
OLDER AUCKLANDERS QUALITY OF LIFE SURVEY 2026

Technical Report

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Introduction

Background and objectives

Aucklanders aged 65 years and over are a significant part of the region's population. At the 2023 Census, there were 219,753 Auckland residents in this age group, equating to 13.3% of the population. This demonstrates both a numerical and proportional increase in this age group since the 2018 Census, when there were 189,177 usual residents aged 65 years and over in Auckland (12% of the total population).

The trend of population ageing is evident in Auckland's population and is a long-term trend that is likely to continue. Rapid growth in this population is expected to occur in the coming decades – for instance, it is projected that this group will reach a total of 514,200 residents by 2053. This has substantial implications for the provision of services and social, health, and economic outcomes.

It is therefore important that Auckland Council has a well-developed evidence base about older Aucklanders, including their quality of life, to understand how best to deliver services, initiatives, and programmes that meet their needs and aspirations. This aligns with the Auckland Plan 2050 directive to 'Foster an inclusive Auckland where everyone belongs'.

Tāmaki Makaurau Tauawhi Kaumatua – The Age-friendly Auckland Action Plan 2022-27 was created in 2021 to respond to the needs and aspirations of older Aucklanders, now and into the future. This is an ageing sector plan developed in coordination with NGO and government partners, and is a deliberate commitment to older Aucklanders, intended to raise awareness of their needs and contributions. The plan aims to:

- Improve the quality of life of older Aucklanders
- Future-proof the Auckland region so that everyone is supported to age well
- Identify and guide action to support those most in need.

Auckland Council undertook a baseline study examining older Aucklanders' quality of life in 2016-17, and which was updated in 2021-22. This included a survey of Aucklanders aged 65 years and over, as well as analysis of secondary data such as New Zealand Census statistics and Te Kupenga – the Māori Social Survey. The most recent status report of older Aucklanders' quality of life was published in 2022.

Auckland Council is updating the Quality of Life of Older Aucklanders status report, through gathering up-to-date survey data on Aucklanders aged 65 years and over in 2026. This would update survey data collected first in 2016-17 and again in 2021-22. This updated dataset will enable Auckland Council to:

- Measure and analyse the wellbeing of older Aucklanders, including comparisons over time
- Establish a rich understanding of the quality of life of older Aucklanders

- Develop a technical report of older Aucklanders' wellbeing, which can be used by council, government agencies, and community partners to inform services and programmes.

This report

This report outlines the technical details of the 2026 Older Aucklanders Quality of Life survey, including the research design, sampling, weighting, data analysis, and deliverables.

Research Design

This section details the survey method, questionnaire design, and ethics review.

Overview

This project employed an enhanced sequential mixed methodology (SMM) made up of three different phases: Phase 1 – Ipsos online panels and Auckland Council People’s Panel; Phase 2 – Electoral Roll mail-out; and Phase 3 – Community engagement. This mixed method design was developed to ensure this survey achieved comprehensive representation of older Aucklanders, including those traditionally harder-to-reach with online-only methodologies. The three phases of this methodology are described in Table 1.

Table 1. Overview of survey methods.

Phase	Dates
Phase 1: Ipsos online panels and Auckland Council People’s Panel	1-19 April (another batch of invitations was sent to the People’s Panel on 15-21 June to collect more responses)
Phase 2: Electoral Roll mail invite	1 May – 14 June (letters mailed out on 1 May)
Phase 3: Community engagement	18 May – 14 June

This methodology evolved from previous SMM approaches undertaken in 2016-17 and 2021-22, employing more targeted strategies to ensure adequate representation of key subgroups – particularly Māori and Pacific peoples – while maintaining methodological consistency for meaningful data comparison over time with previous iterations of this survey.

Central to this approach was a single data collection and quota monitoring system implemented across all stages of the survey to ensure consistency. The same online survey instrument was deployed across self-complete, computer-assisted telephone interviewing (CATI), and online-assisted completion methodologies, with each response tagged to the relevant mode in the dataset.

A participant information sheet (PIS) and Frequently Asked Questions (FAQ) document were developed collaboratively by Ipsos and Auckland Council to provide participants with information on the research project. These were hosted online by Ipsos and made available to anyone completing the survey. Additionally, participants were provided the Ipsos helpdesk 0800 number that they could contact if they needed assistance to complete the survey or had any questions about the research.

Phase 1: Ipsos online panels and Auckland Council People's Panel

The first phase of this research utilised an online self-complete methodology to reach as many older Aucklanders as possible through the most cost-effective methodology available.

Ipsos panels

A blend of established, high-quality online panels (i.e. Ipsos iSay, Make Opinion API, Kantar Insights-ConsumerLink, and Prime Insights) was used to invite older Aucklanders to complete the survey. The use of multiple panels helped reduce possible biases that can occur when using any individual panel.

Ipsos surveys are monitored and overseen by Ipsos' specialist online panel operations team to ensure individuality between panels and to monitor inattentive or fraudulent responses. Digital fingerprinting is used to ensure that respondents who complete surveys are unique (i.e. they only complete the survey once) and fresh (i.e. they have not recently participated in a similar survey). Digital fingerprinting is a process that collects information and data points from a respondent's device and creates a unique identifier based on its distinctive characteristics. This technology finds overlaps between seemingly 'unconnected' accounts and devices, making deduplication more powerful. This identifier is checked by the Ipsos system, which then either grants or denies access to a survey and prevents multiple entries into the same survey. It is also used to reject respondents who completed a similar survey recently from the same device.

Auckland Council People's Panel

To supplement the Ipsos online panels, Auckland Council invited members of its People's Panel. A total of 3921 invitations were sent via email by Auckland Council to members registered on the People's Panel aged 65 years and over: 3000 invitations were sent on 2 April, and 921 invitations were sent on 15 June. Each email contained a unique survey link provided by Ipsos.

Phase 2: Electoral Roll mail-out

The second phase of this research used mail-based recruitment to reach respondents who would be less likely to engage in the survey through online panels. The Electoral Roll served as the sampling frame for this phase, enabling targeting of respondents based on the demographic quotas for fieldwork. Following Auckland Council's application for Electoral Roll access, Ipsos selected a stratified random sample targeting three demographic groups over 65 years old: Pacific Island residents, Asian residents, and residents of Māori descent. An electoral roll extract of all Aucklanders aged 65+ was obtained and enriched with Census 2025 data to identify roll members in SA2 blocks where Pacific Island or Asian residents over 65 comprised more than 20% of the population. Residents were randomly selected from these high-concentration SA2s, stratified by age bands to meet fieldwork quotas. Residents with Māori descent indicated were separately randomly selected,

stratified by age bands and local boards to meet corresponding fieldwork quotas. Invitation letters were dispatched in Auckland on 1 May in Council-branded envelopes and recipients were provided with two different options to complete the survey: online via the provided URL, QR code, and unique access code; or by phone via an 0800 number that connected them to the Ipsos CATI team. To maximise online completion rates, recipients were also encouraged to seek assistance from family or friends where needed to complete the survey.

Phase 3: Community engagement

The final phase of this research was community engagement. This phase was intentionally the most flexible stage of the research and positioned to occur last, so that community engagement could be tailored around fulfilling any outstanding quota requirements identified through ongoing fieldwork monitoring. Both Ipsos and Auckland Council leveraged their established relationships with community groups serving older Aucklanders across diverse backgrounds for this phase. Community group outreach was focused on providing culturally safe engagement, particularly for Māori, Pacific, and Asian communities.

Ipsos conducted face-to-face engagement sessions (Table 2) at regularly scheduled community group meetings or pre-arranged gatherings, providing opportunities to encourage participation and offer direct assistance with survey completion through in-person assisted interviews where needed. All community interviewers received a comprehensive briefing prior to fieldwork, covering the questionnaire, survey protocols, informed consent, and ethical considerations. Community group visits were scheduled according to the fieldwork quotas. For community groups that could not facilitate or manage an in-person visit from Ipsos, a link to the survey was distributed using the community groups' contact list via email. Some community groups were visited more than once if this was required and permissible, based on how fieldwork quotas were tracking.

