



Guide to running the Age-friendly Cities and Communities Questionnaire (AFCCQ) Survey

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Prepared for the Office for Seniors

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Purpose of AFCCQ

The Age-Friendly City and Communities Questionnaire (AFCCQ) was designed to measure how age-friendly a city or community is. It was developed by Dikken, J., van den Hoven, R.F.M., van Staalduinen, W.H., Hulsebosch-Janssen, L.M.T., van Hoof, J in the Netherlands in 2020, and followed a rigorous process, resulting in a valid, psychometrically sound, comprehensive 23 item questionnaire.

It covers the eight domains of the World Health Organization (WHO) Age-friendly Cities and Communities model with the addition of a ninth domain of one's financial situation.

It has been designed to be useful for practitioners, policy makers and researchers. As it captures results numerically, it can be used to compare to previous results and report on the progress (or decline) of how age-friendly a city or community is.

It is listed on the extranet of the World Health Organizations' Age-Friendly World as best practice <https://extranet.who.int/agefriendlyworld/afp/the-age-friendly-cities-and-communities-questionnaire-afccq/>.

It has been translated into numerous languages and is currently being used by many countries around the world. The AFCCQ was also included as a report from the field on the Platform of the Decade of Healthy Ageing by the World Health Organization. [https://www.decadeofhealthyageing.org/find-knowledge/innovation/reports-from-the-field/detail/age-friendly-cities-and-communities-questionnaire-\(afccq\)](https://www.decadeofhealthyageing.org/find-knowledge/innovation/reports-from-the-field/detail/age-friendly-cities-and-communities-questionnaire-(afccq)).

More information can be found here [Age-Friendly Cities and Communities Questionnaire \(AFCCQ\) | The Hague University of Applied Sciences \(thuas.com\)](#).

New Zealand Pilot

Following a presentation on the AFCCQ to the Aotearoa New Zealand Age Friendly Network, Professor Joost van Hoof, from The Hague University of Applied Sciences, offered to support New Zealand in running a pilot. Network member, Michele Grigg, from Napier City Council offered to run the pilot in Napier City.

To provide oversight in New Zealand, Professor Stephen Neville from Te Pūkenga and Dr Jeffery Adams from Eastern Institute of Technology agreed to be involved in the project.

Karen Piercy, Age-friendly Programme Lead from the Office for Seniors, also supported the work.

The pilot was run with two goals:

- to obtain community-wide results on how age friendly Napier is, to inform its age-friendly plan
- to adapt, validate and re-translate the AFCCQ for easy use in New Zealand.

Why run it in your community

The AFCCQ can be used to assess how age-friendly a community is and to help determine community need before developing an age-friendly plan.

It can be used as a baseline measure for a community before or at the early stages of implementing an age-friendly plan, with the option of follow up surveys to track change over time.

It can be used as a monitoring tool to measure changes to how age-friendly a community is following delivery of a plan.

It can help inform areas to prioritise and focus on for improvement to become more age-friendly.

How to run it in your community

Preparation

Who to involve

Form a small project team. Ideally, members of the team should have:

- relationships with stakeholder groups that will be able to help with promoting the survey
- the ability to set up and administer the survey electronically such as with SurveyMonkey
- members of your local community age-friendly network (if you have one), or older people from your community.

Identify who will support you with communications. This should include producing imagery and promotional materials and assisting with promoting the survey through agreed channels.

Engage with the Age friendly Programme Lead at the Office for Seniors, if you plan to run this survey in New Zealand. The Programme Lead will liaise with Professor Joost van Hoof to organise survey data analysis.

Stakeholder relationships

Identify what groups will be interested in the project and engage with them early. Many of these are likely to already be members of your age-friendly network (if you have one).

Potential stakeholders include mana whenua, Grey Power, Age Concern, hauora/health and social service providers, retirement villages, providers of aged care services, sports trusts who deliver activity programmes, the RSA, Citizen's Advice Bureau, your council seniors social housing team, your regional council, local district or city council, agencies such as the Ministry of Social Development, Health NZ, and Kāinga Ora.

Invite stakeholders to assist with promoting the survey. Send reminders to stakeholders.

Organise and host events to engage with potential survey participants.

Consider who can champion the survey locally – your Mayor, a councillor who holds the age friendly portfolio, the Chair of your Age-friendly Network, or another community champion you have identified who would be happy to talk about and promote the survey, to local groups and the media.

