

OLDER PERSONS POLICY

Dunedin City Council 1997

INTRODUCTION

The purpose of this policy is to guide future Dunedin City Council actions and recommend appropriate courses of action to other organisations in order to improve the quality of life for older people in Dunedin City.

This Policy has been developed by a working party consisting of:

Shona Johnsen (chair)

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No definition of "older people" is provided in the Policy, as it is considered more appropriate for people to choose whether they wish to be included in this group.

"Dunedin" and "the City" refer to the local authority boundaries of Dunedin City.

IMPLEMENTATION AND REVIEW

This Policy will be implemented by way of an Implementation Plan.

The Policy's effectiveness will be monitored over time, and the Policy will be reviewed formally within five years of its adoption.

VISION

The aim of the Dunedin City Council Older Persons Policy is to make the following Vision Statement a reality:

"Dunedin is a great place for older people to live!"

There are many things that can be done to make this statement a reality. Some people might say that Dunedin already is a great place to live for older people. Still, continuous effort must be made to ensure that this remains the case. The goals, objectives, policies and actions listed in the rest of this Policy provide the framework for doing just that.

PRINCIPLES

The Dunedin City Council Older Persons Policy is based on the following general principles:

1. Older people have a right to independence, self determination and dignity.
2. Older people are able to participate in all aspects of the community.
3. Older people in the city encompass a diverse range of experience and cultural backgrounds therefore the special role older people play in different cultural settings is acknowledged.
4. We recognise the articles of Te Tiriti o Waitangi and the mana accorded to Kaumatua/older people within Maori society.
5. Older people have the power to make decisions about issues affecting them.
6. The skills and abilities of older people are a community resource.
7. Older people are valued and respected.
8. Older people acknowledge other members of the community, and identify partnership opportunities and intergenerational links.
9. Recognise other Council Policies which relate to this Policy such as the Housing Policy, the Community Policy, the Recreation Strategy and the Community Initiatives Plan.

Dunedin City Council also supports the United Nations Principles for Older Persons, and the International Federation on Ageing (IFA) Declaration on the Rights and Responsibilities of Older Persons.¹

¹ These documents are attached as appendices to this Policy.

GENERAL GOALS

The following are the general goals which the Older Persons Policy aims to achieve:

1. To acknowledge and respond to the needs of Dunedin's older people
2. To promote positive links between older people, the community and Council
3. To encourage older people, service providers for older people, and the community to meet older people's needs.
4. To encourage and support projects in consultation with older people that address issues relevant to older people.
5. To ensure Council facilities and services are accessible to older people.
6. To reflect the needs of older people in all policies adopted by Council

THE POLICIES

HOUSING

POLICY STATEMENT: To promote a high standard of housing for older people in Dunedin

Objective One:

Council will continue to provide housing for older people as detailed in Council's Housing Policy. Objective Two of Council's Housing Policy states: "Provide accommodation for those whose needs are not otherwise adequately met in the community ... Council's primary focus is on the provision of housing for older persons, particularly those with limited financial means."

Commentary:

Older people, particularly those with limited financial means, often require housing which the market does not always provide, such as smaller units in flat locations requiring minimal upkeep. Council has a long-standing commitment to providing housing for older people and currently manages over 900 Community Housing units for which older people receive top priority. Council's Housing Policy provides further details regarding Housing provision.

Objective Two:

Council Housing for older people will be designed and located in a way that suits the physical, social and financial needs of older people. Mechanism 3.1 of Council's Housing Policy states that Council will "Make available housing suited to the physical, social and financial needs of the client groups; in terms of design, location and affordability."

Commentary:

Older people have specific housing needs, including good lighting, safety, security, and accessibility. Council recognises the limitations of some of the existing Council Housing units and is embarking on a redevelopment programme which will address some of these issues, including requests for more space for tenants, visitors and/or caregivers. Council's Housing Policy provides more detail on Council Housing.

Objective Three:

Council will liaise with tenants regularly to ensure that housing is satisfactory and that tenants' needs are being met. Council will also provide referral to certain services that can meet tenants' needs. Mechanism 2.5 of Council's Housing Policy states that Council will "Perform an advisory/referral service to tenants in need of social support services."

Commentary:

It is not seen as Council's role to provide social support services to tenants; however, it is seen as appropriate to offer advice on where to access such services, or referral to tenants requiring these services. Council Housing Officers regularly visit older tenants and respond to

Objective Four:

Council will regulate and promote the quality of housing for all city residents, including older people, through its statutory functions such as housing inspections and the issuing of building permits. Objective One of Council's Housing Policy states that Council will: "Carry out all its responsibilities as a Territorial Authority with respect to the Building Act 1991, the Health Act 1956 and the District Plan under the auspices of the Resource Management Act 1991."

requests or enquiries.