Table 2. Community engagement schedule.

Group	Location	Visit 1	Visit 2	Visit 3
Tongan and Samoan Group	West Auckland	21 May	28 May	4 June
Chinese Group	North Auckland	23 May	10 June	-
South Asian Group	Central Auckland	23 May	-	-
South Asian and Other ethnicity group	East Auckland	29 May	-	-
Mixed/Combined Group	Central Auckland	4 June	-	-
Asian Group	North Auckland	4 June	13 June	-
Pasifika Group	South Auckland	10 June	-	-

Cook Island Group	South Auckland	11 June	-	-
Chinese Group	West Auckland	11 June	-	-
Asian Group	North Auckland	13 June	-	-

The Ipsos team attended these community group sessions with hand-held tablets loaded with the survey. Where possible, members of the Ipsos team who had relevant language skills for specific community groups attended sessions to assist community members with completing the survey. With support from community group leaders and organisers, Ipsos would begin the session with a full introduction to the group, explaining the survey's purpose and why their voice was important. Supporting materials such as A3 posters, Participant Information Sheets (PIS), and table tent cards were used by interviewers during these sessions to facilitate understanding of the survey and encourage participation.

Older Aucklanders attending the community group were provided time to read through the PIS and ask questions before proceeding with the survey, and the PIS were left behind for participants to keep if they wished. Participants could choose to complete the survey on the tablet themselves or have an Ipsos interviewer or support person read it out and enter the answers for them. This hands-on assistance was crucial for overcoming technological barriers, language issues, and/or general hesitation that might otherwise have prevented participation from some community group members.

Incentives

A prize draw incentive was offered to respondents who completed the survey through the Electoral Roll mail invite, community engagement, and the People's Panel. Respondents could elect to enter the draw to win one of three \$250 Prezzy© cards, and a separate prize draw was completed for each of the sample groups mentioned above. The prize draw was conducted following the conclusion of fieldwork on Monday 29 June 2026 and the winners were contacted following the draw.

Online panel respondents were incentivised through their panels or the apps / sites they were recruited from. As an example, the Ipsos i-Say panel uses a point system to incentivise panellists. The system is neutral and does not skew the participation of specific groups of people. Point values are based on a percentage (less than the average hourly rate after taxes) so as not to create full-time panel employees. Panellist redemption prizes typically include merchandise, prepaid cards, and large numbers of programme points.

Questionnaire development

The 2026 questionnaire was provided by Auckland Council. The questionnaire remained largely consistent with the 2021-22 Older Aucklanders Quality of Life questionnaire, ensuring comparability with previous iterations of the research. The questionnaire

comprised 49 questions, including four open-text response questions and five 'other – please specify' questions. Ipsos worked collaboratively with Auckland Council to refine the questionnaire prior to fieldwork, making minor updates as agreed to ensure clarity and relevance. The questionnaire was administered in English only, with no translations. A copy of the final questionnaire can be found in Appendix A.

Supporting materials

A suite of supporting materials was created as part of this research (see Appendix B).

- Electoral Roll mail-out phase: An invitation letter, envelope, and a trifold brochure were developed. Each invitation letter included a QR code and unique access code for recipients to participate in the survey, as well as a number to call if respondents wished to complete the survey via telephone. A list of recipients was created using the Electoral Roll and then matched with unique survey access codes. This list was supplied to Marketing Impact, Ipsos' mail-house partner, to print and distribute.
- Community engagement phase: Posters, Participant Information Sheets, and a table tent card were used by interviewers to facilitate understanding of the survey, encourage participation, advertise the survey to potential respondents, and improve perceptions of the survey's legitimacy

The supporting material was designed by Ipsos' specialist in-house design team with input and sign-off from Auckland Council prior to production, to ensure that all material met project requirements and aligned with the Auckland Council brand identity. Due to the demographic targeted by the project, key considerations including the use of a large font size, high-contrast colouring, and a formal style to convey legitimacy was taken into account during the design phase.

Ethics approval

This project underwent ethical review, as per the requirements for all research undertaken with human participants by Auckland Council's Strategic Advice and Research Unit. Auckland Council led the ethics process, with Ipsos providing support by completing relevant sections of the documentation. The ethics application (review number 2026-02) was submitted on 11 February 2026 to council's Research Ethics Review process and approved on 27 February.

Questionnaire scripting

The questionnaire was scripted into Ipsos' online survey platform, Dimensions. During this scripting phase, extensive testing was carried out by both the research and data processing teams to ensure the online survey was compatible across various devices and operating systems, such as laptops, smartphones and tablets. The questionnaire was also checked to ensure that logic flows and skip patterns were functioning correctly prior to survey launch.

Sample Design

Target Quotas

The overall sample target for this project was n=800. Detailed quotas and targets were set for the sample to represent, as best as possible, the population of older Aucklanders by gender, age, ethnicity, and broad geographic areas (Table 3). These non-interlocked quotas were designed using population data from the 2023 Census. Quota groups are described below.

- Age: 65-74 years, 75-84 years, 85+ years
- Gender: Female, Male
- Ethnicity: European/Other, Māori, Pacific, Asian
- Broad geographic areas:
 - North Auckland: Rodney, Hibiscus and Bays, Upper Harbour, Kaipātiki, Devonport-Takapuna
 - West Auckland: Henderson-Massey, Waitākere Ranges, Whau
 - East Auckland: Howick
 - Central Auckland: Puketāpapa, Waitematā, Albert-Eden, Ōrākei, Maungakiekie-Tāmaki, Waiheke, Aotea/Great Barrier
 - South Auckland: Māngere-Ōtāhuhu, Ōtara-Papatoetoe, Manurewa, Papakura, Franklin.

Table 3. Overview of demographic sample targets.

Quota Group	Sample Target	%
Gender		
Male	368	46%
Female	432	54%
Age		
65-74 years	454	57%
74-85 years	256	32%
85+ years	90	11%
Ethnicity¹		
European & Other ethnicities	472	68%
Māori	80	5%
Pacific peoples	80	8%
Asian	168	21%
Area		
North Auckland	244	30%

¹ Multi-response category.

Quota Group	Sample Target	%
West Auckland	113	14%
East Auckland	80	10%
Central Auckland	199	25%
South Auckland	164	21%

Data collection

Pilot launch

The online survey was soft launched on 1 April. A pilot data check was carried out prior to the survey being fully launched on 2 April. Fieldwork ended on 21 June.

