (14)

Other ways information could be shared locally

- *A small weekly news sheet would be useful for current events e.g. informing the community about things like the Total Watering Ban. However, it would possibly not reach the holiday makers/weekenders unless distributed to and promoted by the I-Site, restaurants, cafes, pubs, service stations etc. For those who don't do Facebook. (#456)*
- *Community Bulletin Board. Not everybody online does social media, also so many platforms, twitter etc fade eventually and it gets tiresome to chase the 'latest' platform. Website might be old fashion in IT but accessible to all with computer access. However, design is essential. Less flash and more tabs/menus topics that is tested by target audience. But service information doesn't need live info hence print ok. Booklet with services helpful but even better if alongside a matching website where updates and interaction can occur. Print first then into to very basic and easy interface so all, with or without internet can have that info and hopefully then take a plunge to online. Old style forums. (#559)*
- *If there was a drop-in community building all information could be stored there. (#61)*
- *Internet - email notification service e.g. Chronicle @ \$5 per month. (#84)*
- *A community liaison person. (#390)*
- *Wider home delivery of Chronicle and Hauraki Herald. Noticeboard on TCDC reserve or building. (It always surprises me when people are unaware of well-advertised events etc. I think some just don't pay attention or perhaps don't remember what they've read!) (#111)*
- *Local newsletters via email seem to work well with printout to those without internet access, however this requires a degree of local knowledge which is not necessarily available. (#457)*
- *As internet and devices are a barrier for some elderly they are never going to know unless you have something old fashioned like posters around town. (#553)*
- *Leaflets in letter box. (#397) (over 80, no computer)*
- *Local newsletters, word of mouth, notice boards. I don't like to have to visit Facebook all the time to find out what is happening. (#623)*
- *Internet email type phone tree. (#114)*
- *Perhaps a phone tree for older residents. (#125).*
- *A Help Directory printed once a year to citizens mailboxes, or picked up from Info Centre, Surgeries etc. (#196)*
- *Make a specific website, the "Go To" place. (#445)*
- *Online bulletin board...the Chronicle is static. (#28)*
- *A new independent website/e-magazine with links to all local services and information updated regularly. This is a nice format - like an e-magazine: <https://issuu.com>. (#623)*
- *A dedicated page on "Neighbourly". (#481)*
- *Supermarket handouts with receipts. (#625)*

HEALTH AND COMMUNITY SUPPORT

Being able to access support and health services is vital in assisting older people to maintain their quality of life and independence as they age.

In this section participants were asked about frequency of seeing a primary health provider; access to health care providers outside the area; travel to appointments; use of and subscription to St John Ambulance Service; use of and satisfaction with health support services and the area as a place to retire.

Primary Health care

Participants were asked to respond Yes or No if they see a primary health care provider on a regular basis. (404) participants responded and of these (263) responded Yes and (141) no.

Participants were given three options to indicate how often over the past year they had accessed health care providers outside the area for special appointments i.e. Rarely, Occasionally and Regularly. (7) included NEVER in their response. A total of (393) participants responded.

- Rarely 182
- Occasionally 159
- Regularly 45
- Never 7

St John's Ambulance

Participants were asked if they had ever used the St John's Ambulance/air ambulance to be transported to a major hospital. Of the (404) responses, (152) had used the Ambulance service.

Participants were asked if they subscribe to St John's Ambulance and if not if there was any particular reason why. (399) participants responded. Of these (226) do subscribe to the service and (173) do not. The main reasons for not subscribing included:

- Haven't got around to it 38
- Cost 22
- Donate to others 15
- Don't know about it 14
- Never thought about it 8
- Medical alarm system covers it 8

Participants comments about not subscribing to St John's Ambulance

- *Free to Coro residents who pay rates. (#266)*
- *Have a St Johns Medic Alarm. (#234)*
- *Expense needs to be covered by rates as before. (#260)*
- *Haven't got around to it. (Put a form to encourage enrolment in the Chronicle, or a contact system, please.) (#196)*
- *Never thought about it. Don't know how. (#274)*
- *Would love to but benefit doesn't go far enough. (#218)*
- *Ambulance service should be government funded. (#406)*
- *No reason didn't get around to it, this has prompted me to. (#472)*
- *Their charge for a single person living alone is very high - it's much cheaper if you're a couple and when I contacted St Johns Ambulance for an explanation they never responded. (#456)*

Health Support Services

Participants were asked to respond Yes or No to having accessed other health support services over the past year (such as home help). If they answered Yes, they were asked if they were satisfied with the service they received or if there was anything that could have been improved on. Of the (405) participants who responded (53) had accessed support services and (45) of those were satisfied with the service they received.

The area as a place to retire

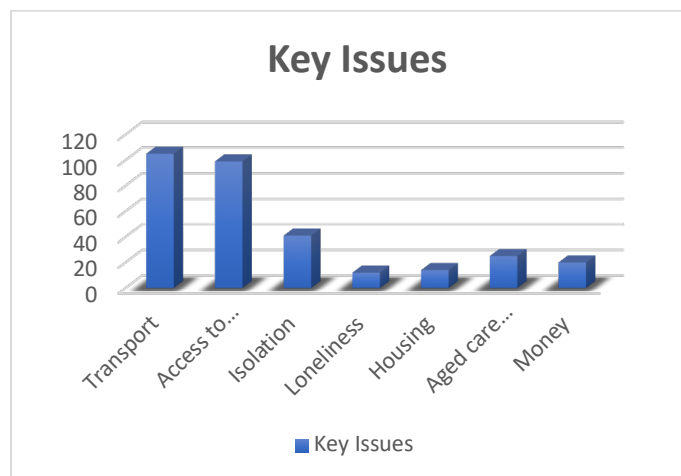
Respondents were asked to rate the area as a place to retire and to comment on their choice. (386) respondents rated the area good to very good particularly in terms of physical environment and lifestyle. (19) rated the area poor mainly due to lack of transport and access to services.