Plan

A spreadsheet setting out the timeline of tasks to complete, by what month and by whom is attached in Appendix A.

Allow enough time for setting up the online survey, including checking formatting and testing.

To do a representative survey you will need approximately **385** responses from your city or community as a minimum. This number is related to the required number of respondents needed in a survey to get statistically significant results for a specific population.

Research approval

When planning to run this survey please ensure you follow your organisation's agreed research policies and guidelines. Ethics approval is unlikely to be required.

Budget

Consider any costs associated with running the survey, such as for promotions, distribution and data management. Costs could also include printing and paying for boosted promotional posts on social media. If you are meeting with groups or programmes to promote the survey, consider a small koha/contribution.

You may also require a licence to use SurveyMonkey or a similar survey tool. The Office for Seniors does have a test survey set up in SurveyMonkey under its own licence. To support you to develop your own survey the Office is able to provide a link to this survey for reference.

The questionnaire

The survey questions approved for use in New Zealand can be found in Appendix C. On request the Office for Seniors can provide a copy of the Napier pilot survey, including demographic questions, for use as a template.

It is important that the questions are not changed as they have been developed, tested, and validated for the New Zealand context. However, you are permitted to add some additional questions at the end of the survey on a local topic that is of relevance to your community.

You can also add a comment section under each domain to collect qualitative data.

The survey is straightforward, although people with visual impairments, or literacy issues may find it difficult. For these situations, you can consider the option of enabling people to complete it over the phone or in person.

Three screening questions are asked at the beginning of the survey to ensure people are eligible to take part:

- consent to participate
- age group to confirm respondent is over 65
- place of residence to confirm respondent lives within your city/district.

In the Napier pilot:

- 428 people engaged with the survey.
- Of these, 18 were ineligible (they did not agree to proceed, were younger than 65, or lived outside of Napier).
- An additional 56 surveys were partially completed (this is when a person stops completing the survey part way through, mainly when using the online option).
- This left 354 complete, eligible survey responses.

The average time taken to complete the online survey was eight minutes although this version did not have a comments section at the end of each set of domain questions.

Ineligible responses and partially completed surveys were not included in the data analysis as fully completed surveys were required for initial validation of its use in New Zealand. For future surveys, **partially completed surveys** should be **included** in the data file sent to the Netherlands.

Demographic information

Demographic information has been added to the New Zealand version of the AFCCQ to include the following questions:

- Number of years lived in the district/city council area
- Gender
- Ethnicity
- Country of birth
- Postcode
- Highest educational qualification
- Working situation
- Living situation
- Health
- Daily assistance
- Mobility aids
- Driving
- Rate how you feel about your life as a whole

The wording of the demographic questions aligns with standard questions from Statistics New Zealand. Using the same terminology will allow data to be compared to nationally collected data.

