Rangahau te Korou o te Ora /

QUALITY OF LIFE SURVEY 2024

8-City Topline Report

January 2025

Acknowledgements

Large-scale and complex research projects such as this require a combined effort. This research project was undertaken by Ipsos, an independent research company, on behalf of the nine participating councils. A steering group from four councils managed the project on behalf of the other councils and worked closely with representatives from Ipsos throughout this project. The members of the Quality of Life management group were:

- Alison Reid and Ashleigh Prakash, Auckland Council
- Kath Jamieson, Christchurch City Council
- Marcus Downs, Wellington City Council
- Alix de Blic, Dunedin City Council

The team at Ipsos who worked on this project included Amanda Dudding, Kania Sugandi, Hanrie Le Roux, and Arabella Wiles, supported by Vanessa Cho, Ana Crawford, Jill Roke, and Tori Sathio from our Operations Team.

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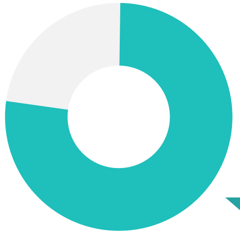
Summary

The 2024 Quality of Life Project is a partnership between nine New Zealand councils. It measures perceptions over several domains related to quality of life. A random selection of residents aged 18 years or over from each council area participated in the survey online.
The survey took place between 23 April and 1 August 2024.

Results shown on this page are the aggregated results for the eight participating city councils, excluding Waikato Regional Council.

Overall quality of life



77%

Rate their overall quality of life positively

Percentage who say their quality of life has changed compared with 12 months prior

29% Quality of life decreased

25% Quality of life increased

Top 3 reasons for quality of life...

Increasing

1. Health and wellbeing
2. Financial wellbeing
3. Work related

Decreasing

1. Reduced financial wellbeing
2. Reduced health and wellbeing
3. Work related

Built & natural environment

73%

Think their city (in Auckland – their local area) is a great place to live

55%

*Happy with the look and feel of their city (in Auckland – their local area)

** Wording changed in 2024. See Quality of Life 2024 Technical Report for details.*

Compared to 12 months prior, city / local area has become...

18% Better

35% Worse

Top 3 reasons why city / local area, as a place to live...

Got better

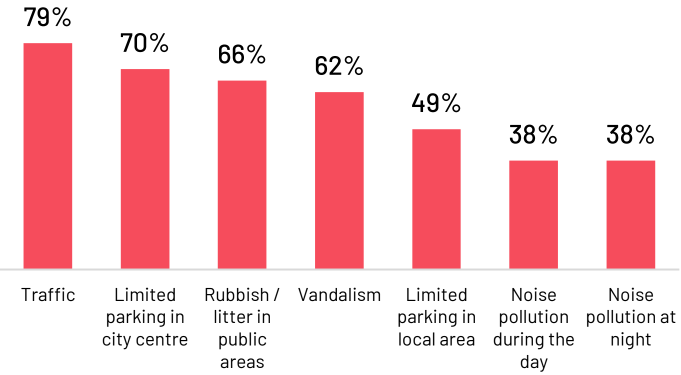
1. Building developments and renovations
2. Good roads, being upgraded
3. Variety of recreational facilities

Got worse

1. Crime
2. Roadworks
3. Dissatisfaction with government or local government

Perceptions of issues in city / local area in the last 12 months

% View as a bit of a / big problem



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Housing

Perceptions of housing

% Strongly agree / Agree

General area they live in suits the needs of the household	76%
Type of home suits the needs of the household	74%
Housing costs are affordable	32%

25%
Have used public transport at least weekly in the last 12 months

34%
Have not used public transport at all in the last 12 months

Transport

Perceptions of public transport in city / local area

% Strongly agree / Agree – of those who had access to public transport

Easy to access	56%
Frequent	48%
Affordable	43%
Safe from crime	38%
Reliable	38%
Safe from catching illness	28%

Trust in people & institutions

Rating of trust in institutions

% With high trust rating

The police	68%
Scientists	62%
The public education system	50%
The public health system	47%
The justice system	44%
Local government	28%
Central government	28%
The media	27%

54%
Say they trust people in their city / local area

Health & wellbeing

86%
Have someone to turn to for **practical support** if they were faced with a serious illness or injury, or needed support during a difficult time

86%
Have someone to turn to for **emotional support** if they were faced with a serious illness or injury, or needed support during a difficult time

69%
Consider themselves to be in good physical health
% Good / Very good / Excellent

68%
Consider themselves to be in good mental health
% Good / Very good / Excellent

33%
Have been physically active for at least 5 days in the week prior

Barriers to healthcare

Wait time for an appointment was too long	66%
Concerned about financial cost	50%
Couldn't get an appointment at a time that suited	35%
Concerned about catching an illnesses	16%
Appointment / treatment postponed	14%
Felt embarrassed / uncomfortable	14%

28%
Experience stress with a negative effect **most of the time / always** in the last 12 months

Summary

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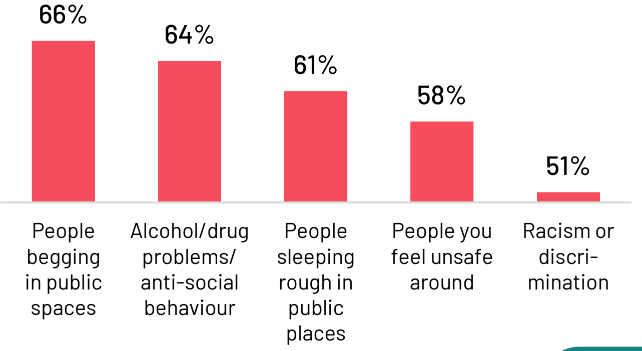
Social issues & safety

Perceptions of issues in city / local area in the last 12 months

% View as a bit of a / big problem



Feel safe in their city centre after dark

36%

Feel safe in their neighbourhood after dark

64%

Council processes

30%

Are confident in their local council's decision-making

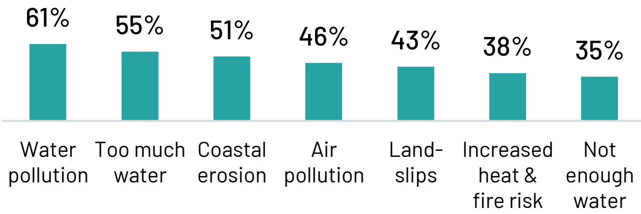
35%

Believe the public has at least some influence on council decision-making

Climate change

Rating of climate change issues in city / local area in the last 12 months

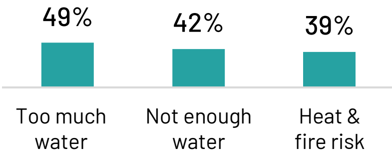
% view as a bit of a / big problem



33%

Are worried / very worried about impact of climate change on the future of their city and its residents

% Fairly / very prepared to face the impacts of...



Community, culture & social network

59%

Agree that it is important to feel a sense of community in their neighbourhood

42%

Agree that they feel a sense of community in their neighbourhood

73%

Belong to at least one social network or group

48%

Never or rarely felt lonely / isolated in the last 12 months

51%

Say racism or discrimination towards groups has been a problem in their city / local area in the last 12 months

78%

Feel comfortable dressing in a way that expresses their identity in public

72%

Can participate in activities that align with their culture

69%

Say people accept and value them and others of their identity

Economic wellbeing

66%

Employed in paid work (full / part-time)

48%

Of those in paid work are satisfied with their work-life balance

35%

Have enough / more than enough income to cover costs of everyday needs

42%

Have 'just enough'

Comparisons to previous years

The 2024 Quality of Life Project is a partnership between nine New Zealand councils. It measures perceptions over several domains related to quality of life. A random selection of residents aged 18 years or over from each council area participated in the survey online.
The survey took place between 23 April and 1 August 2024.