Participants comments about the area as a place to retire

- *Very good in terms of lifestyle, poor in terms of access to services. (#226)*
- *Lack of facilities, health etc. If not able to drive, a lack of buses etc. (#19)*
- *Good if you're healthy and have friends/family. Poor if you have poor health, can't drive and are alone. (#11)*
- *Good if it had decent public transport. (#473)*
- *Very active & supportive community which is good as long as we are able to get out and about. Remoteness/difficult road access probably means the overall ranking is poor. (#225) – respondent from Tuatēawa.*
- *Good for basic requirements but not enough demand for dentist or vet. People required to go to Thames or Whitianga. (#257)*
- *Good all over town, feel safe & people are v/helpful, & on the whole affordable to live if you own your own house (maybe not if you have to rent) (#96)*
- *Very good until there comes a time you fail the eye test for driving. Scary if you don't have family in the region and have to rely on others. (#383)*
- *Poor - isolation from essential services and difficulties for accessing via roads. (#406)*
- *Good until you have to access medical care in Auckland/Hamilton/Thames. (#262)*
- *Lots of social activities, friendly people. I'm still well and healthy and have a younger husband and family here, so it's good for me. (#324)*
- *Great laid-back little town. I am lucky enough to have good health and family handy if I do need help. (#220)*
- *The Coromandel is a beautiful place with lovely walking tracks and a very caring community. But rents are high and expensive shopping for food. But there is the Community Van to go to Thames shopping. (#254)*
- *Coromandel is a good place to retire if you have good health but presents problems for those needing access to home help and hospital services. (#598)*
- *If you have transport or family its good but if not VERY POOR. (#625)*

KEY ISSUES

Participants were asked what they thought were the key issues facing older people in the area. The top issue was transport (105) followed by access to hospital/health care (99) then isolation (41).



○ Transport	105
○ Access hospital/health care	99
○ Isolation	41
○ Aged Care facilities	25
○ Money	20
○ Housing	14
○ Loneliness	12

Transport

- *The removal of the daily bus service to Thames. I can no longer visit my family, and this is a major consideration as to whether I can remain here. (#234)*
- *Lack of convenient & cost-effective transport when unable to drive necessitating removal from area. (#446)*
- *Transport to medical appointments. No dentist or even visiting hygienist. More trips are needed to dentist by more people than other medical specialists. Dental trips spread between Whitianga, Thames, Hamilton and Auckland so mobile unit would be great for all the community. Less time away from work as well. Frequency of dental visits when it involves such travel declines. State of dental health by mere looking at some people is fairly poor around here. (#559)*
- *Establishment of reliable ferry to/from Auckland leaving from the Town Centre. (#237)*
- *Getting to airports, only driving self as a real convenience option (#555)*
- *Transport and shopping if one doesn't own or drive a car! (#487)*

Hospital /health care

- *Biggest issue is emergency medical service. The airlift service is vital for every person's peace of mind. I could not remain living here if I thought we would lose that service. (#463)*

Isolation

- *Isolation due to transport issue if you cannot drive. (#447)*

Money/Financial

- *Cheques have been removed and I must pay by Eftpos and there is a \$1.80 charge each transaction. Have had a cheque book for over 70 years. (#397)*