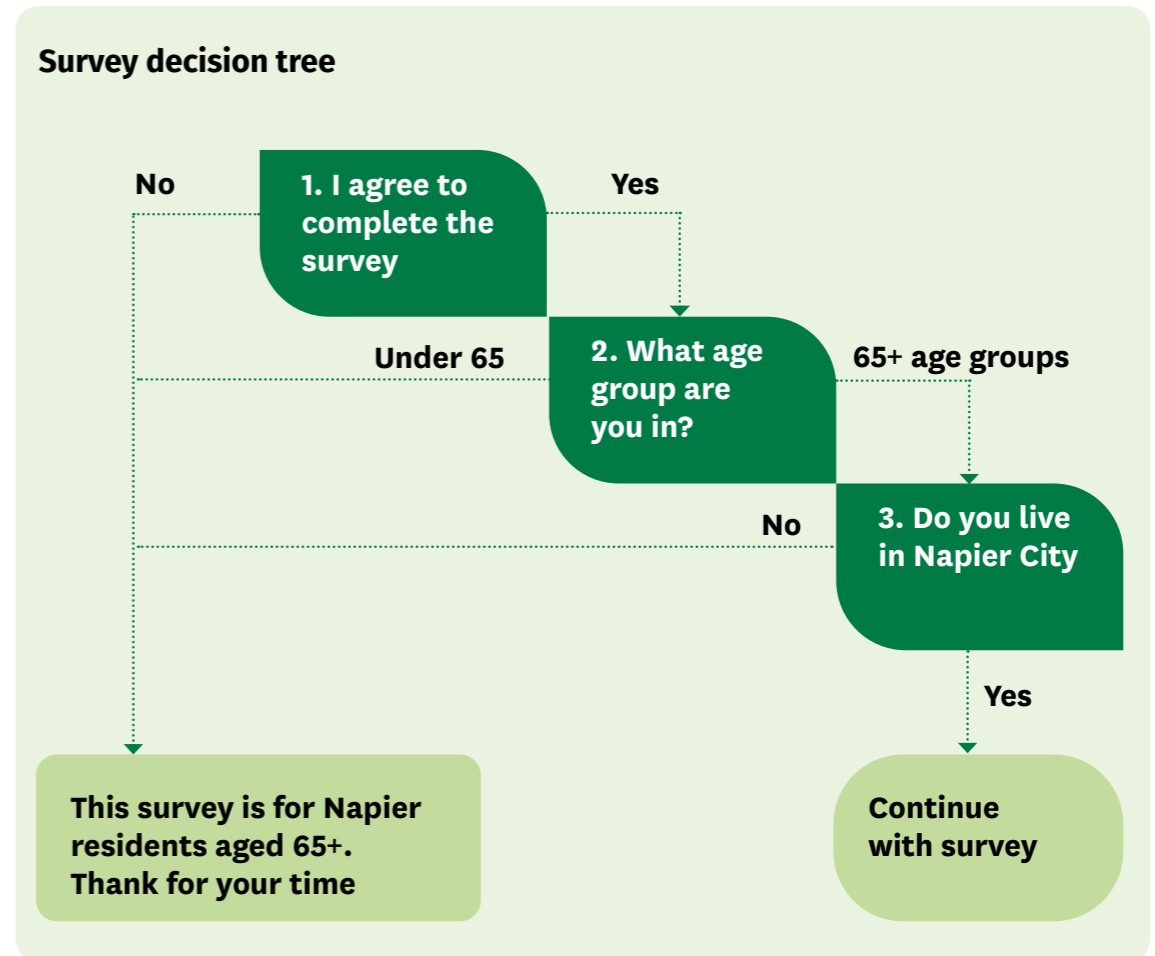
The Napier AFCCQ survey template includes the full wording of the demographic questions and answer options.

Testing

The survey will need to be entered into the survey tool you select to use. Once the electronic version is set up, test to check various scenarios work.

Most of the questions in the survey are compulsory. Some questions allow multiple responses and other questions allow only a single response. Test that these have been set up correctly.

Test to ensure automated messages are correct when a person is not eligible to complete the survey. This might be because they are either under 65 years old or because they don't live in the community you are surveying. The survey decision tree below illustrates the scenarios and automated message we tested for Napier.



Data collection methods

You may like to consider whether to initially publicise a closing date for the survey or not. The Napier survey was open for eight weeks, but no end date was initially publicised which gave some flexibility in determining whether enough surveys were being completed before bringing the survey to a close.

You can use multiple survey data collection methods to allow participation to be accessible to all older people in your community.

Electronic

The pilot electronic version of the NZ AFCCQ was set up on SurveyMonkey. In the Napier pilot approximately two thirds of respondents completed the survey electronically.

Paper

A paper version of the NZ AFCCQ was developed which can be obtained from the Office for Seniors in MS Word format as a template for you to use. Parts of the introduction and some of the wording in the screening questions will need to be modified so they are relevant to your city or community.

In the Napier pilot, approximately one third of respondents completed the survey on paper.

In-Person

In some cases, members of the project team and other champions offered to assist people with the survey kanohi-ki-te-kanohi (face-to-face). This was especially important for encouraging responses from people who may have been daunted by the survey form.

Data input

The completed paper copies of the survey were input manually into Survey Monkey. The manual surveys were quick to enter (taking less than two minutes each).

Note that some paper surveys may be incomplete so only partial information can be entered into the online survey tool.

We recommend you follow the requirements of your organisation regarding securely storing, archiving and later destruction of the survey forms and electronic data.

Communications Plan

Work with your Communications team or person (if you have one) to identify the best way to promote the survey.

Identify what collateral and marketing you want to use and identify locally relevant imagery. You may wish to include older people from your community in your marketing photos (ensuring you have their permission to use their photograph). Age-friendly branding is available from the Office for Seniors.

Make use of your stakeholder network and contacts. Provide as much information and materials to them as possible so they can promote the survey in their own networks.