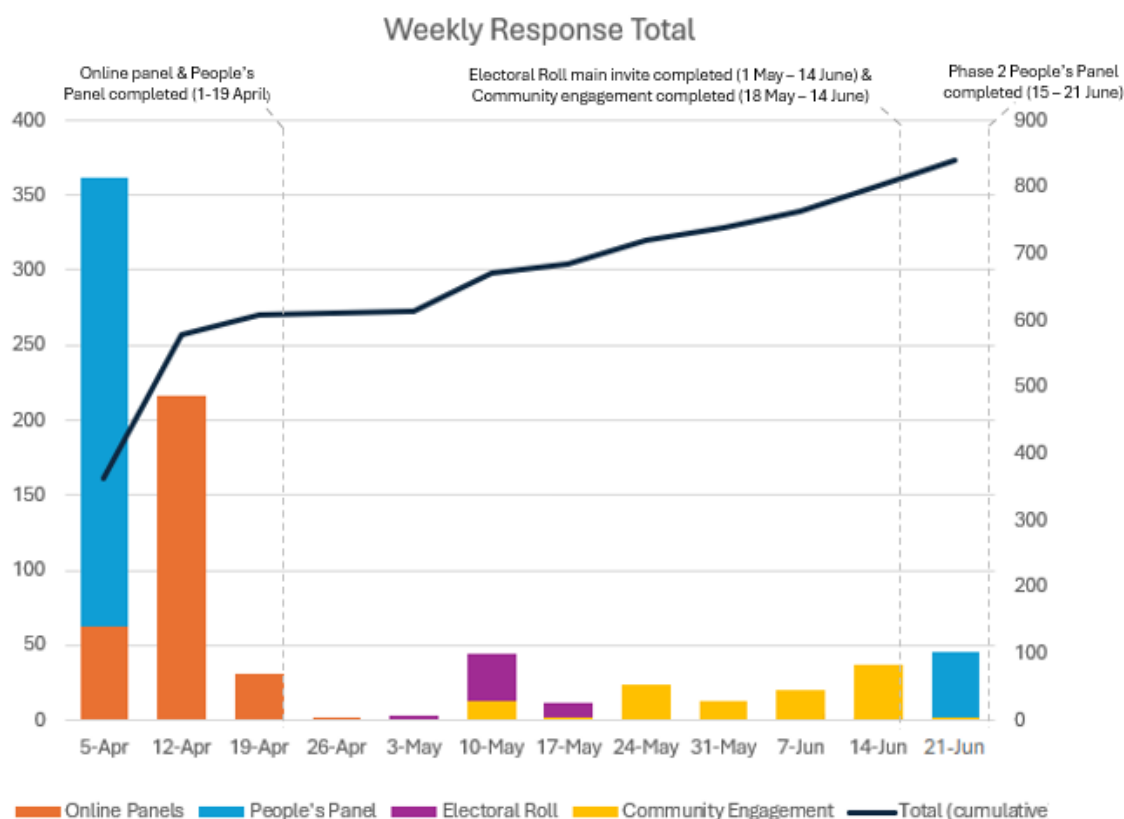
Fieldwork monitoring

Fieldwork was closely monitored to ensure quality and consistency in data collection using a purpose-built Power BI dashboard. Auckland Council were provided access to this dashboard and were also provided a weekly fieldwork update by email using information from this dashboard. Fortnightly meetings were held with key project team members from Ipsos and Auckland Council in attendance.

The median completion time for the survey was 20 minutes. The median time for online survey self-completion was 19.74 minutes, and the median time for face-to-face intercept and assisted survey completion was 25.95 minutes.

Figure 1 shows survey completes by week and by sample group.

Figure 1. Survey completion over time, by sample group.



Sample achieved

A total sample of n=849 was achieved. Table 4 provides a summary of the target and the achieved responses from the different sample sources, while Table 5 summarises the achieved responses by demographic quotas.

Table 4. Sample achieved by survey method.

Research Phase and Sample Source	Target	Achieved
Stage 1: Online Panels		
Ipsos panels	350	312
People's Panel	300	348
Stage 2: Electoral Roll Mail-Out		
Online completes	50	72
CATI completes	70 ²	6
Stage 3: Community Engagement		
Community engagement	30	111
Total	800	849

Table 5. Sample achieved by demographic group.

Quota Group	Achieved Sample	%
Gender		
Male	402	47%
Female	447	53%
Age		
65-74 years	468	55%
74-85 years	289	34%
85+ years	92	11%
Ethnicity³		
European & Other ethnicities	609	72%
Māori	107	13%
Pacific peoples	73	9%
Asian	150	18%
Area		

² The target for CATI completes was originally set with the intention of using Electoral Roll tele-matching to enable outbound CATI calls. However, tele-matching was no longer possible at the time of fieldwork, meaning that only inbound CATI calls took place. In its place, Ipsos increased data collection through community engagement.

³ Multi-response category.

Quota Group	Achieved Sample	%
North Auckland	238	28%
West Auckland	158	19%
East Auckland	80	9%
Central Auckland	243	29%
South Auckland	130	15%

Response rates

Electoral Roll: A total of 2011 invites was sent via mail on 1 May to those sampled from the Electoral Roll. These invites yielded n=78 responses, giving a response rate of 3.8%.

People's Panel: A total of 3921 invites were sent by Auckland Council via email to members of its People's Panel aged 65 years and over on 2 April and 15 June. These invites resulted in n=348 responses, giving a response rate of 8.9%.

Data Processing and Weighting

Data cleaning

The survey data underwent a quality assurance and data cleaning process to identify potentially invalid or low-quality responses. Checks included:

- Interview duration, with responses reviewed if the interview length was less than one-third of the median interview time
- Irrelevant or nonsensical open-ended responses
- Contradictory responses (e.g. respondents rating their overall experience as poor while providing consistently positive feedback elsewhere)
- Other indicators of poor-quality responses like unengaged behaviours (e.g., respondents selecting don't know for most answers).

Following a thorough assessment, no responses met the criteria for removal, and all completed interviews were retained for analysis.

As an additional quality control measure, Field Leads were present during all community group sessions to oversee data collection and validate that respondents were genuine participants. This in-person oversight served as the primary respondent validation process.

Coding of open-ended responses

Three of the open-ended questions in the questionnaire were coded:

- Q11 And why did you not use public transport in this time period?
- Q22 Please share with us a bit about your disability, long-term condition, or mental health condition.
- Q41 For what reasons did you rate your quality of life that way?

A code frame was developed for each question. This involved grouping and categorising similar responses and comments by Ipsos's coding team, ensuring that comments remained in context. A heading was assigned to each group of comments with similar themes, and responses that fit within these themes could be applied to each group accordingly. Each open-text response could be assigned to more than one code if the answer covered multiple themes to ensure coding reflected people's responses as accurately as possible.

The questionnaire also included five questions which allowed the option of an 'other – please specify' response option which the respondent was able to type in:

- Q5 What kind of home do you currently live in?
- Q6 Who owns the home you live in?
- Q16 Over the last 12 months, what environmental actions (if any) have you taken on an ongoing basis?

- Q23 Thinking about the social networks or groups you are part of (whether online or in person), do you currently belong to any of the following?
- Q48 Which of the following options best describes how you think of yourself?

For these responses, coders first back-coded comments that could be attributed to existing question option codes. Those which could not be attributed to existing codes had new codes created for them. The coding team worked closely with the research team to develop all code frames. The research team approved the code frame used prior to the code frame being finalised.

Weighting

The primary objective of the weighting process was to ensure that the survey sample (n=849) accurately reflected the demographic profile of Auckland residents aged 65 years and over, based on the 2023 Census.

Random Iterative Method (RIM) weighting was applied to align the survey sample with known population distributions. The weighting was structured by using age group as the primary weighting dimension, with gender, ethnicity, and broad geographic area nested within each age group. This approach ensured that the demographic distributions were aligned within each age category, improving the representativeness of the survey estimates.

The weighting dimensions were:

- Age group: 65–74 years, 75–84 years, and 85 years and over.
- Gender (nested within age group): Male and Female.
- Ethnicity (nested within age group): Māori, Pacific, Asian, and European/Other.
- Geographic area (nested within age group): North, West, East, Central, and South Auckland.

The weighting achieved an efficiency of 89.3%, with a maximum weight of 2.1485 and minimum weight of 0.2202, as well as a standard deviation of 0.3466. This indicated that only moderate adjustments were required to align the sample with Auckland's older population.

Research Outputs

The following deliverables were provided to Auckland Council as part of this project:

- A full anonymised dataset in SPSS format, accompanied by a data dictionary and weighting variables.
- Cross-tabulations and Excel tables presenting weighted and unweighted results, broken down by key demographics (e.g. age, gender, ethnicity, and location).
- Charts formatted to Auckland Council specifications, ready for insertion into reporting. Ipsos also updated Auckland Council's existing charts over time to incorporate the latest data.
- A short, graphical summary of key results suitable for sharing with respondents.
- A high-level summary report of up to 10 pages, similar in style to the 2021-22 version. Key measures for inclusion were identified collaboratively between Ipsos and Auckland Council, with a workshop held on 22 July 2026.

Appendices

Appendix A: 2026 Questionnaire

Older Aucklanders' Quality of Life Questionnaire (2026)

Information at the start of the survey

About this survey

Thank you for taking part in this important survey. Your participation will help Auckland Council understand what life is like in Auckland for people aged 65 years and over. It is conducted by Ipsos on behalf of Auckland Council.