This slide shows a selection of measures which have had significant changes in results between the 2022 and 2024 Quality of Life surveys. Results shown on this page are the aggregated results for the eight participating city councils, excluding Waikato Regional Council.

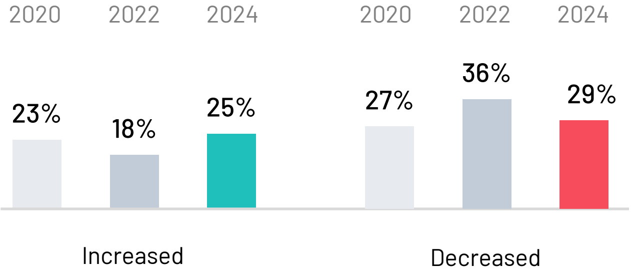
Overall quality of life

Perceptions of quality of life remain quite high

77%

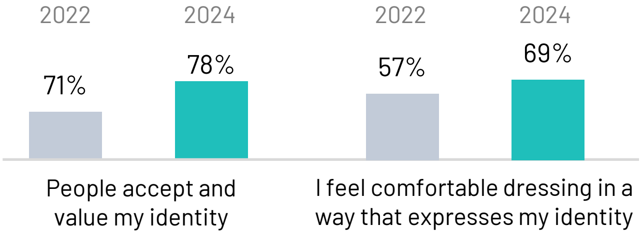
Rate their overall quality of life positively
(83% in 2022)
(87% in 2020)

A slightly larger proportion feel their quality of life has increased compared to 12 months prior



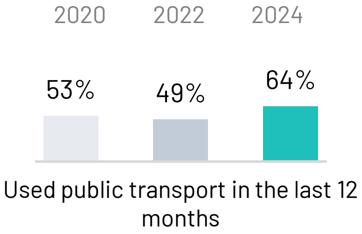
Community, culture & social network

Perceptions of cultural acceptance increased in 2024



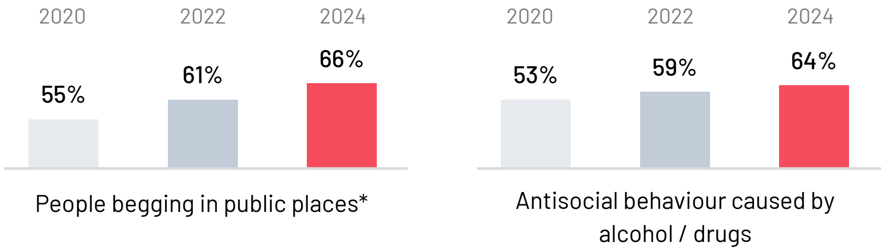
Transport

More people have used public transport in the last 12 months



Living in their city / local area

Increases in perceptions of local issues in the last 12 months
% View as a bit of a / big problem

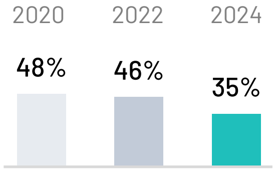


* Wording changed in 2024. See Quality of Life 2024 Technical Report for details.

Economic wellbeing

Ability of income to meet everyday needs

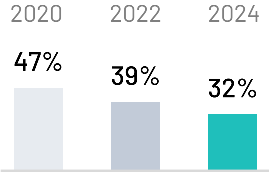
Fewer report having enough / more than enough money to meet everyday needs



Housing costs

Perceptions of housing costs

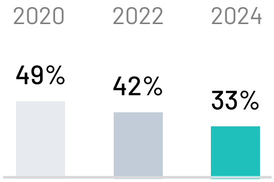
Fewer feel that their housing costs are affordable



Climate change

Worry about the impacts of climate change

Concern about climate change continues to decline



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Background

The 2024 Quality of Life survey is a collaborative local government research project. The primary objective of the survey is to measure residents' perceptions of aspects of living in larger urban areas.

The survey provides data for councils to use as part of their planning and monitoring activities.

It also contributes to public knowledge and research on quality-of-life issues in New Zealand.

The survey measures residents' perceptions across several domains, including:

- Overall quality of life
- Local issues
- Built & Natural Environment
- Community, culture, and social networks
- Housing
- Climate change
- Public transport
- Employment and economic wellbeing
- Health and wellbeing
- Council processes

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Councils involved

The Quality of Life survey was first conducted in 2003, repeated in 2004, and has been undertaken every 2 years since. The number of participating councils has varied each time.

Nine councils participated in the 2024 Quality of Life survey, as follows:

- Auckland Council
- Hamilton City Council
- Tauranga City Council
- Hutt City Council
- Porirua City Council
- Wellington City Council
- Christchurch City Council
- Dunedin City Council
- Waikato Regional Council

One of the councils listed is a regional council: the Waikato Regional Council. The Waikato Region in this report includes Hamilton City, as well as the following districts:

- Thames-Coromandel
- Hauraki
- Matamata Piako
- Waipā
- Otorohanga
- South Waikato
- Waitomo
- Taupō
- Rotorua (in part)
- Waikato

This regional council area also includes smaller towns, as well as rural and semi-rural areas.

Throughout this report, the results for all nine council areas are reported on separately, and the aggregated results for the eight city councils, excluding Waikato Regional Council, are provided (referred to in this report as the '8-city total'). The report text focuses on the 8-city total, as these are substantial urban areas.

Quality of Life survey results from 2003 onwards are available on the Quality of Life website: www.qualityoflifeproject.govt.nz

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Project management

Since 2012, the Quality of Life survey project has been managed by a group comprising representatives from the following four councils:

- Auckland Council
- Wellington City Council
- Christchurch City Council
- Dunedin City Council

The management group manages the project on behalf of all participating councils. This includes commissioning an independent research company and working closely with the company throughout.

Ipsos was commissioned to undertake the 2024 survey and reporting on behalf of the participating councils.

INTRODUCTION

Sample

In 2024, a total of 6994 respondents aged 18 years and over completed the Quality of Life survey – 6194 from the eight cities (excluding Waikato Regional Council).

This table shows the number of respondents in each of the participating council areas. These numbers reflect the sample design, where a target of n=2500 was set for Auckland and n=500 for the other cities (excluding Dunedin, which had a target of n=575). A target of n=800 was set for the Waikato region.

Results shown in this report are based on the weighted percentage (column on the right). Results are adjusted at the data analysis stage to reflect the actual population distribution across the eight cities, based on the 2023 Census. For example, Auckland's sample of n=2524 is 41% of the total sample size. However, as Auckland's population is 57% of the 8-city combined population, the responses have been weighted so they represent 57% of the total 8-city result.