Housing

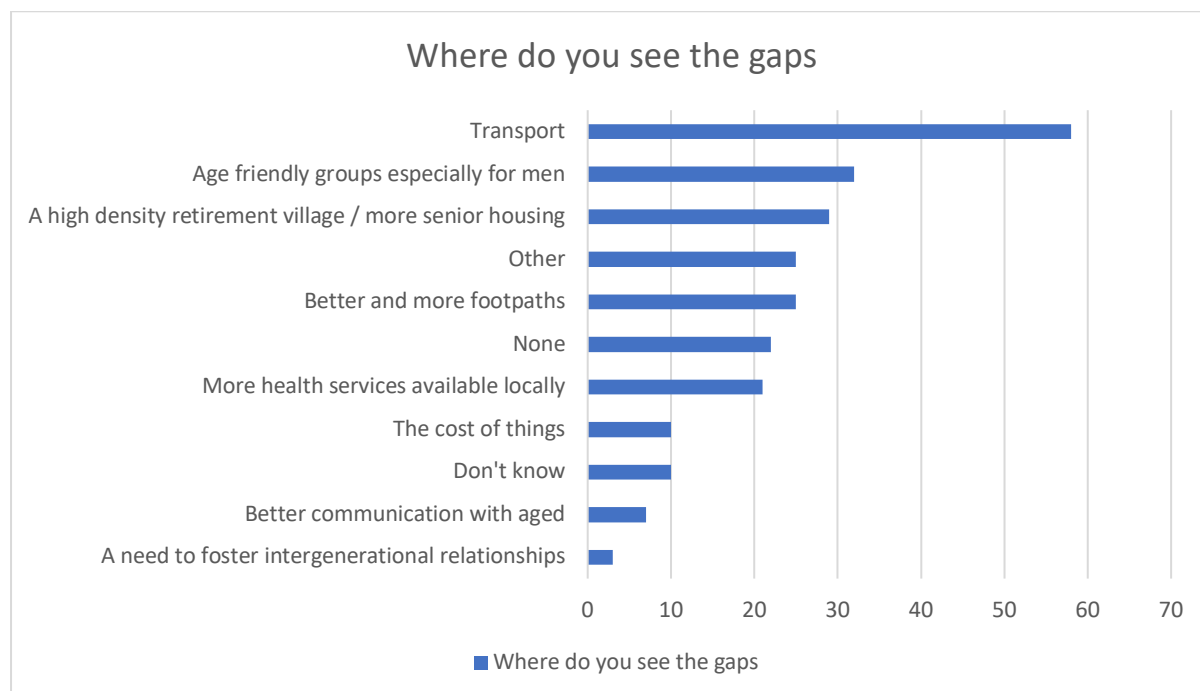
50% of those surveyed stated they will require services/modifications to maintain their property as they age. This included assistance with gardening and lawns, house maintenance and home help. Several raised the issue of accessing assistance especially for smaller handyman jobs with tradesmen being over committed and knowing who can provide those services at a reasonable cost.

- *Getting assistance with problems by friendly people who can help with problems in a friendly way who know the avenue of contacts that can provide services for such as repairs, upkeep etc. (#409)*
- *It is a bit of a worry that sooner or later things will change for us personally and presumably we will become more dependent on others. We want to stay in this house forever and leave feet first (but not just yet!) It may not work out that way. But all health and support services that prolong our time here would be appreciated. We have made our house and section reasonably dodderer-proof! It is a concern that sooner or later there will be only one of us left; and how the remaining one will manage could be a problem. (#481)*

Loneliness

- *They seem to want to stay in their homes or flats on daily basis because they don't want to be a trouble and need to be encouraged to mix now and then. Maybe once a week or so. So, they are shown that they matter!! (#363)*
- *Loneliness, mobility, lack of stimulation. (#483)*
- *For some its loneliness, I guess. (#573)*
- *No companionship – no one to talk to (#513)*
- *Social isolation-very few groups specifically for the elderly e.g. friendship club. Mostly small clubs that are rather insular. (#501)*

GAPS AND OPPORTUNITIES



Participants were asked where they saw the gaps and opportunities for Coromandel to be more age-friendly. (206) participants responded. The top three issues identified were:

1. Transport (58)
2. Age-friendly groups (esp. for men) (32)
3. High density retirement village/more senior housing (29)

Transport

- *New people to town often find it hard to integrate. Biggest issue is transport from town. If you don't drive or own your own vehicle then you have to rely on others - a bus service or shuttle on a daily basis from here to Thames. (#109)*
- *Improving infrastructure i.e. town terminal for an efficient ferry service. (#406)*
- *Expand criteria for hospital drivers. For example, I am willing to pay if no community card, but taxi is beyond means and don't want to constantly rely on friends (#559)*
- *Extended bus trips for over a week or so for seniors (say in their 70's) used to be very enjoyable (#397)*
- *Improving infrastructure i.e. town terminal for an efficient ferry service. (#406)*
- *Expand criteria for hospital drivers. For example, I am willing to pay if no community card, but taxi is beyond means and don't want to constantly rely on friends. (#559)*
- *Once you can't drive it's a mission to get anywhere, so I'm told. (#585)*
- *Westpac Helicopter access to be reinstated on the Coromandel, ferry service to Thames and return. (#231)*
- *Mobility car parks outside both surgeries. (#71)*

Age Friendly Groups

- *Would like to see a Govt. subsidised program such as indoor bowls, line dancing, tai chi - for gold coin donation. I attend local gym but at \$6.50 pp per session this is too expensive for most pensioners - so a community based (in Citizen Hall) daytime program would be well supported in my opinion. (#250)*
- *Do we have enough "Grumpy old men" type activities? (#196)*
- *Large new Community Centre, lunch days/guest speaker on subjects. (#288)*
- *A community Centre a Men's Shed. (#517)*
- *A drop-in centre for the elderly where they can meet others in an informal way for a chat and cup of tea/coffee. The community van could be used to pick up people who have no way of getting to the centre. Help with improving computer skills. (#101)*
- *Suitable small comfy space to meet outside cafes from small group meetings. Extension to library for this purpose would be good. Inject more life and usage there. Colville has a homely welcoming space in their social service building Coromandel doesn't. (#559)*
- *Seniors who are unable to join local clubs because of low incomes e.g. bowls, golf, art clubs, embroidery etc. A local hub organised where they could meet for various activities. (#574)*
- *Community Centre open regularly (#628)*
- *Inclusivity is the answer. Having a place for them to come and meet others weekly. Outings and treating them as though they matter and have a voice. In Colville they have a program called Enliven held at the local community centre. It is very popular. (#463)*
- *Maybe having more social gatherings, dances, housie etc in the RSA Hall for companionship. (#254)*
- *Seniors who are unable to join local clubs because of low incomes e.g. bowls, golf, art clubs, embroidery etc. A local hub organised where they could meet for various activities. (#574)*
- *Not enough social activities in Manaia which is why I come into Coromandel. (#34)*

