



2025 – 2028

Age Friendly Action Plan

Te Mahere Manaaki Kaumātua

Te Mahere Tautoko Kaumātua

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Whāinga Purpose

This Action Plan puts the Kāpiti Coast District Council's Age Friendly Approach¹ into action.



It sets out clear, measurable work that supports Council's agreed community outcomes and strategic priorities. It is the primary tool for Council to translate the **Age Friendly Approach** into action and provide accountability and measurable improvements for older people on the Kāpiti Coast.

The plan shows how Council and its partners will apply the approach across our district, and how we'll measure progress over time. The Age Friendly Approach guides how Council will plan and deliver services. This Action Plan shows what actions we'll take, and how we will track and report progress each year.

Together, the Approach and Action Plan clearly link the Council's strategic goals to what we do every day and how people experience our services.

Me pēwhea te pānui i te mahere nei

How to read this plan

This Action Plan is structured around the three focus areas of the Age Friendly Approach:

- older people feel connected and valued
- older people can get around and have access to what they need
- older people participate in their communities in ways that work for them.

These focus areas guide our work and set what success looks like for an age friendly district. They reflect what older people have told us matters most in their daily lives.

The actions in this plan show how we will build an age friendly approach into Council's key priorities and everyday work.

The monitoring framework outlines how we will track progress each year. It links the focus areas to the changes we want to see, and the measures and information that show people's real-life experiences.

Delivery status – definitions

Status	Definition
Continue	Maintain existing level of service/delivery.
Enhance	Increase scope, quality, reach or pace, based on evidence and feedback.
Ongoing	Activity continues across the years (use with Continue/Enhance to indicate scale).

Ngā ratonga tautoko o te Kaunihera Council stocktake

Council has carried out a stocktake of our work, to give an overview of the activities, initiatives, programmes, plans, and policies that contribute to the goals of the Age Friendly Approach. Council groups have identified which goals their activities most closely align with. This gives an overview of how our current work supports progress toward an age friendly district.

The stocktake also gives us a baseline picture of what we're already doing. It gives a starting point, so we can track each year how age friendly practice is becoming part of the Council's work over time.

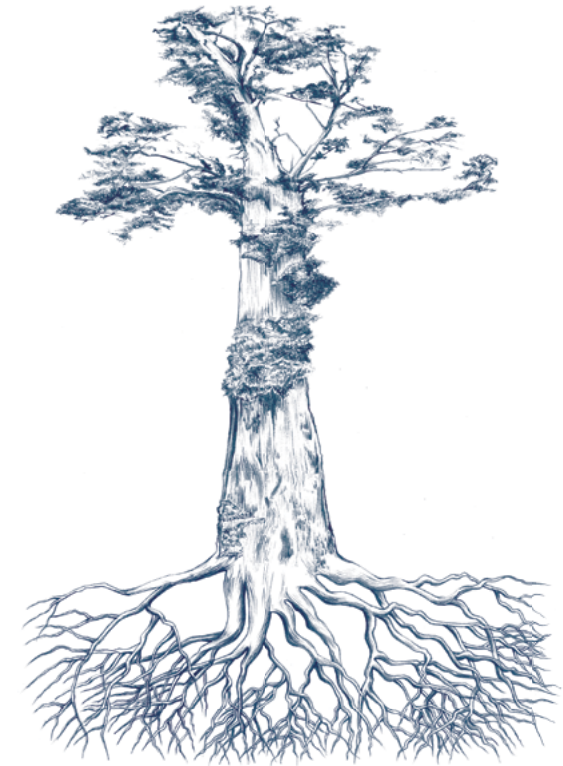
Haepapa o Te Rōpū Tautoko Kaumātua Role of the Older Persons Advisory Group

The Older Persons Advisory Group (OPAG) helps keep the Council accountable and brings the views and lived experience of older people into Council planning and decision-making.

OPAG replaced the former Age Friendly Kāpiti Reference Group as Council's main partner in delivering the Age Friendly Approach.

It plays an important role in supporting progress on the Age Friendly Action Plan. This includes:

- sharing lived experience to help shape planning, policy, and services
- building strong relationships with community partners
- helping Council test and check whether its work is truly age friendly in practice.



Through this role, OPAG helps make sure the Age Friendly Approach stays grounded in the real experiences, needs, and goals of older people across our district. It also helps Council check that the benefits we aim for are being achieved in real life.

