



Palmerston North

Age Friendly Action Plan



Vision

A Palmerston North community where age is not a barrier and people of all ages can flourish and thrive



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Foreword from The Mayor

Making the most of the ‘Golden Years’

Kia ora,
Within the next 30 years, those aged 65 and over are expected to make up around a quarter of New Zealand’s population. With seniors a growing sector of our community it made great sense to put in place a strategy well in advance to cater for the wellbeing, safety, health and resilience of this age group.

Age knows no social, economic, or cultural barriers. Seniors graduate into the ‘Golden Years’ from all walks of life and backgrounds and I appreciate the well-coordinated approach this plan adopted. If ever there was a collaborative community partnership, then this was it. The encompassing Age Friendly Action Plan falls in line with Palmerston North’s ‘Small city benefits, big city ambition’ vision with its four goals - to be an innovative and growing city; a creative and exciting city; a sustainable and resilient city and especially in this case, a connected and safe community.

It also matches our 2024-34 Long Term Plan goals to promote community health while coordinating and supporting community safety and harm reduction.

Huge thanks are due to the initial lead Kerry Hocquard and our Council Community Development team for the work they’ve done to make sure the Golden Years in Palmy retain as much lustre as possible. My gratitude also goes out to contributing organisations such as the kaumātua group of Whakapai Hauora, Pasifika Community Centre Matua Ola elders, Grey Power, members of the Hokowhitu Village Community, the Awapuni Community Centre, the residents of Papaiōea Place Community housing, and to all other residents who responded to the 2024 ‘Have Your Say’ survey on this issue.

You can all take great pride that your combined input has progressed our city towards being part of the World Health Organisation (WHO) Age Friendly Communities network, while advancing services, improving access and enhancing amenities for all city residents



Ngā mihi nui
Mayor Grant Smith ^{JP}

Foreword from Rangitāne o Manawatū Nation

**E ngā mana, e ngā reo, e
ngā karangatanga maha!
Tēnā koutou, tēnā koutou,
tēnā tātou katoa.**

Rangitāne o Manawatū Nation the tangata whenua proudly endorse the vision of Palmerston North being an Age Friendly City where age is not a barrier, and individuals of all ages can flourish and thrive in their daily lives. We support this kaupapa with a deep sense of responsibility and commitment to our own kaumātua who carry the stories and lessons of our tupuna, our whānau, and the wider community of the city.

This plan represents a commitment and living embodiment of our values, aspirations, and enduring respect and aroha for our tūpuna and the legacy and guiding principles that have been passed down to us which as kaitiaki we in turn pass on to future generations so our culture lives on as it has for centuries.

Rangitāne inter alia upholds the sacred principles of manaakitanga and kaitiakitanga, where our elders hold much of the knowledge and wisdom of our Iwi and this compels us to nurture and safeguard the well-being of our kaumātua. Their experience is treasured and vital if Rangitāne are to flourish, and their well-being is seen as a reflection of our collective health and vitality. We share this principle with all elders of Papaioea who we also see as having their wellbeing nurtured and safe guarded for their future generations.

This Action Plan reflects our shared vision for a fully inclusive and supportive environment where our elderly can thrive with dignity, respect, full participation and have the opportunity to contribute their invaluable knowledge to the wider community. It underscores our commitment to ensuring that age friendly principles are embedded in the very fabric of our city and acknowledging the integral role our kaumātua play in shaping and enriching our society. We appreciate the participation of our kaumātua in the genuine engagement process to develop the Plan.

This process is a collaborative effort, worked on by many hands and we are grateful for the partnership of all those involved who have worked with us and freely gave their precious time to bring this wonderful vision to fruition. It is through such collaboration that we can achieve a community where every individual, regardless of age, is valued and supported.



Ngā mihi nui
Danielle Harris O.N.Z.M,LLB
Tanenuiarangi Manawatū Rōpu

Acknowledgements

Gratitude and thanks to mana whenua Rangitāne o Manawatū, PNCC Pasifika Reference Group, PNCC Seniors Reference Group, and the Age Friendly Palmerston North community group. Your unwavering commitment and ongoing support have been instrumental in fostering an age friendly, inclusive, accessible, and connected community in Palmerston North. We extend our heartfelt gratitude and thanks to the Best Care Whakapai Hauora Kaumātua group, the Pasifika Centre Matua Ola group, Hokowhitu Village Community Centre, Awapuni Community Library Group, Grey Power Manawatū, and Papaioea Place tenants, who generously shared their life experiences, their challenges, and ideas as to how these challenges could be addressed. Their contributions have formed the basis of this Palmerston North Age Friendly Action Plan.

Executive Summary

In 2023 Palmerston North City Council committed to becoming an Age Friendly City. The vision of the Palmerston North Community Age Friendly Strategy (undertaken by the Age Friendly Palmerston North community group), is to 'create a community where age is not a barrier, and individuals of all ages can flourish and thrive in their daily lives' [1].

Achieving this vision requires a collaborative effort and the formation of new partnerships. By working together, we can combine our efforts to enhance the well-being of our entire community, to support and enable people to age actively, live safely, enjoy good health and grow old with dignity, respect, and independence [1].

The Palmerston North Age Friendly Action Plan is based on community engagement that was carried out in six co-design workshops and a community survey. The resulting recommended actions in the plan have been chosen based on the eight essential criteria of an age friendly community from the World Health Organisation (WHO).

The Palmerston North Age Friendly Action Plan aims to improve the quality of life for older people in our city and provides a starting point for Palmerston North to become an Age Friendly City now and into the future. An age friendly lens on Council planning will ensure that community engagement strategies actively consider the needs of our ageing population. Ultimately, the plan supports Council's goal of enabling a community that is connected, healthy, active, and safe, for all ages.

Background

Age Friendly Global Context

The World Health Organisation (WHO) Global Age Friendly Cities Project commenced in 2006, for the purpose of determining the core characteristics of an Age Friendly City, that support active and healthy ageing. The resulting WHO Global Age Friendly Cities Guide, outlined eight interconnected domains and a framework for supporting communities become age friendly:

1. Outdoor Spaces and Buildings
2. Transportation and mobility
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

The WHO Age Friendly Cities Programme is an international model that aims to help cities prepare for two global demographic trends: the rapid ageing of populations and increasing urbanisation. The WHO Age Friendly Cities Programme targets the environmental, social and economic factors that influence the health and wellbeing of older adults [2].

World Health Organisation Age Friendly Principles

1.

Age friendly environments are free from physical and social barriers and supported by policies, systems, services, products and technologies that:

- promote health and build and maintain physical and mental capacity across the life course;
- enable people, even when experiencing capacity loss, to continue to do the things they value.

2.

Age friendly practices help build older people's abilities to:

- meet their basic needs;
- learn, grow and make decisions;
- be mobile;
- build and maintain relationships; and
- contribute.

3.

