Date: Monday 15 October 2018  
Time: 10:30am  
Meeting Room: Boardroom, Ground Floor  
Venue: Auckland Town Hall  
301-305 Queen Street  
Auckland

Te Rōpū Kaitohutohu Take Kaumātua / Seniors Advisory Panel

OPEN MINUTE ITEM ATTACHMENTS

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Note: The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
Can you answer YES to all these questions?

- Are you 65 years or older?
- Do you have less than $40,000 worth of assets?
- Is your income no more than the value of NZ National Superannuation?
- Are you independent and able to look after yourself?
- Are you looking for an affordable long-term rental home now?

If you have answered YES to all these questions, you may well be eligible for a home with Haumaru Housing. Call 0800 430 101 today, visit www.haumaruhousing.co.nz or email info@haumaruhousing.co.nz for more information.
Affordable rental housing for older people

Haumaru Housing is an Auckland-based registered Community Housing Provider which provides holistic tenancy and asset management services for Auckland Council’s portfolio of 1,412 rental units for older people across 62 villages in Auckland. Established in late 2016, we are a limited partnership between New Zealand charitable trust, The Selwyn Foundation, and Auckland Council.

Our aim is to provide outstanding social housing for older people throughout New Zealand, with customer service excellence a priority. Our focus is on providing safe, secure and affordable long-term tenancies for senior citizens and creating positive, inclusive communities that allow people to live well in the comfort and security of their home.

What type of accommodation is available through Haumaru Housing?

Haumaru Housing villages are generally grouped in blocks of three or four units. Villages range in size from four to 68 units. We have three types of units subject to availability:

**Studio units for one tenant**

These self-contained units have a kitchen, bathroom and a combined bedroom and living area.

**One bedroom units for one tenant**

These self-contained units have a kitchen, bathroom, bedroom and living area.

**One bedroom units for couples**

These are larger in area than the one bedroom single-tenant units.

The units are unfurnished.

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**Haumaru Snapshot**

Total number of villages: **62**

Across Auckland

Total number of tenants: **1,459**

Average weekly rent: **$134**

Location of villages:

- 22
- 4
- 11
- 25

**Total number of units:** 1,412

*As at May 2018*
<table>
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<th>Positive Ageing Strategy Goals</th>
<th>What Haumaru Housing is doing to support this strategy</th>
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| Income-secure and adequate income for older people | • Affordable long term sustainable public and private rentals (no more than 30% gross income)  
• Budget advisor |
| Health- equitable, timely, affordable and accessible health services for older people | • Supporting our tenants to navigate and access health systems and funding streams available to them  
• Forever Young Strength and Balance programmes  
• Tele monitoring service: In home monitoring supported by a telehealth nurse  
• HUR strength and wellness studio subsidy (70%) |
| Housing-affordable and appropriate housing options for older people | • Safe, well maintained homes in village communities  
• Remote monitoring pilot of the home environment: moisture & temperature |
| Transport-affordable and accessible transport options for older people | • Transport provided for trips and events  
• Partnering with local organisations to access transport options |
| Ageing in the Community—older people feel safe and secure and can age in community | • Village communities with dedicated aged friendly community managers providing navigation and support as required  
• 24/7 Helpline for tenants  
• Partner with Lifeline to reduce loneliness, improve resilience, mental health and addiction issues focussed on older people  
• Liaise closely with Home Based Support Services to ensure tenants continue to live well in the community  
• Encourage an active “good neighbour” community |
| Cultural Diversity—a range of culturally appropriate services allows choice for older people | • Community and Cultural Liaison on staff, Staff reflect the community we service  
• Partnership with community cultural groups for language and activities e.g. Chinese, Russian, Pacifica |
| Opportunities for Personal growth and Participation—increased opportunities for person growth and community partnership | • Partnership with local community groups and NGO’s for cultural, spiritual and learning opportunities e.g. art, exercise, scam savvy programme  
• Provision of dispute resolution service to create harmonious communities |
Item 7

Coordinated approach to welfare in emergencies

Waitematā District Health Board

People keep aware and alert to what is happening

People have a plan, supplies, generator

People have someone regularly checking on them

People have medications and supplies to be independent

People are safe for up to 7 days

People have a way to contact others

People with special needs are known & included in a plan

People have thought about alternate accommodation

Do not know neighbours

No internet or phone

No cash

No water

No transport

Limited food. No cooking facilities. Frozen food

Isolated / Limited support network

Cannot get home

No radio / TV to be informed of emergency

Health issues / treatments

Might need to evacuate: flooding, alternate housing

Stuck at home, cannot leave

Business Continuity plans
What are we doing?

