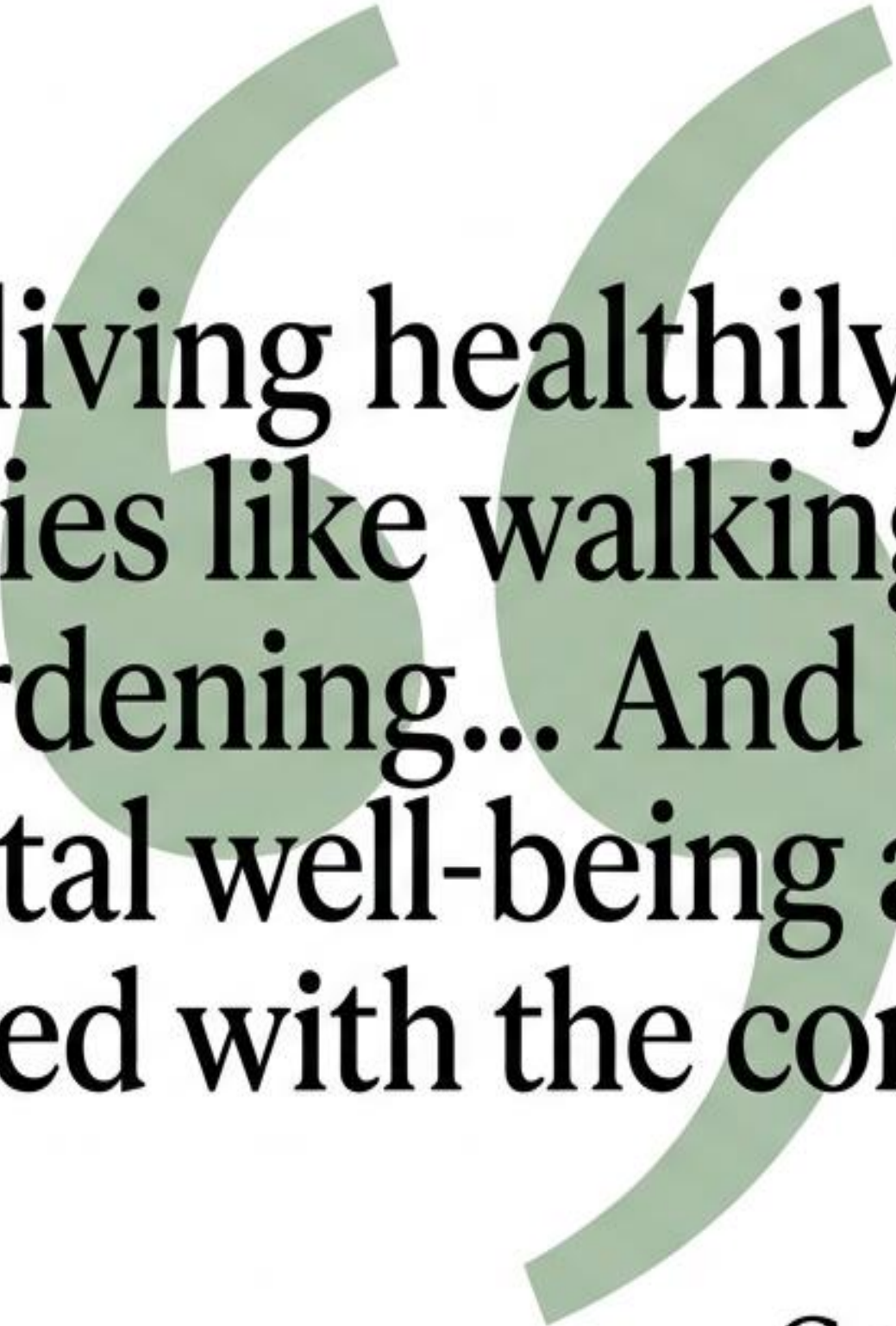


Thriving and Ageing Well

What our older community members in Kirikiriroa Hamilton told us about living a good life.





Thriving is living healthily, living well,
doing activities like walking, swimming,
dancing, gardening... And looking after
your mental well-being and being
connected with the community.

— Community Member

How We Listened

We sat down to hear what helps our community live a full, happy life.



25 Community Members

We held group and one-on-one chats with older adults from Chinese, Indian, Filipino, Pacific, Latin American, Vietnamese, and Afghan backgrounds.



