

I hereby give notice that an ordinary meeting of the Seniors Advisory Panel will be held on:

Date: Monday, 5 May 2025
Time: 12.00pm
Meeting Room: Room 1, Level 26
Venue: Te Wharau o Tāmaki - Auckland House
135 Albert Street
Auckland

Seniors Advisory Panel

OPEN AGENDA

MEMBERSHIP

Chairperson	Claire Dale	
Deputy Chairperson	Susanne Tapsell	
Members	Bruce Davies, JP	Janis McArdle
	Zari Fazelnia	Fia Turner
	Leigh Featherstone	Lindsay Waugh
	Gavin Jones, MNZM	
	Gayle Marshall, QSM	

(Quorum 5 members)

Lexy Turner
Governance Advisor

30 April 2025

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TERMS OF REFERENCE

(Excerpt – full terms of reference available as a separate document)

The terms of reference set out the purpose, role and protocols of all Auckland Council demographic advisory panels. Panel members abide by the Code of Conduct for members of Auckland Council advisory panels.

Purpose

As one of council's engagement mechanisms with diverse communities, the demographic advisory panels provide advice to the governing body and council staff within the remit of the Auckland Plan on the following areas:

- Auckland Council's regional policies, plans and strategies
- regional and strategic matters including those that Council-Controlled Organisations deal with
- any matter of particular interest or concern to diverse communities.

Outcomes

The panel's advice will contribute to improving the outcomes of diverse communities and social cohesion as set out in the Auckland Plan. The panels will advise through their agreed strategic agenda and detailed work programme.

Strategic agenda and work programme

The panel must develop a work programme and set a strategic agenda for the term. The agendas should be focused and integrated across the panels for collaborative input into shared agendas, particularly in relation to the Auckland Plan, the Long-term Plan and regional policies. The panels should advise on council's operational and organisational strategies relevant to diverse communities.

The panels may also consider whether they wish to choose, shape and support a project they feel passionate about as part of their work programme.

The governing body and council staff should work with the panels for the development of their strategic agendas and work programme. The Planning, Environment and Parks Committee will approve the panel's work programme and any subsequent major changes to it.

Submissions

The panel cannot make formal submissions to Auckland Council on council strategies, policies and plans, for example, the annual plan. However, the panel may be asked for informal feedback during a consultative process.

In its advisory role to the council, the panels may have input to submissions made by the council to external organisations but do not make independent submissions, except as agreed with the council.

This does not prevent individual members being party to submissions outside their role as panel members.

Review

The form and functioning of the panels may be reviewed prior to or after, the end of the panel's term in September 2025.

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1 Ngā Tamōtanga | Apologies

2 Te Whakapuaki i te Whai Pānga | Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

3 Te Whakaū i ngā Āmiki | Confirmation of Minutes

That the Seniors Advisory Panel:

- a) whakaū / confirm the ordinary minutes of its meeting, held on Monday, 10 March 2025, including the confidential section, as a true and correct record.

4 Other Business

Liaison Councillor's Update

File No.: CP2025/05862

Item 5

Te take mō te pūrongo

Purpose of the report

1. To update the panel on recent Governing Body decisions or council activity that may be of interest.
2. To update on any matters raised in the co-chairs update / report back on panel activities.
3. To address any upcoming agenda items where insights can be shared.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) tuhi ā-taipitopito / note the Liaison Councillor's update.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Phoebe Chiquet-Kaan - Governance Advisor
Authoriser	John Nash - Programme Manager