Council area	Sample achieved in each city n=	Proportion of 8-city sample (n=6194) unweighted %	Proportion of 8-city results (n=6194) weighted %
Tāmaki Makaurau / Auckland	2524	41	57
Kirikiriroa / Hamilton	527	9	6
Tauranga	504	8	5
Te Awa Kairangi ki Tai / Hutt City	525	9	4
Porirua	500	8	2
Te Whanganui-a-Tara / Wellington	509	8	7
Ōtautahi / Christchurch	524	8	14
Ōtepoti / Dunedin	581	9	5
8-city sub-total	**6194**	**100**	**100**
Waikato region (excl. Hamilton City)	800	N/A*	N/A*
Total sample	**6994**	**-**	**-**

***Note:** Not included in 8-city total.

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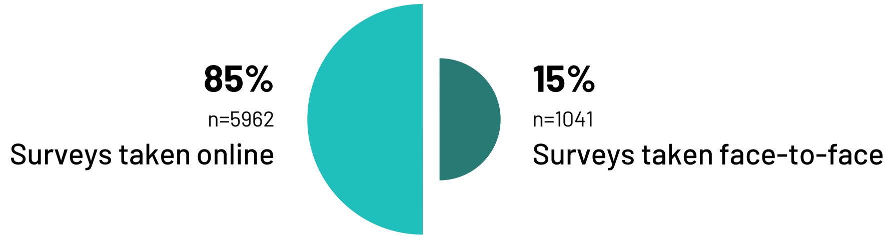
Method & sampling overview

Method

In 2024, a mixed methodology approach was used. Respondents were recruited via online research panels, river sampling, and recontacts, followed by a face-to-face intercept survey method. All respondents self-completed the same online survey once recruited.



Dates of fieldwork: Fieldwork took place from 23 April to 1 August 2024.

Target population: People aged 18 and over, living within the areas governed by the participating councils.

Technical report: For more detail on method and sample, please refer to the separate Technical Report[1].

Recruitment

The 2024 survey was undertaken in two stages:

1. Online surveying

In this stage, respondents were recruited from a blend of reputable NZ panels and non-panel sample sources (river sample). To supplement the sample, the Quality of Life management group provided a recontact list, consisting of participants from previous survey waves who had agreed to be contacted for future research. Auckland Council also invited members of its People's Panel to complete the survey.

2. Face-to-face intercept surveying

Ipsos' field interviewers were positioned in several high-foot traffic locations in Auckland, Tauranga, Hamilton, Porirua, Hutt City, Wellington, Christchurch, Dunedin, and the Waikato region, and approached people to invite them to participate in the self-complete survey using tablets.

Quotas and sample targets were set across both online and face-to-face intercept methods, with the face-to-face intercept method filling quotas that were not achieved online.

[1] Ipsos. (2025). Quality of Life survey 2024: technical report. A report prepared on behalf of Auckland Council, Wellington City Council, Christchurch City Council, and Dunedin City Council.

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Questionnaire design

Most questions asked in the 2024 survey were identical to those in the 2022 questionnaire; however, there were several changes. Questions surrounding the perceptions and impacts of COVID-19 were removed, and several questions have been added (detailed further in the 2024 Technical Report).

There are slight differences in question wording depending on individual council requirements and the size of the council jurisdiction. For example, the questionnaire referred to 'your local area' throughout the survey for respondents living in Auckland or the Greater Waikato region, whereas for the other seven cities, questions referred to the city name (e.g. 'Hutt City').

Differences between the 2022 and 2024 Quality of Life questionnaires are outlined in the 2024 Technical Report.

RESEARCH DESIGN

Notes about this report

This report provides results for all questions asked in the 2024 Quality of Life survey. Results are presented in graphical or tabular format. The short accompanying text summarises the results for the 8-city total.

The results for each individual council are also shown.

This report does not provide detailed analysis or interpretation of results; this is outside scope for the research agency and is undertaken by individual councils.

Eight-city and council area results

Sample targets were set at an overall council area level. More detailed quotas were also set at individual council area for the sample to represent as best as possible the population by gender, age, ethnicity, and local ward / area. Quota groups were independent of each other, not nested. Weighting was carried out at the analysis stage to adjust for any discrepancies between known population demographics (using the 2023 Census data) and sample demographics.

For the 8-city total, the results of each city are post-weighted to their respective proportion of the 8-city population to ensure results are representative. For example, Christchurch's sample of n=524 is 8% of the total sample size. However, as its population is 14% of the 8-city combined population, the responses have been weighted so they represent 14% of any total 8-city result.

Results for the Waikato region includes the results for Hamilton city. The Waikato region results are excluded from the total 8-city result and the post-weighting process.

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Rounding

Because of rounding, percentages shown in charts may not always add to 100.

NET counts

The 'net' results (aggregated scores) have been calculated through the statistically correct method of adding together the number of respondents and creating a proportion of the total. This means results may differ slightly from the sum of the corresponding figures in the charts due to rounding.

Base sizes

All base sizes shown on charts and on tables (n=) are unweighted base sizes. Please note that any base size of under n=100 is considered small and under n=50 is considered extremely small. As such, results should be viewed with caution.

Margin of error

All sample surveys are subject to sampling error. Based on a total sample size of 6994 respondents, the results shown in this survey for the 8-city total are subject to a maximum sampling error of plus or minus 1.2% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 48.8% and 51.2%. As the sample figure moves further away from 50%, the error margin decreases.

Council area	Sample target	Sample achieved	Maximum margin of error (95% confidence level)
Tāmaki Makaurau / Auckland	2500	2524	1.9%
Kirikiriroa / Hamilton	500	527	4.3%
Tauranga	500	504	4.4%
Te Awa Kairangi ki Tai / Hutt City	500	525	4.3%
Porirua	500	500	4.4%
Te Whanganui-a-Tara / Wellington	500	509	4.3%
Ōtautahi / Christchurch	500	524	4.3%
Ōtepoti / Dunedin	575	581	4.1%
8-city sub-total	**6075**	**6194**	**1.2%**
Waikato region (incl. Hamilton City)	1300	1327	2.7%

RESEARCH DESIGN

Notes about this report

Reporting on significant differences

Throughout this report, an upward chevron (^) is used to indicate a net result for a council area that is statistically higher than the rest of the 8-city total, while a downward chevron (ᵛ) is used to flag a net result that is statistically lower than the rest of the 8-city total.

Statistical differences are highlighted only when two criteria are met:

- the difference is statistically significant at the 95% confidence level and
- the difference in results is 5 percentage points or greater

When a question was asked consistently in 2022 and 2024, results have been compared. If there is a significant difference of 5 or more percentage points between the 2022 and 2024 results at the 8-city total level, this is noted in the commentary for that question. This report does not contain comparisons between 2022 and 2024 at an individual city level.

Appendix 4 contains tables that compare 2022 and 2024 results on key indicators.

Question numbering

The numbering displayed in the notes underneath the charts throughout this report correlates with the question numbers as they appear in the questionnaire (the questionnaire is included in this report – please see Appendix 3).

Open ended comments

A sample of verbatim quotes (responses to open ended questions) are included in this report. Minor edits have been made to these for grammar and clarity. Only comments from the 8 cities (excluding Waikato region) have been included.

TE KOROU O TE ORA / QUALITY OF LIFE

This section presents results on respondents' perceptions of their overall quality of life and whether it has changed compared to a year ago.