Your answers are confidential and cannot be traced back to you. Only grouped results will be shared with Auckland Council. The survey will take about 15 minutes to complete. Please answer all the questions and be as honest as you can in your responses.

If you have any questions about the survey or would like more information, you can find some FAQs on our website: [FAQ](#)

Screening demographics

Firstly, we have a few questions about you.

<ASK ALL, INCLUDE RESP_AGE DUMMY VARIABLE TO HOLD AGE>

AGE

{SR}

Which of the following age groups do you belong to?

Under 65 years old	1	[THANK & CLOSE]
65-69 years old	2	[RECRUIT TO QUOTA]
70-74 years old	3	
75-79 years old	4	
80-84 years old	5	
85-89 years old	6	
90 years or over	7	

GENDER

{SR}

Are you?

Please select one only.

Female	2
Male	1
Another gender (please state) [OE; NOT COMPULSORY]	3
Prefer not to answer	96

<ASK ALL>

NZ01ETH

{MR}

Which ethnic group / groups do you belong to?

Please select all that apply.

New Zealand European	1	NZ EUROPEAN/EUROPEAN - RECRUIT TO QUOTA
Māori	3	MĀORI - RECRUIT TO QUOTA
Samoan	4	PACIFIC PEOPLES - RECRUIT TO QUOTA
Cook Islands Māori	5	
Tongan	6	
Niuean	8	
Tokelauan	9	
Fijian	7	
Other Pacific peoples	10	
Southeast Asian	11	ASIAN - RECRUIT TO QUOTA
Chinese	12	
Indian	13	
Korean	14	
Japanese	15	
Other Asian	16	
Middle Eastern	17	OTHER - RECRUIT TO QUOTA
Latin American	18	
African	19	
Other European	2	
Other ethnicity	20	
Don't know	21	
Prefer not to answer	22	

<ASK ALL>

QREGION

{DROPDOWN}

Which region do you live in?

Please select one only.

Northland	1
Auckland	2
Waikato	3
Bay of Plenty	4
Gisborne	5
Hawke's Bay	6
Taranaki	7
Manawatū-Whanganui	8
Wellington	9
Tasman	10
Nelson	11
Marlborough	12
West Coast	13
Canterbury	14
Otago	15
Southland	16

Northland	1	[THANK & CLOSE]
Auckland	2	[RECRUIT TO REGION QUOTA]
Waikato	3	[THANK & CLOSE]
Bay of Plenty	4	
Gisborne	5	

Hawke's Bay	6	
Taranaki	7	
Manawatū-Whanganui	8	
Wellington	9	
Tasman	10	
Nelson	11	
Marlborough	12	
West Coast	13	
Canterbury	14	
Otago	15	
Southland	16	

<ASK IF QREGION=2>

{SR}

Q1AKL_area

Which area of Tāmaki Makaurau / Auckland do you live in?

*Please select the area of Tāmaki Makaurau / Auckland where your home suburb is situated.
You can refer to the map if you're not sure.*

<SHOW IMAGE: AUCKLAND_AREAS.PNG>

1 - North Auckland	1	
2 - West Auckland	2	
3 - Central Auckland	3	
4 - South Auckland	4	
5 - East Auckland	5	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	[THANK & CLOSE]

<ASK IF Q1AKL_area=98>

(SR)

Q1AKL_sub

Which suburb do you currently live in?

[REFER TO SUBURB LIST: 25-093643 AC Older Aucklanders QoL Survey 2026 Auckland Suburbs mapping to area updated 170226.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1ALK_sub list A-F]	[SHOW Q1ALK_sub list G-L]	[SHOW Q1ALK_sub list M-T]	[SHOW Q1ALK_sub list U-Z]

I don't live in any of the suburbs on this list	99	[THANK & CLOSE]
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Housing

Next, we have a few questions about your current housing situation.

<ASK ALL>

Q5 [DwellingType]

{SR}

What kind of home do you currently live in?

Standalone house on a section	1
Townhouse, unit or terraced house (houses joined, side-by-side)	2
Apartment	3
Retirement village / community - a villa, apartment or bungalow	4
Retirement village / community - serviced apartment	5
Assisted living facility - rest home, hospital, hospice, dementia care	6
Lifestyle block or farm homestead	7
Other, please specify [OE; ANCHOR]	8

<ASK ALL>

Q6 [HousingTenure]

{SR}

Who owns the home you live in?

I own it with a mortgage	1
I own it without a mortgage	2
I jointly own it with other people, with a mortgage	3
I jointly own it with other people, without a mortgage	4
A family trust owns it	5
Children / other family members or my partner owns it	6
A private landlord who is not related to me owns it	7
A retirement village or rest home owns it (e.g. licence to occupy, unit title, cross-lease)	8
Auckland Council owns it	9
Kāinga Ora (formerly Housing New Zealand) owns it	10

Other state landlord (e.g. Department of Conservation, Ministry of Education) owns it	11
A social service agency (e.g. the Salvation Army) owns it	12
Other, please specify [OE; ANCHOR]	14
Don't know	98

<ASK ALL>

Q7 [HouseholdSize]

{SR}

Currently, how many people live in your household, including you?

Household refers to anyone living in your house / sleep-out / granny flat on the same property. If you live in a retirement village / apartment/hostel, answer with how many people live in your unit/room.

[DROPDOWN]

[Drop down with numbers from 1 to 10, and 11+]	
--	--

<ASK ALL >

Q8 [HouseholdComposition]

{MR}

Who lives in your household? *Your household includes the people who usually live in your home.*

Please select all that apply.

None of these, I live alone [EXCL]	1
Your parent(s)	2
Your partner / spouse	3
Related children under 18 years	4
Other child(ren) not related to you	5
Your adult child(ren) aged 18 years and over	6
Other adults related to you (e.g. siblings, cousins)	7
Other adults not related to you (e.g. friends, boarders, flatmates, international students)	8
Prefer not to say	98

<ASK ALL>

Q9 [HH_scale]

{GRID, SR PER ROW}

To what extent do you agree or disagree that...

The type of home I live in suits my household's needs and the needs of others in my household (e.g. has the right amount of space for everyone, suits maintenance efforts)	1
During winter , I / we can afford to heat my home properly	2
My housing costs are affordable (costs are rent, mortgage, rates, maintenance)	3
My home meets my accessibility needs now (e.g. flat entrance, no stairs, wide doorways for wheelchairs, downstairs toilet)	4
My home will meet my potential accessibility needs in the future (e.g. flat entrance, no stairs, wide doorways for wheelchairs, downstairs toilet)	5

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't know / Not applicable	98

Transport

Now a few questions about public transport.

<ASK ALL>

Q10 [PT_use]

{SR}

In the last 12 months, how often have you used public transport in Auckland?

Public transport includes trains, buses and ferries, and use of the Total Mobility Scheme (discounted taxis). Other taxis / Ubers, hire scooters (e.g. Lime scooters) and car-sharing schemes (e.g. Mevo) are excluded.

Every day or most days	1	[GO TO Q12]
About once or twice a week	2	
About once or twice a month	3	
Less often than once or twice a month	4	
Did not use public transport during this period	5	[GO TO Q11]
Not applicable (no public transport available in area)	98	[GO TO Q13]

<ASK IF Q10 = 5 >

Q11 [PT_didnotuse_open]

{OE}

And why did you not use public transport in this time period?

Please type your answer in the box below and please be as detailed as possible.

<ASK IF Q10 = 1-4>

Q12 [PT_Perceptions]

{GRID, SR PER ROW}

Thinking about public transport in Auckland, to what extent do you agree or disagree that public transport and the associated facilities (i.e. buses, trains, and ferries) were...

Safe (when waiting for transport to arrive)	1
Comfortable (when waiting for transport to arrive including sheltered dry seating)	2
Affordable	3
Safe (when on the bus, train, ferry)	4
Meeting your accessibility needs (physical, sensory or intellectual) throughout the journey	5
Reliable (comes on time)	6
Convenient for the types of trips you usually need to make (i.e. takes you to where you want to go, good use of time, few transfers at bus stops or train stations)	7

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't know / Not applicable	98

Your Neighbourhood / Local Area

These questions are about the area that you live in.