Think about local group activities and events you could attend to promote the survey (for example in Napier, we attended a Kiwi Seniors exercise class, a Grey Power monthly members meeting, and a Probus meeting).

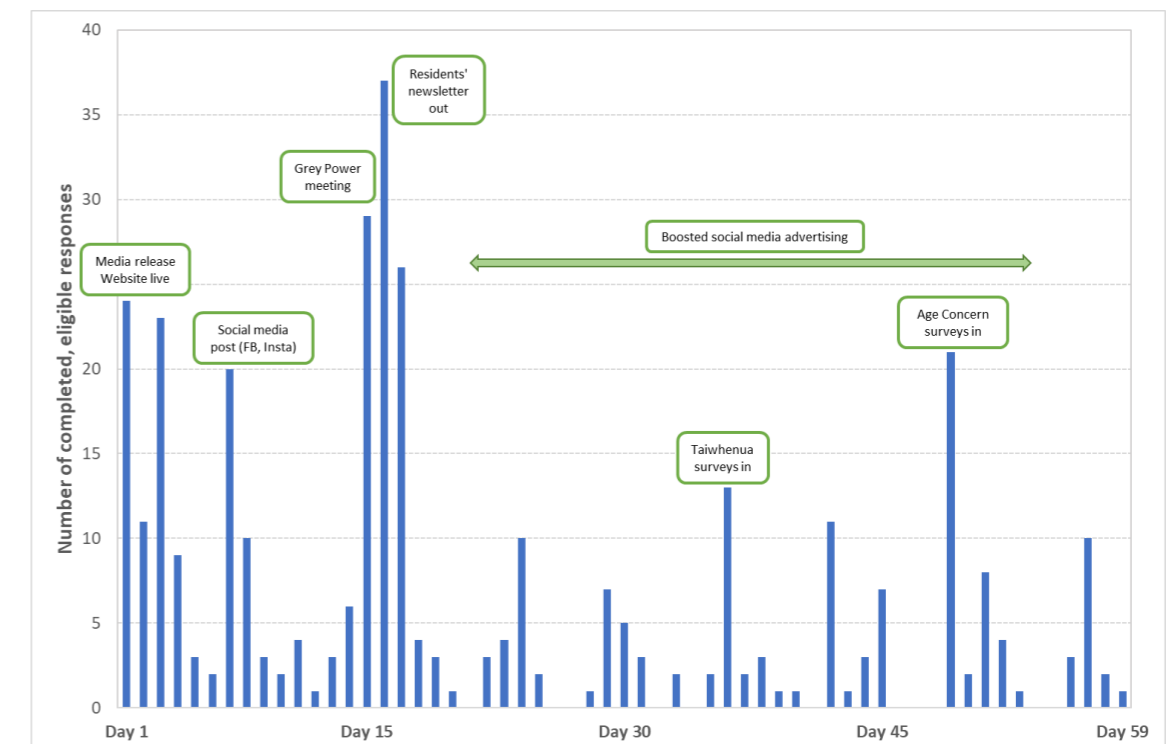
The Napier trial used the following forms of promotion:

- Media release – our local age-friendly champion and a councillor with the age-friendly portfolio were spokespersons and interviewed on local radio.
- Posters went into libraries, community halls and council facilities.
- Flyers were shared with stakeholders to hand out to clients.
- Emails linked to the online survey form.
- Social media images – tiles and text for Facebook and Instagram, linked to the online survey form, including boosted (paid for) Facebook posts aimed at Napier residents aged over 65.
- Digital screens – in the Napier Council Customer Services Centre.

- Advertisements and text for stakeholders to use in their newsletters.
- Website promotion with link to survey on front page of Napier Council's website.

Examples of some of the promotional materials used by Napier can be found in Appendix B.

The effectiveness of some of the promotional tools and events can be seen in the graph below.



Analysis and results

Creation of file for data analysis

Check data before exporting the data file. For example, you may need to re-code some responses. Common re-coding undertaken for the Napier pilot included:

- Re-code 'New Zealand' written in the 'Other' box in the birthplace question (Q15 on paper copy) to the 'New Zealand' category.
- Re-code 'rental accommodation' written in the 'Other' box in the housing tenure question (Q19 on paper copy) to the 'Not owned and not held in a family trust ie, rented or provided rent-free' category.
- Re-code various family members written in the 'Other' box in the living arrangements question (Q20 on paper copy) to the relevant appropriate category already in the list.