Commentary:

Adequate housing standards are necessary for the health and wellbeing of older people, and Council's regulatory functions are important in ensuring that housing is safe and healthy.

TRANSPORT AND ACCESS

POLICY STATEMENT:

To address transport and access needs of older people to ensure best possible access to services and activities.

Objective One:

Council will advocate on behalf of older people and work with the Otago Regional Council on issues related to the provision of accessible and appropriate public transport service, including buses and taxi services for the disabled.

Commentary:

Older people may have special transport needs, including a high reliance on public transport. Public transport must adequately service areas where older people live, and public transport vehicles must be accessible to older people. Low steps and adequately visible bus lettering and timetables are two such requirements for buses. Council regularly makes submissions to the Otago Regional Council, which is responsible for co-ordinating public transport service, on such issues.

Objective Two:

Council will work with the Otago Regional Council and advocate the provision, where possible, of seated bus shelters at bus stops along routes with high numbers of older passengers.

Commentary:

It is the Otago Regional Council's responsibility to provide bus shelters in consultation with the Dunedin City Council. Bus shelters are important for the safety and comfort of older people, and areas such as those near Council Housing developments with high numbers of older people could benefit from future bus shelter instalment.

Objective Three:

Public footpaths and steps will be safely surfaced and maintained to a high standard of evenness, for the benefit of all pedestrians, including older people.

Commentary:

Older people may rely on walking as a mode of transport. Many older people have more difficulty than younger people in side-stepping obstacles or climbing steep steps.

Objective Four:

Council will facilitate the safe crossing of roads for all pedestrians, including older people, through safe intersection crossings, visible pedestrian crosswalks near important community facilities, and median strips in particularly wide and busy roads.

Commentary:

Older people may be particularly vulnerable when crossing busy roads. Council's role in providing safe crossing facilities, as required by the Local Government Act and Disabled Persons Community Welfare Act, is particularly important in promoting the safety of pedestrians. Council's Minor Safety Works Programme involves annual monitoring and proposal of where such facilities should be provided. Council currently on renewal requires all intersection corners to be built with a wheelchair-accessible, tactile ramp from the footpath to the carriageway.

Objective Five:

Council will make its facilities, services and public places accessible to older people, especially those with disabilities, and will promote and encourage the further development of mobile service provision and convenient access to Council facilities.

Commentary:

Older people, especially those with disabilities, may have less access to motor vehicles, and have some difficulty with negotiating certain types of steps and distances. Council may currently operate Customer Service Agencies in a range of locations throughout the City, and provides a one-stop-shop telephone line (477-4000) for all enquiries. Council-provided facilities, including Council buildings such as the Civic Centre and Central Library, are designed to be accessible to older people, through the provisions of the Disabled Persons Community Welfare Act. Council's Public Library offers bookbus services and a homebound delivery service.

Objective Six:

Council will encourage support for driver education programmes for older people.

Commentary:

In order to encourage continued independence for older people some may need assistance to keep driving. Council's Road Safety Co-ordinator currently develops and administers driver education programmes for older people, which are considered to be an important part of improving the skills of older drivers.

SOCIAL, RECREATION AND LEISURE

POLICY STATEMENT:

To promote and provide for a range of safe and enjoyable social, recreational and leisure experiences by older people.

Objective One:

Council will continue to provide recreational spaces such as parks, tracks and reserves and will provide street furniture (benches, lights and rubbish tins) to allow all residents including older people to enjoy all open spaces, including footpaths.

Commentary:

Some older people actively participate in sporting activities either on Council parks and reserves or in private facilities. Others choose to take a more relaxing approach, by watching others play sports, sitting and talking with friends, or just enjoying the scenery. These "gathering places" are an important aspect of older people's lives, and Council can help in providing safe, well-lit places to have a more active or passive recreational experience .

Objective Two:

Council will encourage participation in sporting activity among older people.

Commentary:

As mentioned above, some older people actively participate in sporting activities. Council-sponsored programs such as Masters Games aim to encourage fitness and social interaction through such active sporting activity.

Objective Three:

Council will continue to provide community halls as a venue for events for older people.

Commentary:

Community halls are an important asset to the whole community including older people as they provide a place to participate in social, civic or recreational activities. Council recognises the role of the community halls which it manages.

Objective Four:

Council will continue to provide clean and accessible public restrooms in key public areas where people, including older people, gather, and will encourage private provision of publicly accessible restrooms.