Te ara arotake i ngā whanaketanga

How we will measure progress

Council will publish an annual **Age Friendly Monitoring Report**, outlining:

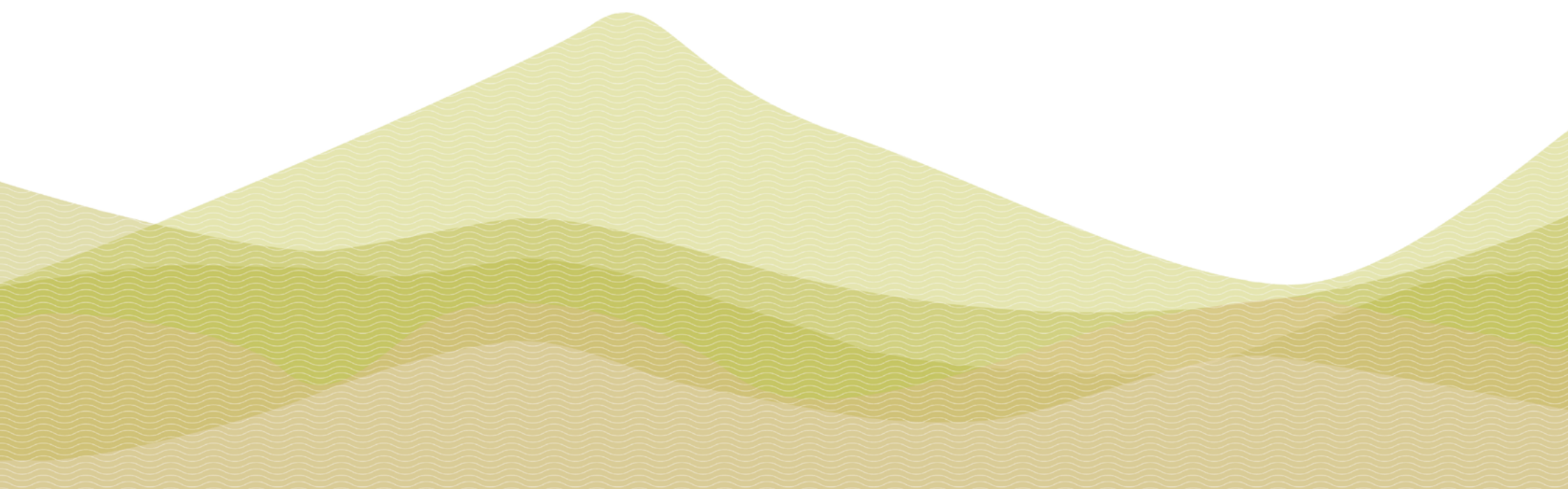
- progress
- changes in indicators
- key achievements
- lessons learnt
- priorities for the year ahead.

This report is a learning and accountability tool, not just a status update.

An annual monitoring report supports transparency, accountability, and continuous improvement. The report's findings will help us plan, prioritise and refine our future work.

Monitoring will look at:

- feedback from our community partners (from our annual survey of partners)
- delivery of actions and milestones in project reporting (from partners and Council teams)
- feedback from the Older Persons Advisory Group (OPAG) six-monthly reporting to Council and an annual survey
- Council staff survey – updates and feedback on age friendly actions
- operational data (for example, upgrades delivered and programmes run).



Mahere mahi Action plan

Focus area

A

Focus area A:

*Kia rongō ngā kaumātua ki
te whai pānga me te wāhi nui
ki a rātou i tō tātou rohe*

Older people feel connected
and are valued as an integral
part of our district

What we will see (intended outcomes)

- Older people are encouraged to take part in the community, and their knowledge and experience are valued and cherished.
- Older people feel a sense of safety and connection in their neighbourhoods and the wider district.
- People in our communities have positive attitudes towards aging and older people.

Key actions over the next three years

Over the next three years, we will take key actions to:

- ensure Council's public-facing services are age friendly
- support events and provide information that connects older people with their communities
- ensure Council's work in geographic communities supports age friendly neighbourhoods
- support neighbourhood public-space initiatives that improve older people's sense of safety
- promote positive attitudes towards older people
- value and recognise older people for their contributions to the community.