9 Service Providers

We spoke with frontline staff and decision-makers from 6 different organizations who help older adults every day.



The Big Question

We wanted to know: What helps you thrive, and what stands in your way?

Our Focus For This Talk

Medical conditions
like dementia

Clinical home
care services

**Living independently
at home**

Living with extended family

Staying connected and active

**Finding joy, dignity,
and purpose**

Dental services

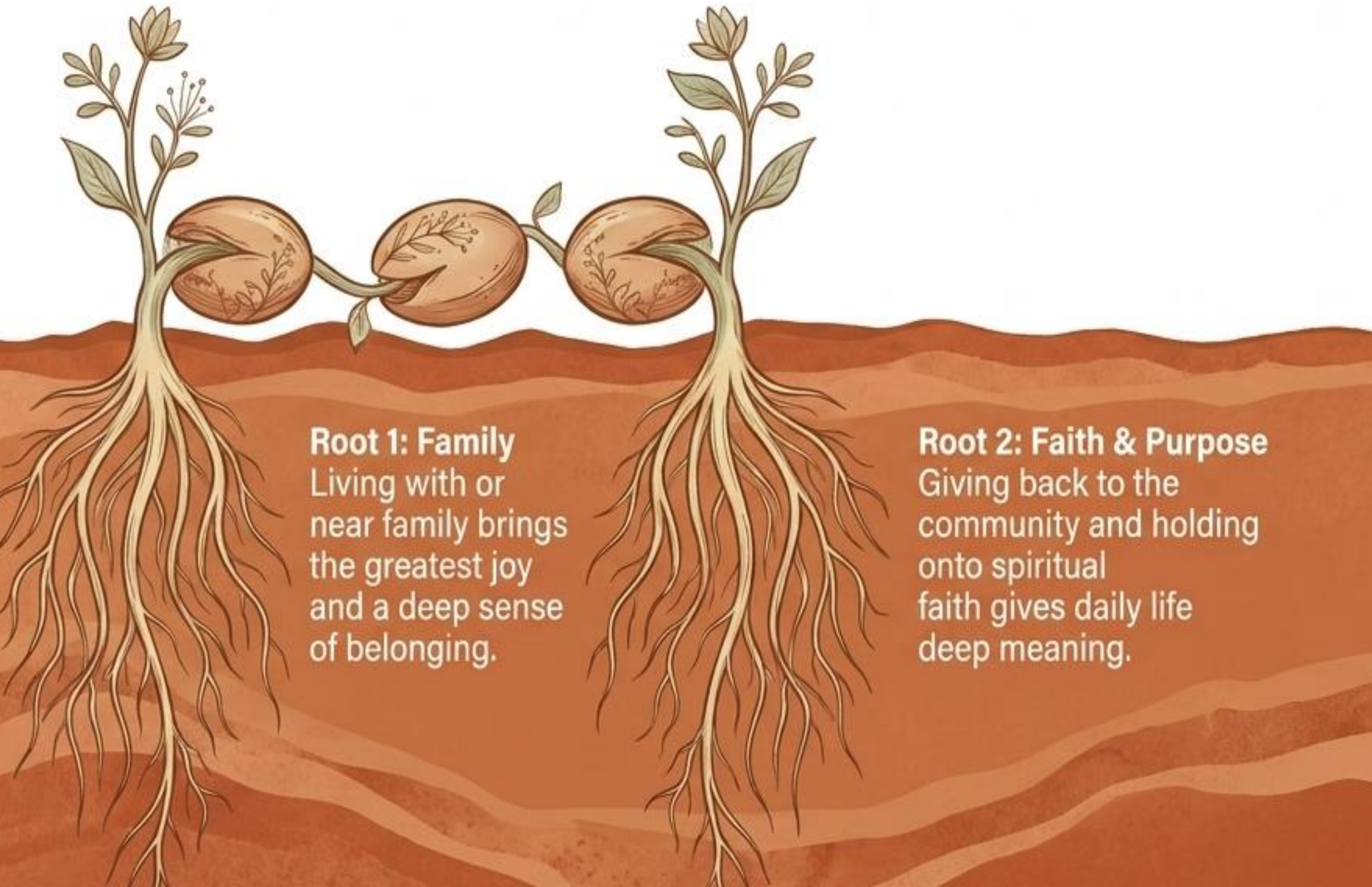
Moving into
retirement homes
or residential care



The Roots That Keep Us Strong

What helps our older community members live a good life.