SurveyMonkey can export data to an Excel or CSV file. Ensure you include all eligible responses (those that meet the age and location requirements), even if they are partially completed surveys. The Age friendly Programme Lead can help ensure the file is sent to the appropriate person in the Netherlands.

Basic Analysis

The Research Group of Urban Ageing in the Netherlands will carry out the analysis. Its work is conducted in accordance with the principles of the General Data Protection Regulation (GDPR) of the European Union. The group will send back the table illustrated below for your community.

The scoring system they use is explained in Appendix C. They use the totals they calculate to determine a colour for each domain. The colours show how satisfied respondents are with each domain. Dark green is very satisfied, light green satisfied, white is neutral, light red dissatisfied and dark red very dissatisfied.

The Napier results below show that for most domains they are neutral to satisfied, with the exception being housing where they are very satisfied. Bear in mind that housing questions are about accessibility, not about affordability or availability.

Results for Napier City

Table: Scores (Mean +-SD) for AFCCQ domains for Napier (New Zealand) (n=354)

	Total	Housing	Social Participation	Respect & social inclusion	Civic participation & Employment	Comms & Info	Community support & health services	Outdoor spaces & buildings	Transport	Financial situation
Napier total (n=354)	13.95 (13.13) (++)	3.00 (1.69) (+++)	2.74 (3.48) (++)	1.29 (2.14) (++)	1.16 (1.61) (++)	1.70 (1.49) (++)	2.11 (3.72) (+)	1.02 (1.92) (++)	0.19 (2.32) (+)	0.75 (2.12) (+)

The coloured zones represent how dissatisfied or satisfied older people are regarding the city as a whole or specific domain. Scores in green zones mean that people are neutral to slightly satisfied (+, white) to very satisfied (++++, dark green). Scores in red mean that people are slightly dissatisfied (-, light red) to very dissatisfied (----, dark red) based on the interpretation and presentation by Dikken et al. (2020).

Cluster analysis

The team also does cluster analysis of the results. In the Napier pilot, five distinct groups of older people were identified. Each group had differing views on the domains.

Cluster Scores	Cluster 1 (3)n=22	Cluster 2 (5)n=83	Cluster 3 (2)n=131	Cluster 4 (1)n=86	Cluster 5 (4)n=32	Sign
Domain	Mean	Mean	Mean	Mean	Mean	cluster differences
AFCCQ-NZ total (-90 - 90)	-28.85	4.95	28.85	48.75	70.59	<.001
Housing	2.84	5.39	7.90	9.22	9.84	<.001
Social Participation	-4.55	0.96	3.75	5.55	8.28	<.001
Respect and social inclusion	-3.98	-0.33	3.32	6.31	8.59	<.001
Civic participation and employment	-3.98	0.66	2.84	4.97	7.97	<.001
Communication and information	-0.34	2.38	4.20	5.93	8.05	<.001
Community support and health services	-4.09	-0.17	2.34	4.13	5.91	<.001
Outdoor spaces and buildings	-4.77	-0.24	2.94	4.51	7.89	<.001
Transportation	-5.45	-2.98	0.57	2.91	6.72	<.001
Financial situation	-4.32	-0.72	0.99	5.23	7.34	<.001