Focus Area A – Older people feel connected and are valued as an integral part of our district

Action	How we will deliver	Status	2025/26	2026/27	2027/28	Who
Ensure Council's public-facing services are age friendly.	<p>Run annual internal age friendly surveys.</p> <p>Provide induction, training, and processes to engage and upskill Council staff.</p> <p>Work with our OPAG and support their work programme.</p>	Ongoing	Enhance	Enhance	Continue	Council and OPAG
Support events and provide information that connects older people with their communities.	<p>Support Council and community-led activities that connect older people such as Over the Fence Cuppas and Seniors Month.</p> <p>Share and promote work we are doing to create an age friendly Kāpiti.</p>	Ongoing	Enhance	Continue	Continue	Council and partners
Ensure Council's work in geographic communities supports age friendly neighbourhoods.	<p>Include age friendly features in our neighbourhoods and town centres.</p> <p>Engage older people early when planning town centres, improving streets, and developing new public facilities.</p> <p>Make sure kaumātua Māori voices and diverse groups of older people are heard in all engagement and consultation activities.</p>	Ongoing	Continue	Continue	Continue	Council
Support neighbourhood public-space initiatives that improve older people's sense of safety.	<p>Work with partners to support local projects that make older people feel and be safer, including better lighting, visibility, signage and navigation, and crime prevention through design, and initiatives that strengthen community connections.</p>	Ongoing	Continue	Continue	Continue	Council and partners
<p>Promote positive attitudes towards older people.</p> <p>Value and recognise older people for their contributions to the community.</p>	<p>Promote and celebrate International Day of the Older Person.</p> <p>Use images and stories that show older people in positive ways in our communications channels.</p> <p>Make Civic Awards accessible for older people.</p> <p>Support and promote opportunities, events, groups, and activities in our facilities that celebrate kaumātua Māori and diverse older communities.</p>	Ongoing	Enhance	Enhance	Continue	Council and partners

Mahere mahi Action plan

Focus area

B

Focus area B:

Ka taea e ngā kaumātua te hāereere haere me te whai wāhi ki ngā mea e mātua hiahia ana rātou

Older people can get around in ways that work for them and have access to what they need

What we will see (intended outcomes)

- The Kāpiti Coast is easy to get around for all ages and abilities.
- Communication and information are inclusive and accessible to older people.
- Older people can access the services, spaces, and resources they need.

Key actions over the next three years

Over the next three years, we will take key actions to:

- help older people build digital skills and stay safe online so they can enjoy the benefits of digital technology
- make transport options and routes easier to access
- promote age friendly practices in transport services
- provide Council facilities, public places, parks, and reserves that are age friendly
- make sure Council facilities include features that let older people participate comfortably
- make sure Council communications are clear and age friendly.

Focus Area B – Older people can get around in ways that work for them and have access to what they need

Action	How we will deliver	Status	2025/26	2026/27	2027/28	Who
Help older people build digital skills and stay safe online and enjoy the benefits of digital technology.	<p>Partner with others to provide accessible, age friendly digital capability for older people.</p> <p>This includes community-based programmes that build confidence, capability, and online safety.</p>	Ongoing	Enhance	Continue	Continue	Council and partners
<p>Make transport options and routes easier to access.</p> <p>Promote age friendly practices in transport services.</p>	<p>Include age friendly design across transport networks, focusing on safety, confidence, and easy use for older people. Actively advocate for older peoples' mobility and transport needs.</p> <p>Ensure maintenance is carried out to support access (ie, surfaces, pathways, lighting). Prioritise improvements in places where there is greater safety risk for older people.</p> <p>This includes delivery through the Pathways Network Plan, the Destination Beach Accessways project, programmes such as speed management and working with Metlink and Greater Wellington to improve accessibility, safety, and transport connections.</p>	Ongoing	Continue	Enhance	Continue	Council and partners
Provide Council facilities, public places, and parks and reserves that are age friendly.	<p>Include age friendly considerations at all Council community facilities and spaces.</p> <p>Accessibility is considered in all new buildings, and older people are invited to help shape the design and improvements of public places. This includes projects like Te Ara Whetū and Waikanae Park.</p>	Ongoing	Enhance	Continue	Continue	Council and partners
Ensure Council communications are clear and age friendly.	<p>Provide information in a number of accessible formats. Offer staff training in accessibility and digital inclusion.</p> <p>Work with OPAG to check and improve the clarity, accessibility, and effectiveness of Council communications for older people.</p>	Ongoing	Enhance	Continue	Continue	Council and OPAG

Mahere mahi Action plan

Focus area

C

Focus area C:

*Ka whai wāhi ngā kaumātua
ki ō rātou hapori i runga anō
i tā rātou i pai ai*

Older people participate in their communities in ways that work for them

What we will see (intended outcomes)

- Older people participate in decisions that affect them and contribute to the community.
- Our outdoor spaces and public facilities are accessible to all and encourage active use and enjoyment by older people.
- All older people have options to participate meaningfully in their communities.