Total Mobility Scheme - Auckland Transport

File No.: CP2025/07119

Te take mō te pūrongo

Purpose of the report

1. To share the results from the Total Mobility Taxi Scheme 2024 survey.

Whakarāpopototanga matua

Executive summary

2. The Total Mobility scheme is a national scheme supporting people who cannot use public transport to travel, either all or some of the time. In Auckland, all eligible participants get a subsidised rate on contracted taxis for door-to-door transport and discounted public transport fares.
3. The Total Mobility Taxi Scheme survey is an annual survey conducted since 2021 to look at the experiences of Auckland Total Mobility members on the taxi services and public transport. Results are used to understand what is working well and to identify opportunities for improvement for the scheme.
4. Key findings in the 2024 survey:
 - Taxi usage is at its highest for Total Mobility members since 2021 – 81% claim they have used the service.
 - Satisfaction with the Total Mobility service remains high year on year, with 90% of taxi users rating it either 'good' or 'very good'.
 - Many users state that the service is essential and life-changing because it helps them maintain independence and facilitate access to appointments and social activities.
 - There are some areas where the customer experience could be improved such as the application process and the contracted taxi operators.
 - 2 in 3 Total Mobility members claim they have used public transport to some degree.
 - Experience is mixed and there are various challenges when accessing and using public transport, with safety being the main concern in the last 12 months.
 - Low awareness of the "Plus One" Bus Companion scheme. Only 1 in 3 are aware and 1 in 10 have used it.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) tuhi tīpoka / note Total Mobility Scheme survey results.

Ngā tāpirihanga Attachments

There are no attachments for this report.

Ngā kaihaina Signatories

Author	Lexy Turner - Governance Advisor
Authorisers	John Nash - Programme Manager Victoria Wicks-Brown - Principal Advisor Panels

Watercare's Long Term Strategy

File No.: CP2025/06640

Item 7

Te take mō te pūrongo

Purpose of the report

1. To introduce the Metropolitan Servicing Strategy to the Seniors' Advisory Panel and seek initial feedback on the future challenges of water and wastewater services in Tāmaki Makaurau.

Whakarāpopototanga matua

Executive summary

2. Watercare is developing the Metropolitan Servicing Strategy a 70+ year strategy to help guide how Auckland's water and wastewater services will support future growth, climate change impacts, and infrastructure investment.
3. This strategy will play a key role in shaping how we manage water and wastewater in a way that is sustainable, affordable, and future-focused.
4. We are engaging with the Senior Advisory Panel to:
 - introduce the strategy and its key objectives
 - discuss the water challenges Auckland faces in securing safe, reliable, and sustainable water services
 - share initial insights from our recent engagements as part of the consultation
 - gather input on what matters to the Senior Advisory Panel regarding Aucklanders water infrastructure and future investment.
5. This session is a starting point in the conversation. Further engagement will continue as the strategy develops, ensuring that seniors' perspectives are reflected in shaping a resilient and inclusive water future for Tāmaki Makaurau.
6. For more information please view the [Metropolitan Servicing Strategy webpage](#).

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) tuku / provide initial feedback on the kaupapa presented, including challenges, priorities, and the proposed engagement approach.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Lexy Turner - Governance Advisor
Authorisers	John Nash - Programme Manager Victoria Wicks-Brown - Principal Advisor Panels

Item 7

Auckland Council Imagery and Publications

File No.: CP2025/08292

Te take mō te pūrongo

Purpose of the report

1. To update the Seniors Advisory Panel on how the Auckland Council Communications and Marketing department incorporates stories and commissions imagery of Seniors into its' ongoing content publishing.

Whakarāpopototanga matua

Executive summary

2. The Brand and Channel team, within the wider Communications and Marketing department, is responsible for a photography and video library (the Wire) that provides both the department and wider organisation with access to thousands of images for use in content, marketing and publications.
3. Most photography and video shoots are commissioned as part of a promotional campaign, or to support publicity content. However, the Brand and Channel team runs a rolling programme of work in which they proactively produce photography for use by the department and organisation across a wide range of relevant initiatives.
4. A key driver for deciding on what subject matter to focus on is making sure we look for diversity in people and place, delivering a representative picture of Auckland.
5. To this end, we proactively look for opportunities to build our stock of images to represent Auckland's Seniors. These images are available for the organisation to use. We also look to be proactive in content stories that focus on Seniors and their experience in Tamaki Makaurau. We will show examples during our presentation.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) ohia / endorse the Communications and Marketing departments approach to inclusivity regarding how Seniors are portrayed in content that the department is responsible for.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Lexy Turner - Governance Advisor
Authoriser	John Nash - Programme Manager

Whakawhanaungatanga, co-chairs updates and panel activities

File No.: CP2025/05857

Te take mō te pūrongo

Purpose of the report

1. To provide the panel with an opportunity to continue information sharing and relationship building.
2. To support the panel in discussing activities its members have been engaged in since the previous meeting which do not appear as standalone agenda items.