Connection is Everything



Root 1: Family

Living with or near family brings the greatest joy and a deep sense of belonging.

Root 2: Faith & Purpose

Giving back to the community and holding onto spiritual faith gives daily life deep meaning.

“We look after our older people. We don’t send them to old people homes.”

— Community Member

“God is like the engine. For us is our faith and God. That keeps us going...”

— Community Member

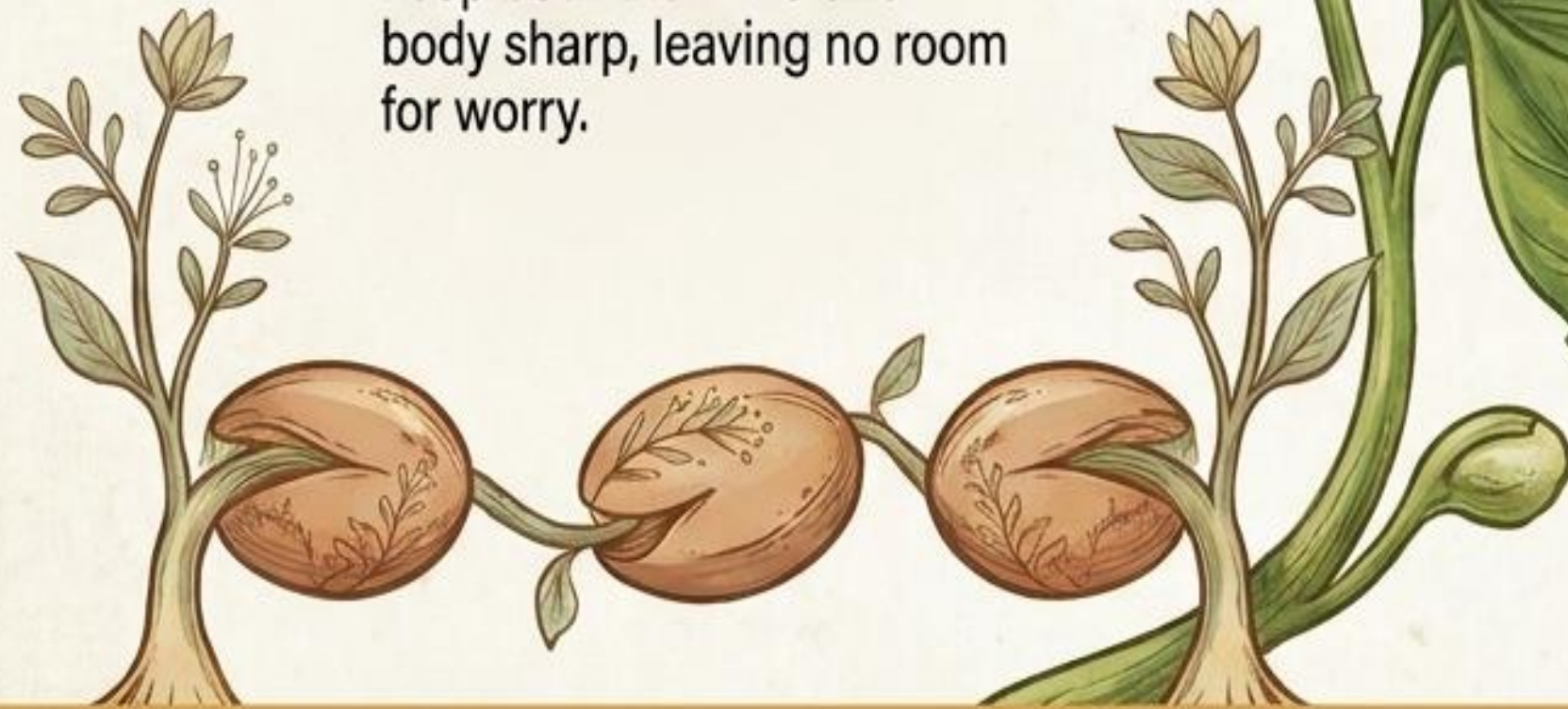
Staying Busy, Feeling Valued

Stem 1: Movement

Gardening, walking, swimming, and dancing keep both the mind and body sharp, leaving no room for worry.

Stem 2: Respect

Being treated with dignity and sharing valuable life lessons with younger generations makes older adults feel seen and useful.