Key actions over the next three years

Over the next three years, we will take key actions to:

- provide different ways for older people to take part in community decision-making
- promote physical activity that supports physical and mental wellbeing of older people
- make sure Council staff are age friendly in the community services they provide
- make sure Council understands and responds to the changing needs of older people
- support community-led social and recreational opportunities.

Focus Area C – Older people participate in their communities in ways that work for them

Action	How we will deliver	Status	2025/26	2026/27	2027/28	Who
Provide different ways for older people to take part in community decision-making.	<p>Council planning and decision-making will be informed by ongoing guidance, advice, and support from OPAG.</p> <p>Engage early on key projects.</p> <p>Provide a range of accessible engagement opportunities. Provide communities the information they need to meaningfully take part in Council decision-making processes.</p>	Ongoing	Enhance	Enhance	Continue	Council and partners
Promote physical activity that supports physical and mental wellbeing of older people.	<p>Promote the use of walking paths, parks, and open spaces to older people. Support sport, recreation and low-impact physical activities that encourage active ageing, wellbeing, and social connection for older people. Support opportunities for kaumātua Māori and older diverse communities to engage in their culture and be connected.</p>	Ongoing	Continue	Continue	Continue	Council and partners
Make sure Council staff are age friendly in the community services they provide.	<p>Ensure Council staff have access to clear information, guidance, tools, and training to embed age friendly principles in providing community support, engagement, and service delivery.</p> <p>Ensure kaumātua Māori voices and older diverse communities are heard in our community engagement and consultation activities.</p>	Ongoing	Enhance	Continue	Continue	Council
Make sure Council understands and responds to the changing needs of older people.	<p>Work closely with OPAG and organisations that support older people and kaumātua Māori to strengthen understanding of emerging and diverse needs.</p> <p>Use insights from community data and community feedback to inform planning and responses.</p>	Ongoing	Enhance	Continue	Continue	Council and partners
Support community-led social and recreational opportunities.	<p>Partner with community organisations to deliver community-led programmes for older people living on the Kāpiti Coast. Support initiatives such as Seniors October (a month of community-led events for seniors on the Kāpiti Coast).</p> <p>Enable access to funding opportunities, training, and capacity building support for community groups.</p> <p>Support opportunities for kaumātua Māori to engage in their culture.</p>	Ongoing	Enhance	Enhance	Continue	Council and partners

Te mahere aroturuki

Monitoring framework

The monitoring framework shows how we will track progress on the Age Friendly Kāpiti focus areas each year. It clearly links:

- the focus area outcomes
- what we will see (intended outcomes)
- Practical measures and information that show people's real experiences

The framework uses feedback experiences from community partners, OPAG, and Council staff, along with operational and other data.

Te whakatinanatanga o te mahere

How the framework works

Each focus area is measured using a small set of indicators that show 'what we will see' (Intended Outcomes).

- Indicators are simple and repeatable so we can track trends each year.
- Progress will be assessed annually using three main surveys: Community Partners, OPAG, and Council staff. These surveys (annual inputs) provide quantitative numbers and qualitative insights that inform all the framework's indicators.
- Qualitative insights (comments, examples, and any challenges raised) are as important as the quantitative numbers.
- If an indicator shows little progress, Council will use these insights to understand why and adjust actions as needed.

Pūrongo Aroturuki ā-Tau

Annual monitoring report

Each year, results will be shared in a monitoring report and used to:

- show where progress is being made
- highlight priority gaps or new issues
- decide whether actions should continue, be improved (enhanced) or changed
- support clear, evidence-based reporting to Council and the community
- take action where progress is slow or challenges arise.

Ngā hua, ngā tohu, ngā rauemi raraunga

Outcomes, indicators and data sources

Focus Area A – Older people feel connected and are valued as an integral part of our district

Outcome	Indicators	Data sources
Older people feel safe	How safe older people feel in their neighbourhoods and across the district	<ul style="list-style-type: none"> • Partner Organisations Survey • OPAG survey and reflections • engagement and community feedback themes • relevant safety and incident data where available • Police and community safety partner feedback.
Older people feel valued	Whether older people feel respected, recognised, and appreciated	<ul style="list-style-type: none"> • Partner Organisations Survey • Council staff survey • OPAG survey and reflections • customer and community feedback themes • qualitative examples.
Older people feel connected	Levels of social connection and reduced isolation	<ul style="list-style-type: none"> • OPAG survey and reflections • Partner Organisations Survey • community participation insights • qualitative stories and examples from staff and partners.
Positive attitudes towards ageing	Shifts in attitudes towards ageing and older people	<ul style="list-style-type: none"> • partner feedback and comments • OPAG Survey • Council staff survey examples • Qualitative communication, behaviour, and practice observations.