In doing so, age friendly practices:

- recognise the wide range of capacities and resources among older people;
- anticipate and respond flexibly to ageing-related needs and preferences;
- respect older people's decisions and lifestyle choices;
- reduce inequities;
- protect those who are most vulnerable; and
- promote older people's inclusion in and contribution to all areas of community life [3].

Age Friendly Aotearoa New Zealand Context

Many factors influence experiences of ageing well in Aotearoa New Zealand, including life expectancy rates, health and disability inequities, continued participation in paid and unpaid work, declining home ownership, socio-economic status, cultural perceptions of ageing, and considerations of gender and sexuality [4].

The Public Health Agency Te Pou Hauora Tūmatanui (2022) recognises the value of urban development that promotes health and wellbeing, by providing equitable access to healthy housing, safe and active transport choices, clean air and water, natural environments and essential services, including education, health care, food security, retail, employment opportunities and recreational facilities [5].

The Age Friendly Aotearoa New Zealand programme is led by the Office for Seniors and provides guidance and support for communities that are becoming age friendly. Palmerston North City Council successfully joined the Age Friendly Aotearoa New Zealand (AFANZ) membership network in September 2023.

The Office for Seniors supports the vision of the Better Later Life He Oranga Kaumātua 2019 to 2034 strategy, which is “Kia noho ora tonu ngā kaumātua – Older New Zealanders lead valued, connected and fulfilling lives.” [6].

Age Friendly Palmerston North Local Context

The Age Friendly Palmerston North community group is a strong advocate to Council for age friendly social and physical environments that support the wellbeing of older people in our community.

Palmerston North Age Friendly Principles

The Age Friendly Palmerston North community group Strategy Principles align with those advocated by World Health Organisation (n.d.); where age friendly practices:

- recognise the wide range of capacities and resources among older people;
- anticipate and respond flexibly to ageing-related needs and preferences;
- respect older people's decisions and lifestyle choices;
- inequities are reduced; and
- protections are provided for those who are most vulnerable" [7].

The Age Friendly Palmerston North principles that will support the achievement of the action plan are:

- The contribution of people as they age is recognised and valued
- Services and supports will be mana enhancing and culturally relevant
- Protecting the vulnerable members of our ageing community
- Diversity and difference are celebrated
- Independence, inclusion, participation of all is promoted and enabled
- Healthy sustainable living options are promoted
- Compassion, cooperation, and community are the cornerstones of our actions
- All lifestyle decisions and choices are respected

Strategic Alignment with the Oranga Papaioea City Strategy

Palmerston North City Council has made a commitment to work towards WHO Age Friendly status. This Action Plan seeks to clarify areas where the Palmerston North City Council is responsible for delivering actions aligned to the eight WHO Age Friendly Domains, while acknowledging a joint responsibility to also support the community to deliver on the implementation of their own aspirations.

The WHO Age Friendly eight domains align with the Oranga Papaioea City Strategy and the Council's goals of being a connected and safe, innovative, and growing community [8].

It is intended that the Palmerston North Age Friendly Action Plan will positively impact on the social, environmental, cultural, and economic wellbeing of all in the community, at every stage of life.

Whāinga 1: He tāone auaha, he tāone tiputipu Goal 1: An innovative and growing city

Council alignment with the Age Friendly Framework Domains:

Housing, Respect and Inclusion, Social Participation, and Transportation.

Whāinga 2: He tāone whakahihi, tapatapahi ana Goal 2: A creative and exciting city

Council alignment with the Age Friendly Framework Domains:

Outdoor Spaces and Buildings, Social Participation, Respect and Inclusion, and Community Support and Health.

Whāinga 3: He hapori tūhonohono, he hapori haumarū Goal 3: A connected and safe community

Council alignment with the Age Friendly Framework Domains:

Outdoor spaces and buildings, Housing, Transport, Respect and Social Inclusion, Social Participation, Civic Participation and Employment, Communication and Information, Community Support and Health.

Whāinga 4: He tāone toitū, he tāone manawaroa Goal 4: A sustainable and resilient city

Council outcomes alignment with the Age Friendly Framework Domains:

Outdoor Spaces and Buildings, Housing, Transport, Respect and Social Inclusion, Social Participation, Civic Participation and Employment, Communication and Information, and Community Support and Health.

Community Engagement

Contact was made initially with key community organisations and stakeholders working with elders in the community and through various programmes and services currently being delivered in Palmerston North. Through this process, six community groups were identified, (including Kaumātua engaging with Best Care Whakapai Hauora, Matua Ola engaging with the Papaioea Pasifika Community Trust through the Pasifika Centre, Hokowhitu Village Community Centre, Awapuni Community Library Group, Grey Power Manawatū and Papaioea Place tenants in the 65+ age range. The central purpose of the community engagement plan was to develop a common understanding of experiences of living in our city, the benefits and barriers, and possible solutions through a community lens. The end goal was for participants to have the opportunity to advise on specific features, improvements, or actions, that formed the basis for the Palmerston North Age Friendly Action Plan.

Each workshop adopted a world café methodology (small, facilitated group discussions), creating an informal discussion space where participants were free to explore the eight WHO Age Friendly Domains.

Facilitation for each workshop was designed with the community to meet the needs of participants, with considerations given to diversity, inclusion, and accessibility. Locations used were easily accessible and familiar to the participants.

The engagement process also involved an Age Friendly Community Survey (both hard copy and online), where participants were asked to share their lived experiences, what they liked, what they found challenging, and what suggestions they had to address the current challenges.

The six co-design workshops were attended by a total of 150 people, with 312 surveys received.