☑ Working with clinical teams so that all vulnerable people ‘on our books’ have a personal emergency/contingency plan

☑ Reviewing & updating the clear plans so there are named people able to follow-up on vulnerable people. Making sure that emergency plans exist

☑ Working with key team leaders to have telephone tree to check on most important families/agencies/facilities so that calls can be made once an alert is received

☑ Ensuring that these key people know how to link with the DHB Emergency Response processes so we know where the needs are

☑ Working with the Auckland Council CDEM team [Auckland Emergency Management] to understand needs & anticipate vulnerable communities
Our Welfare Framework


Auckland CDEM Group Plan

The CDEM Act outlines the welfare response required by CDEM Groups to "Provide for the relief of distress, including emergency food, clothing and shelter"

Our Strategy is the guiding document for how we work to build a resilient Auckland

We are here

This is a dual purpose, inward and outward facing document that helps to inform and educate on what we do and why we do it.

Emergency Welfare Coordination in Auckland
The way we work

The Plan is informed by:
- The Guide to the National Plan

Welfare toolkit
(under development)
- standard operating processes
- position descriptions, competency framework, training
- operational documents and templates
- guides
- practice tools

Welfare sub-function action plans (under development)
These plans are owned by members of the AWCG and will detail the nine welfare sub-functions at an operational level.
Emergency Welfare Coordination in Auckland

Discussion document
Auckland Welfare Coordination Group

The Auckland Welfare Coordination Group (the Group) is tasked with developing a plan that Auckland's welfare agencies can follow in the event of an emergency. If such an event occurs, it will be crucial for these agencies to provide a rapid and coordinated approach to providing necessary welfare assistance to individuals, whanau and communities.

This purpose of this document is to facilitate a structured consultation with key partners and stakeholders. Following their feedback, we will produce a final Emergency Welfare Coordination Plan for Auckland. This is your chance to have your say on how Auckland can better deliver its welfare services in an emergency to ensure our communities are supported.

Participants

The Group is made up of the welfare service agencies and partners listed below. It is chaired by the Group Welfare Manager from Auckland Emergency Management, Auckland Council. This group of welfare service agencies is responsible for planning and responding to emergencies.

- Accident Compensation Corporation
- Auckland Council Animal Management
- Adventist Development and Relief Agency
- Auckland Emergency Management
- Air New Zealand
- Auckland Regional Public Health
- District Health Boards
- Department of Corrections
- Inland Revenue Department
- Ministry of Business Innovation and Employment
- Ministry of Civil Defence and Emergency Management
- Ministry of Education
- Ministry of Health
- Ministry for Primary Industries
- Ministry of Foreign Affairs and Trade
- Ministry of Social Development
- Oranga Tamariki
- NZ Companion Animal Council
- NZ Police
- Red Cross
- Rural Support Trust
- Salvation Army
- RSPCA
- St John
- Te Puni Kokiri
- Victim support

Our discussion document

Ehara tuku toa i te toa takitahi, ehara tuku toa i te toa takitimu.

My success is not mine alone as it was not the work of one but the contribution of the collective.
Our purpose

The core purpose of the Auckland Welfare Coordination Group is to deliver effective emergency welfare services to the Auckland region.

Reduction and readiness

- build and maintain strong inter-agency relationships
- ensure emergency welfare agencies have appropriate Business Continuity Plans through monitoring and evaluation
- plan for and establish arrangements for the effective delivery of emergency welfare services (Emergency Welfare Coordination in Auckland)
- ensure, where required, mitigation measures are implemented and maintained within and across agencies
- developing emergency welfare work programmes

Response and recovery

- act as an advisory, response and coordination group
- ensure consistent and needs-based delivery of emergency welfare services
- identify and engage with vulnerable communities
- provide regular and timely situation reports on the emergency welfare response to national and local agencies
- provide appropriate support and guidance in the recovery phase

The National Welfare Coordination Group (NWCG) provides strategic oversight of planning, development and coordination of emergency welfare services at the national level. NWCG supports all Civil Defence Emergency Management Groups at a regional level.
Emergency welfare sub-functions

Welfare is made up of nine sub-functions. Each has an identified lead agency or agencies that are responsible for the coordination of that sub-function. Each sub-function also has a number of supporting agencies, some of which may be identified during an emergency to offer support.