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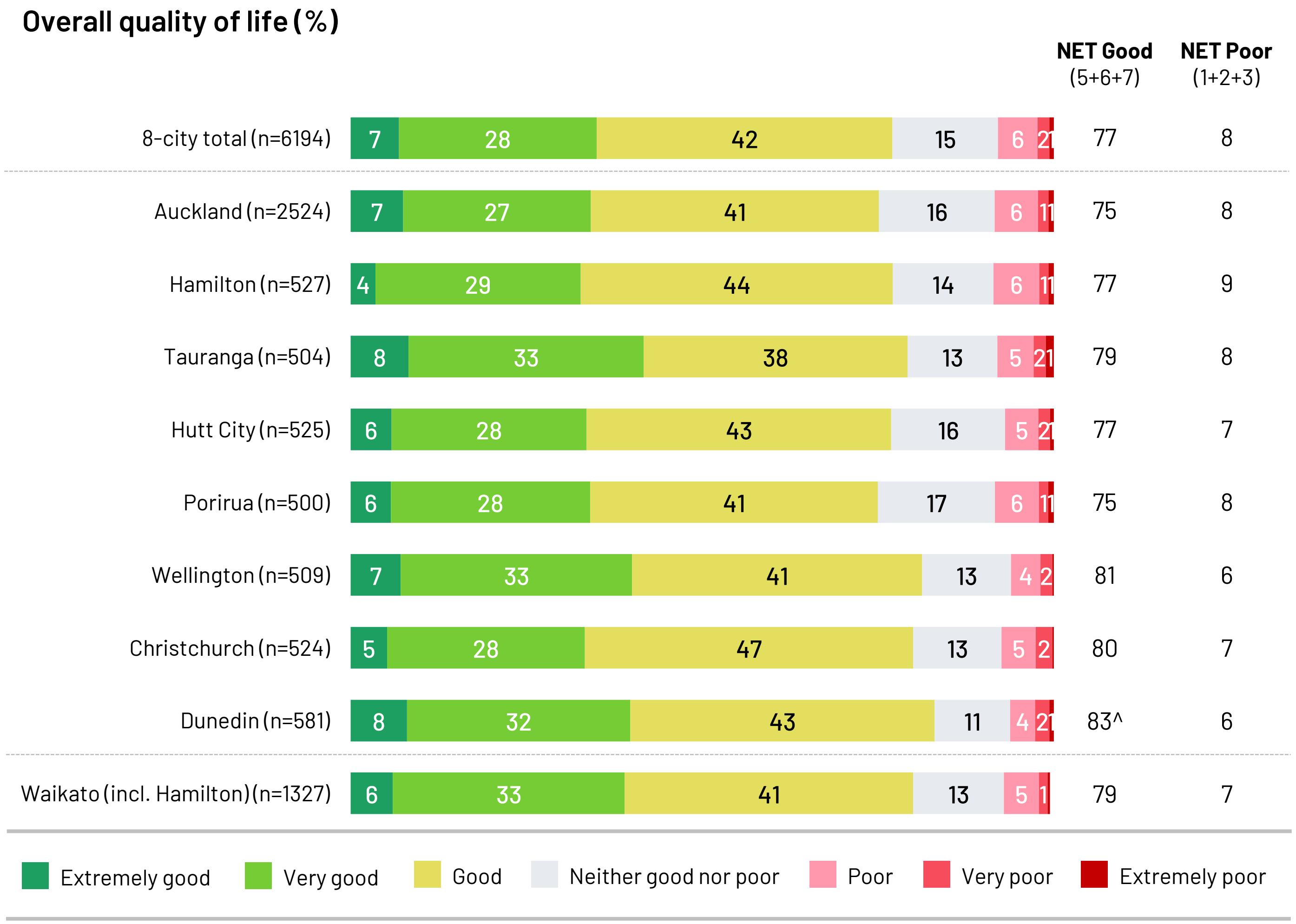
Overall quality of life

Around three quarters (77%) of the 8-city respondents rate their overall quality of life positively, with 7% rating it as 'extremely good', 28% as 'very good', and 42% as 'good'.

The proportion reporting a good quality of life has decreased since 2022 (83% to 77% in 2024).



Base: All respondents

Source: Q2. *Would you say your overall quality of life is...* (1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither good nor poor, 5 – Good, 6 – Very good, 7 – Extremely good)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

Perceived quality of life compared to 12 months prior

Almost a third (29%) of the 8-city respondents feel their quality of life has decreased compared to 12 months prior, while a quarter (25%) feel it has increased.

The proportion reporting an improved quality of life has increased since 2022 (18% to 25% in 2024) and fewer feel their quality of life has decreased over the last 12 months (36% to 29% in 2024).

Perceived quality of life compared to 12 months prior (%)

	Increased significantly	Increased to some extent	Stayed about the same	Decreased to some extent	Decreased significantly	NET Increased (4+5)	NET Decreased (1+2)
8-city total (n=6194)	4	21	45	25	5	25	29
Auckland (n=2524)	4	21	45	25	5	25	30
Hamilton (n=527)	4	24	46	21	4	28	26
Tauranga (n=504)	3	20	50	22	5	23	27
Hutt City (n=525)	3	16	53	24	5	19v	29
Porirua (n=500)	3	20	47	26	4	23	30
Wellington (n=509)	5	25	42	23	4	31^	27
Christchurch (n=524)	4	22	44	25	5	26	30
Dunedin (n=581)	4	23	48	21	3	27	24v
Waikato (incl. Hamilton) (n=1327)	4	20	50	21	5	24	26

Base: All respondents

Source: Q3. *Compared to 12 months ago, would you say your quality of life has…* (1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

QUALITY OF LIFE

Reasons for positive change in quality of life

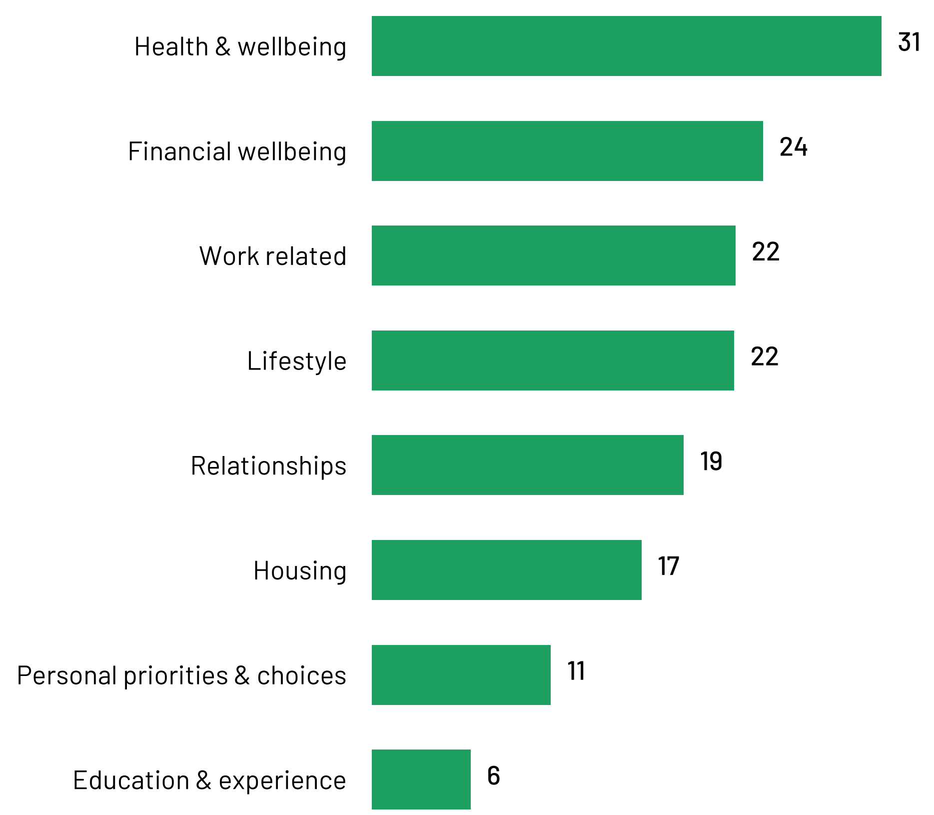
The respondents who indicated their quality of life was better now than 12 months prior (25%) were asked to describe in their own words why they felt this way. Their responses were coded into themes (comments could be coded across more than one theme). The charts and tables in this section show the themes. For a more detailed breakdown of the codes included within these themes, please see Appendix 5.

