

# 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.

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## 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.**

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## HAVE YOUR SAY

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

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## ENTER THE PRIZE DRAW

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

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## 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](mailto: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.