<ASK ALL>

Q13 [NeighbourhoodSafety]

{GRID, SR PER ROW}

How safe or unsafe do you feel in the following situations?

In my home during the day	1
In my home after dark	2
When entering or leaving my home	3
In my neighbourhood after dark (outside of my home)	4
In my local town centre during the day	5

In my local town centre after dark	6
------------------------------------	---

Very unsafe	1
A bit unsafe	2
Fairly safe	3
Safe	4
Very safe	5
Don't know / Not applicable	98

<ASK ALL>

Q14 [PublicSpace]

{GRID, SR PER ROW}

How satisfied are you with the following in your local area?

The quality of green spaces (e.g. parks, community gardens, reserves, playgrounds, trees and plants around streets, etc.)	1
The ease of getting to and using green space (e.g. I can get there easily, it is easy to walk / move around)	2
The cleanliness of public spaces (e.g. roads and footpaths, parks, town squares)	3
The quality of footpaths, pavements and walking tracks (e.g. free of cracks / holes, good surface for wheelchairs, wide enough)	4

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know / Not applicable	98

<ASK ALL>

Q15 [Pollution]

{GRID, SR PER ROW}

To what extent, if at all, has each of the following been a problem in your local area over the **last 12 months**?

Air pollution	1
Water pollution, including pollution in streams, rivers, lakes and in the sea	2
Noise pollution	3

A big problem	1
A bit of a problem	2

Not a problem	3
Don't know / Not applicable	98

<ASK ALL>

Q16 [ClimateActions]

{MR}

Over the last 12 months, what environmental actions (if any) have you taken on an ongoing basis?

Please select all that apply.

Transport actions (e.g. driving less; choosing to bike, walk or bus; car-sharing; driving an electric vehicle; flying less)	1
Managing waste actions (e.g. reducing your food waste; composting or using the food scrap bin)	2
Purchasing actions (e.g. buying fewer products; buying items second-hand instead of new, buying fewer plastics or single-use items)	3
Energy actions (e.g. reducing electricity use by taking shorter showers; installing insulation or solar; replacing old heaters with a heat pump)	4
Food actions (e.g. eating more plant-based meals; eating no / less meat)	5
Talked about climate change issues or solutions (e.g. family, friends, colleagues)	6
Engaged in civic or political action (e.g. making a submission about climate change, voting in favour of climate action, attending a climate protest)	7
Anything else (please specify)	8
None of these [EXCLUSIVE, ANCHOR]	97
Don't know [EXCLUSIVE, ANCHOR]	99

<ASK ALL>

Q17 [ClimateWorry]

{SR}

To what extent do you personally worry about the impact of climate change on the future of Auckland and residents of Auckland?

Not at all worried	1
A little worried	2
Worried	3
Very worried	4
I don't know enough about climate change	97
I don't believe in climate change	98

Health and Happiness

The following questions are about your general level of happiness and health. Remember, everything you tell us is **confidential**.

<ASK ALL>

Q18 [Health]**{GRID, SR PER ROW}**

There are multiple aspects to people's personal health. Thinking about your own situation in general, how would you rate each of these aspects of your health during the **last two months**?

My health in general	1
My physical health	2
My spiritual health	3
My mental and emotional health	4
My family and relationship health (i.e. quality of relationships with family and friends)	5

Poor	1
Fair	2
Good	3
Very good	4
Excellent	5
Prefer not to say	6
Don't know	98

<ASK ALL>

Q19 [Stress]**{SR}**

Which of the following best describes how often in the **last 12 months**, if ever, you have experienced stress that has had a serious negative impact on you?

Stress refers to things that negatively affect aspects of people's lives, including work or home life, making important decisions, routines for taking care of household chores, leisure time or other activities.

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5
Prefer not to say	97

<ASK ALL>

Q20 [PhysicalActivity]**{MR}**

Which of the following types of physical activity have you done in the **last week**?

Please select all that apply.

None / very little physical activity	1
Light intensity - day to day activities such as carrying shopping or doing the housework	2
Moderate intensity - for example, gardening, stretching / tai chi / yoga, or walking to the shops, or playing a slower-paced sport like lawn bowls	3
High intensity - for example, jogging, running, swimming, gym / exercise class, or playing a fast sport like rugby	4

<ASK ALL>

Q21 [Disability]

{SR}

Do you have a disability, long-term condition, or mental health condition that affects your ability to carry out everyday activities?

Yes	1
No	2
Prefer not to say	97

<ASK IF Q21=1 >

Q22 [Disability_open]

{OE}

Please share with us a bit about your disability, long-term condition, or mental health condition.

Please type your answer in the box below and please be as detailed as possible.

Social Connectedness

These questions are about your interactions with other people.

<ASK ALL>

Q23 [SocialNetworks]

{MR}

Thinking about the social networks or groups you are part of (whether online or in person), do you currently belong to any of the following?

Please select all that apply.

Faith-based group or church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Performing arts group (e.g. dance, music, drama)	3
Visual arts group (e.g. photography, sculpture, painting, drawing, film)	4
Textiles groups (e.g. sewing, knitting, crochet, weaving, craft guilds)	5
Marae, hapū or iwi participation (e.g. Land Trust)	6
Neighbourhood group (e.g. residents' association)	7
Clubs and societies (e.g. sports clubs, Lions Club, RSA, etc.)	8
Hobby or interest groups (e.g. poetry / writing groups, book clubs, gym classes, tai chi classes, etc.)	9
Volunteer or charity group (e.g. SPCA, Hospice, environmental group)	10
Parent or grandparent networks (e.g. school, pre-school)	11
Work or professional networks (e.g. network of colleagues or professional association)	12
Other social network or group (please specify) [OE; ANCHOR]	96
None of the above [EXCLUSIVE; ANCHOR]	97

<ASK ALL>

Q24 [Loneliness]

{SR}

In the last **12 months**, how often, if ever, have you felt lonely or isolated?

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5
Prefer not to say	97

<ASK ALL>

Q25 [Trust]

{SR}

Which of the following best describes how much you trust most people you deal with regularly?
(This includes family members and friends)

I trust them completely	5
I trust them a lot	4
I trust them somewhat	3

I do not trust them very much	2
I do not trust them at all	1
I don't know	98

Society

These questions are about how much you feel valued, respected, and included in Auckland.

<ASK ALL>

Q26 [Inclusion]

[GRID, SR PER ROW]

To what extent do you agree or disagree with the following statements?

People in Auckland accept and value me and others of my ethnicity	1
I feel safe, respected and supported in my local community	2
I feel comfortable dressing in a way that expresses my identity in public (e.g. individuality, social, cultural or faith)	3
I feel comfortable using items to improve my accessibility in public (e.g. mobility aids, hearing aids, glasses, etc.)	4
I can participate in events, activities and traditions from my culture as often as I want	5
I can participate in events and activities with other cultures and people of all ages as often as I want	6
I feel a sense of community with people in my local area	7
I am visited by friends, family or whānau as often as I want	8
I have the opportunity to play a role as an elder in my family and / or community (e.g. leadership, decision-making for the family, providing advice, caring for grandchildren, etc.)	9

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't know / Not applicable	98

<ASK ALL>

Q27 [Discrimination]

[GRID, SR PER ROW]

In the **last 12 months**, do you feel you have been discriminated against because of your:

Gender	1
Age	2
Ethnicity	3
Physical, mental health, or intellectual condition	4
Sexual orientation	5

Religious beliefs	6
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Yes	1
No	2
Don't know	98
Prefer not to say	97

<ASK ALL>

Q28 [Culturalsafety]

[GRID, SR PER ROW]

Thinking about experiences you have had with Auckland Council services (e.g. libraries, community centres, recreational and leisure centres, events, etc.) in the **last 12 months**, please indicate the extent to which you agree with the following statements.

I feel that Auckland Council services I interacted with...