Reasons for increased quality of life

Most common reasons for positively perceived change relate to *health and wellbeing* (31%), *financial wellbeing* (24%), and *work* (22%).

In 2022, the main theme was *work related* but has decreased since then (37% to 22%).

Reasons for positive change – 8-city total (%)



Base: Those who say their quality of life has improved compared to 12 months ago (n=1492)

Source: **Q4a.** *Why do you say your quality of life has changed in the last 12 months?*

Note: Only themes mentioned by 5% or more of respondents are shown. Comments could be coded across more than one theme.

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Reasons for positive change in quality of life

"I have gained financial independence & security by purchasing a house and getting a new job with better pay. Despite the cost of living crisis I am feeling more positive about my quality of life and I'm grateful of my position."

Female, 50-64 years, Auckland

"We migrated to New Zealand. I have a good work-life balance and my children have a better quality of life and good education."

Female, 35-49 years, Christchurch

"I have savings, a partner, less debt and feeling a lot better mentally."

Male, 18-24 years, Hutt City

"I had a baby a year ago and feel like we've all adjusted well to the baby joining our family and seeing them grow."

Female, 25-34 years, Tauranga

"I have rheumatoid arthritis and I have been managing my condition really well with medication."

Female, 35-49 years, Porirua

"Well I have been working on myself, getting my teeth fixed, and quit smoking and drinking alcohol. So, bit stressful but feeling better about life."

Male, 35-49, Hamilton

"Good work / life balance. Family is healthy and happy, paid off a chunk of mortgage."

Male, 35-49 years, Wellington

"I am in a better financial situation and my living arrangements are more settled."

Male, 65+ years, Dunedin

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Reasons for positive change in quality of life

	8-city total (n=1492) %	Auckland (n=597) %	Hamilton (n=143) %	Tauranga (n=111) %	Hutt City (n=96*) %	Porirua (n=104) %	Wellington (n=154) %	Christchurch (n=132) %	Dunedin (n=155) %	Waikato Region (incl. Hamilton) (n=320) %
Health & wellbeing	31	32	30	31	36	29	29	34	30	32
Financial wellbeing	24	26	21	20	19	22	29	18	23	21
Work related	22	23	16	20	20	34^	24	23	20	21
Lifestyle	22	23	19	24	15	23	18	24	24	21
Relationships	19	18	18	14	21	20	20	26^	16	20
Housing	17	15	17	14	12	13	19	23	17	17
Personal priorities & choices	11	12	12	13	11	7	11	7	13	14
NET Other	9	9	11	14	9	11	10	6	11	13
Education & experience	6	6	6	4	5	5	8	5	9	6

Base: Those who say their quality of life has improved compared to 12 months ago (n=1669)
Source: Q4a. *Why do you say your quality of life has changed in the last 12 months?*
Note: Only themes mentioned by 5% or more of respondents are shown. ***Warning:** Low (n<100) base size, indicative result only.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

QUALITY OF LIFE

Reasons for negative change in quality of life

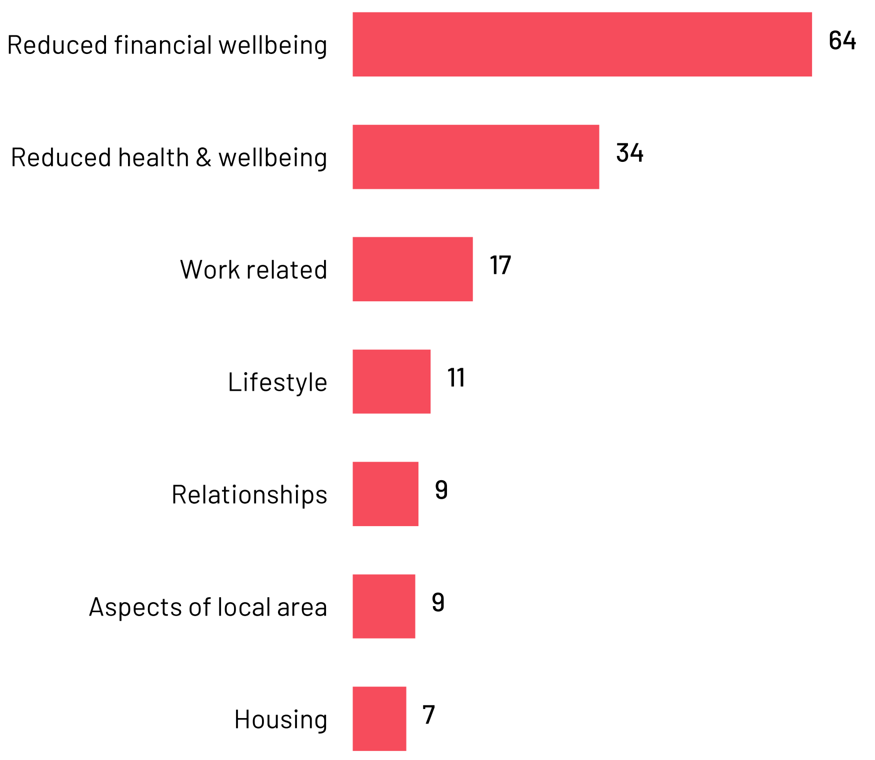
The respondents who indicated their quality of life was worse compared to 12 months ago (19%), were asked to describe in their own words why they felt this way. Their responses were coded into themes (comments could be coded across more than one theme). The charts and tables in this section show the main themes. For a more detailed breakdown of the codes included within these themes, please see Appendix 5.

Reasons for decreased quality of life

Most common reasons for negatively perceived change relate to *reduced financial wellbeing* (64%), *reduced health and wellbeing* (34%), and *work* (17%).

Compared to 2022, mentions of reduced *financial wellbeing* increased (56% to 64% in 2024), while *lifestyle*-related mentions have decreased (from 30% to 11% in 2024).

Reasons for negative change – 8-city total (%)



Base: Those who say their quality of life has worsened compared to 12 months ago (n=1736)

Source: Q4b. *Why do you say your quality of life has changed in the last 12 months?*

Note: Only themes mentioned by 5% or more of respondents are shown. Comments could be coded across more than one theme.

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Reasons for negative change in quality of life

"I eat a very poor diet and get no sleep due to working and no finances as cost of living is so high. I can't afford to visit my children or family. I can't afford basic health like GP and dentist and I cut my own hair and wear worn out clothes due to lack of money."

Female, 35–49 years, Tauranga

"Many things are significantly more expensive than they were previously. Public transportation is significantly worse due to constant repairs on the rail lines."

Male, 35–49 years, Auckland

"Have become unemployed, so money is much tighter as my savings have decreased. Not a great combination with the cost of living increases!"