Commentary:

Older people need accessible public restrooms located in popular public places such as the Botanic Gardens. Council currently operates a number of free public restrooms around the city, some of which are older structures and some of which are more modern "exeloo"-type facilities. Council also offers subsidies to private developments which offer public restroom access.

Objective Five:

Council will continue and promote its library services which are important to older people, such as housebound services, bookbus services, large print books and "talking" books, as well as Internet, CD-ROM, and other "newer" technologies.

Commentary:

Older people and the wider community find the public libraries and its collection of books and other media an important source of information, socialisation and enjoyment.

Objective Six:

Council will promote community development by encouraging and supporting organisations which provide recreational, community and social opportunities for all residents including older people.

Commentary:

There are a large and diverse number of community and sporting organisations which offer older people opportunities to become involved in a wide variety of pursuits. Council's Community and Recreation Planning Department has Recreation Officers, a Community Adviser and an Arts Adviser who administer grants schemes and provide advisory services to community groups. Council's Community Policy and Recreation Strategy provides more information on Council's community development and recreational activities.

HEALTH, SAFETY AND SECURITY

POLICY STATEMENT: To promote the health, safety and security of older people in Dunedin.

Objective One:

Council will advocate on behalf of older people on relevant health issues, to agencies and organisations responsible for health care and public health.

Commentary:

Medical health care is primarily the role of central government rather than local government, but Dunedin City Council can advocate for the concerns of older people through submissions to central government and other organisations on important health issues.

Objective Two:

Council will continue its work in the public and environmental health area, including its regulatory functions in liquor licensing, food premise licensing, resource management (noise), building control, hazardous substances, air pollution control, nuisances, disease control, water quality, waste and wastewater disposal, health promotion and education.

Commentary:

Council has a statutory responsibility to perform certain functions which protect the health of all citizens.

Objective Three:

Council will continue the development of its Clean Water Policy.

Commentary:

An improved municipal water supply is important to the health of all residents including older people.

Objective Four:

Council will provide adequate lighting and control vegetation in public places such as footpaths and some parks to provide a safe and secure environment for all residents including older people.

Commentary:

Older people can feel vulnerable and unsafe in dimly lit areas or places which are overgrown with vegetation. Council can help by providing public areas where people feel safe.

Objective Five:

Council will continue its efforts to limit the nuisance caused by dogs and to protect the public from violent and aggressive dogs.

Commentary:

Older people often feel intimidated by aggressive dogs in the city. Council has recently approved a new Dog Bylaw which is enforced by Council's Animal Control unit.

Objective Six:

Council will continue its efforts to protect pedestrians and particularly older people from dangerous skateboarding and other similar activities.

Commentary:

Pedestrians, including older people can feel intimidated by skateboarding activity in pedestrian areas, for example main shopping areas and the Octagon. Some people feel that skateboarding in these areas decreases others' enjoyment of these areas, and that there is danger of collision with the skateboarders. Council enforces its bylaw prohibiting skateboarding in certain areas, and it provides alternate venues for recreational skateboarders, including skateboarding ramps in parks.

Objective Seven:

Council will continue its work with the NZ Police, the Safer Communities Council and similar groups to make Dunedin a safe place for older people.

Commentary:

Council staff have been involved in several efforts and partnerships which aim to reduce crime and promote safety. These issues are of particular concern to older people who may feel vulnerable because of their age.

Objective Eight:

Council's Civil Defence Team will continue to plan and provide for emergency responses to natural disasters and other major emergencies.

Commentary:

Council's Civil Defence Team operates under the auspices of the Civil Defence Act, which requires Council to plan and resource emergency response mechanisms to disasters and emergencies which threaten human life. Older people are encouraged to plan and equip themselves for such events, and Civil Defence staff provide information on how to do this.

CO-ORDINATION, CONSULTATION
AND INFORMATION

POLICY STATEMENT:

To co-ordinate Council activities affecting older people, to incorporate the views of older people in policies and programmes which affect them, and to make important information easy to access for older people and where appropriate, act as an advocate for older people.

Objective One:

Council will monitor and evaluate its policies, activities and services in terms of the effects on older people.

Commentary:

Council's activities and services while not directly related to older people only, have impacts on older people. All Council policies which direct Council's activities and services should be designed with the needs of older people in mind, and existing activities and services should be regularly reviewed to take account of effects on older people.

Objective Two:

Council will help older people identify the resources available to them within Council and the wider community.