Treated me with kindness, understanding and respect	1
Communicated with me in my preferred language (verbally or written)	2
Met my cultural needs (e.g. had gender-appropriate facilities, dietary requirements, asked me how to say my name)	3
Are accessible (e.g. for hard of hearing or low vision, has wheelchair access)	4

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Don't know	98
I haven't interacted with any Auckland Council services in the last 12 months	97

Communication

The following questions are about your Internet use and how easy it is to use.

<ASK ALL>

Q29 [Internet]

{SR}

Which of the following best describes your use of the Internet (via laptop / PC, tablet or phone)?

I do not have access to the Internet	1	[GO TO Q31]
I have access to the Internet, but do not use it	2	[GO TO Q31]
I have access to the Internet and use it	3	[GO TO Q30]

Unsure / don't know if I have access to the Internet	98	[GO TO Q31]
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<ASK IF Q29=3 >

Q30 [Internet_scale]

{GRID, SR PER ROW}

How confident are you in using the Internet for the following activities?

Transactions <i>E.g. online banking, paying bills or buying goods, or filling in forms with personal information online, etc.</i>	1
Keeping connected with friends and family <i>E.g. using email, Facebook, FaceTime, Zoom, WeChat</i>	2
News and entertainment <i>E.g. reading the news, watching movies or YouTube, playing video games</i>	3
Accessing healthcare <i>E.g. making healthcare appointments, accessing telehealth</i>	4
Learning and upskilling <i>E.g. doing online courses, searching for and learning new information and technologies</i>	5

Not confident at all	1
Slightly confident	2
Somewhat confident	3
Fairly confident	4
Completely confident	5
Don't know / Not applicable	98

<ASK ALL>

Q31 [Cybersafety]

{SR}

In the last 12 months, have you been contacted by someone you suspect is a scammer? *This contact could have been through a phone call, email, text message, or through social media.*

Yes	1
No	2
Don't know	98
Prefer not to say	97

Economic Standard of Living

These questions are about your finances and economic wellbeing. We ask these questions to understand cost of living pressures for older Aucklanders. Everything you share is **confidential**.

<ASK ALL>

Q32 [HH_Income]

{SR}

Which of the following describes your household's annual income before tax?

Loss / No Income	1
Less than \$20,000 (Less than approx. \$380 per week)	2
\$20,001 – \$40,000 (Approx. \$381-\$770 per week)	3
\$40,001 – \$60,000 (Approx. \$771-\$1,150 per week)	4
\$60,001 – \$80,000 (Approx. \$1,151-\$1,540 per week)	5
\$80,001 – \$100,000 (Approx. \$1,541-\$1,900 per week)	6
\$100,001 – \$150,000 (Approx. \$1,901-\$2,890 per week)	7
\$150,001 – \$200,000 (Approx. \$2,891-\$3,850 per week)	8
\$200,001 or over (Over approx. \$3,851 per week)	9
Don't know / Prefer not to say	97

<ASK ALL>

Q33 [Income_types]

{MR}

In the last **12 months**, which of the following ways did you get income?*Please select all that apply.*

New Zealand Superannuation or Veteran's Pension	1
Wages, salary or commission paid by an employer (working full time)	2
Wages, salary or commission paid by an employer (working part time)	3
Self-employment or business I own and work in (working full time)	4
Self-employment or business I own and work in (working part time)	5
Interest, dividends, rent, and other investments (e.g. Kiwisaver, shares, bonds)	6
Other government benefits, support payments or war pensions (e.g., supported living payment, accommodation supplement)	7
Other superannuation, pensions or annuities (e.g. overseas pensions, private pensions from workplaces)	8
Regular payments from ACC or a private work accident insurer	9
Other sources of income, including support payments from people who do not live in my household	10
No source of income during that time [EXCLUSIVE]	11
Prefer not to say [EXCLUSIVE]	98

<ASK ALL>

Q34 [Dependents]

{SR}

Excluding yourself, how many people do you support financially, on a regular basis?

This includes people in New Zealand and / or overseas.

[DROPDOWN]

[Drop down with numbers from 0 to 10+]	
--	--

<ASK ALL>

Q35 [IncomeAdequacy]

{SR}

Which of the following best describes how well your total income (from all sources) meets your everyday needs?

Everyday needs include things like accommodation, electricity, food, clothing, GP / doctor's visits.

Not enough money to meet my everyday needs	1
Just enough money to meet my everyday needs	2
Enough money to meet my everyday needs	3
More than enough money to meet my everyday needs	4
Prefer not to answer	97

<ASK ALL>

Q36 [RatesRebate_apply]

{SR}

The next question is about rates rebate. If you are facing financial hardship, you may be eligible for a property rates rebate, which is a partial rates refund.

In the last 12 months, have you applied for a rates rebate?

Yes	1	[GO TO Q37]
No	2	[GO TO Q38]
Don't know	98	[GO TO Q38]
Prefer not to say	97	[GO TO Q37]

<ASK IF Q36 = 1 OR 97 >

Q37 [RatesRebate_receive]

{SR}

And in the last 12 months, did you receive a rates rebate?

Yes	1
No	2
Don't know	98
Prefer not to say	97

<ASK ALL>

Q38 [FinancialWorry]

{SR}

In the last 3 months, how often were you worried about your household's financial circumstances?

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5
Prefer not to answer	97

<ASK ALL>

Q39 [EmergencySavings]

{SR}

If you had to pay a \$1000 bill unexpectedly, could you access the money within a week and without going into debt?

Yes, definitely	1
Yes, probably	2
No	3
Don't know / unsure	98
Prefer not to say	97

Quality of Life

Now we will ask a few questions about your quality of life in general. Please think about **how you feel about your life** when answering these questions.

<ASK ALL>

Q40 [OverallQoL]

{SR}

Would you say that your overall quality of life is...

Extremely poor	1
Poor	2
Neither poor nor good	3
Good	4
Extremely good	5

<ASK ALL>

Q41 [QoL_open]

{OE, OPTIONAL}

For what reasons did you rate your quality of life that way?

Please type your answer in the box below and please be as detailed as possible.

Demographics

Lastly, we have a few questions about **you**. This is so we can ensure we hear from a **wide range of people** who live in Tāmaki Makaurau Auckland. Just a reminder that everything you share with us is **confidential**.

<ASK ALL>

Q42 [Birthplace]

{SR}

Were you born in New Zealand?

Yes	1	[SKIP TO Q44]
No	2	

<ASK IF Q42=2 >

Q43 [TimeinNZ]

{SR}

How many years have you lived in New Zealand?

Less than 1 year	1
Between 1 and up to 2 years	2
Between 2 and up to 5 years	3

Between 5 and up to 10 years	4
10 years or more	5

<ASK ALL>

Q50

{SR}

Are you descended from Māori (that is, did you have a Māori birth parent, grandparent, or great-grandparent, etc)?

Yes	1	
I don't know	98	
No	2	[GO TO Q47]

<ASK IF Q50=1,98>

Q44 [Iwi]

{SR}

Do you know the name(s) of your iwi (tribe or tribes)? *If you answer 'yes' to this question, you will be able to select your iwi from a list or type in your iwi name(s). Please answer 'yes' even if you only know some of your iwi.*

Yes	1	[GO TO Q45]
No	2	[GO TO Q47]

<ASK IF Q44 = 1 >

Q45 [Iwi_rohe]

{MR}

What is the name and home area, rohe or region of your iwi?

Please select all that apply.

Te Tai Tokerau / Tāmaki-makaurau (Northland / Auckland) Region Iwi	1
Hauraki (Coromandel) Region Iwi	2
Waikato / Te Rohe Pōtae (Waikato / King Country) Region Iwi	3
Te Arawa / Taupō (Rotorua / Taupō) Region Iwi	4
Tauranga Moana / Mātaatua (Bay of Plenty) Region Iwi	5
Te Tai Rāwhiti (East Coast) Region Iwi	6
Te Matau-a-Māui / Wairarapa (Hawke's Bay / Wairarapa) Region iwi	7
Taranaki Region Iwi	8
Whanganui / Rangitīkei (Wanganui/Rangitīkei) Region Iwi	9
Manawatū / Horowhenua / Te Whanganui-a-Tara (Manawatū / Horowhenua / Wellington) Region Iwi	10

Te Waipounamu / Wharekauri (South Island / Chatham Islands) Region Iwi	11
Other (please specify) [OE; ANCHOR]	12
I don't know [EXCLUSIVE; ANCHOR]	98

<ASK IF Q45=1-11>

Q46

{MR}

What is the name of your iwi?