Normalised sub-domain scores range from -10 - +10

Demographics of each cluster

Cluster Scores	Cluster 1 (3) n=22	Cluster 2 (5) n=83	Cluster 3 (2) n= 131	Cluster 4 (1) n=86	Cluster 5 (4) N=32
Sex, female	13 (59.1%)	57 (68.7%)	91 (69.5%)	56 (65.1%)	22 (68.8%)
Age group					
65-69	9 (40.9%)	26 (31.3%)	23 (17.6%)	18 (20.9%)	6 (18.8%)
70-74	7 (31.8%)	25 (30.1%)	35 (26.7%)	28 (32.6%)	8 (25.0%)
75-79	5 (22.7%)	22 (26.5%)	38 (29.0%)	22 (25.6%)	9 (28.1%)
80-84	-	4 (4.8%)	14 (10.7%)	8 (9.3%)	3 (9.4%)
85-89	-	5 (6.0%)	17 (13.0%)	6 (7.0%)	4 (12.5%)
90-94	1 (4.5%)	1 (1.2%)	3 (2.3%)	4 (4.7%)	2 (6.3%)
95+	-	-	1 (0.8%)	-	-
Ethnic					
New Zealand (Pakeha)	16 (72.7%)	69 (83.1%)	109 (83.2%)	79 (91.9%)	28 (87.5%)
New Zealand (Māori)	1 (4.5%)	11 (13.3%)	15 (11.5%)	6 (7.0%)	2 (6.3%)
Samoan	1 (4.5%)	-	-	-	-
Cook Island Māori	1 (4.5%)	-	-	-	-
Chinese	3 (13.6%)	3 (3.6%)	1 (0.8)	-	-
Other	-	-	6 (4.6%)	1 (1.2%)	2 (6.3%)
Education level					
No qualification	2 (9.1%)	7 (8.4%)	16 (12.2%)	7 (8.1%)	-
Secondary school	3 (13.6%)	23 (27.7%)	39 (29.8%)	33 (38.4%)	11 (34.4%)
Tertiary qualification	10 (45.5%)	33 (39.8%)	51 (38.9%)	35 (40.7%)	15 (46.9%)
Postgraduate degree/ diploma/certificate or higher	7 (31.8%)	20 (24.1%)	25 (19.1%)	11 (12.8%)	6 (18.8 %)
Work					
No	18 (81.8%)	67 (80.7%)	116 (88.5%)	74 (86.0%)	28 (87.5%)
Parttime (1-29h)	1 (4.5%)	11 (13.3%)	14 (10.7%)	11 (12.8%)	4 (12.5%)
Fulltime (30+ h)	3 (13.6%)	5 (6.0%)	1 (0.8%)	1 (1.2%)	-
Drives a car %	21 (95.5%)	76 (91.6%)	117 (89.3%)	80 (93.0%)	31 (96.9%)
Housing situation					
Family trust	20 (90.9%)	15 (18.1%)	14 (10.7%)	9 (10.5%)	5 (15.6%)
Not owned/family trust	2 (9.1%)	13 (15.7%)	19 (14.5%)	4 (4.7%)	2 (6.3%)
Owned partly/mortgage	-	55 (66.3%)	98 (74.8%)	73 (84.9%)	25 (78.1%)
Living alone %	12 (54.5%)	34 (41.0%)	62 (47.3%)	35 (40.7%)	11 (34.4%)
Health					
Chronic diseases					
0	5 (22.7%)	23 (27.7%)	44 (33.6%)	34 (39.5%)	12 (37.5%)
1	3 (13.6%)	26 (31.3%)	37 (28.2%)	40 (46.5%)	14 (43.8%)
2	8 (36.4%)	19 (22.9%)	30 (22.9%)	9 (10.5%)	6 (18.8%)
3+	6 (27.3%)	15 (18.1%)	20 (15.3%)	3 (3.5%)	-
In need of assistance %	4 (18.2%)	5 (6.0%)	15 (11.5%)	1 (1.2%)	2 (6.3%)
Uses mobility aid %	8 (36.4%)	16 (19.3%)	25 (19.1%)	6 (7.0%)	3 (9.4%)
Self-rated Quality of Life	5.09 (2.47)	7.41 (1.58)	7.82 (1.68)	8.93 (1.10)	9.25 (1.19)

We combined information from both tables above to profile each cluster. Here is an example for cluster 1. Note “disenchanted” is an invented name to try and capture some of the characteristics of this group compared to the other clusters.

Cluster 1 (22) “Disenchanted”

- 41% men (highest of all the clusters)
- High % in their 60s and 70s (95.4)
- Lowest % NZ European (72/7%) and lowest % of Māori (4.5%)
- Highest 5% well educated (77.3)
- 18% still working
- Mostly in family trust owned property (90.9%)
- Highest % living alone (54.5%)
- Highest % with health issues (77%)
- Highest % in need of assistance (18.2%) and users of mobility aids (36.4%)
- 2nd highest % driving a car (95.5%)
- Lowest self-rated quality of life (5.09%)

Cluster Scores	Cluster 1 (3) n=22
Domain	Mean
AFCCQ-NZ total (-90 - 90)	-28.85
Housing	2.84
Social Participation	-4.55
Respect and social inclusion	-3.98
Civic participation and employment	-3.98
Communication and information	-0.34
Community support and health services	-4.09
Outdoor spaces and buildings	-4.77
Transportation	-5.45
Financial situation	-4.32

Sharing the results

Your communications plan should include how you plan to disseminate the results.

The Powerpoint presentation used in Napier is available from the Office for Seniors to use as a template to report on results from your community.