“The garden makes me active. You know, because usually with diabetes and all that sort of thing... it makes you feel tired. But the thing is you gotta look after yourself...” — Community Member

The image features a close-up, vertical view of numerous bamboo stalks. The stalks are light tan or yellowish-brown in color, showing natural textures, knots, and small dark spots. They are arranged in a dense, parallel fashion, creating a strong vertical rhythm. Overlaid on this background is the text "What are the barriers in our way?" in a large, bold, black sans-serif font, centered horizontally and positioned in the upper half of the frame.

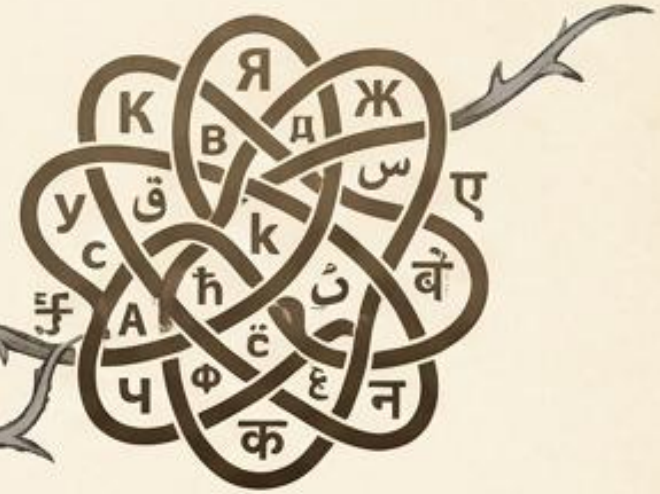
What are the barriers in our way?

Left Behind by Technology



The Digital Divide

The world is rapidly moving to computers, cashless stores, and automated phone systems. This shift creates a wall, excluding seniors who lack internet access or modern devices.