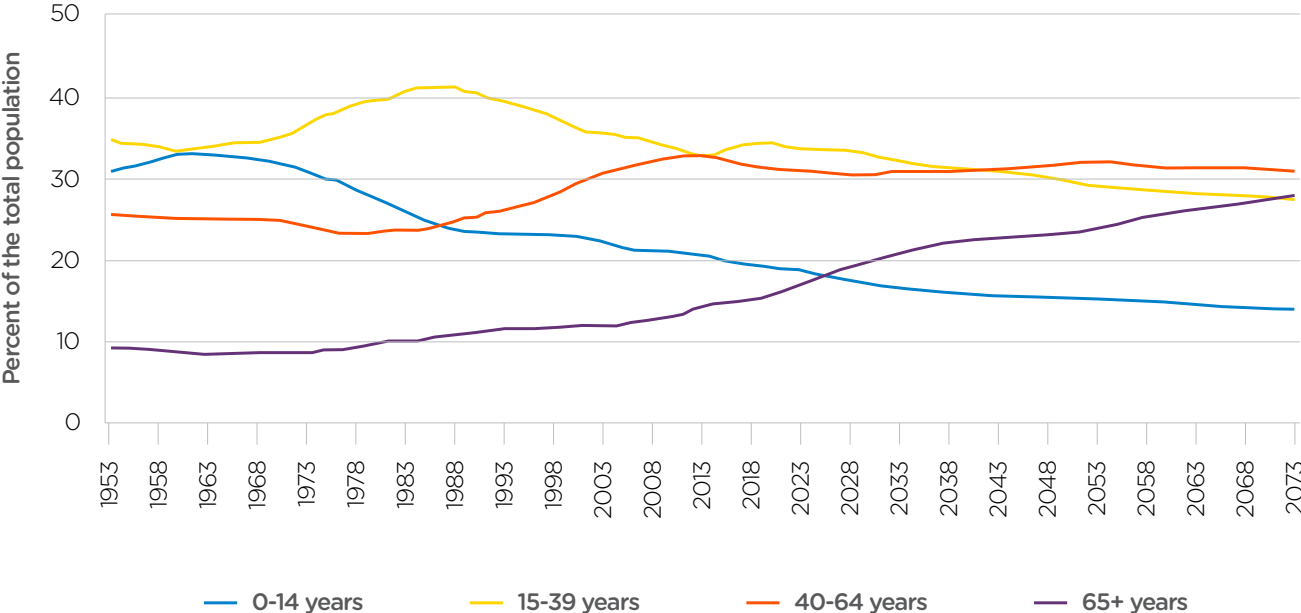
Key enabling partners identified to initiating age friendly programmes and activities:

- A preliminary environmental scan undertaken of existing age friendly activities
- Te Tari Kaumātua Office for Seniors funding and support
- Palmerston North City Council and the Palmerston North Age Friendly community group
- Mana whenua Rangitāne o Manawatū
- Well-planned and comprehensive community engagement process
- Alignment with Council outcomes and Enabling Good Lives Principles [9].

Demographics

Population projections signal an ageing population nationwide, which will have an impact on citywide planning for this sector, both nationally and in Palmerston North (10).

Age distribution of the population,
based on the median projection, year ended June 1953-2073



Data up to 2022 is based on population estimates, from 2023 it is based on population projections.

Following the national trend, the table below indicates that within the next decade there will be more older people (aged 65+) than children (0-14 years) in Palmerston North [10].

Palmerston North projected population growth:

Age band 0-14 years

	2023	2024	2029	2034	2039	2044	2049	2054
0-4 years	5816	5,838	5,975	6,088	6,074	6,153	6242	6258
5-9 years	6131	6,055	5,889	6134	6227	6214	6276	6345
10-14 years	5233	6,235	6,111	5924	6175	6266	6255	6316
Total	17180	18128	17975	18146	18476	18633	18773	18919

Palmerston North projected population growth:

Age band 65+years

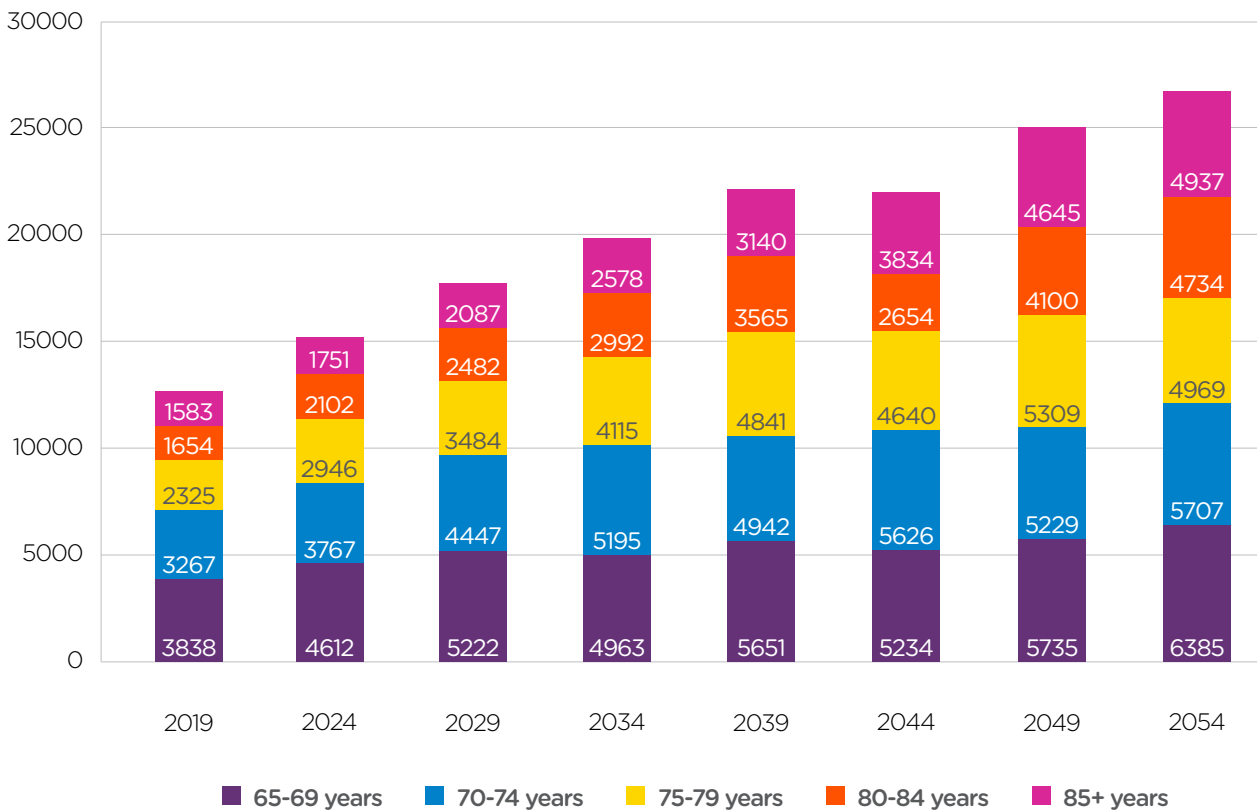
	2023	2024	2029	2034	2039	2044	2049	2054
65-69 years	3838	4612	5222	4963	5651	5234	5735	6385
70-74 years	3267	3767	4447	5195	4942	5626	5229	5707
75-79 years	2325	2946	3484	4115	4841	4640	5309	4969
80-84 years	1654	2102	2482	2992	3565	2654	4100	4734
85+ years	1583	1751	2087	2578	3140	3834	4645	4937
Total	12667	15178	17722	19843	22139	21988	25018	26732

Source: Statistics New Zealand Census 2023.

The fastest growing age group is people aged over 65. As a population, we are living longer than ever before. The ageing population is driving an increase in the number of one-person households in Palmerston North. This projected population growth, increasing diversity, changes in our city’s average household size, and the number of residents in particular age groups, mean that demand for the number of houses and core infrastructure services will increase.

Source: Palmerston North City Council Long Term Plan 2024-2034 [11].