Focus Area B – Older people can get around in ways that work for them and have access to what they need

Outcome	Indicators	Data sources
Equity and access to services	Ease of access to Council services, facilities, and information	<ul style="list-style-type: none"> • Partner organisations survey • Council staff survey • operational delivery and accessibility improvement data • library and community facility usage data • Disability Advisory Group insights • customer and community feedback themes.
Accessible transport options	Accessibility of transport networks and pathways for older people	<ul style="list-style-type: none"> • infrastructure data • Partner Organisations Survey • OPAG insights • operational delivery data (ie., number of accessible crossings delivered, percentage of key paths meeting accessibility standards) • qualitative feedback on safety, accessibility, and connectivity.
Feeling informed	Clarity and accessibility of information for older people	<ul style="list-style-type: none"> • Partner Organisations Survey • Council staff survey • OPAG feedback • engagement feedback on clarity and accessibility • qualitative examples of information improvements.
Age friendly environments	Extent to which public spaces and facilities support older people's use and enjoyment	<ul style="list-style-type: none"> • Partner Organisations Survey • Council staff survey • operational and asset data • OPAG feedback • qualitative stories of use, comfort, and accessibility.

Focus Area C – Older people participate in their communities in ways that work for them

Outcome	Indicators	Data sources
Feeling heard in decision-making	Older people feel able to influence decisions that affect them	<ul style="list-style-type: none"> • OPAG survey and reflections • Partner Organisations Survey • engagement feedback • OPAG agendas and advice themes • qualitative examples of influence on decisions.
Use of outdoor places and spaces	Older people's use and enjoyment of outdoor spaces and facilities	<ul style="list-style-type: none"> • Partner Organisations Survey • Council staff survey • operational and asset data • usage data where available • OPAG feedback • qualitative stories of use and experience.
Community and social participation	Availability of meaningful opportunities to participate in community life	<ul style="list-style-type: none"> • Partner Organisations Survey • OPAG insights • community participation and attendance data • funding accountability reports • engagement feedback • qualitative examples of community led activity.
Inclusion of diverse older people	How well Council responds to diverse older people's needs	<ul style="list-style-type: none"> • OPAG survey and reflections • Partner Organisations Survey • community and demographic data • thematic analysis of qualitative feedback • examples of targeted or adapted responses.

Cont. Focus Area C – Older people participate in their communities in ways that work for them

Outcome	Indicators	Data sources
Council is age friendly	Whether age friendly thinking is being embedded into everyday Council work	<ul style="list-style-type: none"> • Council staff survey (confidence, support, examples) • OPAG feedback on engagement quality • OPAG survey (responsiveness to diverse needs) • Partner Organisations Survey & observations • website accessibility report.
Council listens and responds to emerging and diverse needs	Whether Council is listening to older people, recognising emerging and diverse needs, and adapting its approaches over time	<ul style="list-style-type: none"> • OPAG survey and reflections • Partner Organisations Survey • Council staff survey • engagement feedback • qualitative examples of service, engagement and design changes informed by older people's feedback through OPAG.

Tirohanga tatauranga ā-tau

Annual survey inputs

The annual survey inputs form the main evidence we use each year to check progress on the Age Friendly Kāpiti focus areas.

The community partners survey, OPAG survey, and Council staff survey together give different perspectives, showing both real-life experiences and how the Council operates.

Partner organisations survey provides:	Older Persons Advisory Group (OPAG) survey and reporting provides:	Council staff survey provides:
<ul style="list-style-type: none">insights into connection, safety, and participationinsights on how age friendly Council services and spaces areinsights on priority improvements for the coming year. <p>Partners' feedback can also be an early warning when barriers remain or new needs arise.</p>	<ul style="list-style-type: none">an overall check on how age friendly we're becominginsights into barriers older people facefeedback on the quality and fairness of engagement. <p>This helps keep the framework based on real experiences and trusted by the community.</p>	<ul style="list-style-type: none">monitoring of the Council's ability to delivery age friendly serviceschecking staff confidence in using age friendly practicesidentifying practical improvements and success stories. <p>This works alongside community-focused measures to show how age friendliness is becoming part of everyday Council work.</p>