Please select all that apply.

[IF Q45=1 SHOW NORTHLAND/AUCKLAND REGION IWI (CODES 1-19)]	
Te Aupōuri	1
Ngāti Kahu	2
Ngāti Kuri	3
Ngāpuhi	4
Ngāpuhi ki Whaingaroa-Ngāti Kahu ki Whaingaroa	5
Te Rarawa	6
Ngāi Takoto	7
Ngāti Wai	8
Ngāti Whātua (not Ōrākei or Kaipara)	9
Te Kawerau ā Maki	10
Te Uri-o-Hau	11
Te Roroa	12
Ngāti Whātua o Kaipara	13
Ngāti Whātua o Ōrākei	14
Ngāi Tai ki Tāmaki	15
Ngāti Hine (Te Tai Tokerau)	16
Te Paatu	17
Ngāti Manuhiri	18
Ngati Rehua	19
[IF Q45=2 SHOW COROMANDEL REGION IWI (CODES 20-30)]	
Ngāti Hako	20
Ngāti Hei	21
Ngāti Maru (Hauraki)	22
Ngāti Paoa	23
Patukirikiri	24
Ngāti Porou ki Harataunga ki Mataora	25
Ngāti Pūkenga ki Waiau	26
Ngāti Rāhiri Tumutumu	27
Ngāti Tamaterā	28
Ngāti Tara Tokanui	29
Ngāti Whanaunga	30
[IF Q45=3 SHOW WAIKATO/KING COUNTRY REGION IWI (CODES 31-41)]	
Ngāti Haua (Waikato)	31
Ngāti Maniapoto	32
Raukawa (Waikato)	33
Waikato	34

Ngāti Te Ata	35
Ngāti Hīkairo	36
Rereahu	37
Ngāti Tiipa	38
Ngāti Korokī Kahukura	39
Ngāti Tamaoho	40
Te Ākitai-Waiohua	41
[IF Q45=4 SHOW ROTORUA/TAUPO REGION IWI (CODES 42-56)]	
Ngāti Pikiao (Te Arawa)	42
Ngāti Rangiteaorere (Te Arawa)	43
Ngāti Rangitihi (Te Arawa)	44
Ngāti Rangiwehi (Te Arawa)	45
Tapuika (Te Arawa)	46
Ngāti Tarāwhai (Te Arawa)	47
Tūhourangi (Te Arawa)	48
Uenuku-Kōpako (Te Arawa)	49
Waitaha (Te Arawa)	50
Ngāti Whakaue (Te Arawa)	51
Ngāti Tūwharetoa (ki Taupō)	52
Ngāti Tahu-Ngāti Whaoa (Te Arawa)	53
Ngāti Mākino	54
Ngāti Kearoa / Ngāti Tuarā	55
Ngāti Rongomai (Te Arawa)	56
[IF Q45=5 SHOW BAY OF PLENTY REGION IWI (CODES 57-69)]	
Ngāti Pūkenga	57
Ngāi Te Rangī	58
Ngāti Ranginui	59
Ngāti Awa	60
Ngāti Manawa	61
Ngāi Tai (Tauranga Moana/Mātaatua)	62
Tūhoe	63
Whakatōhea	64
Te Whānau-ā-Apanui	65
Ngāti Whare	66
Ngā Pōtiki ā Tamapahore	67
Te Upokorehe	68
Ngāti Tūwharetoa ki Kawerau	69
[IF Q45=6 SHOW EAST COAST REGION IWI (CODES 70-74)]	
Ngāti Porou	70
Te Aitanga-a-Māhaki	71
Rongowhakaata	72
Ngāi Tāmanuhiri	73
Te Aitanga ā Hauiti	74
[IF Q45=7 SHOW HAWKE'S BAY/WAIRARAPA IWI (CODES 75-89)]	
Rongomaiwahine (Te Māhia)	75
Ngāti Kahungunu ki Te Wairoa	76
Ngāti Kahungunu ki Heretaunga	77
Ngāti Kahungunu ki Wairarapa	78
Rangitāne (Te Matau-a-Māui / Hawke's Bay / Wairarapa)	79
Ngāti Kahungunu ki Te Whanganui-a-Orotu	80
Ngāti Kahungunu ki Tamatea	81

Ngāti Kahungunu ki Tamakinui a Rua	82
Ngāti Pāhauwera	83
Ngāti Rākaipaaka	84
Ngāti Hineuru	85
Maungaharuru Tangitū	86
Rangitāne o Tamaki nui ā Rua	87
Ngāti Ruapani ki Waikaremoana	88
Te Hika o Pāpāuma	89
[IF Q45=8 SHOW TARANAKI REGION IWI (CODES 90-99)]	
Te Atiawa (Taranaki)	90
Ngāti Maru (Taranaki)	91
Ngāti Mutunga (Taranaki)	92
Ngā Rauru	93
Ngā Ruahine	94
Ngāti Ruanui	95
Ngāti Tama (Taranaki)	96
Taranaki	97
Tangāhoe	98
Pakakohi	99
[IF Q45=9 SHOW WANGANUI/RANGITIKEI REGION IWI (CODES 100-110)]	
Ngāti Apa (Rangitīkei)	100
Te Ati Haunui-a-Pāpārangi	101
Ngāti Haua (Taumarunui)	102
Ngāti Hauiti (Rangitīkei)	103
Ngāti Whitikaupeka (Rangitīkei)	104
Ngāi Te Ohuake (Rangitīkei)	105
Ngāti Tamakōpiri (Rangitīkei)	106
Ngāti Rangī (Ruapehu, Whanganui)	107
Uenuku (Ruapehu, Waimarino)	108
Tamahaki (Ruapehu, Waimarino)	109
Tamakana (Ruapehu, Waimarino)	110
[IF Q45=10 SHOW MANAWATU/HOROWHENUA/WELLINGTON REGION IWI (CODES 111-119)]	
Te Atiawa (Te Whanganui-a-Tara / Wellington)	111
Muaūpoko	112
Rangitāne (Manawatū)	113
Ngāti Raukawa (Horowhenua / Manawatū)	114
Ngāti Toarangatira (Te Whanganui-a-Tara / Wellington)	115
Te Atiawa ki Whakarongotai	116
Ngāti Tama ki Te Upoko o Te Ika (Te Whanganui-a-Tara / Wellington)	117
Ngāti Kauwhata	118
Ngāti Tukorehe	119
[IF Q45=11 SHOW SOUTH ISLAND/CHATHAM ISLANDS REGION IWI (CODES 120-132)]	
Te Atiawa (Te Waipounamu / South Island)	120
Ngāti Koata	121
Ngāti Kuia	122
Kāti Māmoe	123
Mōriōri	124
Ngāti Mutunga (Wharekauri / Chatham Islands)	125
Rangitāne (Te Waipounamu/South Island)	126
Ngāti Rārua	127
Ngāi Tahu / Kāi Tahu	128

Ngāti Tama (Te Waipounamu / South Island)	129
Ngāti Toarangatira (Te Waipounamu / South Island)	130
Waitaha (Te Waipounamu / South Island)	131
Ngāti Apa ki Te Rā Tō	132
[IF Q45=1-11 SHOW THE BELOW RESPONSE OPTIONS (I.E., SHOW OTHER/DK FOR EVERYONE WHO IS ASKED THIS QUESTION)]	
Other (please specify)	196
Don't know	199

<ASK ALL>

Q47 [TransgenderStatus]

{SR}

Do you consider yourself to be transgender?

Transgender is an umbrella term that refers to people whose gender is different to the sex they were assigned at birth. Other identities considered to fall under this umbrella can include non-binary, transsexual, takatāpui, fa'afafine, genderqueer - and many more.