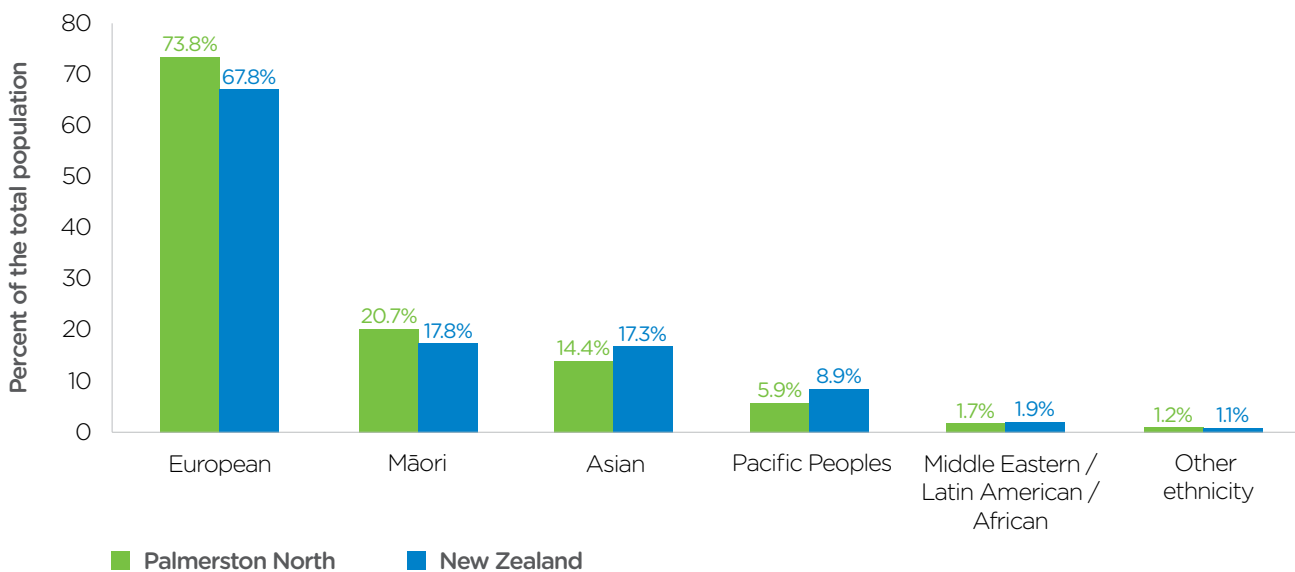
Palmerston North projected growth:
Age band 65+ years 2019-2054



Source: 2023 Census

Palmerston North is one of the most culturally diverse regional cities in New Zealand and the ethnic mix of our city continues to grow. Our city's population identify as 74% European, 21% Māori, 6% Pacific people, 14% Asian, 2% Middle Eastern/Latin American/African, and 1% as other ethnicities [12]. The people that make up our older population in Palmerston North are increasingly diverse and have a range of different needs.

Ethnicity of the Palmerston North and New Zealand populations (2023)



Source: 2023 Census

WHO Eight Domains of a Palmerston North Age Friendly Community

Domain 1 Outdoor spaces and buildings Page 20

- Environment
- Green spaces and walkways
- Pavements
- Outdoor seating
- Roads
- Traffic
- Cycle paths
- Safety
- Services
- Public toilets

Domain 5 Respect and social inclusion Page 36

- Respectful and inclusive services
- Public education
- Public images of ageing
- Intergenerational family interactions
- Community and economic inclusion

Domain 2 Transportation and mobility Page 24

- Affordability
- Reliability and frequency
- Travel destinations.
- Specialised services
- Priority seating
- Transport drivers.
- Safety and comfort
- Transport stops and stations
- Information
- Community transport
- Taxis
- Roads
- Driving competence
- Parking

Domain 6 Civic participation and employment Page 40

- Volunteering options
- Employment options
- Post retirement training
- Accessibility
- Civic participation
- Valued contributions
- Entrepreneurship
- Paid opportunities to work

Domain 3 Housing Page 28

- Affordability
- Essential Services Design
- Modifications
- Maintenance
- Ageing In Place
- Community Integration
- Housing Options
- Living Environment

Domain 7 Communication and information Page 44

- Printed Information
- Oral communication
- Plain language
- Automated communication and equipment
- Public access to computers and the internet

Domain 4 Social participation Page 32

- Accessibility of events and activities
- Affordability
- Facilities and settings
- Promotion and awareness of activities
- Addressing isolation
- Fostering community integration
- Outreach to those at risk of social isolation

Domain 8 Community and health services Page 48

- Service accessibility.
- Offer a range of services:
- Voluntary support
- Emergency planning and care
- Coordinated service delivery

Palmerston North Age Friendly Actions

by WHO Domain



Status Key for Proposed Actions:

- | | |
|-----------------|---|
| Continue | An existing activity that will continue in its current form |
| Enhance | An existing activity that will be enhanced to reach more people and increase its impact |
| New | A new action not already being undertaken |



Domain 1 Outdoor spaces and buildings

Goal:
Environments which enhance physical wellbeing, promote independence, foster social interaction, and enable people to conduct their daily activities.

The external environment has a major impact on the mobility, independence and quality of life of older people as they go about their daily lives beyond the comfort of their homes. Local government has an essential role to ensure spaces are open and welcoming to older adults (including parks, streets and recreation facilities) [13].

A clean city with well-maintained recreational areas, ample rest areas, well-developed and safe pedestrian and building infrastructure, and a secure environment provides an ideal living environment for seniors to age-in-place.

Community Feedback

Likes

Layout and Environment

- Big enough to have the amenities we need, small enough to travel from one side to the other.
- Easy access to educational, recreational, and cultural venues.
- The Square, the Esplanade, Bridle Track, green spaces, parks, and reserves.
- Manawatū awa and sites of cultural significance to Rangitāne, including He Ara Kotahi pathway and Turitea Pā.

Community Facilities and recreational spaces

- Accessibility of the Manawatū walkway and cycleway, the Esplanade, Caccia Birch grounds, Community Libraries, Te Manawa, theatres, and Wildbase.
- Exercise stations along the river and at Takaro Park.
- Excellent cafes and shopping.
- Well serviced provincial city with many opportunities to do and enjoy.

Challenges

- Outdoor seating-quantity and design not age friendly both in parks and in shopping areas e.g. Terrace End, CBD.

Access and Accessibility

- Public toilets e.g. The Convention and Function Centre, Community Libraries, Palmerston North Airport, are not suitable for people with power chairs.

Community facilities

- Accessibility issues for wheelchair users e.g. Lido changing rooms, access into the pool, Central Library ramp and entrance into Community Centres and Regent Theatre. Lack of pedestrian crossings outside care facilities.

Safety concerns

- Footpath integrity, combined presence of pedestrians, mobility scooters and e-scooters can cause safety issues.