Housing / Accommodation

- *Need village arrangement with owner occupier accommodation and men's shed, ladies shed within village with easy wheelchair, mobility scooter access to existing community recreation activities, clubs. (#186)*
- *Council/Govt needs to provide good housing for the elderly who haven't the personal means to own their own homes. Rates should be curtailed at manageable level. (#252)*
- *Additional accommodation places for Seniors - places they can afford. (#575)*
- *The biggest opportunity for Coromandel is for someone to open a secure Dementia Unit as at this stage all Coromandel residents and families have to go out of town for this service and as our population is getting older, we are going to need one more. As it is now families must travel many miles putting more stress on everyone and sometimes there is a waiting period to access a unit, the closest is one hour away. (#386)*
- *Perhaps need more Age Retirement villages. More development for young and old alike. Town seems to be stifled by a few wanting to stop developments and as above a Council. See development elsewhere on Peninsula but not here. (#188)*

Health Services

- *Encourage visiting dentist or at least hygienist. (#559)*

Support services

- *Personal shopper to either shop for or drive people locally. (#260)*

- *Perhaps a network could be set up to monitor and help older people connect and engage with each other more, especially those on their own or where a volunteer could help mind an invalid partner if someone needs to keep an appointment, the list could go on. (#106)*
- *A pool of people able and willing to help with various jobs on a casual basis. Like the home help system - organised. Paid by customer but a safe, reliable workforce. (#114)*
- *Having someone to visit older people just for a chat - company - if they would like. (#573)*
- *Need to have a more active and visible group who interact with the isolated elderly and those who are not internet savvy. Also, Banks should allow banking over the counter. (#377)*
- *I see a need for people to be in trusted groups to share their histories, stories, worries and dreams. (#625)*
- *Everything that's useful comes from funding which insists on criteria for suitability. This fails to cover people that need help. (#112)*
- *Personal shopper to either shop for or drive people locally. (#260)*

Footpaths

- *Pavement to be made even so elderly don't trip. (#71)*
- *Some footpaths are rough and uneven and some of us have had nasty falls. (#585)*
- *Decent user friendly paths/footpaths for mobility scooters - wheelchairs etc from town centre to Wyuna Bay to K. Bay road and top town. Cobblestones in town to be repaired and re-laid as they provide tripping points. (#619)*

Financial

- *Sometimes the cost of participating is too costly for a pensioner. (#267)*
- *Finances - in particular for those who have no internet/computer capability (No more cheques in many places). (#578)*

Communication

- *Communication of what's already available to this demographic - then build on what they want. (#449)*
- *Need people to sit alongside seniors, to say this is where we are at - this is where we need to go. One on one communication. (#432)*

Intergenerational Relationships

- *Ways & places for older folk to be joined with younger folk. (#84)*
- *More intergenerational mixing/socialising. (#330)*
- *Encourage multi-age interaction, home visits by volunteers. (#581)*
- *In my experience I struggled to get community to come to Phoenix House to visit our residents as volunteers. We tried adopt a grandparent open days etc and to no avail. Only time people want to come is Xmas to sing or visit etc. (#501)*
- *Maybe we should have more to do at our school, have nanna and poppa days, have morning tea at school, maybe encouraged to tell someone our life stories and take some photos to share!! (#363)*
- *I don't think 'senior' people are interested only or primarily in 'senior' issues. Whole model is inappropriate. (#286)*

Volunteering

- *Utilise elderly as volunteers (or paid) in public roles. Tourism ambassadors, Information sources. Walking guidebooks (#226)*
- *There are opportunities to utilise seniors, we just need to connect the individual with the activity (#227)*

- *Ensuring old people are welcomed and enabled to participate, and to continue to contribute their experience and wisdom. (#225).*
- *The arrival of older people in the Upper Peninsula should be viewed as a huge asset to work, volunteer, provide employment and support younger people. (#28)*
- *Involve older people in community volunteering jobs. (#330)*
- *People are reluctant to take on positions within organisations it is difficult to get people onto Committees. (#432)*

The aged are a valuable community resource with many capable, clever, passionate people who can really help others and there should be some focus on avenues to do this. (#553)