Female, 25-34 years, Hamilton

"Position at work has been taken down so I am not making enough income at the moment to support myself financially."

Female, 18–24 years, Wellington

"I have a sciatica problem which is painful if I am sitting down. If I am up and working I am okay."

Male, 65+ years, Christchurch

"Everything costs more and the new government has made economic security precarious."

Male, 50–64 years, Dunedin

"Can't afford the basics barely let alone food etc that help energize me."

Female, 35–49 years, Porirua

"Transport costs have increased, food prices have increased faster than my payrate, government is doing everything it can to help the rich at the expense of the poor."

Male, 35–49 years, Hutt City

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Reasons for negative change in quality of life

	8-city total (n=1736) %	Auckland (n=754) %	Hamilton (n=139) %	Tauranga (n=136) %	Hutt City (n=141) %	Porirua (n=137) %	Wellington (n=135) %	Christchurch (n=155) %	Dunedin (n=139) %	Waikato Region (incl. Hamilton) (n=344) %
Reduced financial wellbeing	64	67	59	59	52v	62	64	63	52v	49
Reduced health & wellbeing	34	33	37	41	38	30	33	36	41	43
Work related	17	15	17	14	23^	14	32^	16	13	14
Lifestyle	11	11	12	13	7	13	11	7	14	12
Relationships	9	8	9	12	12	7	11	11	10	10
Aspects of local area	9	12	4v	1v	3v	2v	4	5	3v	2
Housing	7	7	5	7	9	9	10	8	5	7
NET Other	7	8	8	1v	8	7	7	4	11	8

Base: Those who say their quality of life has decreased compared to 12 months ago (n=1941)
Source: Q4b. *Why do you say your quality of life has changed in the last 12 months?*
Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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TE TAIWHANGA HANGA, TE TAIAO / BUILT & NATURAL ENVIRONMENT

This section reports on respondents' views of their city / local area as a place to live and whether they perceive it to have improved or worsened in the last 12 months. It also covers the sentiment residents have about their city / local area and perceptions of specific issues.

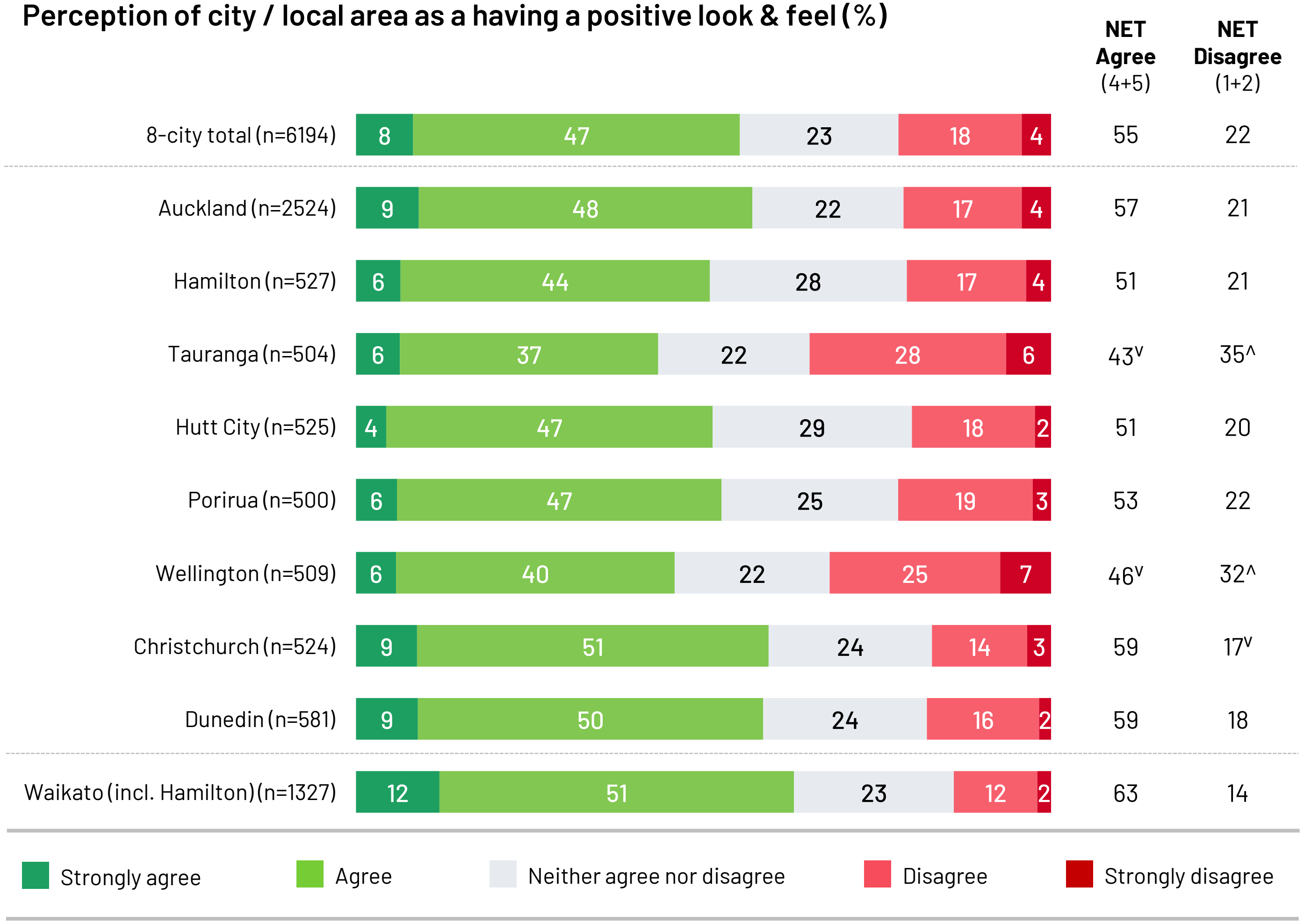
BUILT & NATURAL ENVIRONMENT

Perception of city / local area as having a positive look & feel

More than half (55%) of the 8-city respondents say they are happy with the way their city / local area looks and feels, while 1 in 5 (22%) say they are unhappy with the look and feel or their city / local area.

This is a new question added in 2024.

Perception of city / local area as a having a positive look & feel (%)