- Registration
- Needs assessment
- Inquiry
- Care and protection services for children and young people
- Psychosocial support
- Household goods and services
- Shelter and accommodation
- Financial assistance
- Animal welfare

The AWCG have identified challenges related to the sub-functions. These challenges should be taken into account in the development of the sub-function action plans.
Needs assessment

Needs assessment is the process of understanding the changing needs of people who have been affected by an emergency. It includes the system by which needs are identified and how the response to the needs are coordinated through the sub-functions.

**Principles**
- Promote and respect people’s self-reliance and how they can support each other
- Adopt a flexible and community-centred approach
- Understand that needs may not be immediately apparent and will differ between people and over time
- Respect people’s privacy
- Keep the process simple and timely

**Planning actions**
- Decide the mechanisms for needs assessment collection, referral and follow-up, both primary and back-up
- Make sure all needs assessors have had background checks and are suitably trained
- Develop a plan for increasing numbers of needs assessors if the emergency event is large
- Build partnerships with existing networks and relevant organisations to enhance communication channels with non-English language speakers

**Response actions**
- Work with support agencies for needs assessment
- Identify what support each person needs before referring them to the appropriate agencies
- Information collected will be collated by the Welfare function in the Emergency Coordination Centre

**Challenges**
- Language and cultural barriers
- Changing needs over time
- Collating large amounts of information
Inquiry

The process of inquiry involves assisting family, whānau, and significant others to make contact, and the subsequent inquiries and investigations to ensure they are reunited.

Principles
- Inter-agency cooperation to manage inquiry functions
- Reconnecting people
- All agencies will abide by the Privacy Act 1993

Planning actions
- Encourage people to develop their own emergency plans that identify a means of contacting family members in an emergency, as well as where and how to meet in an emergency
- Build lead and support agency contingency plans to cope with increased public demand
- Establish a single non-emergency phone number for use during times of high-call volume

Response actions
- NZ Police will assist in missing person matters when a member of the public has exhausted their own means
- When the scale of the emergency is such that the Police cannot manage the volume of calls through their BAU processes, the Red Cross Restoring Family Links should be considered
- Ensure consistent public messaging around how and when to inquire with NZ Police as well as other alternatives
- NZ Police will continue to perform duties to ensure preservation of life and property

Challenges
- Ensuring quality information is provided to the inquiry group
- Getting people to see the importance of registering on the Red Cross Restoring Family Links
Psychosocial support

Psychosocial support during an emergency focuses on the interventions that are delivered to individuals and communities to ensure physical, psychological, and social difficulties are eased at times of stress and uncertainty.

Principles
- Recognise that individuals and communities need time to recover
- Reduce further harm
- Provide wellbeing strategies over intensive forms of psychosocial assistance
- Use the 'look, listen, link' approach

Before an emergency
- Identify what communication methods will be used between lead and support agencies
- Identify specialist support agencies to undertake the NZ Red Cross Psychological First Aid course and to participate in exercises
- Develop a contingency plan for delivery of services if support agencies are unable to assist
- Foster and maintain relationships with support agencies to assist with identification of vulnerable groups

During an emergency
- Use the psychosocial 'look, listen and link' model to support community recovery
- Provide targeted support through referral to health and other support agencies
- Continuously review and endeavour to understand the needs of the community, including vulnerable groups

Challenges
- Common understanding of what is 'normal' in emergencies
- Culturally appropriate support
- Changing nature of needs over time
- Accessing those in need of support

LEAD AGENCY
District Health Boards

SUPPORT AGENCIES
- Community-based Networks
- Counselling Services
- Ministry of Education
- Ministry of Primary Industries
- NZ Red Cross
- Primary Health Organisations
- General Practitioners
- Public Health Units
- Pharmacies
- The Salvation Army
- Victim Support

INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS
- Inquiry
- Care and Protection of Children and Young People
Shelter and accommodation

The purpose of the shelter and accommodation sub-function is to coordinate the provision of shelter and accommodation for people who have been displaced from their homes as a result of emergency.