Education/Training

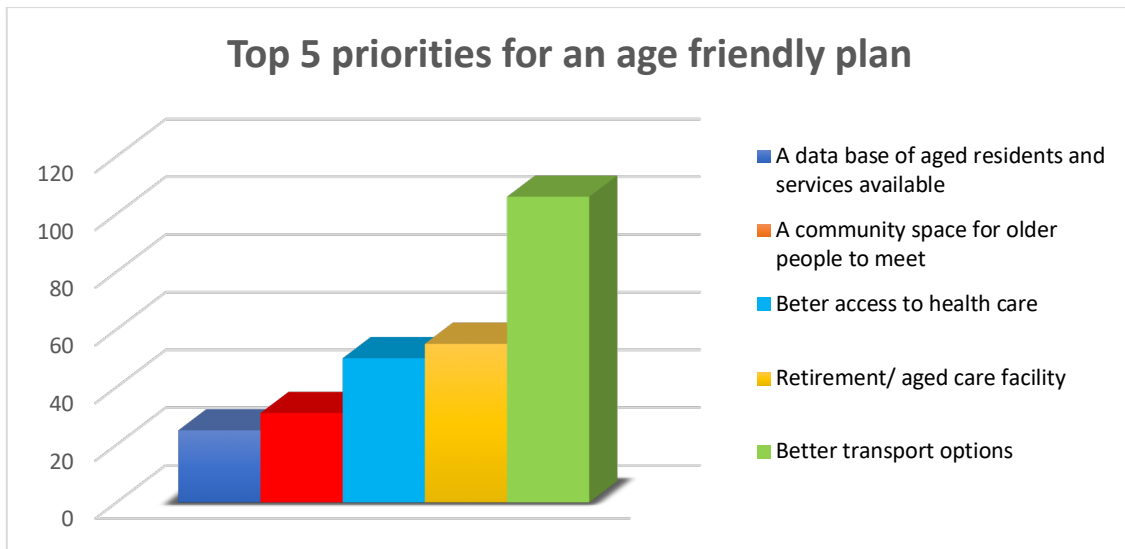
- *Opportunities to learn computer skills such as online banking/better communication to older people about volunteering opportunities. Perhaps a co-ordinated response like Senior Net. (#304)*
- *University of Third Age - keeping on learning. (#483)*
- *Need courses in use of technology for older people. (#305)*
- *Along the lines of U3A - offering courses for older people at a reasonable cost (#447)*

Water

- *A better water supply. Most older people take pride in their gardens. We pay for our water and always use it carefully (not to waste any). Need money spent on water supply upgrade most urgently. That should come first. How can we tell tourists who are paying to stay, don't use too much water. (#140)*
- *Need money spent on water supply upgrade most urgently. That should come first, how can we tell tourists who are paying to stay – don't use too much water. (#40)*

Other

- *Heated pool for aged use/therapy/all year access*
- *Continue special celebrations e.g. Christmas dinner for lonely people. (#459)*
- *More variety in shops e.g. health foods, organic grocery items. 4 Square less of a monopoly. (#602)*



TOP PRIORITIES FOR AN AGE-FRIENDLY PLAN

Participants were asked their top priority for an age-friendly plan for the area. The top five priorities identified related to transport, retirement/aged care facilities, access to health care, community space for older people to meet and a data base of aged residents and services available.

Transport

(106) participants nominated improved transport options.

Participants comments about transport as a top priority

- *Improved transportation. An early morning departure would also help visitors who need to get to Thames for bus service. Perhaps offer 2-3 times per week. (#111)*
- *Better transport & interconnectedness with other towns - Thames/Whitianga and innovative housing - sharing options (#446)*
- *Better ferry transport free like Waiheke. (#288)*
- *Ensuring that older people in the community have opportunities to mix/associate with likeminded people. To some extent this is already catered for with existing groups, but maybe more regular social outing opportunities for older people could be well received and patronised - a regular chance for 'a change of scenery' for those without an independent means of transport. (#485)*

Retirement /Aged Care Facilities

(55) participants nominated retirement/age care facilities.

Participants comments about Retirement/Aged Care Facilities as a top priority

- *Independent supported living, good medical backup, community activities, interactive generational relationships fostered. (#463)*
- *Home visits, more social housing. (#581)*
- *Upgrade Phoenix House. It has wonderful staff but the premises are very scary. I feel really uncomfortable visiting my friends and neighbours knowing full well that one day I will have to finish my days there. X and I would like to live here in Coro town for the rest of our lives but we feel uncomfortable about Phoenix House. We will probably manage each other until it is really necessary for one of us to go into Phoenix House. (#306)*

- *Social housing, social worker/counsellor, more support for Phoenix House. (#324)*
- *A modern efficient aged care facility on the Phoenix House site. (#404)*
- *A high-density retirement village close to town within walking distance of shops and cheaper than other options. Leasing allows for cheaper entry and frees up capital to subsidise retirement. High density as you do not need big gardens if have a communal one. Shared facilities still within independent home. This is a model that single retirees (esp. women) are looking to and are popping up around the world where they pool resources. Could be private/public mix. (#559)*
- *Injection of capital into Phoenix House to make it very good and acceptable - with Govt. support. If a very nice place where people would feel they could visit could be used for daytime respite for carers. (#251)*
- *Housing for solo elderly. Elizabeth Village style but mostly single units more privately located with shared amenities. (#308)*
- *A purpose-built village (like in Denmark) that includes for dementia or brain injury to keep life normalised. (#434).*

Access to hospital/health care

(50) participants nominated better access to health care.

Participants comments about health care services as a top priority

- *Have better and more services at Thames Hospital. People get sent on to Waikato too often. (#381)*
- *Air ambulance reinstated to Whitianga. More public defibrillators. (#439)*
- *Health care. I have to drive my elderly father (91y) to Thames or Waikato for check-ups. He finds the drive arduous and often puts off having to visit the specialist as he's not feeling up to the travel. Although grateful to be attended by our brilliant ambos, he has complained of the jarring and jolting of the ambulance when he's been transported to Thames Hospital. It causes him much pain. I have to say though, he holds Thames Hospital in very high regard and says it's the best in the country. (#252)*
- *A community worker who checks on isolated people, single older people. A rural nurse who visits now and again, like they used to in the past. (#623)*

Data base of aged residents and services available

(25) participants nominated data base of aged residents and available services.