Base: All respondents

Source: Q5_1. *How much do you agree or disagree with the following statement: I feel really happy with the way [city / local area] looks and feels...* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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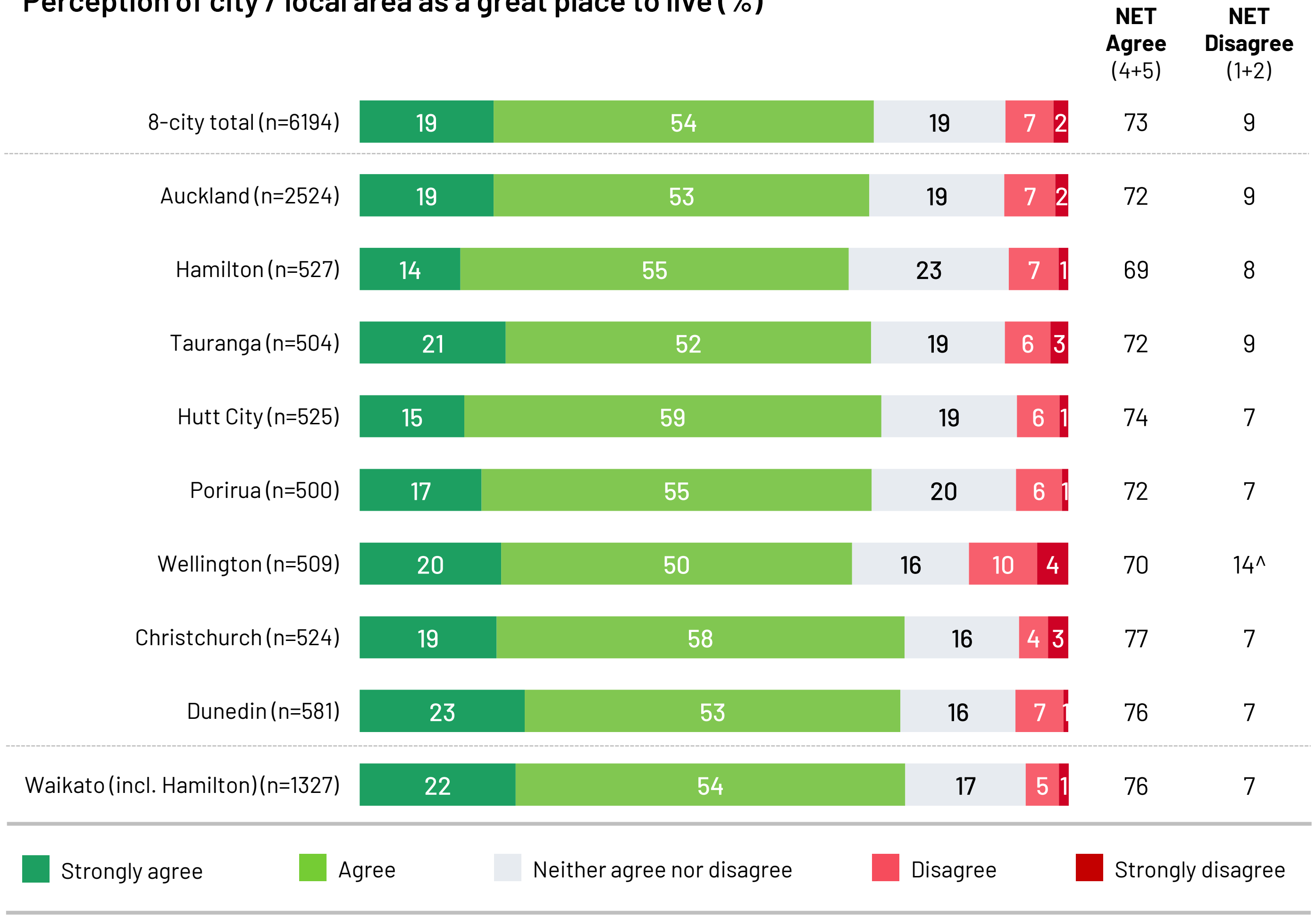
Perception of city / local area as a great place to live

Across the eight cities, close to three quarters (73%) of respondents perceive their city / local area as being a great place to live, while 9% disagree.

Perception of city / local area as a great place to live (%)



Base: All respondents

Source: Q5_2. *How much do you agree or disagree with the following statement: [city / local area] is a great place to live...* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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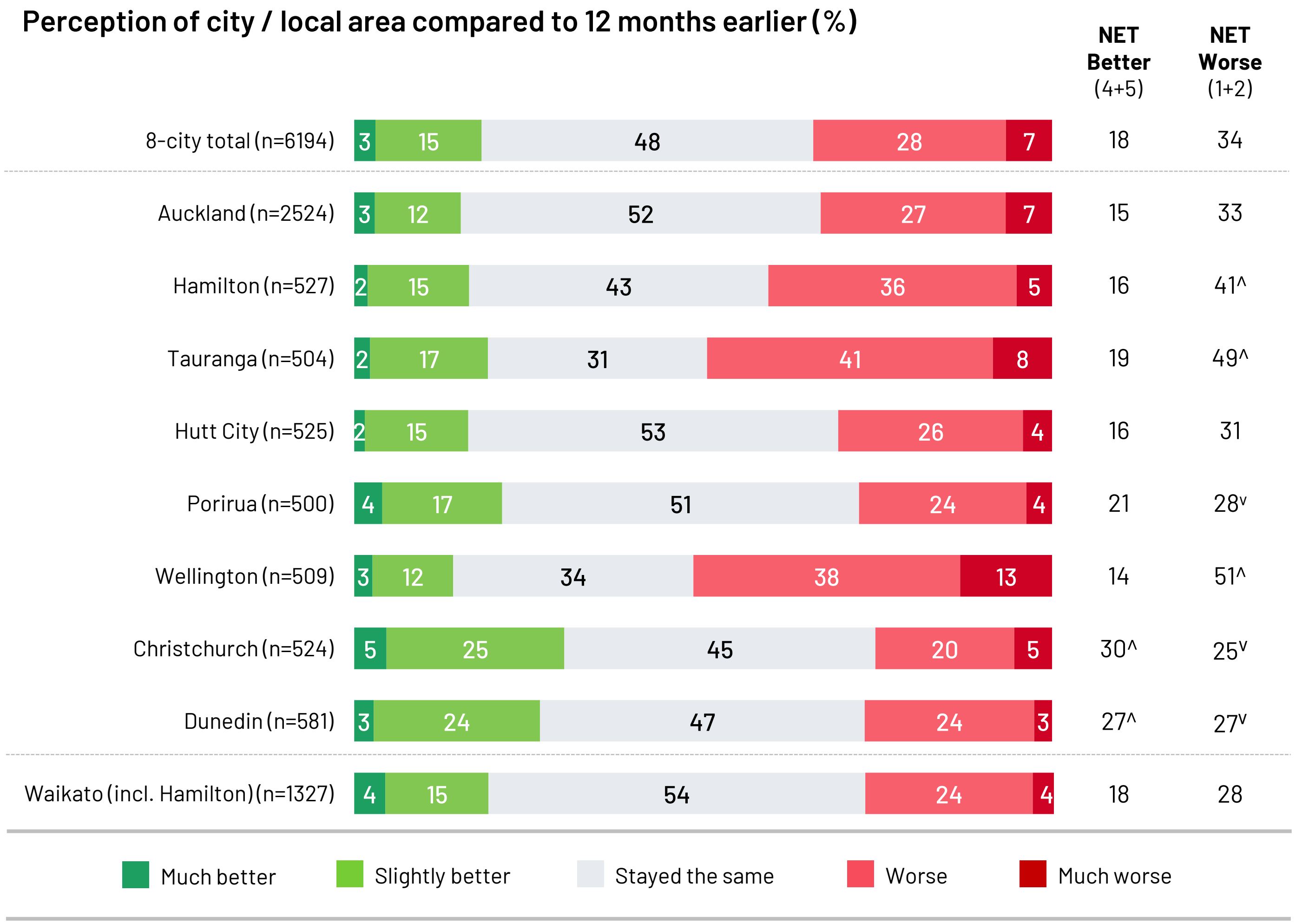
Perception of city / local area compared to 12 months prior

A third (34%) of the 8-city respondents say that their city / local area has worsened as a place to live in the last 12 months, while 18% perceive their city or local area to have improved as a place to live.

Unfavourable perceptions of city / local area in the last 12 months have decreased since 2022 (39% to 34% in 2024).