Council Actions

Age Friendly Outcome	Action	Status
Outdoor Spaces		
Older people have an opportunity to participate in the design and upgrade of public places.	Review internal delivery design processes to ensure enabling good lives principles are embedded, and opportunities are provided to community contribute to age friendly outcomes (Goal 3).	Enhance
All access ways and shared paths to be fully accessible by pedestrians of varying mobility, people who use walking aids and mobility scooters.	Council engages with Council Reference Groups and PN Age friendly Community Group when designing significant public places and parks.	Enhance
Outdoor spaces and playgrounds are accessible so that people of all ages and stages can use them.	Provide age friendly city, suburbs and local parks/reserves, shared paths, walkways, including seating ¹ .	Continue
	Place accessible and appropriately placed toilet facilities along public shared path and walkways and in parks facilities. Review shared path and walkway widths and the provision of shaded seating, as part of parks development and renewals (to enable people to safely share with other users and to walk short sections with breaks in between).	Enhance
Building accessibility		
Accessibility is considered by Regulations Team in new building design.	Implement PNCC Disability Audit Recommendations for Council owned buildings.	Continue
Council Community Facilities		
Increase the accessibility of the built environment for older people.	Provide, operate and maintain age friendly swimming pools, including handrails at local pools and aquatic facilities.	Enhance
Adapt spaces to support projects older people can participate in. This may be through 'greening' projects like community gardens.	Review PNCC Community Groups Garden Guide to encourage Age friendly Garden Design	Enhance

Community Aspirations

- Public spaces to have an increased number of seats in areas that are well lit and, where required, have shelter.
- Encroachments onto pavements are kept to a minimum.
- There is safe and courteous use of shared spaces.
- Street lighting in neighbourhoods and on walkways facilitates safe access.
- Key retail areas and communities in the city provide high levels of access.
- Council buildings and key public buildings (marae, community halls) operate to a high level of accessibility compliance.

¹ The extent of age friendly provision on walkways will depend on the geography and financial constraints.

Domain 2 Transportation and Mobility

Goal:

A public, community and volunteer transport mode that enables all people to retain independence and social connections.

Accessible and affordable public transport is key to ensuring a city's elderly population can age actively and remain engaged with their community, with access to health and social facilities. Driving conditions and parking facilities in a city should also keep older drivers in mind.

Community Feedback

Likes

Gold Card Use

- Parking and bus trips free from 9am-3pm.

Transport

- Electric buses are better for the environment.
- Mobility taxi subsidy a financial help.
- Separate cycleways keeping cyclists safer are appreciated.
- Mobility scooters available for hire to enjoy the Esplanade and river pathway.

Education

- Driving courses for seniors organised by the local Age Concern.

Challenges

Car parks

- The cost and quantity of disability or older persons car parks at shopping locations in both public and private carparking facilities.
- Ensuring that signalised pedestrian crossings allow enough time for older people to safely cross is important.
- Car parking in some areas too small and area between lanes to back out of parking space is too narrow.

Cycles

- Don't feel safe riding on the roads, lack of confidence and safe corridors to cycle on.

E-Scooters

- The increase in micro-mobility vehicles (e-bike and scooters) is an issue for older people who may not hear them coming from behind them.
- Buses: Changes in the Horizons bus routes have negatively impacted older people, and disability groups. The new bus routes and placement of bus stops need to be reviewed.

Council Actions

Age Friendly Outcome	Action	Status
Active and public transport		
Needs are included in all transport network planning.	Maintain and upgrade the road, footpath and cycleway network so that all cycle paths and lanes are designed and maintained to provide safe use by older people.	Continue
	Signalised pedestrian crossings allow enough time for older people to safely cross is important. Older people have input into the review of the national and Council Transport Standards.	New
Attendance at Community events is supported with accessible transport.	Support event drop-off zones for mobility and Rest Home vans.	Enhance
Buses		
Transport routes are designed to facilitate access to a range of key locations that older people use frequently (medical centres and supermarkets).	Maintain the City's bus stops and shelters.	Continue
The frequency and availability of bus services across the city enables easy and regular movement of people across the city.	Council to advocate to Horizons to ensure that older people and Rangitāne o Manawatū are engaged throughout its networks review .	New
EV Chargers		
Use of electric vehicles is promoted and facilitated.	Place EV chargers at key destinations.	Continue
Parking		
Parking is managed in accordance with transport and urban design objectives.	Gold Card Support Seniors Gold Card parking permits covering 9am-3pm weekdays.	Continue
Older people are supported to retain independence for as long as possible, enabling them to participate in the community.	Parking Framework Review Review and monitor disability carparks at shopping and public carparking locations.	Enhance

Partnership with Community Organisations

Age Friendly Outcome	Action	Status
Active Transport		
Cycling is promoted as a mode of active transport.	Make improvements to the urban environment to increase safety for people using active modes of transport.	Continue
	To be considered: Work with Sport Manawatū: Support cycle skills and safety initiatives for 65+.	New
Driver Education		
Age Concern	Continue to provide driver refresher training for older people.	Continue

Community Aspirations

- Community wide public transport information is available in various formats.
- A public transport service that serves the needs of smaller communities.
- The community respects priority and disabled parking places.
- Additional parking drop-off areas are provided for ageing people.
- Accessible facilities and transport are appropriate for those with reduced mobility.



Domain 3 Housing

Goal:
Older people have choices to live independently and age well in a healthy affordable home environment.

Population ageing will increase demand for accessible housing across all tenure types in New Zealand (i.e. rental housing, owner occupied, and social housing).

In a Massey University Health and Ageing Research Team (HART) 2021 study on Diversity in housing experiences and their correlates for New Zealand adults aged 75+ and 65-74 years found an association of poor housing conditions with poor mental health, lower quality of life, and increased falls. Poor housing conditions include lack of neighbourhood satisfaction, accessibility, and trust in neighbours [14].

Although the government's Healthy Homes Standards (2019), outline minimum requirement for heating, insulation, ventilation, moisture ingress and drainage, and draught stopping, however many older rental homes still lack adequate insulation and heating. All private rental properties must comply with the Healthy Homes Standards by 1 July 2025 [15].

Community Feedback

Likes

- Some affordable housing options. Owning my own home and having space for a vegetable garden. Living in a safe neighbourhood, with the community places I like to go and my family being close by.
- Papaioea Place is a wonderful place to live with warm, dry comfortable homes.

Challenges

- There is a shortage of social housing, including houses large enough for intergenerational housing.
- Insecurity of renting with increasing rent costs.
- Lack of information about how to downsize a family home.
- Lack of affordable smaller age friendly housing options.
- Increasing high density housing can have an associated impact, due to car parking on footpath/berms having a flow on effect to older people walking on footpaths.
- Living in houses that are cold and damp and not being able to afford heating costs.