Commentary:

Council's Community and Recreation Planning team are available to work with groups representing older people to identify strategies and opportunities for community, recreation and organisational development. Council's Customer Services Agency (477-4000) in the Civic Centre, Mosgiel, Port Chalmers and St Kilda provides a "one-stop shop" for older people in finding out more about Council activities. Council's "Community Policy" provides further discussion of how Council makes information available.

Objective Three:

Council will consult and negotiate with older people on policies, decisions and programmes likely to affect them, and will acknowledge the diversity of groups of older people when initiating consultation procedures.

Commentary:

Older people need their voices to be heard on a wide variety of issues, and the normal public submission process does not always yield these views in a way that proactive consultation does. Efforts should be made to contact a wide range of older people including the Manawhenua. Community consultation is discussed further in Council's Community Policy.

Objective Four:

Council will publicise the availability of Customer Service Agencies, Fix-O-Grams and other sources of information and communication channels.

Commentary:

Some older people may not be aware of the ways in which they can make enquiries, submissions, and complaints to Council. The Customer Service Agencies (477-4000) and Fix-O-Grams are one such avenue. Information is also presented in the City Talk magazine, the Dunedin City Reporting column in the Otago Daily Times, and newspaper classifieds, detailing how to get in contact with Council on certain issues that are presently open for public comment. All Council Committees allow for a public forum prior to their meetings where residents can raise issues or concerns. An annual tour of Council Housing developments to give brief presentations on the available options may be possible.

Objective Five:

Council will advocate on behalf of older people to other agencies and organisations (e.g. Central Government) on issues which have major implications for the well-being of older people and their communities.

Commentary:

Dunedin City Council is not the only organisation or governmental entity with an impact on older persons' lives. Central government decisions, for example, are often made independently local authorities. In these cases Dunedin City Council can act as an advocate on behalf of the Dunedin older persons' communities.

APPENDIX A

BACKGROUND DATA ON OLDER PERSONS IN DUNEDIN

Census data reveals some information on the number, location and socio-economic position of older people in Dunedin.

Council's Community Profile uses census data to produce a socio-demographic analysis of Dunedin communities. It is currently based primarily on 1991 Census figures and will be updated after the full set of 1996 Census figures is made available. Community Profile information is generally presented in a form which amalgamates Census area units (AU's) into more larger and more meaningful Communities.

AGE

In 1991 there were 19,431 people aged 60 years or over in Dunedin, of which 59% were women. This age group made up about 17% of the city's total population in that year. In addition, 9684 people were between the ages of 50 and 59 in 1991. The 50+ population in 1991 was approximately 26% of Dunedin's total population.

AGE	Total in Age Group	% of All Ages	AGE	Total in Age Group	% of All Ages
50-54	5196	4.5	70-74	3708	3.2
55-59	4668	4.1	75-79	3057	2.7
60-64	4926	4.3	80-84	2070	1.8
65-69	4593	4.0	85+	1329	1.2

According to 1991 census predictions, the 60+ population will drop to 19,270 and 16% of the city's population by 2006, but will then rise to 22,530 and 18.5% of the city's population by 2016.

LOCATION²

Older people in Dunedin make up a high proportion of the population in the Communities of South Dunedin/Corstorphine/Caversham (24.4% aged 60+ in 1991) and St Kilda/Musselburgh (25.3% aged 60+ in 1991). Those over 60 years of age were also a high proportion (21.5%) of the Mosgiel Area population.

Just over 36% of Dunedin's 60+ population lived in these areas listed above in 1991, compared to only 26% of Dunedin's total population which lived in these areas.

The attached map shows the 60+ population as a percentage of the various census area units in urban Dunedin and Mosgiel.

ETHNIC DIVERSITY

According to the 1991 Census, the vast majority of those aged 60+ living in Dunedin are of European descent (97%), while about 0.7% of Dunedin's 60+ population is Maori and 0.5% is Chinese. The 60+ group in Dunedin is less ethnically diverse than the city as a whole, in which Maori make up 4% of the population and Pacific Islanders just under 2%.

SOCIAL AND ECONOMIC SITUATION

Home Ownership

The percentage of Dunedin 60+ households who rent their home, according to the 1991 census, is 16% or 1770 households. The rate of home-ownership was therefore 84% in 1991. Of these homeowners, 90% lived in mortgage-free homes. This rate of mortgage-free home ownership is higher than that of the Dunedin population as a whole. In 1991 over two-thirds of all Dunedin households owned their homes, evenly split between mortgage-free and mortgaged.

