

## Appendix 4 - Action Details – 2021 to 2024

### Employment

#### Pilot and evaluate an approach to help older entrepreneurs to establish sustainable businesses

##### Office for Seniors

The Office for Seniors will work with local partners on a pilot programme to support older people wanting to set up a new business. It will support prospective entrepreneurs to develop confidence, gain new skills and build business connections.

The programme will provide training, mentorship, and advisory services. In addition, we will complete an evaluation of this pilot programme to identify strategies to employ on a larger scale.

The pilot programme will be completed by early 2022, with the evaluation report completed by October 2022.

#### Promote the Mature Workers toolkit

##### Ministry of Business, Innovation and Employment (lead), Office for Seniors

The Mature Workers' toolkit provides resources for employers, supporting them to hire and retain mature workers and develop their skills. We will promote this toolkit to increase understanding of the benefits of employing older workers.

There is an opportunity for greater uptake of this toolkit. We will engage with employers (particularly with small business operators) on how they use the toolkit so we can improve it and understand the barriers employers experience hiring older workers.

This action will be ongoing with progress being tracked.

#### Lead good practice in the employment and support of older workers

##### Te Kawa Mataaho Public Service Commission

The Public Service Act 2020 requires chief executives to ensure public service employees reflect the makeup of society. The public service must set an example for the wider labour market and trial new employment approaches.

The Papa Pounamu work programme focuses on five priority areas:

1. Addressing bias
2. Enhancing cultural competence
3. Building inclusive leadership
4. Building positive relationships
5. Supporting employee-led-networks

All public service agencies must report progress on diversity and inclusion plans (including these priority areas) in their annual reports.

This action will be ongoing with progress being tracked.

#### Review COVID 19-response employment measures outcomes

## Ministry of Social Development

Historically uptake of Ministry of Social Development programmes by older workers has been low.

As a result of the COVID-19 pandemic many workers were displaced. In response, the Ministry of Social Development modified its services, including the *Transition to Work* grant, expansion of the *Flexi-wage* and the reinstatement of the *Training Incentive Allowance*. These supported many clients aged over 50.

The Ministry of Social Development will analyse the data gathered from these services to inform future programmes and enhance the Ministry's overall employment programme administration.

This action will be ongoing with progress being tracked.

## Advise on employment service eligibility for people over 65

### Ministry of Social Development

People who receive New Zealand Superannuation (NZ Super) are not eligible for most Ministry of Social Development employment services. This reflects the prioritisation of resources in light of the significant investment that receipt of NZ Super represents.

The Ministry of Social Development will advise the Minister for Social Development and Employment on opportunities to support people who must continue to work after 65.

Initial advice will be provided by late 2022.

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## Improve reporting on employment of older workers in the public service

### Te Kawa Mataaho Public Service Commission

The first Public Service Census, completed in June 2021, will improve our understanding of diversity across the public service.

Combined with agency reporting on diversity and inclusion plans, this will provide better information on older workers and help the public sector to enhance outcomes for older employees.

The results of the first Public Service Census will be published by the end of 2021.

## Develop and implement the Older Workers Employment Action Plan

**Office for Seniors (lead), Ministry of Social Development, Ministry of Business, Innovation and Employment**

The 2019 Employment Strategy includes action plans for groups disadvantaged in the labour market, including older workers. Following consultation on a draft plan in late 2021, we will publish the final document in early 2022. The Older Workers Employment Action Plan will address underlying labour market issues that limit opportunities for older workers.

The Older Workers Employment Action Plan will be completed by early 2022.

## Digital inclusion

### Coordinate efforts to address digital inclusion, including for older people, as part of developing a Digital Strategy for Aotearoa

#### Department of Internal Affairs

The Digital Ministers' Group will develop a Digital Strategy for Aotearoa. It will address digital inclusion as well as issues such as infrastructure, cybersecurity and economic development. The Department of Internal Affairs leads development of the digital inclusion component of the Digital Strategy for Aotearoa, concerning all digitally excluded groups, including older people.

The Digital Strategy for Aotearoa is being developed during 2021.