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<tr>
<th>Shelter</th>
<th>Emergency</th>
<th>Temporary</th>
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<td>Provided usually in a communal facility (but not necessarily a pre-designated Civil Defence Centre), for a few hours up to a few days only</td>
<td>Provided to displaced people for up to two weeks</td>
<td>Provided to displaced people who cannot return to their homes for a prolonged period (weeks, months or years)</td>
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Immediate need          Ongoing need

Transition from Auckland Emergency Management to Ministry of Business Innovation & Employment

Where the event progression suggests that longer-term accommodation is likely to be required, Auckland Emergency Management will ensure the Ministry of Business Innovation & Employment is involved in planning and is updated to enable a seamless transition to temporary accommodation.

The Ministry of Business Innovation & Employment's Temporary Accommodation Service will activate depending on the scale of the emergency, its impact on residential housing stock, numbers of people displaced and the region's capacity to resolve the needs of those people.

Ministry of Business Innovation & Employment Temporary Accommodation Coordination Contingency Plan

- Support individuals, households and communities to return to self-sufficiency as quickly as possible
- Affirm and fulfill the Ministry of Business Innovation & Employment's roles and responsibilities
- Increase collective understanding and ability to meet the temporary accommodation needs of displaced people and affected communities
- Identify the capacity and capabilities necessary to provide a broad range of flexible temporary accommodation options
- Integration of temporary accommodation assistance with related community support services and long-term recovery efforts
Financial assistance

The Ministry of Social Development coordinates the provision of information about, and access to, the range of financial assistance available to people affected by a disaster.

Principles
- Participants agree to provide information on the assistance available through their agency, including contact details.
- People affected by disasters have access to information on the range of financial assistance available through a variety of formats.

Planning actions
- Coordinate planning undertaken by all agencies involved in the provision of financial assistance.

Response actions
- Monitor the situation to ensure that all financial assistance meets the needs of those affected.
- The amount and type of financial assistance will depend on need and eligibility. Extra measures of assistance can also be granted depending on the scope and scale of the emergency.

Challenges
- Coordination of multiple agencies.
- Increasing public awareness of available support.
- Pre-empting requests for and access to a range of financial assistance.

In a large-scale emergency the Government 0800 HelpLine may be activated in consultation with the Group and the National Welfare Coordination Group.
General considerations across all sub-functions

- **Respect:** We need to respect and show empathy towards those needing assistance.
- **Diversity:** We need to consider options for ensuring that members of culturally and linguistically diverse communities can access all services through the provision of appropriate information and services.
- **Privacy, information sharing and vetting:** All sub-functions need to abide by the Privacy Act (1993) and the Vulnerable Children’s Act (2014). All sub-functions involved in the collection of personal information or in working with children must be police vetted.
- **Existing community networks:** Effort needs to be given to fostering and encouraging communities to work together, for example, through relationship building with community hubs as providers of community connectedness.
- **Public information:** We need to ensure the use a variety of communication channels, many of which may already be in use, to reach communities in need. This includes consideration of how to reach people with communication difficulties, such as those that are hard of hearing.
- **Training:** People involved in the delivery of Auckland’s emergency welfare response and coordination must be suitably trained.
- **Information, Communication and Technology:** The Emergency Management Information System is the system that records information and maintains situational awareness during an emergency. The system requires computers or tablets, electricity and access to the internet. Where these are not available, other options will be used, for example, manual processes.
- **Business continuity planning:** All agencies must have business continuity arrangements in place to ensure they can contribute to delivery of their essential services and critical functions.
Questions for discussion

Does the discussion document reflect your vision for how emergency welfare services should be delivered in Auckland during an emergency?

Is your agency’s role, including how you will work with partner agencies, clearly outlined?

How do you see your agency’s sub-function plans fitting under this discussion document?

To accurately reflect the interests of the Auckland Welfare Coordination Group, who else should be consulted?