Income

The high proportion of older people in Dunedin is reflected in the high percentages of population which receives National Superannuation/GRI. In 1991 National Superannuation/GRI was received by 20% of Dunedin residents. The percentage was 29% in St Kilda/Musselburgh, 28% in South Dunedin/Corstorphine/Caversham, and 26% in the Mosgiel Area.

Nearly half of Dunedin people aged 60 and over (48%) had an annual income of less than \$10,000 in 1991. Approximately 39% of Dunedin people aged 60 and over had an annual income of between \$10,000 and \$20,000 in 1991, 8% had an annual income of between \$20,000 and \$30,000, and 5% had an annual income greater than \$30,000.

² Figures taken from the 1996 Community Profile produced by the Dunedin City Council, which used 1991 census figures and combined them from small census tracts to larger "communities" such as "South Dunedin/Corstorphine/Caversham."

Education

Older people generally have not had the same educational opportunities as younger people. In 1991 approximately 38% of the Dunedin population aged over 60 had no formal qualifications. Only 2% had tertiary degrees. People over the age of 60 made up 31% of the Dunedin population over the age of 15 with no formal qualifications in 1991. In contrast, they made up only 8% of the Dunedin population over the age of 15 with tertiary degrees.

APPENDIX B

ISSUES AFFECTING OLDER PERSONS IN DUNEDIN

While older people are not a homogeneous group, there are some broad issues which appear to have a significant impact on older people.

GOVERNMENT CHANGES

The re-defining of Central Government's role in social service, welfare provision, health care and income support have all had direct effects on the community as a whole, including older people. Over the past ten years fiscal pressures and the trend to purchase/provider splits amongst government sector activities has seen a large increase in the not for profit sector being engaged as an agent for the government in the provision of services.³ Loans from Central Government to Local Authorities to establish pensioner housing have also been phased out.

Local government changes include the restructuring of local Councils, including the change of certain departments into Local Authority Trading Enterprises (LATEs) and the amalgamation of certain authorities after 1989.

The future effects of an ageing population are of concern to the Department of Social Welfare and sits alongside 'welfare dependency' and 'crisis in families' as one of the key elements of the 'Welfare to Wellbeing' strategy. Issues of particular concern with regard to the ageing population include health, particularly residential care; older people's participation in the labour force; and the concept of 'active ageing', providing opportunities for learning, leisure and active participation in communities. Their 'Positive Ageing' strategy puts an emphasis on individual independence and family support, encouraging individual planning for a 'self reliant' retirement, staying independent, increased participation in the wider community and promoting positive attitudes to ageing.

HEALTH

Health issues are particularly important to older people, as health often deteriorates with age. The World Health Organisation (WHO) defines health as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

³ Department of Social Welfare., 1996, '*Social Welfare in NZ, Strategic Directions*' Ministerial Briefing Paper.

Dunedin's Public Health Profile⁴ presents some statistics on various health issues in the Dunedin community, including air quality, water quality, alcohol and tobacco use, mental health and disability.

The Profile points out that only 6% of people over 65 are in care, and that 94% of older people are active and caring for themselves.

The Southern Regional Health Authority has also released a 1996/97 Dunedin Area Health Profile,⁵ which presents a range of statistics on health in Dunedin. This Profile reveals that the top five illnesses for which those aged 65 and over in Dunedin were hospitalised and discharged involved the circulatory system (heart problems, strokes, etc.), followed by musculoskeletal and connective disorders. The main cause of death for adults aged 65 and over is heart disease, followed closely by cancer. Men are more likely to die from heart disease than women are. Life expectancy in Dunedin City is 81.2 for women and 76.9 for men.

The Southern Regional Health Authority contracts a number of organisations to provide support services in-home. These include personal care (help with dressing, bathing and eating), home support (help with cleaning, shopping, cooking, laundry, etc.), and carer support (relief care allowing the full-time caregiver to take a break). The Regional Health Authority can also offer grants for alterations to homes or rental properties that allow older people or people with disabilities to remain in their own homes.

ACCESS/MOBILITY

Certain health issues can affect the mobility of older people. A variety of conditions can require older people to use walking frames or wheelchairs, and older people generally tend to become less mobile with age.

Access issues are therefore important to many older people. For some people, this requires manageable steps, ramps or lifts to enter buildings or move within buildings. For other people, it may be necessary for services to be delivered to the home, for example "Meals on Wheels", the housebound Library services, and home-based support or care services.