You can use the survey findings to identify domains that are problematic and others to highlight what is going well. The results can be used as evidence to support identifying priorities and actions required to become more age-friendly.



Additional opportunities

Focus groups - digging deeper

Part of the output from the data analysis is cluster analysis which breaks down the data results by groups of older people. It may be appropriate to run focus groups with targeted groups of people to produce qualitative analysis which could help further prioritise actions in response to the survey results.

The Office for Seniors has research contacts who may be able to assist with this work.

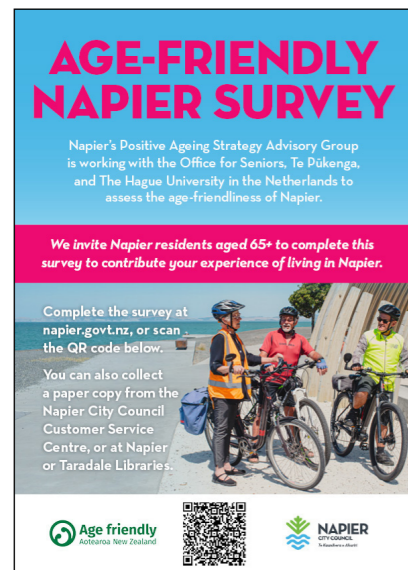
National Study

If we have a significant number of communities participate, Professor Stephen Neville has indicated interest in doing some national research based on the data received. For this to happen it will be important to notify the Office for Seniors when you plan to use the survey. Contact the Office for Seniors ofs@msd.govt.nz.

Appendix A — Example of a timeline

Age friendly Cities and Communities Questionnaire Timeline	Status (Complete/ Underway/ Delayed)	Who	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7
Planning									
Identify team required			■						
Complete timeline									
Stakeholder engagement									
Work with stakeholders to explain survey, determine interest, and identify methods to reach survey sample eg groups to contact, marketing opportunities such as their newsletters, group meetings etc			■						
Survey form									
Determine methods for survey data input				■					
Set up online version eg Survey Monkey				■					
Test online version to ensure it works correctly such as the validation questions to ensure respondents qualify (agree to participate, over 65 and live in the city or district)				■					
Produce paper version				■					
Set up survey data collection methods									
Provide link to survey on website that older people can complete online				■					
Load PDF version on website that older people can print and post				■					
Have a paper version available at council/library that older people can complete and post or drop off at library/council				■					
Set up resources for face-to-face or telephone interaction that listener can input online				■					
Promote survey									
Develop promotions/collateral to promote survey opportunity incl FAQs				■					
Promote survey to reach older people				■	■	■			
Visit groups/individuals incl presentations as required					■	■	■		
Conduct survey									
Input paper copies into electronic version as they come in						■	■		
Keep a regular check on statistics to see how it is tracking against the required sample size number						■	■		
Recode responses if needed as surveys are completed (eg 'other' responses that better fit the provided categories)						■	■		
Data analysis									
Export all eligible survey responses in Excel or CSV format								■	
Liaise with Office for Seniors to send file for data analysis by The Hague University of Applied Sciences								■	
Reporting									
Review results from a community perspective applying local knowledge									■
Report on results and next steps									■

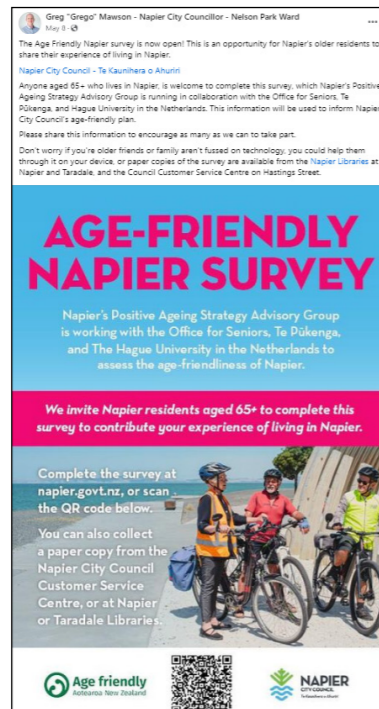
Appendix B — Examples of Napier's promotional materials