Participants comments about data base and services available as a top priority

- *Keeping all people connected to their community and informed about what is happening, what opportunities there are to participate and contribute, and how they can continue to be actively involved. (#304)*
- *A register of those over 65 and perhaps set up a group who would look into what their specific thoughts are. I like the idea below (THE HUB), good start. (#501)*
- *People who can help the elderly know about and access resources. (#454)*
- *Improving communication with and between older people and identifying care needs. (#305)*
- *More checking that people are OK mentally and physically. (#587)*

Community Space for older people to meet

(31) participants nominated a community space for older people to meet.

Participants comments about a Community Space for older people as a top priority

- *Drop in Centre for elderly. Day care centre where families looking after an elderly relative can take them to give carers a break and elderly can also mix with others. (#101)*
- *A community-based hall where seniors could meet and activities organised such as games, art, exercises, needlework e.g. knitting, crochet, podiatry. (#574)*
- *Community based cafe/meeting venue. (#558)*
- *Community Centre in Colville, open during the day, with table tennis, clay club etc.*
- *Get them together in a hall for morning tea or reading, or just talk. The free bus can pick them up. (#513)*
- *The local hub mentioned below as a potential outcome of this survey. From there all other questions can be answered. (#112)*
- *For our rural communities some structured activity days where they can come together socially – craft, games, movies, daytime activities. (#387) – Harataunga resident*

Education of community about ageing, that it is going to happen to all, is not a disability and that older people are an integral part of the community. (#7)

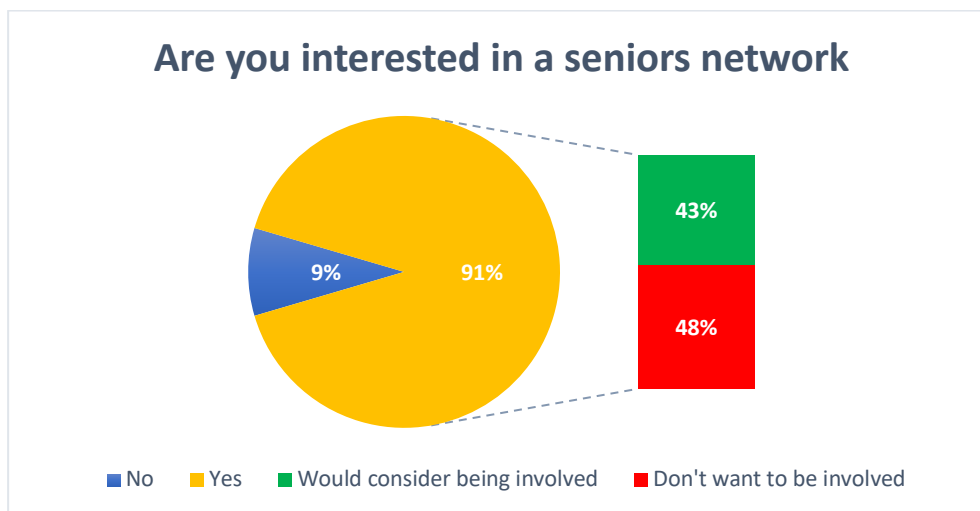
Other Priorities

- *I think the community need some easy access to salt water swimming baths. In Sydney these facilities are greatly used by older persons and support health and wellbeing as well as social connections. (#464)*
- *Heated therapeutic pool. (#483)*
- *Increased opportunity to use Gold card - not many offered. Loyalty cards for regular shoppers would be good i.e. supermarket. A banking and/or WINZ or Govt. agent that could visit homes to assist with anything that could not be done by phone or even internet. (#260)*
- *Changes difficult for lot of older people to understand – Kiwi Bank gone, lots of older people banked with Kiwi Bank. Rumour BNZ may go. (#432)*
- *Support persons for older people and good access to shops, businesses and social events. (#459)*
- *Easy communication with a helpful person who will know how to deal with each older persons situations as they arise. (#481)*
- *Heavy by-pass road urgency, speed lowered to 20ks in town, more pedestrian crossings. (#502)*
- *Ask the residents in each northern peninsula community area what they want. (#349)*
- *Bringing more information/help to update our IT skills. Maybe some individual or group seminars. (#409)*
- *Better footpaths around the coast to Wyuna/Long Bay and an Armco barrier on the hill into town. (#623)*

SENIORS GROUP

Participants were informed that one of the potential outcomes of the survey could be the establishment of a local HUB focussing on senior issues. They were asked if that was something they would:

- (a) be interested in seeing happen in the community
- (b) consider in being involved



Of the (371) participants who responded to the question about being interested or not in seeing the establishment of a HUB in the community:

- (338) responded YES
- (33) responded NO

Of the (330) participants who responded to the question about being involved in the establishment of a Seniors Hub:

- (156) responded YES
- (174) responded NO

Participants who were interested in being involved were asked to provide contact details.