Legislation requires that access to buildings be provided for all people with disabilities, including older people. Section 25 of the Disabled Persons Community Welfare Act 1975 (DPCW Act) requires that "*for the construction or alteration of any building to which the public are to be admitted, whether on payment or otherwise, **reasonable and adequate** provision by way of access, parking provisions, and sanitary conveniences, shall be made for disabled persons who may be expected to visit or work in that building and carry out normal activities and processes.*" The DPCW Act is detailed in the Fourth Schedule to the Building Act 1991, and will be moved to section 47A of the Building Act.⁶

HOUSING

⁴ A *Public Health Profile for Dunedin*, a joint publication of HealthCare Otago's Public Health Service, the Dunedin City Council's Community Advisory Services and the Southern Regional Health Authority, 1996.

⁵ Southern Regional Health Authority, *Draft Area Health Profile-Dunedin*, June 1996.

⁶ Barrier Free New Zealand Trust, *Training Handbook for Barrier Free Auditors*, November 1994.

Housing issues become important for older people as they age and their household size decreases. Their financial and physical ability to maintain a large family home may lessen over time.

The private rental market and private home ownership are the biggest source of housing for older people in Dunedin. Much of Dunedin's housing is unsuitable for older people, however, due to the hilly nature of the city, the predominance of older houses which may have access problems such as many stairs, and the mismatch of many of the larger houses for the one- or two-person households to which most older people belong. Fifty percent of Dunedin's housing stock is more than 50 years old and 20% is more than 80 years old, compared with 25% and 5% respectively for New Zealand overall.⁷ This does not necessarily indicate substandard housing because this depends upon how well the houses have been maintained. Newer purpose-built rental flats and ownership units are increasingly popular, especially in the flat areas of town such as South Dunedin and St Kilda.

There are several private "retirement villages" in the Dunedin area that provide ownership units targeted to older people.

Approximately 950 Council rental units are also available, with top priority given to older people with limited assets (call 474-3362 for information). Other rental units are provided by the Salvation Army's Elmwood Retirement Village in Mosgiel.

There are over 30 rest homes and private hospitals in the Dunedin area which provide housing and health care to those older people who have special health needs. The Southern Regional Health Authority licenses these homes and "contracts" them by subsidising the portion of cost that is not paid for by clients' National Superannuation contributions.

LABOUR FORCE PARTICIPATION AND VOLUNTEERISM

People are living longer than they used to, and the traditional "retirement age" as well as the traditional concept of "retirement" are undergoing change. Government moves to raise the minimum eligibility age for receiving Superannuation reflect the belief that people are capable of traditional participation in the labour force for a longer period of time. After traditional labour force participation, there are a number of other ways in which "retired" people can remain active in the community, through volunteering, travel or leisure pursuits. Along with the belief in "active ageing" is the Government's attempt to promote individual planning for the retirement years. The value of older people and the promotion of their independence are common themes in both governmental reforms and societal discussions.

1991 Census Data shows that of the 807 persons aged over 60 in Dunedin who were employed in 1991, 252 (31%) were employed in the "Community/Social" industry. Census Data from 1991 does not reveal the extent of "volunteering" among different age groups.

MAORI PERSPECTIVES ON AGEING

⁷A Public Health Profile for Dunedin

In Maori society older people are precious and respected. They are viewed as a source of wisdom and knowledge. The whanau considers caring for older people to be a priority. Kaumatua flats are often built adjacent to maraes to house older people.

The health of older Maori is a focus of Te Waka Hauora-A-Rohe (Mobile Health Unit) at HealthCare Otago, and the Ngai Tahu Health Research Unit at the University of Otago Medical School.

APPENDIX C

ORGANISATIONS AND PROGRAMMES SUPPORTING OLDER PEOPLE IN DUNEDIN

There are a number of groups in Dunedin which offer services and programmes to older people. The following list is not all-inclusive, but represents some of the key organisations.

Age Concern Otago
Anglican Family Care
Catholic Church
Dunedin Returned Services Association
Dunedin Sixties Plus
Grey Power
Maori Welfare Leagues
Methodist Mission
Mosgiel Elderly Care
Mosgiel Returned Services Association
Parish Churches of all denominations
Presbyterian Support Services
Salvation Army
Te Waka Hauora-A-Rohe (Mobile Health Unit), Health Care Otago

Presbyterian Support Services has produced a booklet which lists in more detail the various programmes and organisations serving older people in the area.

HOW TO ACCESS DUNEDIN CITY COUNCIL SERVICES AND INFORMATION

Dunedin City Council has many departments and sections. In order to offer a simple "one-stop shop" for residents, Council in 1996 launched its **Customer Services Agency**, based in the Civic Centre Plaza with a "**one call does it all**" service at **477 4000**. Customer Service Officers can handle most inquiries and provide you with the information you need, or refer you to the proper Council staff member if needed.