### Complete and evaluate the Digital Skills for Seniors programme

#### Office for Seniors

Budget 2019 allocated \$600,000 over three years for digital literacy training for seniors. We will evaluate the programme and recommend options for future digital skills initiatives for older people.

The current programme and programme evaluation will be concluded in 2022.

### Promote the framework for training for older people in digital skills

#### Office for Seniors

The Digital Skills for Seniors programme includes an evaluation framework for essential skills. This determined specific functions training programmes should deliver.

This framework is currently in use by our contracted providers, and we will promote it to other digital skills providers. We will continue to promote the framework within the sector to improve quality and consistency and encourage private funding.

This action will be ongoing with progress being tracked.

### Encourage service providers to offer digital services for older people

#### Office for Seniors

Older people who are not online may find it challenging to access key services and participate in society.

We will work with agencies to ensure that as their services shift online, they consider appropriate alternative "digital backstops" for older people, such as phone-based helplines, offline forms, or alternative pathways for people to access assistance.

This action will be ongoing with progress being tracked.

## Encourage service providers to offer digital services for older people

### Ministry of Social Development

We will encourage companies that offer digital services (such as Internet Service Providers and telephony operators) to tailor products and services for older people.

We will support providers by promoting these services through the SuperGold offers (alongside discounts for goods and essential services to older people).

This action will be ongoing with progress being tracked.

## Seek options to address the affordability of devices and internet connections for older people

### Office for Seniors

Some older people find the costs associated with digital connectivity prohibitive. These include items such as ownership and maintenance of devices and home internet connections.

We will provide advice on possibilities to assist older people with these costs.

Initial advice will be provided by mid 2022.

# Housing

## Publish age friendly guidelines for local authorities

### **Ministry for the Environment (lead), Office for Seniors**

The National Policy Statement on Urban Development 2020 sets out objectives and high-level policies. Councils must give effect to resource management decisions. These objectives include creating well-functioning urban environments for all New Zealanders. The Ministry for the Environment also provides guidance for councils on specific aspects of planning.

We will develop guidelines to inform the development of Age-Friendly Cities and Communities through this process. This will encourage local councils to plan for the needs of their older (and ageing) populations within urban environments.

Once the guidelines have been developed we will use our networks to promote them.

Guidelines will be developed by the end of 2021.

## Promote Residential Tenancies Amendment Act changes

### **Ministry of Business, Innovation and Employment (lead), Office for Seniors**

The Residential Tenancies Amendment Act 2020 will improve the security of rental tenure and make changes to regulations allowing minor modifications to properties (including for improving accessibility) as long as the changes are low risk and easily reversible.

With the numbers of older renters growing, we have an opportunity to raise awareness of these amendments, and of general rights and responsibilities under the Residential Tenancies Act with this audience.

We will develop and deliver an engagement plan to better reach and support older renters to understand their rights and responsibilities under tenancy law.

The Communications Strategy will be developed in 2021 and implementation will begin in 2022.

## Promote the uptake of shared living arrangements

### **Office for Seniors**

We will promote shared living arrangements, where an older person provides below-market rent in exchange for companionship and assistance in the home, as an option. Arrangements will be continually supported by a community group, in line with overseas best practice – where such arrangements are more common.

We plan to conduct initial research to inform best practice. Subject to the findings of the research and availability of funding, pilot programmes will be launched.

We will complete initial research by mid-2022.

## Support older people to make informed decisions about housing

### Office for Seniors

We will promote awareness of the wide range of housing options for older people as alternatives through the course of their later lives.

Our goal will be to support informed choices about their housing arrangements.

We will review and update existing resources by mid-2022.

## Investigate how accessibility of public buildings is addressed in the Building Code

### Ministry of Business, Innovation and Employment

The Building Code sets the minimum performance requirements all new buildings must meet to ensure they are healthy, durable, and safe. The Building Code includes minimum accessibility requirements for all public buildings.

Owners or developers of private buildings (including housing) may also voluntarily decide to design and construct their buildings to a higher level of usability and accessibility than required under the Building Code.

MBIE will consider how the Building Code might be amended to provide for improved accessibility for public buildings.