Participants comments about a local Hub focussing on senior issues

- *Very interesting doing this survey. I am well aware of how privileged my life is and I would like to be involved in the future with the HUB and support the initiatives for better options for those in need. (#261)*
- *Hub needs to be run by an elected consortium. (#58)*
- *What's with the word 'HUB' as a concept? It's not bricks and mortar or the latest buzz/concept word it's a person with organisational abilities that is needed. Preferably selected by an outside agency to give a fresh strategical approach rather than weighed down by local same old stale social bureaucrats. Involvement would be dependent upon concept, organisation and chances of things actually happening. Lots of talkfests that never go anywhere in this town so would not commit before seeing what framework. Have involved myself in community volunteering in past but not keen in future unless it shows promise, fresh initiatives and less corporate weasel speak. (#559)*

- *The survey was frustrating as it seemed to be leading to the conclusion of an age friendly hub. We already have spaces that older people can and do congregate, another space is not necessarily the answer. (#624)*
- *Depends on whether the HUB offers more than is already available in Coromandel. (#599)*
- *A hub would provide a distraction and proposed site is too far from town centre.(#277)*

Coromandel and outlying communities are a small community and have senior people with skills to make this work above all its nice to feel needed at any age! Thank you for caring enough about us to want to do this survey!!!

Good luck with the survey I hope feasible goals are embraced as 'aspirations' should be regarded as footnotes. (#559)

FINAL SURVEY COMMENTS

Participants were given the opportunity to provide comments at the end of the survey. The following is a sample of some of the comments.

- *Well done all involved for addressing this issue. Climate change is also affecting everybody already. Anything to address that is also helpful since it is only going to get worse (witness the six months of drought we have just had; pretending that is a "normal aberration" is wilful ignorance. (#481)*
- *I like this, it makes us think about things we haven't thought about. (#3)*
- *Thank you for this opportunity – made me realise how little I know of what activities, meetings there are for the elderly and is there a central hub? My focus currently is on my home life, grandchildren and work, retirement or inability to transport myself I haven't considered.....until now. Another thought being Pakeha I don't know the 'missing requirements' for Maori. Harakeke workshops are also very easy and inspirational to all cultures". (#47)*
- *Fantastic to see people doing practical things to help older folks & caring about them! Thank you! Very much appreciated. (#224)*
- *Taking better care of and valuing our older people is important. (#225)*
- *Thank you for giving residents a chance to have their say. (#147)*
- *Well done – nice to see some planning happening – let's hope information is taken further (#185)*
- *Great to see this initiative and needs to involve the younger over 50's who will be the future users. (#186)*
- *Seems to be lots for women – embroidery, gardening creative writing, art, etc. not so much for men! (#122)*
- *The survey, questionnaire is designed for Coromandel/ Colville residents rather than those who live remotely or more rurally. Basically, unless the remote people have family support they have to move. (#92)*
- *Thank you. It would not be too difficult to have register of those who are living alone. (#56)*
- *I think Coromandel is a great place to retire (outdoors, interest groups). The Coromandel people have circles that can create a them and us scenario. This is something to be aware of and worked on. This is a community where your voice can be heard, and you can make a difference if you have a mind to. I think the social problems in Manaia (Housing, no water – flooding, substandard housing) is something the wider community can address. The drug problems, "P" is a real issue for some families and young people that I think should have a Community/Police/Local Government approach. It seems many families are living in substandard situations that could be addressed by people knowing where they can be supported (voluntary help of skilled retirees – community group etc. (#46)*
- *While I can live in the country, I remain relatively independent. I expect to live in Coromandel town at the end of my life when activities for seniors will become more important to me. (#26)*

- *I feel some of the questions don't allow enough scope for stages of ageing. It is very difficult to predict what you may need in the future. Also, as a country dweller my needs may be quite different from a town person. (#25)*
- *As I live out of town a lot of this does not apply to me. And when our lifestyle block becomes too much for my husband and I we will move to something smaller. (#21)*
- *Caring for the aged a major concern for the whole community. (#15)*
- *Thank you for setting up this questionnaire. Hopefully you will find interesting things about the older community and it will be helpful for future planning. (#311)*
- *Does our local Colville-Coro Board have any specifically "age related" officer or plan? (#196)*
- *Further Brilliant Ideas! – there used to be days when the Top Pub had \$6 hot lunches. Something that provides a hot meal – especially for aged solos & live-alones – would encourage some to mix a little more. Q. How good is the supply of simple frozen meals in this town? Do the cafes offer anything (from their daily surpluses etc). Many oldies can't be bothered cooking, and don't always qualify for meals on wheels. A petanque court. (#196)*
- *Local Council & Community Board could do more for seniors in this area. (#376)*
- *Having lived in Coromandel through 10 years of retirement and worked tirelessly as a volunteer in the Information Centre and the Combined Clubs I am disillusioned with the progress that has been made during that time with respect to growing our infrastructure and services to meet the changing needs of the people. Most good ideas are nipped in the bud before they even get off the ground. What has happened to the Marine Hub project kicked off by Gilbert James. This and many others would have made this community much more inviting and exciting a place to spend our retired years. (#450).*
- *Communication from TCDC and CCCB meetings could also be included in all of the various locations (Chronicle, noticeboards) informing residents of issues and discussion from agenda items. (#111)*
- *Coromandel is a wonderful place to live BUT needs to develop and expand to avoid being left behind and further isolated. (#406)*
- *I feel comfortable and well-respected in this community. This may partly be due to good health and being active in some quite different spheres. I expect it might be different for those who do not enjoy good health. (#456)*
- *Interesting survey, probably took too long to complete, might be better broken into consecutive sections because some of the answers require quite a bit of thought. (#457)*
- *Please find appended your Age Friendly Community Survey. This was broadcast by Habitat Tuatēawa after communication from Little Bay Ratepayers. May I comment, mildly, that it seemed rather orientated towards townfolk and not too relevant to rural communities. (#461)*
- *At the end of this project report the outcome in Chronicle. (#251)*
- *I am 65 so I am very active and do not require services yet from this community. However my responses are in relationship to what I see is missing for others much older than myself. RB (#463)*
- *Old established families here often have generational support. People say in their 40s-60's who move here and have no family around often end up selling and moving away to be closer to a hospital when they get older, because of their fear of lack of facilities/support. (#61)*
- *I had answered these knowing I have a husband to help me, my answers would have been different if I was on my own. (#472)*
- *Thank you for the opportunity to participate and have a say in the future of where I live. (#28)*