Council also has Service Centres located at **St Kilda** (92 Prince Albert Road, ph 474 3375), **Mosgiel** (7 Hartstonge Ave, ph 474-3388), and **Port Chalmers** (Library at Beach Street, ph 474-3364). The staff at these Service Centres can handle your inquiries as well.

In addition, the following Service Agencies can accept Council payments and occasionally display information which may be of interest.

- Green Island: Green Island Post and Paper, 193 Main South Road, ph 488-2240
- Middlemarch: Dunedin City Council Agency, Swansea Street, ph 464-3875
- Waikouaiti: Waikouaiti Milkbar, Main Road, ph 465-7164

- Mornington: Mornington Book and Lotto, 43 Mailer Street, ph 453-4611
- Mosgiel Post Shop, 107 Gordon Road, ph 489-6009
- Post Shop, Gardens Mall, North Dunedin, 473-0008
- Post Shop, 366 Great King Street, ph 477-3526
- Post Shop, 233 Moray Place, ph 474-0932
- Post Shop, 283 Princes Street, ph 479-6458
- Post Shop, 166 King Edward Street, ph 455-2189

One of the easiest ways to have a problem resolved is to request a "**Fix-O-Gram**" from 477-4000 or to pick one up at your nearest Service Centre. These forms are post-paid and are useful for notifying Council of things that need to be fixed; for example, a missing street sign, a blocked drain, or litter problems.

IFA DECLARATION ON THE RIGHTS AND RESPONSIBILITIES OF OLDER PERSONS

PREAMBLE

The International Federation on Ageing

Appreciating the tremendous diversity in the situation of older persons, to only among countries but within countries and between individuals, which requires a variety of policy responses,

Aware that in all nations, individuals are living to advanced age in greater number and in better health than every before, and

Persuaded by the scientific research disproving many stereotypes about inevitable and irreversible declines with age,

Convinced that a world characterised by increasing numbers and proportions of older persons must provide opportunities for willing and capable older persons to participate and contribute to the ongoing activities of society,

Mindful that the strains on family life in both developed and developing nations require support for caregivers of frail older persons,

Emphasising that fundamental human rights do not diminish with age, and

Believing that because of the marginalisation and disabilities which old age may bring, older persons are at risk of losing their rights and being rejected by society unless these rights are clearly identified and respected,

Recognising that without these rights, older persons cannot meet their desired responsibilities,

Bearing in mind the standards already set in the Universal Declaration of Human Rights, the International Covenants on Human Rights, the International Plan of Action on Ageing, as well as the adoption of other declarations to assure the application of universal standards to particular groups,

Now proclaims the following rights of older persons which should be secured to them by national and international action so that they may be protected and enabled to make continuing contributions to society, as well as the responsibilities which they acknowledge.

RIGHTS OF OLDER PERSONS

INDEPENDENCE

Older persons have the right:

1. To obtain adequate food, water, shelter, clothing and healthcare through the provision of income, family and community support and self-help.
2. To work and to pursue other income generating opportunities with no barriers based on age.
3. To retire and participate in determining when and at what pace withdrawal from the labour force takes place.
4. To access educational and training programmes to enhance literacy, facilitate employment, and permit informed planning and decision-making.
5. To live in environments that are safe and adaptable to personal preferences and changing capacities.
6. To reside at home for as long as possible.

PARTICIPATION

Older persons have the right:

7. To remain integrated and participate actively in society, including the process of development and the formulation and implementation of policies which directly affect their well-being.
8. To share their knowledge, skills, values and life experience with younger generations.
9. To seek and develop opportunities for service to the community and to serve as volunteers in positions appropriate to their interests and capabilities.
10. To form movements or associations of the elderly.

CARE

Older persons have the right:

11. To benefit from family support and care consistent with the well-being of the family.
12. To obtain healthcare in order to maintain or regain the optimum level of physical, mental and emotional well-being and to prevent or delay the onset of illness.
13. To access social and legal services to enhance capacity for autonomy and provide protection and care.
14. To utilise appropriate levels of institutional care which provide protection, rehabilitation and social and mental stimulation in a humane and secure environment.
15. To exercise human rights and fundamental freedoms when residing in any shelter, care, and treatment facility, including full respect for their dignity, beliefs, needs and privacy and for the right to make decisions about their care and quality of life.

SELF-FULFILMENT

Older persons have the right:

16. To pursue opportunities for the full development of their potential.
17. To access educational, cultural, spiritual, and recreational resources of society.