Council Actions

Age Friendly Outcome	Action	Status
The homes of all elderly people are insulated, ventilated and have heating.	Housing Standards	
	Ensure social housing stock in Palmerston North is of Age Friendly design and meets a Warrant of Fitness Universal Design Standard.	Continue
Social housing is provided according to best practice guidance.	Social housing guidelines	
	Provide social housing for older people on low incomes, people with disabilities on low incomes, and people on low incomes who experience other barriers to accessing housing in the private market.	Continue
Support is provided for Council tenants (either directly or through another agency).	Build new social housing (from year 1)	Continue
	Consider tenant requirements in tenant placement.	
	Social housing rents are set at 25% income.	Continue
Intergenerational housing to be considered in new affordable housing developments.	Housing Options	
	Support the development community to develop new housing and more diverse forms of housing, including papakainga land, through the Delivering Change Programme and the development of multi-unit housing areas.	Continue
Housing plans include community age friendly aspirations.	Incorporate age friendly design in the village plan development process with the Bunnythorpe community (years 1 and 2).	New
Location of Age friendly Housing, Rest homes and retirement villages support communities.	Planning needs consider green public recreation spaces, schools, libraries, health, and other community facilities including transport hubs and workplaces.	Enhance

Partnership with Community Organisations

Age Friendly Outcome	Action	Status
Older people are informed about housing options available.	Information Gaps	
	Seminar with information available on housing options, to downsize, or intergenerational housing, healthy home standards.	New

Community Aspirations

Dedicated elderly housing as part of mixed developments in established communities.

- Services targeted to supporting elderly people to age in place are accessible and affordable for all.
- A range of service options and home support services support ageing people to remain in their homes and in their communities.
- The City Plan provides for the provision of papakainga, co-housing and kaumatua housing.
- Community and co-housing solutions for ageing people become the norm.
- Rest homes and retirement villages are located across the city near services, supports and community.
- There is an increase in pensioner housing provided by the Council.





Domain 4 Social Participation

Accessibility and range of events and activities, affordability facilities and settings, promotion of awareness of activities, fostering community integration, addressing isolation, outreach to those at risk of social isolation.

Goal:

Older people are connected to their communities and have opportunities to participate in the social, cultural, and spiritual life of their community. Seniors' participation in activities is affected by access to transport and facilities, awareness of activities, and affordability.

Community Feedback

Likes

- Wonderful community groups offering a place to go to, activities that are affordable and enjoyable, that help us stay connected and healthy.
- Fantastic community libraries with many wonderful programmes.
- Council events are family orientated and celebrate the diversity of our cultures. Events being smokefree, vape-free and alcohol-free so that families can enjoy the events in healthy environments.
- We really appreciate that our history and heritage of our city are celebrated, and we have opportunities for us to learn more about who we are and what is important to us as a multicultural community.
- The commitment made by Rangitāne o Manawatū in their role as kaitiaki to develop and promote culturally significant historic heritage places, so we can all enjoy and learn about the place and the community where we live.

Challenges

- Feeling lonely and isolated because of living alone, coping with the loss of family or friends, living with chronic pain, chronic illness and hearing loss.
- Hard to find out about the programmes and social activities that are happening in the community.
- Events not always disability-friendly, or accessible. It would be helpful for community events to have designated parking reserved so Seniors don't have too far to walk.
- Otherwise, a designated drop off zone for rest home and retirement village vans near the event location to help make the event accessible.

Council Actions

Age Friendly Outcome	Action	Status
Community health is promoted in event management	Event Planning	
	Auahi Kore Smokefree and Vapefree policy is implemented.	Continue
	Healthy food choices are included in food truck options.	
	Sun protection is provided at summer events	
	Transport	
	A liquor ban is in place in the central city.	
Events and venues are accessible to all people with varying levels of mobility.	Transport	
	Free or affordable public transport to be considered for public events.	Enhance
	Accessibility	
	Implement PNCC Disability Audit.	Continue
	Age friendly and mobility-friendly designated seating areas for events.	Continue
A range of events are held at Te Manawa, the Globe and Centrepont.	Continue	
Communications include information about the activities and opportunities that are on offer for ageing people and contain information about transport, access and parking.	Community Libraries	
	Libraries host a range of programmes for older people throughout the year e.g. Morning Teas, Book Club, Craft Groups, Home Service, Mobile Library.	Continue
	Information	
	Provide Age friendly promotion and event information to local libraries and community centres.	Enhance
	Add Older Persons page to PNCC webpage listing information, directory and events calendar.	New
The city provides a range of event opportunities that are enticing for Seniors across the city.	Cultural entertainment is provided at Centrepont, Globe and Regent Theatres along with exhibitions held at Te Manawa and Art Gallery.	Continue

Partnership with Community Organisations

Age Friendly Outcome	Action	Status
Community is informed of opportunities to join community groups enabling social connection through a common interest.	CAB directory of all services, supports, activities and social groups is updated regularly.	Continue
	PNCC City Library Club Sandwich directory.	Continue
Events offer discounts for super annuitants, and for matinee events.	Council events are free to attend, and super annuitant discounts are available at the local Centrepont Theatre and Regent on Broadway.	Enhance
The promotion of play includes age friendly opportunities.	Kaumātua games, Play Champions Network events.	Continue

Community Aspirations

- Stocktake of all services, supports activities and social groups within the city and compile a directory.
- Event organisers continue to ensure that events and venues are accessible to all people with varying levels of mobility.
- The city provides a range of event opportunities that are enticing for ageing people across the city.
- Event communications include information about the activities and opportunities that are on offer for ageing people and contain information about transport, access and parking.
- Palmerston North needs to be a safe place to attend events across the city.
- Events offer discounts for super annuitants, and for matinee events.
- Opportunities exist for organisations and groups within communities to proactively engage members in the community who may be socially isolated.



Domain 5 Respect and Social Inclusion

Goal:

Older people are respected as valuable contributing members of their communities.

An inclusive society encourages older people to participate more in their city's social, civic and economic life. This, in turn, promotes active ageing (16). social, civic and economic life.

Community Feedback

Likes

- Our community centres and the friendly welcoming activities held.
- The Seniors Reference Group, Pasifika Reference Group and Disability Reference Groups have been established at the Palmerston North City Council.
- The Age Friendly Palmerston North community group is active in the community.
- Our older people have time and expertise to give – we need to remember this, encourage the relationships and learn about their lives.
- “The times I am with my whānau keeps me feeling young, helps me feel loved and valued.”
- “I like the community events and places where we can be together, sing songs in our own language and share food together. “

Challenges

- Sometimes we are treated disrespectfully by young people in shops or ignored by shop assistants.
- There seems to be a belief in our society that older people don't matter, stereotypes that perceive older people as too old, slow, weak, frail, no longer contributing to society.
- Hard to believe sometimes that we still have something to offer.
- I feel unwelcome when my culture is not valued and respected.
- Changing Māori names to Pakeha ones, disrespects the language of te reo Māori.