Poster, flyer



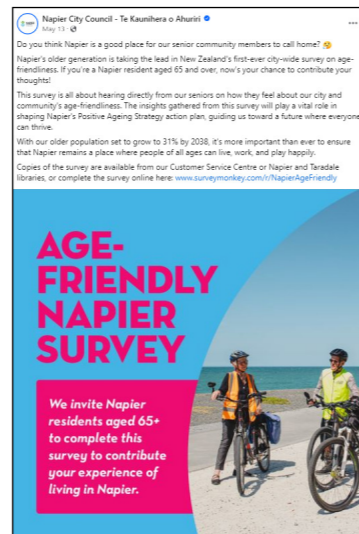
Instagram story



Example Facebook posts



Email banner



Web tile



Digital screen image

Appendix C — Age-Friendly Cities and Communities Questionnaire

The Age friendly Cities and Communities Questionnaire (AFCCQ) scoring and interpretation document.

The Age-Friendly Cities and Communities Questionnaire AFCCQ (English - New Zealand)

INTERPRETATION AFCCQ TOTAL SCORE AND SEPARATE DOMAINS

	----	---	--	-	+	++	+++	++++
AFCCQ Total score	≤ -35.1	-23.1 - -35.0	-11.5 - -23.0	-11.4 - 0.0	0.1 - 11.4	11.5 - 23.0	23.1 - 35.0	≥ 35.1
Housing	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
Social participation	≤ -6.1	-4.1 - -6.0	-2.1 - -4.0	-2.0 - 0.0	0.1 - 2.0	2.1 - 4.0	4.1 - 6.0	≥ 6.1
Respect and social inclusion	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
Civic participation and employment	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
Communication and information	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
Community support and health services	≤ -7.6	-5.1 - -7.5	-2.6 - -5.0	-2.5 - 0.0	0.1 - 2.5	2.6 - 5.0	5.1 - 7.5	≥ 7.6
Outdoor spaces and buildings	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
Transportation	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
Financial situation	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1

Scoring system
 All questions of the AFCCQ are answered on a 5-point scale, ranging from totally disagree to totally agree.
 Scores: -2 = totally disagree; -1 = disagree; 0 = neutral; 1 = agree; 2 = totally agree.
 Items marked with an asterisk (*) should be recorded in the opposite direction (-2=-2, -1=0, 0=0, 1=-1, 2=-2)
 Sum all scores of the AFCCQ for the total score.
 Sum all scores of separate domains for the domain specific score.

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The Age-Friendly Cities and Communities Questionnaire AFCCQ (English - New Zealand)

Item	Domain	Totally disagree	Disagree	Neutral	Agree	Totally agree
HOUSING						
Q1	My house is accessible to me					
Q2	My house is accessible to the people who come to visit me					
SOCIAL PARTICIPATION						
Q3	There are enough opportunities to meet people in my neighbourhood					
Q4	Activities and events are organised in places that are accessible to me					
Q5	The information about activities and events is enough for me and also suitable for me					
Q6	I find the range of events and activities sufficiently varied					
RESPECT AND SOCIAL INCLUSION						
Q7	I sometimes get annoying or negative remarks because of my age					
Q8*	I sometimes face discrimination because of my age					
CIVIC PARTICIPATION AND EMPLOYMENT						
Q9	I have enough opportunities to interact with younger generations					
Q10	I feel like a valued member of society					
COMMUNICATION AND INFORMATION						
Q11	Printed and digital information from the council and other social institutions is easy to read in terms of font and size					
Q12	Printed and digital information from the council and other social institutions is written in understandable language					
COMMUNITY SUPPORT AND HEALTH SERVICES						
Q13	The supply of care and welfare in my city is enough for me					
Q14	When I am ill, I receive the care and help I need					
Q15	If necessary, I can easily reach care and welfare services by telephone and in person					
Q16	I have enough information about care and welfare services in my neighbourhood					
Q17	Care and welfare workers in my neighbourhood are sufficiently respectful					
OUTDOOR SPACES AND BUILDINGS						
Q18	My neighbourhood is sufficiently accessible for a wheeled walker or wheelchair					
Q19	The shops in my neighbourhood are sufficiently accessible with a wheeled walker or wheelchair					
TRANSPORTATION						
Q20	I can easily get on the bus and/or urban train in my neighbourhood					
Q21	The bus and/or urban train stops in my neighbourhood are easy to reach and use					
FINANCIAL SITUATION						
Q22	My income is sufficient to cover my basic needs without any problems					
Q23	I live well on my income					



Office for Seniors
Te Tari Kaumātua

Te Kāwanatanga o Aotearoa
New Zealand Government