DIGNITY

Older persons have the right:

18. To be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and to be valued independently of their economic contributions.
19. To live in dignity and security and to be free of exploitation and physical or mental abuse.
20. To exercise personal autonomy in healthcare decision-making including the right to die with dignity by assenting to or rejecting treatments designed solely to prolong life.

RESPONSIBILITIES OF OLDER PERSONS

Consistent with individual values and as long as health and personal circumstances permit, older persons should try:

1. To remain active, capable, self-reliant and useful.
2. To learn and apply sound principles of physical and mental health to their own lives.
3. to take advantage of literacy training.
4. To plan and prepare for old age and retirement.
5. To update their knowledge and skills, as needed, to enhance their employability if labour force participation is desired.
6. To be flexible, together with other family members, in adjusting to the demands of changing relationships.
7. To share knowledge, skills, experience and values with younger generations.
8. To participate in the civic life of their society.
9. To seek and develop potential avenues of service to the community.
10. To make informed decisions about their healthcare and to make decisions about terminal care known to their physician and family.

UNITED NATIONS PRINCIPLES FOR OLDER PERSONS

To add life to the years that have been added to life

THE GENERAL ASSEMBLY

Appreciating the contributions that older persons make to their societies,

Recognising that, in the Charter of the United Nations, the peoples of the United Nations declare, *inter alia*, their determination to reaffirm their faith in fundamental human rights, in the dignity and worth of the human person, in the equal rights of men and women and of nations large and small and to promote social progress and better standards of life in larger freedom,

Noting the elaboration of these rights in the Universal Declaration of Human Rights, the International Covenant on Economic, Social and Cultural Rights and the International Covenant on Civil and Political Rights and other declarations to ensure the application of universal standards to particular groups,

In pursuance of the International Plan of Action on Ageing adopted by the World Assembly on Ageing and endorsed by the General Assembly in its resolution 37/51 of 3 December 1982,

Appreciating the tremendous diversity in the situation of older persons, not only between countries but within countries and between individuals which requires a variety of policy responses.

Aware that in all countries, individuals are reaching and advanced age in greater number and in better health than every before,

Aware of the scientific research disproving many stereotypes about inevitable and irreversible declines with age,

Convinced that in a world characterised by increasing number and proportion of older persons, opportunities must be provided for willing and capable older persons to participate and contribute to the ongoing activities of society,

Mindful that the strains on family life in both developed and developing countries require support for those providing care to frail older persons,

Bearing in mind the standards already set by the International Plan of Action on Ageing and the conventions, recommendations and resolutions of the International Labour Organisation, the World Health Organisation and other United Nations entities,

Encourages Governments to incorporate the following principles into their national programmes whenever possible.

INDEPENDENCE

1. Older persons should have access to adequate food, water, shelter, clothing and healthcare through the provision of income, family and community support and self-help.
2. Older persons should have the opportunity to work or to have access to other income-generating opportunities..
3. Older persons should be able to participate in determining when and at what pace withdrawal from the labour force takes place.
4. Older persons should have access to appropriate educational and training programmes.
5. Older persons should be able to live in environments that are safe and adaptable to personal preferences and changing capacities.
6. Older persons should be able to reside at home for as long as possible.

PARTICIPATION

7. Older persons should remain integrated in society, participate actively in the formulation and implementation of policies that directly affect their well-being. and share their knowledge and skills with younger generations.

8. Older persons should be able to seek and develop opportunities for service to the community and to serve as volunteers in positions appropriate to their interests and capabilities.
9. Older persons should be able to form movements or associations of older persons.

CARE

10. Older persons should benefit from family and community care and protection in accordance with each society's system of cultural values.
11. Older persons should have access to healthcare to help them to maintain or regain the optimum level of physical, mental and emotional well-being and to prevent or delay the onset of illness.
12. Older persons should have access to social and legal services to enhance their autonomy, protection and care.
13. Older persons should be able to utilise appropriate levels of institutional care providing protection, rehabilitation and social and mental stimulation in a humane and secure environment.
14. Older persons should be able to enjoy human rights and fundamental freedoms when residing in any shelter, care or treatment facility, including full respect for their dignity, beliefs, needs and privacy and for the right to make decisions about their care and quality their lives.

SELF-FULFILMENT

15. Older persons should be able to pursue opportunities for the full development of their potential.
16. Older persons should have access to the educational, cultural, spiritual, and recreational resources of society.

DIGNITY

17. Older persons should be able to live in dignity and security and to be free of exploitation and physical or mental abuse.
18. Older persons should be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and to be valued independently of their economic contribution.