Council Actions

Age Friendly Outcome	Action	Status
Local government, tangata whenua and other community leaders work together to create, advocate for and continue to foster a welcoming and inclusive community.	Welcoming Communities Advisory Group Plan.	Continue
	Play Implementation Plan.	Continue
Public cultural celebrations are an established part of the city's event calendar, along with smaller community events being supported.	Promote events, groups and activities in PNCC facilities and spaces using printed, audio and social media in community settings.	Continue
The Council's engagement with all residents is two-way, culturally appropriate and fit for purpose. Council communication materials and messages are inclusive and reflect the diversity of the local community.	Engage with Council Reference Groups, Multicultural Council, and Age friendly Community group to ensure diverse community voices are heard in community engagement and strategies.	Continue
Older people engage in their culture through groups and activities in PNCC facilities and spaces.	Promote events, groups and activities in PNCC facilities.	Continue

Partnership with Community Organisations

Age Friendly Outcome	Action	Status
Older people feel valued and respected in the community and can access information and support to meet their needs.	Age Concern, Grey Power, Age Friendly PN community group promotion of local and national campaign raising awareness of older people, their needs and how others may support them.	Continue

Community Aspirations

We want to live in a community that is inclusive of all cultures, where all people are valued, and where our customs and culture are respected.

- Community engagement strategies actively consider ageing population.
- Intergenerational Programmes in schools.
- Decision making forums and bodies of influence comprise of people who actively represent the voices of older people.

- Awareness about how to support vulnerable adults and those with impairments, special needs and supports exists across all services.
- The Council and other key public sector organisations positively promote the value of ageing people in the community.

Domain 6 Civic Participation and Employment

Goal:

Employment, volunteering, supporting local events, and engaging in local politics, exist for older people to connect with and contribute to their community.

Older people are an asset to the community, and they continue contributing to their communities after retirement [17].

Community Feedback

Likes

- Many of our elderly are skilled and have so much to offer our community regardless of their age.
- We have great community organisations that we can volunteer for, and Hancock House and Volunteer Central make it easy to find out about these.
- Opportunities to learn new technology with Age Concern, Senior Net and the Library.
- Palmerston North City Library- Digits Help Session, Book Club, Community Morning Tea, Community Crafts, Art Time for Adults, Aotearoa Heritage and History, Club Sandwich-a database of listed clubs).
- Belonging to U3A gives opportunities to learn about society, photography, books, gardening, music, travel, art, current affairs and oral history.

Challenges

- There is a lack of awareness in the community about:
- Who to contact in Council (staff or Councillor) if information needed on a particular topic.
- Lack of cultural awareness and understanding amongst the community, stops people wanting to volunteer.
- Due to the distribution timeframes to community libraries of paper copies of agendas for Council and Committee meetings, it can be difficult for community members to read and get to Council to make a public comment.
- It is difficult to find out about employment possibilities for 65+ group, jobs suitable for retired people and the skills required.
- Barriers experienced include being able to afford to volunteer, volunteering in places where accessibility was an issue, not feeling confident about digital technology, competing demands of being responsible for looking after grandchildren.

Council Actions

Age Friendly Outcome	Action	Status
<p>Communities have the information they need to take part in Council processes. All governance processes and systems (including meetings, workshops, reference groups and hearings) encourage participation.</p> <p>Opportunities are provided through a variety of communication channels for community to have a voice.</p>	Council engagement	
	<p>Ensure paper copies of Council meeting agenda and previous meeting agenda and previous meeting minutes to community libraries two days before the scheduled Council meeting.</p>	Continue
<p>Opportunities are provided for older people’s voices to be heard and considered by Council through a regular forum.</p> <p>Reference groups provide guidance, advice, and support to inform the Council’s planning and decision-making processes.</p>	<p>Provide clear and accessible information, and methods of engagement for community input into Council decisions.</p>	Continue
	<p>These could consist of written and digital submissions on local plans, space for verbal submissions and alternative methods of accessing political information (videos, booklets, static imagery, and posters).</p>	
<p>Ageing population in community are engaged and engaged on proposed strategies with PNCC.</p>	Facilitate and support	
	<p>Seniors Reference Group Pasifika Reference Group Disability Reference Group</p>	Continue
	Community engagement	
	<p>Engage with Seniors Reference Group, Pasifika Reference Group, and Age Friendly PN Community Group on proposed Council strategies</p>	Enhance

Partnership with Community Organisations:

Age Friendly Outcome	Action	Status
Regular opportunities to share ideas and provide key information to individuals and groups working with the elderly.	Positive Ageing Forum	New
Older people are supported and valued in the workforce, and as business and retail clients	Age friendly businesses MBIE Consider implementation of Age Friendly Aotearoa New Zealand Becoming an Age Friendly Business Guide [18] to work towards being age friendly in environment and accessibility, communication and information, respect and inclusion, products and services.	New
Older people are valued and recognised for their contribution to the community	International Day of the Older Person, 1st Oct is promoted and celebrated.	Enhance
Transition to retirement programmes and supports are accessible to all members of the ageing community.	U3A, MSD and Think Hauora Workshops: <ul style="list-style-type: none"> ➤ Preparing for retirement, ➤ Advance Care Plans, ➤ Funerals, ➤ Community Law workshops on Power of Attorney, Rights, Wills. 	Enhance
Seniors are encouraged to participate in community organisations	Community organisations encourage older volunteers across community sectors through offering governance, committee and service volunteering roles.	Continue

Community Aspirations

- A volunteer network at township/neighbourhood level that actively encourages and promotes ageing volunteers across sectors of the community.
- Advocacy is required to promote and support older people in the employment sector.
- The advantages of flexible working hours are understood and embraced by the employment sector.
- Enhanced business development opportunities exist for older people's economic enterprises.
- Business guides are developed to educate employers about how to accommodate an ageing workforce and how to get the most out of your ageing workforce.
- Employment support providers work for the benefit of ageing people who wish to remain in the workforce.
- Transition to retirement programmes and supports are accessible to all members of the ageing community.
- Ageing is actively represented at the Chamber of Commerce and other business forums.
- IT and computer literacy training opportunities are supported and enhanced.



Domain 7 Communication and Information

Goal:

Older people are well connected and have access to timely and relevant information.

Staying connected with events, news and activities with timely, accessible and practical information is a key part of active ageing, especially with the trend of information overload in urbanised cities. Technology can be tapped on to spread information quickly, but also plays a role in social exclusion [19].

