

# World Café Project - Workshop Summary & Facilitator Sheets

## Key Themes

- Promote positive stories
- Education opportunities
- Intergenerational opportunities
- Focus on neighbourhoods (neighbourhood connectors)
- Use existing resources etc – use existing databases etc to get information out or provide services (e.g. MSD database)
- Keep it simple, keep it fun and social
- Reduce barriers to attend services (transport, money, awareness)
- Use senior skills / experience
- Personal approaches needed
- Ask target groups what they want
- Ensure cultural appropriateness

Attached are the facilitator sheets

## Project in General

### Barriers

- Getting too isolated – how do we do it?
- Culture- important
- Personal health- energy
- Elasticity
- Not enough fun
- Privacy issue is a barrier
- Engaging people – despite all overtures
- Language/cultural differences
- Overload of information
- Previous bad experience

Personal safety – fear of going out

Mobility

Money – financial freedom

Common accountability – communication between government agencies

Listening but NOT responding appropriately

### Keys to success

Tenacity\*

Motivation

Promoting success stories\*\*

Enthusiasm of workers/supporters\*

Keeping it simple\*

Listening to people’s needs and responding appropriately

Options – assessment process to identify high needs

Peer encouragement

Keeping people interested – one on one support

Education early on re-engagement – school, middle adulthood.\*\*

Information sharing

Neighbourhood connector – people know where to go next

Using young people to make the connection

Remember – the partner/family – those caring for someone for so long\*

Don’t reinvent the wheel

Coordinate and collaborate

Involve people in the solution. Tap into experience, skills and wisdom\*

More awareness of International Day of Older Person 1st October.

Celebration of successes

Recognising volunteers\*

Encouraging community spirit/connection\*

### What else could be done?

Community gardens/connect with youth\*\*

Community cooking

Younger ones can teach the older ones technology eg. Texts, ipads Text like a teen (Age Concern)

Feed into existing

Talk to schools

- reading recovery/listening
- Respect and responsibility
- Life skills
- Budgeting
- Adopt a school

Street parties

Adopt a Grandparent\*\*

Simple tasks to meet the needs of the individual

Don't overwork the volunteers

Use the expertise/support services in the retirement villages – Mentors to the lonely/ friendship

Kaumatua programmes

Pacific Island

Neighbourhood parties/street parties

Supporting the carer when partner in RCS. Could be any age. Lack of confidence. Could link with the Rest Homes. Similar to 'Kids Club' children of dementia patients

Carers Air internet connection – map with regions (Carers NZ Alliance)

Taking wheelchair-bound people out for walks link with mobility taxis.

Adopt an animal or take them for walks\*\*

Options re-think Home Help give the clients the option of what they want to use the money for.

Skill development to be in the workforce

Guidelines about keeping yourself safe for those not in 'official' schemes.

## Low Engagement

### What is going on?

Home Support

Meals on Wheels

Property Maintenance

Neighbours – Neighbourhood Support

Businesses – Hairdressing

Community Newspapers

Cold calling/sellers – clothing trucks

Insecurity/fear of crime – targeted (phone)

Taxis, Driving Miss Daisy Transport

Volunteer Visitors – Drivers (bus)

Family

Church

GP's

Hospice/District Nurses/Carers

Ahuriri Kahui Parakeka – provide transport – take to service

### What else could be done?

Exercise programme in the home 1:3/4

Funding something for someone to do

Belly full – we need bakers

Being asked to help – not to be helped

MSD Database – with sign off (privacy)\*\*\*\*\*

Community police sharing and linking\*\*

Tailored support – diverse opportunities not just for older people\*

Multi messages/communication in one visit.  
Are the services right

Fathers/Mums – make role models

Send info in MSD letter – after death of spouse

Neighbourhood Support – get people out for Neighbours Day\*\*\*\*\*

What about Family Support (after care at home over long period of time)

More face to face service – opportunities to interact

Intergenerational – sharing knowledge – EIT mentoring/schools mentoring.\*

‘Mens Shed’ – young and old together

Develop a byline e.g. ‘We Can’

Eat and enjoy

Transport for ‘buddies’ more informal social groups/meals\*

Encourage – creating interest groups e.g. craft/book clubs/church/coaching/open sporting opportunities/fun opportunities

Profile positive press – Senior Role Models ‘out and about’ DANnevirke

What’s on ‘seniors page’ about community. Options to participate – Have a voice other than text/email etc/

## Attends Services

### What is going on?

Elderly	Groups	Individuals	Services/club
Sports	Trips (national)		Day care
Recreation eg tai chi	Local – bus		Education courses