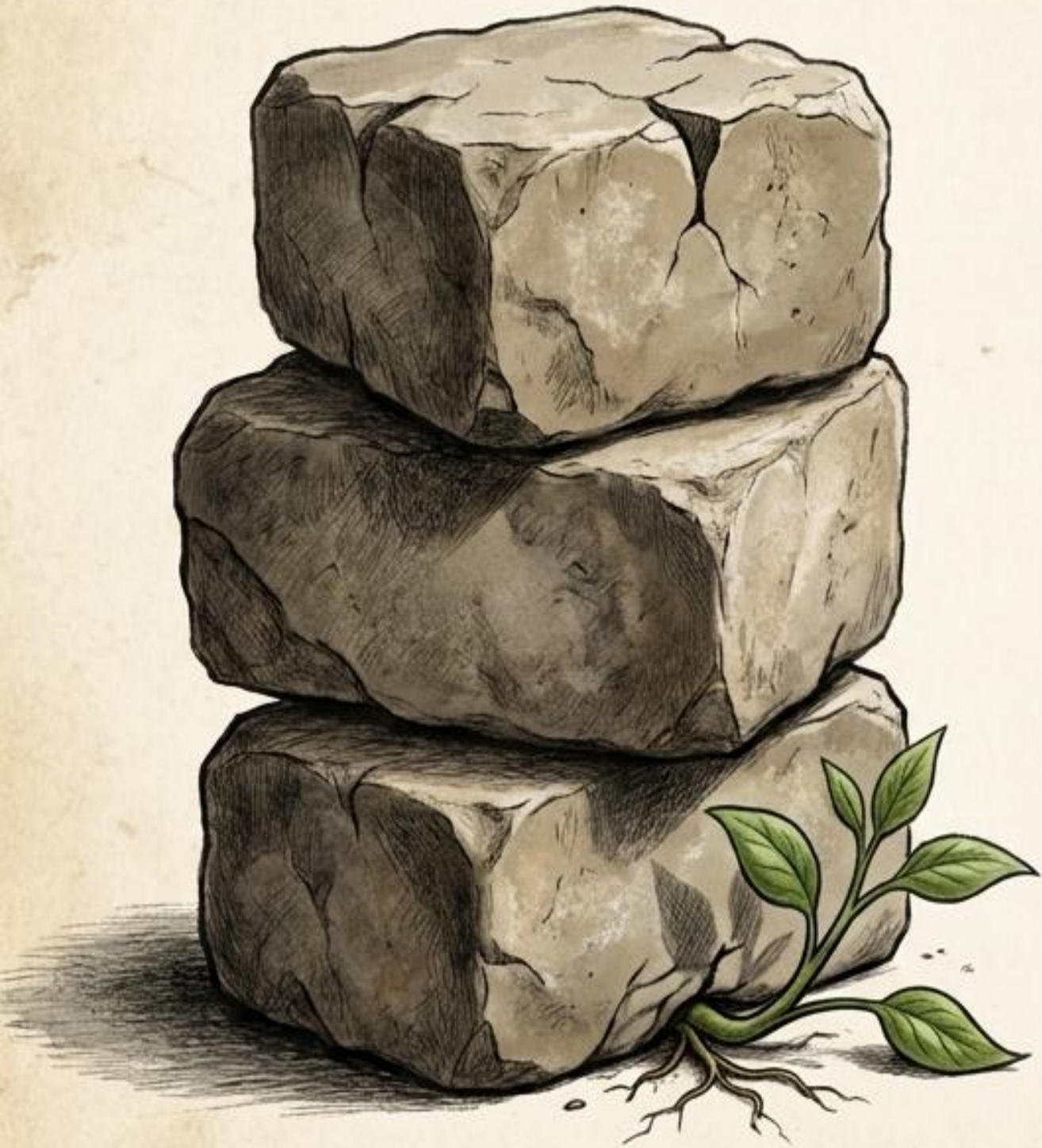


Language Barriers

Important information is predominantly available only in English. This makes it intimidating to navigate public transport or ask for help outside the family.

“Many seniors do not even have internet or do not even have a laptop or a flash mobile or tablet.” — Community Member

Unfair Treatment and High Costs



Block 1: Racism & Ageism

Being ignored, treated like a burden, or facing discrimination strips away pride and confidence. It makes people feel invisible.

Block 2: Money & Transport

High medical insurance costs for growing older, expensive urgent care visits, and confusing, unreliable bus routes keep people isolated at home.

*“You penalise me,
because I’m old...
They penalise
people because
they are still alive
they’re helping
others. They
shouldn’t do
that.”*

— Community
Member

The Balance of Ageing Well

	What Helps Us	What Holds Us Back
The Heart (Social & Family)	Extended family living close by, sharing food, and intergenerational bonding.	Social isolation, loneliness, and unreliable public transport that prevents visiting.
The Mind (Language & Digital)	Face-to-face chats, human contact, and using native languages.	Automated phone robots, complex apps, and English-only websites.
The World (Money & Society)	Feeling respected, giving back through volunteering, and teaching the youth.	Ageism, racism, prohibitive healthcare costs, and being viewed as a burden.

Building a Better Tomorrow

Ideas and recommendations to help everyone thrive.



Keep It Simple, Keep It Human



Stepping Stone 1: Information in Our Languages

We need basic pamphlets and information printed in different languages at community centers, not just hidden online in English.



Stepping Stone 2: Keep Human Contact Alive

We still need real people to talk to. Traditional communication like postal services and front-facing staff must remain available for at least the next 10 years.



Stepping Stone 3: Digital Classes

We need friendly, structured classes to teach older adults how to confidently use smartphones so they are not shut out of the modern world.

Creating safe paths and respectful services

Physical mobility and cultural safety go hand-in-hand.



Better Transport Infrastructure:

- Add clear, printed schedules and physical shelters to bus stops.
- Improve the safety and reliability of evening bus routes so older adults can attend classes and social events without fear.



A Diverse, Welcoming Workforce:

- Prioritize hiring and retaining culturally competent, multilingual staff in aged-care and financial institutions to make seniors feel seen and valued.
- Create centralized, cross-cultural community spaces where older adults can volunteer, share their expertise, and socialize safely.

A Place for Everyone

Community Halls

We need central, non-specific community spaces where older people from all different backgrounds can drink tea, do yoga, share stories, and socialize together.

Better Transport

We need safer, clearer, and more reliable buses—especially during the darker winter evenings—so older people can actually reach these halls and maintain their independence.



“There is a hall. Not too big, not too small. People from different groups, you know, go and socialise and feel happy. Do some exercise... and enjoy it.”

— Community Member

A shared vision for ageing well

When we listen to our community, the path forward is clear.
Thriving is not an accident; it is built through intentional support.

CONNECTION

(Family, Faith, & Shared Spaces)

+

ACCESS

(Reliable Transport & Digital Literacy)

+

RESPECT

(Multilingual Staff & Eradicating Ageism)

=

THRIVING



Thank you for sharing your stories.