Community Feedback

Likes

- Communication and information: Community free newspaper. CAB in Hancock House provide a Community Directory database, and provide free, confidential, independent information and advice to anyone to access services they need.
- All City Library collections, services and programmes are easily accessible.
- Manawatū Heritage and the Ian Matheson City Archives tell our city's stories.
- Appreciate the Information/Help desk in Council and Library buildings, where we can go to get help with technology and information face to face.
- Council Call Centre staff that are helpful, polite and patient are appreciated

Challenges

Accessibility Issues:

- Barriers: people with vision impairments, hearing impairments, cognitive issues, etc.
- Language barriers and jargon being used instead of simple language.
- Out of date contact numbers for organisations. Information can be unclear and hard to understand.
- Difficulty with resolving business issues and knowing consumer rights.
- Not being computer-literate means information is harder to access.

Council Actions

Age Friendly Outcome	Action	Status
Communities have the information they need to take part in Council processes. All governance processes and systems (including meetings, workshops, reference groups and hearings) encourage participation.	Place Council Plans, meeting agendas and minutes in all community libraries, as soon as available. Promote E-reader on Council website for vision-impaired.	Continue
Council shares relevant updates on project developments.	Disseminate relevant information to members of Community Centre Committees, Neighbourhood Groups, Sports Clubs, and Community Organisations.	Enhance
Communities are informed about age friendly initiatives.	Regular age friendly updates placed on Council website and social media.	New
	Council Newsletter sent in August to all ratepayers.	Continue
Communities are involved in Age friendly collaborative projects.	Engage with user groups (including elderly) when developing Council information resources.	Enhance
Communities know where to access information and expertise when needing help with technology.	Promote Information/Help desk in Council and Library buildings, where we can go to get help with technology and information face to face.	Continue
	Other services: Senior Net and Age Concern Digital Inclusion.	

Community Aspirations

- Stocktake of all services, supports activities and social groups within the city and compile a directory.
- People have the resources they need to find and contribute to the historical record.
- Information is available in many formats and mediums and is accessible to all members of the ageing community.
- There is a centralised repository and support service to help older people access information about the services that they need
- Targeted information for older people is required.
- Greater attention is given to providing information that is easily visible and accessible for people with sight impairments.
- Where face to face services is offered, providers are knowledgeable about how to deliver age friendly customer services.
- Publicity is automatically available in large print format.
- Computers are available at all city libraries and service centres.
- Directory of services, groups and organisations that are relevant to older people by township / neighbourhood.
- One -stop shop for access to services and information.

Domain 8 Community and Health Services

Goal:

Appropriate community support and health services are available when needed and accessible to those that need them.

Accessible and affordable community and health services are crucial in keeping seniors healthy, independent and active. This involves an appropriate supply of aged care services conveniently located close to where older people live, and trained health and social workers to provide these services [20].

A community wellbeing approach supports healthy homes for people to live in, green spaces for recreation, community vegetable gardens, and safe communities for people to walk and bike.

Community Feedback

Likes

- We have good support systems to keep older people in their own homes.
- Maintaining fitness and flexibility is important as we age, and we have strength and balance classes to support this.
- Community physical activity sessions available e.g. CLM Legends, Aqua Aerobics, Sport Manawatu Green Prescription, Age Concern, Strength & Balance, Think Hauora Move to Improve, Ta Chi, Yoga, Falls Prevention.
- Community Health staff including Pasifika nurses, District Nursing Team, OPAL (Older People's Assessment and Liaison Community Service).

Challenges

- Wide-ranging health disparities experienced by kaumātua.
- Concerns expressed about not knowing what to do or where to go in an emergency, mental health crises, elder abuse, and the need for cultural awareness training for health professionals.
- Primary and secondary care staff shortages and service gaps.
- Needs of an ageing population increasing and a fragmented health system with increased wait times to access services.

Council Actions

Age Friendly Outcome	Action	Status
Seniors are prepared and equipped for civil defence emergencies Communities have the information and support they need to prepare for, respond to, and recover from natural disasters and other emergencies.	Emergency management plans: Ensure a coordinated approach to the safety of vulnerable older people in an emergency. Provide Civil Defence information and education through community networks and events.	Enhance
Neighbourhood networks are in place to support ageing people in the community.	Support community networks.	Continue
Play opportunities reflect our diverse community needs by being inclusive and accessible to all.	Assess the equity of opportunities for play for city communities, across all ages (year 1).	Enhance

Partnership with Community Organisations

Age Friendly Outcome	Action	Status
Seniors are encouraged to take part in Falls Prevention Programmes to reduce risk of falls and promote healthy ageing.	Age Concern Strength & Balance Programme, Falls Prevention Programmes.	Continue
Seniors can access, use and understand essential health information and services necessary to make informed health decisions.	Elder Health, THINK Hauora Pasifika team, Hauora Māori, OPAL (Older People's Assessment and Liaison Community Service), Green Prescription programmes.	Continue
The promotion of play includes Age friendly opportunities.	Seniors enjoy opportunities to sing, dance, move	Continue

Community Aspirations

- Establishment of township or neighbourhood networks to support ageing people in the community.
- Emergency planning and civil defence neighbourhood networks ensuring that elderly people are not left alone or isolated in the event of an emergency.
- Establishment of township or neighbourhood networks to support ageing people in the community.

Implementation of Action Plan

A collaborative approach will be essential to the success of this plan. This will involve both cross functional collaboration across divisions within Council and collaboration with community partners, working together on the delivery of the actions identified in the plan.

An Age Friendly Steering Group will be responsible for developing an Implementation Plan based on the actions identified, coordinating implementation and reporting, meeting regularly to review progress, identifying gaps and opportunities for future delivery and collaboration, advocating for change on key issues and securing support and resources.

While some actions may be achieved by approaching ongoing initiatives with an age friendly lens, others will require direction from Council. This Action Plan provides a starting point for Palmerston North to become an Age Friendly City and to respond to current needs. Specifically, it identifies actions Council could directly deliver, through the Implementation Plan and for the support of community aspirations outside of Council's direct remit.

Monitoring Progress and Review

The World Health Organisation's (WHO) Age Friendly Checklist provides a useful assessment tool to regularly test how the city measures in responding to the needs of ageing citizens. This checklist covers activities that the Council can influence, including outdoor spaces, transportation, housing, social participation, communications and information, respect and social inclusion, civic participation and employment and community support and health services [21].

The success of Palmerston North's Age Friendly Action and Implementation Plans will be determined by the number of actions that are completed. Progress on the Age Friendly Implementation Plan will be reported annually to the Palmerston North City Council. The Age Friendly Steering Group will ensure that all partners of the plan are regularly updated on progress and will actively seek opportunities to keep the community informed. This will help ensure that the community stays engaged and aware of ongoing developments.

At a community level, the Seniors Reference Group and Age Friendly Palmerston North community group are trusted partners who provide expert advice on age friendly areas of interest and concern, by providing support and advice.

The Action Plan will be reviewed in whole or in part every 3 years, to ensure relevancy and responsiveness to new or emerging needs. Monitoring and evaluation will be undertaken using the Results Based Accountability tool, to identify:

- What actions were taken (How much did we do);
- How well did we do it? and;
- Who is better off?

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