### What else could be done?

More opportunities to stay ‘actively’ learning/AE\*\*\*\*\*

Education

Skills development to remain in workforce longer

Affordability of service

Gold card travel to connect better

Ability to easily ‘search’ what is on offer

Raise awareness of what is on offer

Being able to use modern technology e.g facebook/twitter

Social interaction online – versus social in person interaction – different

Is enough use made of ‘free’ local newspaper

Recreational directory

More ‘personal’ invites

‘health’ seminars for senior citizens

Partnership with funders

Targeting people – use volunteers/ Neighbourhood Support – chat to all over 65yrs old

AVS – Age Concern

Check what ‘gaps’ in serves there are

Neighbourhood Support ‘Street by Street’ people living alone (53% of population in Napier are not involved)\*\*

Capacity of groups to be able to meet a demand

Where is the ‘fun’ in people getting together! Anyone who looks lonely

Connecting Elderly skills knowledge to youth\*\*\*\*\*

### What is the next level?

- Ask social isolated 'what they need'
- Existing members have a 'bring a friend day'
- 'Pooling' information to a focus point.
- Start small – survey age groups\*
- Test area = X section of community – define boundary\*
- Ask what they want – phone/person\*\*\*\*

## Community Contributor

### What is going on?

- Taradale All Saints hosing Xmas Day lunch (100)
- Sport HB Older Adult Programme. Tai chi recreation and prevention of falls\*
- Neighbourhood Watch wanting more groups sm groups supporting themselves.\*\*\*
- Chinese Assn just held a Senior Citizen lunch 82 attendees
- Multi cultural Assn Diwali Festival (Indian) 2500 attended
- Having a Chinese corner during Art Deco – Chinese Embassy involved
- SHB Walking Groups – promoted by coordinators (self lead)
- Neighbourhood Watch holds street BBQs
- Sommerset become a group member and be involved (personalised visit)
- Enliven tried a programme connecting a student
- Big Brother/Little Sisters
- Text like a Teen (Age concern)
- RSA Hospital visits

### What else could be done?

- Funding to deliver programmes\*\*\*\*
- Transport to those programmes\*\*\*
- Anglican Church looking at what else they can be involved in
- Continue free internet training for Senior Citizens
- After school programmes YMCA – Rotary reading
- Grandparents looking after children – neighbours looking after young children\*
- Publicise what's going on
- Home Help – hours cut need help with shopping\*
- Awareness of support agencies that are available (centralised list)\*\*\*
- Contact Youth Services/Agencies
- Night schools – need stimulation as well as connection\*\*
- List of older peoples skills (skills bank)\*\*
- Men's shed

## Community Connectors

### What is going on?

- Senior net
- St John's calling carers
- Kiwi Seniors
- Community Patrols
- Grey Power (social functions)
- Service Provision Age Concern Napier
  - Meals
  - Exercise
  - Outings
  - Social fellowship
  - Go out to the community
  - Hairdressing

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- Foodbank
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- Volunteering Hawke’s Bay
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- Neighbourhood Support (formal/informal)
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- Victim Support
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- Safe Homes
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- Church/faith based organisations
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- U3A??
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- Walking groups
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- Reading/Gardening recreation activities
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- Organisation Days Out eg Foundation for the Blind/Enliven
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**What else could be done?**

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- Ensure personal contact with older people who may be socially isolated\*\*
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- Followers have to become initiators\*
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- Community gardens
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- Culturally appropriate responses\*\*\*\*
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- Gap fillers – learning from Christchurch community. Get together impromptu
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- Street Festival BBQ\*
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- Good Neighbour ‘working bee’ or ‘hand man help’\*
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- Other links with recreation through Sport HB
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- Kai in the Bay and Iron Maori
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- Link Young and Older people\*\*\*\*\*
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- Resource for people who come into contact with older people so they know where to go to get help for the older people
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- Cooking demonstrations\*
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- Settlement Support – Not just for ‘new’ people. People moving after disasters or from other places.
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- Link Hospital and Home/community
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- More effective use of Rotary Pathways
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**Parking Space**

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- Funding contracts creates barriers
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- Val and Sarah. Grief and loss
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- Barriers – mentors at risk
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- Connecting elderly skills to youth. School and after school
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- Lack of adult education
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- Council of social services? We had one once.
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- Will the result of today be another group formed?
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- Overload of information to seniors. Written material
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- Mobility – embarrassment. How is ok?
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- Guidelines for safety for individuals to go to homes
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- WINZ waiting time. Waster older energy waiting time. Face to face service local.
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- Red tape. It takes too long to get involved
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- Social media does not mean being connected.
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- Local media highlighting local community activities and people
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- Free health seminar. (see Tony or Dr Oz)
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