What role does the wider Auckland community play in the successful delivery of emergency welfare services?
INTERNATIONAL DAY FOR OLDER PEOPLE
AUT 1 OCTOBER 2018

Thank you Sir Bob for your welcome and thank you to AUT for inviting us all here tonight. (Grateful. Family history not good so I’m proud of my wrinkles.)

Basic Human Rights:
- Freedom of expression - so I can say what I like.
- Freedom of religious belief - so I can bless my soul.
- Freedom from discrimination - which covers a multitude of sins.

The Auckland Council Seniors Advisory Panel has recently persuaded Council to commit to joining the WHO Age Friendly Cities Network, after years of work by others, such as Grey Power, before that. So we are on a roll. But such things take time so watch this space.

Personally, I treasure most, my independence and the fact that I can still drive. I firmly believe that life long learning must be encouraged because continuing to understand our changing world helps to build the resilience to meet the changes we all face as we age. It protects us against the days when our world begins to shrink, when we lose our licence become disabled or suffer serious illness.

Sensible planning cannot take care of every eventuality, but we should, as good citizens, make the best provisions we can for our senior years. This demonstrates the responsibility, which goes with the rights conferred by society.

Resilience then allows us to cope with loneliness, which can be so crippling for some. But we need to recognise the difference between loneliness and solitude. Solitude can be good for the soul, but for many, loneliness is soul destroying.

Resilience helps us deal with the times when we just want to curl up and hide. But that’s not good for anyone’s mental health. We need to be relentlessly positive but sensibly so. I have faith enough to believe mankind will solve the problems that beset us. Scientist will save us from the worst effects of climate change, if politicians would just allow them to get on with it and the IT boffins will develop kind and helpful robots that will not threaten to take over the world.

So, I am an eternal optimist. Active seniors are mostly positive and continue to contribute to their communities through countless hours of volunteer work. The notion that we are a burden needs to be turned on its head right now before our cohort builds like the tsunami it will be in the next 20 -30 years.

We still pay tax, we have a wealth of knowledge of how we reached this point. So let’s harness all this as a positive resource for good. It is at the very end of life where we need the most care. Isn’t that just what a compassionate society should provide?

..........................2
There should be more opportunities to collaborate with young folk. We need better intergenerational re-education because the extremes can and should be mutually supportive. We cannot be young but we can and should value the young and be stimulated by their energy as we lose some of ours.

Recently, we have heard of growing poverty among the elderly, and not just in N.Z. We must remember that when we talk about “average intelligence,” the very term means that within any cohort, there must be those who struggle badly. These are the ones who may well be among the more vulnerable because they have not been able to provide so well for their senior years. So that returns us to the need for education in life skills and learning as you live.

We must make certain that “society” cares for the vulnerable; that we encourage building resilience to counter the odd balls from left field; that we plan as well as possible to have housing appropriate to our needs.

Let’s make senior years a time to anticipate with pleasure and then treasure, for all who are lucky enough to reach them.

As one who has spent more than half a century in elected office, where the focus must be on the future, I say:

Never forget that your past was once your future!
WHERE ARE WE?

We've reached the point
where tweaks in joints
now plague our daily life;
where dental crowns
bring massive frowns
that lead to mental strife.

We see our Doc
who thinks “old crock”
but checks our varied ills.
Then does the tests
and he knows best,
so we just take the pills.

Cataracts for the lops;
Remember the drops!
Recovered better sight.
Tele’s now clear,
It’s not even near!
Everything seems so bright.

Podiatrist calls.
Discomfort galls.
Can’t even reach our toes.
Nails are soon clipped.
Corns are all nipped,
Callus finally goes!

TV at full bore.
Folks ears getting sore;
Something needs to be done.
  Audio test;
  Oh what a pest.
But aids are really such fun!

Just dropped my keys;
Can’t get on my knees,
Back aching. Oh what a sight!
  Arches that fall,
  Won’t get to the ball,
Think it’s an early night.

Struggle to bed.
What’s that you said?
Age is a time to rest?
Fat chance of that
here comes the cat
being as usual, a pest.
WHERE ARE WE?

Morpheus comes:
Cat gently hums:
Both in the land of dreams.
In our prime there
Without a care.
Fit as a fiddle it seems.

Soon morning will break,
The bed I will make.
Routine is so fulfilling,
So see you next year,
Perhaps even here-
God willing!