Yes	1
No	2
I don't know	3
Prefer not to say	97

<ASK ALL>

Q48 [SexualOrientation]

{SR}

Which of the following options best describes how you think of yourself?

Heterosexual or straight	1
Gay or lesbian	2
Bisexual	3
Other, please specify [OE; ANCHOR]	4
I don't know	98
Prefer not to say	97

<ASK ALL>

Q49 [Open_question]

{OE}

Lastly, do you have any final comments you would like to make?

Please type your answer in the box below and please be as detailed as possible.

Appendix B: Supporting materials

Community Engagement A2 Poster



**QUALITY OF LIFE
OF OLDER
AUCKLANDERS**

**HAVE
YOUR
SAY**

Your feedback will help Auckland Council make decisions to improve services, programmes, facilities and spaces for older Aucklanders.

**ENTER THE
PRIZE DRAW**

To thank you for participating, you will have a chance to win one of three **\$250 Prezzy® Cards**.

Community Engagement Table Tent 5x6.5

Community Engagement Table Tent 5x6.5 copy.pdf 1 06/03/2026 11:23

QUALITY OF LIFE OF OLDER AUCKLANDERS

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ENTER THE PRIZE DRAW

To thank you for participating, you will have a chance to win one of three **\$250 Prezzy® Cards.**





Envelope Design



Invitation Letter A4

**QUALITY OF LIFE OF
OLDER AUCKLANDERS**



<respondent name>

<Address Line 1>

<Address Line 2>

<City>, <postcode>

<DATE>

Kia ora < respondent name>,

We are inviting people aged 65 and over who live in Tāmaki Makaurau, Auckland to take part in an important survey about life in our city. Your address was randomly selected from address information sources, including official registers such as the electoral roll.

You can have your say about your local area, including housing, community, transport, safety, climate change, and other everyday issues. Your answers will help Auckland Council improve services, programmes, facilities and spaces for people in your age group. We want to hear from people from all cultures and communities, Māori, Pacific, Asian, European and others, so the results reflect the diversity of Auckland.

The survey takes about 20 minutes.

If you like, you can ask friends or family/whānau to help you read the questions or use a computer or smartphone. We are most interested in your own views.






QUALITY OF LIFE OF OLDER AUCKLANDERS

Please take part now: You can do the **survey online or by phone**, choose what suits you best.

Option 1: Do the Survey by Phone

If you would rather do the survey by phone with a friendly Ipsos interviewer, call our FREE number: **0800 478 783**

Option 2: Do the Survey Online

1. Scan this QR code with your smartphone or tablet or
2. Go to: **ipsos.co.nz/OlderAucklanders**
3. Enter your access code:
<access code>
4. Follow the steps on the screen



Ipsos is an independent research company commissioned by Auckland Council to run the survey. We look forward to receiving your survey response.

Ngā mihi nui,
Auckland Council
in partnership with Ipsos




Participant Information Sheet A4

Participant Information Sheet A4.pdf 1 06/03/2026 11:26

QUALITY OF LIFE OF OLDER AUCKLANDERS

Have Your Say, Survey for People Aged 65+ in Auckland

Talofa lava, kia ora, mālō e lelei, bula, fakalofa lahi atu, kia orana, and warm greetings.

Auckland Council and Ipsos are asking **people aged 65 and over who live in Tāmaki Makaurau Auckland** to share their experiences of life in our city. You can have your say about your local area and how you feel about things like housing, community, transport, safety, and climate change.



WHAT IS THE PURPOSE OF THE STUDY?

Your feedback will help Auckland Council make decisions to improve services, programmes, facilities and spaces for people aged 65 and over. We want to better understand what is working well – and what needs to change, for people in your age group, from all cultures and communities across Auckland.

We expect the survey to take around 20 minutes to complete.

VOLUNTARY PARTICIPATION AND OPT OUT FROM THIS STUDY

Taking part in this research is your choice. You will be asked to give your consent before you take part.

Ipsos is an independent research company commissioned by Auckland Council to run the survey. You can stop the survey at any time.

You can request the removal of your survey responses up until the **15th June 2026**.

To opt out of the study, or request the removal of your responses, you can contact **0800 478 783**.



HOW WILL MY PRIVACY BE PROTECTED?

All information gathered during the survey is strictly confidential and protected by the Privacy Act 2020.



Any personally identifiable information (such as your contact details) is held by Ipsos and is kept separate from your interview answers. Access to this personal information is restricted to key survey staff at Ipsos and will not be shared with Auckland Council.

When results are reported, your answers are combined with those of many other people so that no individual, whānau, or aiga is identified.

HAVE YOUR SAY

Your feedback will help Auckland Council make decisions to improve services, programmes, facilities and spaces for older Aucklanders.

ENTER THE PRIZE DRAW

To thank you for taking part you can go into the draw to win one of three **\$250 Prezzy® Cards**.

WHO DO I CONTACT FOR MORE INFORMATION?

If you have any questions, concerns, or complaints about this survey, you can contact Ipsos: via phone: **0800 478 783** or email: **nzinfo@ipsos.com**

SUPPORT RESOURCES

Some questions may be personal or bring up strong feelings. If during the survey, or afterwards, you feel upset or affected by any of the questions, you can contact the **free support services below at any time**, they are available to you **whether or not you take part in the survey**:

Anxiety:
0800 269 4389

Healthline:
0800 611 116

Depression:
0800 111 757

Lifeline:
0800 543 354

Elder Abuse:
0800 32 668 65

Need to talk? Free call or text anytime 1737

For anyone who is feeling anxious, down, a bit overwhelmed, or who just needs someone to talk to.

Your usual doctor or other health professional can also provide advice if you have concerns about a particular health problem.

Trifold Brochure A4

WHAT IS THE PURPOSE OF THE STUDY?



You are invited to take part in an important survey for people aged **65 and over** who live in Auckland.

You can have your say about your local area and how you feel about things like housing, transport, safety, community, and climate change.

The survey will take about **20 minutes**. Your feedback will help Auckland Council make decisions to improve services, programmes, facilities and spaces for older Aucklanders.

To thank you for participating, you will have a chance to win one of three **\$250 Prezzi® Cards**.

WHY WAS I INVITED TO PARTICIPATE IN THE SURVEY?



You have been randomly selected from the Electoral Roll which contains names and addresses of all New Zealanders registered to vote.

Auckland Council and Ipsos New Zealand have been given permission to use the Electoral Roll for the purpose of this research.

To make sure we hear the views of a cross-section of people aged 65 and over, it is important that you personally (rather than anyone else) fill in the survey.

Ipsos is an independent research company commissioned by Auckland Council to run the survey.

VOLUNTARY PARTICIPATION AND OPT OUT FROM THIS STUDY



- ✓ Taking part in this research is your choice.
- ✓ You will be asked to give your consent before you take part.
- ✓ You can stop the survey at any time.
- ✓ You can request the removal of your survey responses up until the **15th June 2026**.

To opt out of the study, you can contact:

0800 478 783



SUPPORT SERVICES

If during the survey or afterwards, you feel upset or affected by any of the questions, you can contact the support services below:

Age Concern	0800 652 105
Anxiety Helpline:	0800 269 4389
confidential support and guidance for people dealing with anxiety and related challenges.	
Healthline:	0800 611 116
Lifeline:	0800 543 354
Depression helpline:	0800 111 757
Need to talk?	1737
Free call or text anytime:	
For anyone who is feeling anxious, down, a bit overwhelmed, or just needs someone to talk to.	
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Any personally identifiable information (like your contact details) is held by Ipsos and is kept separate from your interview answers.

Access to this personal information is restricted to key survey staff at Ipsos and will not be shared with Auckland Council.

QUALITY OF LIFE OF OLDER AUCKLANDERS



WHO DO I CONTACT FOR MORE INFORMATION OR IF I HAVE CONCERNS?

If you have any questions, concerns, or complaints about this survey, you can contact:

Email: nzinfo@ipsos.com
Phone: 0800 478 783