This action is part of MBIE's on-going programme to develop and maintain the Building Code. Initial advice will be provided by mid-2022.

## Assess Retirement Commission recommendations on the Retirement Villages Framework

### Ministry of Housing and Urban Development

Te Ara Ahunga Ora – Retirement Commission monitors the legislative framework governing retirement villages and has completed a consultation on issues with the framework and options for change. The Commissioner recommended the government conduct a full review of the legislative framework, looking at a number of specific areas where there may be a need for change.

Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development will provide advice to the Associate Minister of Housing on the issues raised in the paper, and will progress a full review.

The timeframe is to be confirmed.

## Support iwi and Māori to manage and develop housing for whānau

### Te Puni Kōkiri and Ministry of Housing and Urban Development (joint leads), Office for Seniors

Budget 2021 allocated \$380 million to build 1,000 new homes for Māori and repair 700 Māori-owned homes. An additional \$350 million of funding from the Housing Acceleration Fund was ring-fenced for infrastructure to enable Māori housing.

We will work with iwi and Māori to:

- share resources, such as accessible building specifications, considering the needs of kaumātua and whānau as they age in housing and the built environment
- promote examples of innovative Māori-led, whānau-centred solutions
- communicate lessons learnt from Māori housing developments to improve the age friendliness of housing developments for the broader population.

This is a four year programme that starts in July 2021 and progress will be regularly tracked.

## Increase the supply of public housing

### Ministry of Housing and Urban Development

Budget 2020 committed funding for an additional 6,000 public housing places (in addition to 6,400 places funded in Budget 2018). As of December 2020, there were 73,174 public housing places (2,700 more than one year ago).

The Public Housing Plan 2021-24 (PHP) was launched in January 2021 and outlines the government's public and transitional housing supply intentions across the country for the next four years. The PHP builds on the 2018 public housing plan and provides information about the location and number of an additional 8,000 public and transitional housing places that will be delivered by June 2024.

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development will take both a Kaupapa Māori (Te Maihi o te Whare Māori) and place-based approach to refine its understanding of local and community need, continuing to identify priority focus areas for public housing supply, and deliver solutions that meet the needs of vulnerable individuals, whānau and communities. Delivery is being led by Kāinga Ora – Home and Communities with Community Housing Providers, iwi and Māori complementing delivery.

New Zealand's population is ageing, and trends indicate the proportion of older people who own their own homes is declining. We will continue to prioritise increasing the overall supply of public housing on an ongoing basis.

## Prevent and reduce homelessness

### Ministry of Housing and Urban Development

The Aotearoa New Zealand Homelessness Action Plan (2020-2023) was publicly released in February 2020 to deliver on the Government's vision that homelessness is prevented where possible, or is rare, brief and non-recurring. It is based on a commitment to partner with Iwi, hapū, marae and Māori organisations, local authorities, providers, and people with lived experience of homelessness to prevent and reduce homelessness. The action plan sets out an overarching framework to improve the wellbeing and housing outcomes of individuals and whānau who are at risk of, or experiencing, homelessness.

The plan comprises the vision, guiding principles, and action areas across prevention, supply, support and system enablers. The plan has 18 immediate actions to be put in place in 2020, backed by over \$300 million of funding, and a further 18 longer-term actions to be developed for implementation over 2020-2023. One of the longer-term actions is to review and develop further responses groups at greater risk of experiencing homelessness including older people.

The Homelessness Action Plan will be completed by 2023.

## Strengthen public housing support for older tenants

### **Kāinga Ora**

Kāinga Ora is strengthening its wellbeing approach to supporting customers to improve its ability to respond to their individual needs, including the needs of older people in public housing. Kāinga Ora is committed to ensuring all its homes are safe, warm and dry. Through its accessibility policy and statement of performance expectations, it has also committed to at least 15 percent of new public housing it delivers meeting universal design standards in 2021/22. This is expected to increase over time to at least 25%, in line with the 2020 manifesto commitment.

This action will be ongoing, and subject to monitoring.