Whakarāpopototanga matua

Executive summary

3. The following matters are included in this item for discussion with panel members encouraged to speak to this, and other individual activities of interest to the panel:
 - Co-Chairs Forum held on Wednesday 19 March 2025. Attended by Co-Chairs Dale and Tapsell.
 - Strengthening the Auckland Unitary Plan for Natural Hazards cross panel sessions held on Wednesday 9 April 2025 and Tuesday 15 April 2025. Attended by Co-Chair Tapsell and Members Davies, Featherstone, McArdle, and Turner.
 - Upcoming appearance before the Budget Committee discussing Annual Plan on 30 April 2025, Co-Chair Tapsell.
4. The cross-Panel Elections Working Group is to be discussed as a separate item on the agenda.
5. Any further points panel members and co-chairs wish to raise.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) whiwhi / receive advisory panel co-chair and member updates.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Phoebe Chiquet-Kaan - Governance Advisor
Authorisers	Victoria Wicks-Brown - Principal Advisor Panels John Nash - Programme Manager

Report Back, Elections Working Group

File No.: CP2025/05861

Te take mō te pūrongo

Purpose of the report

1. For representatives of the Seniors Advisory Panel on the cross-panel Elections Working Group to report back to the panel on activities of interest and receive any feedback.

Whakarāpopototanga matua

Executive summary

2. The Auckland Council Elections team hold monthly meetings with the demographic advisory cross-panel Elections Working Group with the aim of ensuring the team has access to regular, timely advice from the panels on the Elections programme through the lens of Auckland's diverse communities.
3. Each demographic advisory panel has representatives on the working group who contribute to these meetings. Co-Chair Claire Dale and member Zari Fazelnia are the Seniors Advisory Panel representatives. On 16 April 2025 both members were away with member Janis McArdle attending on behalf of the panel.
4. This item provides an opportunity for the member to report back on activity covered in the Elections Working Group meeting which in April included a particular focus on website concepts for feedback— including the *Vote Auckland* candidate search tool.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) tuhi ā-taipitopito / note the update from the panel representative on the cross-panel Elections working group and provide any additional thoughts and feedback to the panel rep.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Milly Athy-Timmins - Kaitohutohu Mana Whakahaere / Governance Advisor
Authoriser	Victoria Wicks-Brown - Principal Advisor Panels

Seniors Advisory Panel Work Tracker

File No.: CP2025/05859

Te take mō te pūrongo

Purpose of the report

1. To update the Seniors Advisory Panel on progress with their work programme.

Whakarāpopototanga matua

Executive summary

2. The Seniors Advisory Panel uses this tracker to record their key activities during the term. It contains a record of what has been presented to the panel and their feedback.
3. The work tracker showing the work the panel has undertaken during their term to date is attached at Attachment A.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) tuhi ā-taipitopito / note the update on the work tracker.

Ngā tāpirihanga

Attachments

No.	Title	Page
A↔	Seniors Advisory Panel Work Tracker - 5 May 2025	

Ngā kaihaina

Signatories

Author	Kathryn Hickling – Lead Officer
Authoriser	John Nash - Programme Manager

Information Memoranda

File No.: CP2025/07478

Te take mō te pūrongo

Purpose of the report

1. To supply the panel with information reports, provided for the panel's interest.

Whakarāpopototanga matua

Executive summary

2. The following items are attached for the panel's interest:
 - i) Tsunami Public Alerting Project Update
 - ii) Elections Cross Panel Working Group Report Back from March and April Meetings.

Ngā tūtohunga

Recommendation

That the Seniors Advisory Panel:

- a) whiwhi / receive the information memoranda

Ngā tāpirihanga

Attachments

No.	Title	Page
A⇒	Tsunami Public Alerting Project Update	
B⇒	Elections Cross Panel Working Group Report Back from March and April Meetings.	

Ngā kaihaina

Signatories

Author	Milly Athy-Timmins - Kaitohutohu Mana Whakahaere / Governance Advisor
Authoriser	Victoria Wicks-Brown - Principal Advisor Panels