- *Rather than a local hub, concentrate on providing health and other services. (#302)*
- *A community centre and transport for people to attend, more visiting of the elderly who haven't got families here to offer support and I would be happy to be part of a team to set it up. (#517)*
- *Stop campervans being in town (main street) – should only have access to back parking. CB (#71)*
- *Thank you for including me. I do think it is important to ask the community such questions. (#594)*
- *Keep in touch with the elderly, especially those who live alone and don't drive, need transport to shops, hospitals, Drs visits, shopping etc. (#574)*
- *Unfortunately, I'm still relatively young (well comparatively) and so I haven't really much experience in terms of what is needed for an ageing population. However, I am interested and will start to find out more. (#622)*
- *There are very different issues for people who live in a town and those who live in rural areas. This survey seemed to be aimed at people who live in a town e.g. Coromandel. Thanks for conducting the survey and I hope you get some clear trends to follow up on. (#623)*
- *Is there an option for elderly non-Maori to experience the love and life @ the local Marae's? Accessible vet care for elderly owners of companion pets important for many social and practical reasons. (#231)*
- *Lots of people would like to retire in Coromandel unfortunately as numbers grow the community becomes disintegrated and it becomes another larger town where people are anonymous and don't know each other. (#600)*
- *I did feel this survey was geared more for Coromandel than other communities. It was a good exercise. (#349)*

CONCLUSIONS AND RECOMMENDATIONS

In response to the projected growth of the +65 population identified in the 2018 TCDC Coromandel-Colville Community Annual Economic Profile; this assessment was to:

- understand the experiences of people ageing in the Coromandel-Colville ward;
- identify any gaps/ opportunities or barriers to active ageing, based on the WHO framework of what makes an age friendly community.

One of the immediate outcomes of this survey has been that it has raised awareness of the potential issues facing people as they age in the Coromandel-Colville ward. The area whilst identified as a great place to live for many older people, has residents who face challenges, particularly those who lose their ability to drive and/or have no support from family or friends.

A **number of** gaps and priorities identified will need to be addressed in the future for the community to be considered age-friendly. These include in the areas of transport, community support and health services, housing, outdoor spaces, communication and social isolation. These issues form the basis for the following recommendations.

Recommendations

1. *Present report to TCDC Coromandel-Colville Community Board and encourage them to take into account key findings raised in this report and the Preliminary Report prepared in September 2020, when developing their next community plan, particularly in relation to transport, outdoor spaces and housing issues.*
2. *TCDC to consider the implications of a lack of local public transport service and the need to develop accessible transport especially for people unable to drive when mobility is such an important aspect to supporting social connections, independence and ageing in place.*
3. *TCDC to improve state of footpaths and increase walking paths in the area, parking for mobility scooters outside chemist and medical surgeries and ensure there is adequate room for mobility scooters to manoeuvre past footpath seating at cafés.*
4. *TCDC to consider implications for future planning, building and zoning needs which will meet housing requirements of an ageing population, including affordable social housing and aged care facilities.*
5. *TCDC to consider emergency preparedness of the aged community and plan for those who don't have support.*
6. *CILT to assist with the establishment of a committed seniors group based in Coromandel Town that operates independently but collaboratively alongside existing organisations to support older residents who want to remain in their own homes with safety and dignity as they age. Ref: Kawerau and District Ageing in Place. This may also include a Seniors Centre where older adults can gather for physical activities, socialisation and medical and social services and assist with the establishment of interest groups including for older men.*

CLOSING COMMENT

There is potential to solve many of the issues facing older people in the Coromandel-Colville ward by the establishment of a high-density retirement village close to town, consisting of apartments and villas for independent living as well as a rest home and hospital wing with a secure dementia unit.

Phoenix House is well respected, and the staff adored therefore this proposal should not be seen as an opportunity for competition but rather one for growth on what they provide.

Coromandel is a retirement destination and this would ensure there is infrastructure to cope with this demographic into the future. The retirement village could be private/public mix. Engaging investors would encourage development and economic progress in the Coromandel-Colville ward. This type of development would not affect the small town feel that many have grown to love.

Additional benefits to the community would include:

- Readily available services reducing the need for people to move away from the area for health reasons.
- Jobs for our young and unemployed.
- Indoor and outdoor spaces to address respondents wants and needs e.g. “a heated swimming pool for year-round therapy”.