## Analyse the housing needs for New Zealand's ageing population

### **Office for Seniors, Ministry of Social Development and Ministry of Housing and Urban Development**

The housing needs of New Zealand's ageing population will be substantial, and it is not clear that the private market (which provides the majority of housing for older people) is currently providing the types of accommodation that will meet these needs.

Large-scale trends in some aspects of the housing market, such as the sale of council-owned "pensioner housing" and new denser developments in some cities, have the potential to affect older people significantly. We will analyse the market and recommend interventions for the general housing system and initiatives explicitly targeted at older people.

Analysis and identification of issues and responses will be completed in 2022.

## Continuing initial actions

### Promoting healthy ageing and access to services

#### Implement Healthy Ageing Strategy phase 2 actions

##### **Ministry of Health**

Implementation of second phase priority actions of the Healthy Ageing Strategy 2016 will continue through to 2022.

Supporting quality in aged residential care and implementing the New Zealand Dementia Framework are priorities within this second phase.

#### Continue to implement the New Zealand Disability Strategy 2016

##### **Office for Disability Issues**

The Disability Action Plan 2019-2023, which implements the Disability Strategy 2016, extends to the period covered by this Action Plan and will retain significant relevance for older people.

The implementation of the Disability Action Plan contributes to addressing the issues of older people with disabilities.

#### Improve support for socially isolated and other vulnerable people

##### **Ministry of Social Development**

We will scope and commission external research to better understand the experiences of older people with multiple vulnerabilities.

This will contribute to implementing the Healthy Ageing Strategy action "Coordinate assistance to socially isolated and vulnerable people".

Initial research will be completed in early 2022.

#### Address the physical and social determinants of health

##### **Ministry of Health and Ministry of Social Development**

Scope a project to strengthen our understanding of the factors impacting the long-term health of older people.

The timeframe is to be confirmed.

#### Live Stronger for Longer falls prevention programme

##### **Accident Compensation Corporation**

Live Stronger for Longer will continue until at least 30 June 2022 – with plans to continue to grow and enhance the programme into the future. The programme has delivered tangible benefits to participants.

However, its broader objectives are population-wide and require some aspects of the programme to target and include people aged 50+ to have the most significant prevention impact for New Zealand. This will take time to embed.

## Enhancing opportunities for participation and social connection

### Prevent elder abuse and promote the Elder Abuse Response Service

#### Ministry of Social Development (lead), Office for Seniors

Budget 2020 increased funding for the Elder Abuse Response Service. The Ministry of Social Development has prepared a plan to stabilise, strengthen and grow the services over a four-year period. This work includes investing in sustainable prevention and awareness raising activities, which the Office for Seniors currently leads.

We will also work with the Joint Venture for Family Violence and Sexual Violence to ensure that issues of prevention and awareness are addressed in the National Strategy and any supporting action plans.

The National Strategy for Family Violence and Sexual Violence is due to be completed by the end of 2021. The Ministry of Social Development plan for elder abuse services is due to be completed in mid-2024.

### Raise awareness of ageism and age discrimination

#### Office for Seniors

Ageism can impact older people's participation in many spheres of life, including employment, accessing services and engaging socially. We will work to raise public awareness of ageism and address negative stereotypes that contribute to it, on an ongoing basis.

### Increase awareness and uptake of enduring power of attorney

#### Office for Seniors

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The upcoming Law Commission review of laws relating to adult decision making presents an opportunity to remove barriers to the uptake and effective operation of enduring power of attorney.

We will contribute to the Law Commission review as it progresses and increase awareness of enduring power of attorney on an ongoing basis.

## Making environments accessible

### Support central and local government planning for population ageing

#### Office for Seniors

We will work with government agencies and local authorities and support them to plan for (and respond to) our ageing population. This work also contributes to the Government's Accessibility Plan.

This action will be ongoing with progress being tracked.

## **Continue to promote the development of Age friendly Aotearoa New Zealand**

### **Office for Seniors**

The Office for Seniors will continue to lead the Age friendly Aotearoa New Zealand programme. This includes promoting and enhancing the programme and providing small grants to enable community and local council initiatives.

This action will be ongoing with progress being tracked.