Base: All respondents

Source: Q6. *In the last 12 months, do you feel [city / local area] has become better, worse, or stayed the same as a place to live?* (1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

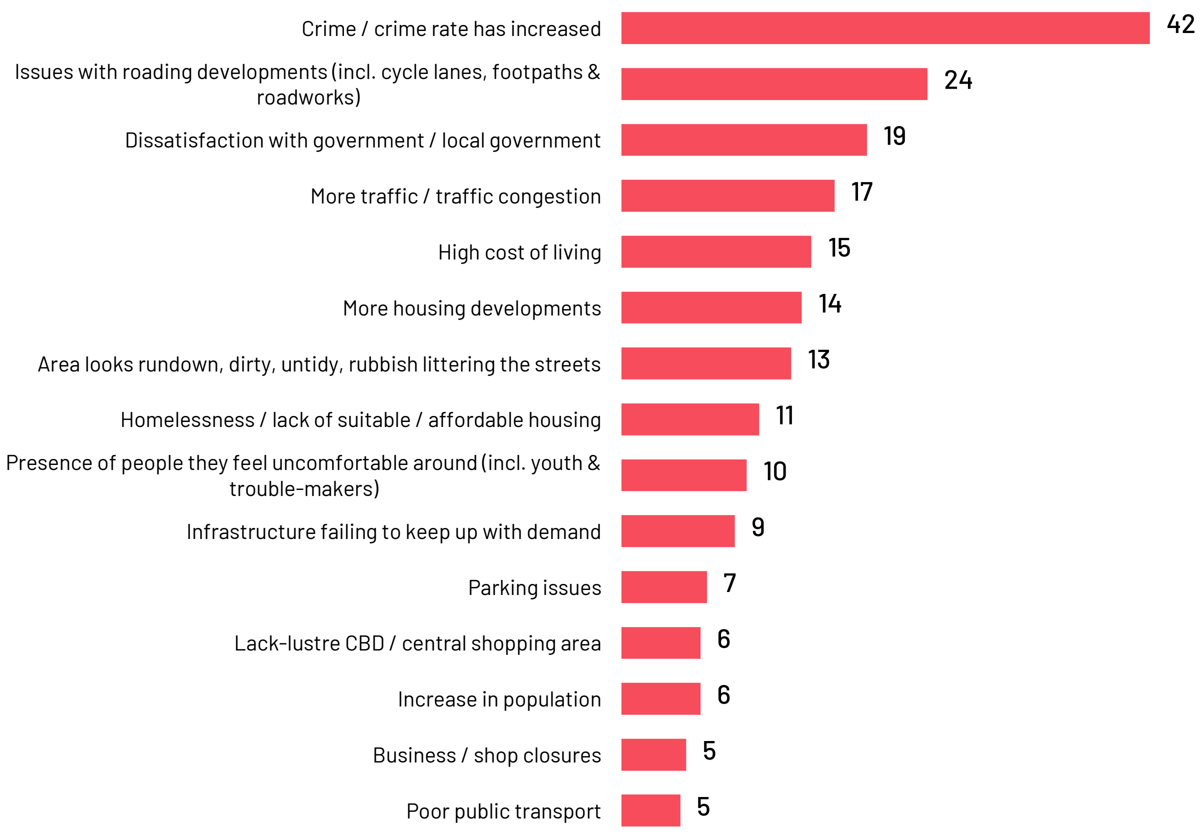
Reasons for negative change in city / local area

Crime or the increase of crime rate (42%) remains the main reason why 34% of the 8-city respondents feel their city / local area has become a worse place to live in. Mentions of *crime* have significantly increased since 2022 (28% to 42% in 2024).

Issues with roading developments have also increased since 2022 (6% to 24% in 2024), as did *dissatisfaction with government / local government* (13% to 19% in 2024), making them the second and third most prevalent themes.

Meanwhile, mentions for *presence of people they feel uncomfortable around*, which was the second most prevalent theme in 2022, have decreased from 17% in 2022 to 10% in 2024.

Reasons for negative change – 8-city total (%)



Base: Those who say their city / local area has got worse as a place to live (n=2120)

Source: Q7a. *Why do you say has changed as a place to live?*

Note: Only themes mentioned by 5% or more of respondents are shown. Comments could be coded across more than one theme.

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Reasons for negative change in city / local area

"The council has carved up most of the remaining roads that worked well and put cones in while creating cycle paths that aren't used. They've also removed car parking in the central city making it unappealing for visitors and killing businesses leading to more vacant buildings."

Male, 35–49 years, Wellington

"A lot more letterbox thieves and generally feeling of not being that safe. A lot more crime and cars being broken into on my street and surrounding streets."

Female, 35–49 years, Auckland

"Too many cycle ways, council wasting money and rates increasing."

Male, 65+ years, Hutt City

"City centre feels very run down, so so so many road works at one time. Traffic congestion has gotten worse."

Female, 35–49 years, Tauranga

"Crime has risen, and it appears unemployment has done the same."

Male, 50–64 years, Porirua

"Lots of change in the city centre, construction is happening constantly."

Male, 25-34 years, Dunedin

"The amount of crime happening is shocking. You can't leave your car out on the street or it will definitely get stolen. The housing prices are ridiculous."

Female, 18–24 years, Hamilton

"There is a lot more crime. Idiot drivers are more common. Roads are still stuffed."

Female, 65+ years, Christchurch

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Reasons for negative change in city / local area

	8-city total (n=2120) %	**Auckland** (n=840) %	**Hamilton** (n=213) %	**Tauranga** (n=248) %	**Hutt City** (n=158) %	**Porirua** (n=131) %	**Wellington** (n=254) %	**Christchurch** (n=129) %	**Dunedin** (n=147) %	**Waikato Region (incl. Hamilton)** (n=384) %
Crime / crime rate has increased	42	49^	58^	21v	32v	29v	18v	42	25v	48
NET Other	25	28	22	20v	20	20	28	17v	24	22
Issues with roading developments (incl. cycle lanes, footpaths & roadworks)	24	20	19	40^	15v	20	28	31	42^	18
Dissatisfaction with government / local government	19	14v	23	26^	21	16	35^	19	25	19
More traffic / traffic congestion	17	19	11v	43^	14	6v	6v	7v	10v	9
High cost of living	15	7v	23^	17	20^	36^	30^	28^	20	16
More housing developments	14	22^	5v	4v	13	3v	3v	5v	4v	4
Area looks rundown, dirty, untidy, rubbish littering the streets	13	16	12	12	8	9	14	5v	9	10
Homelessness / lack of suitable / affordable housing	11	9	12	13	11	12	20^	8	12	13
Presence of people they feel uncomfortable around (incl. youth & trouble-makers)	10	11	10	5v	10	10	7	9	6	12
Infrastructure failing to keep up with demand	9	5	2v	9	21^	12	34^	2v	4v	2
Increase in population	6	8	4	13^	4	3	2	2	2	8
Parking issues	7	6	7	8	7	16^	9	4	15^	4
Lack-lustre CBD / central shopping area	6	1v	10	19^	3	4	17^	6	17^	6
Business / shop closures	5	3	5	12^	6	6	17^	0v	7	5
Poor public transport	5	4	7	4	3	1	13^	1	4	3

Base: Those who say their city / local area has got worse as a place to live (n=2291)
Source: Q7a. *Why do you say has changed as a place to live?*
Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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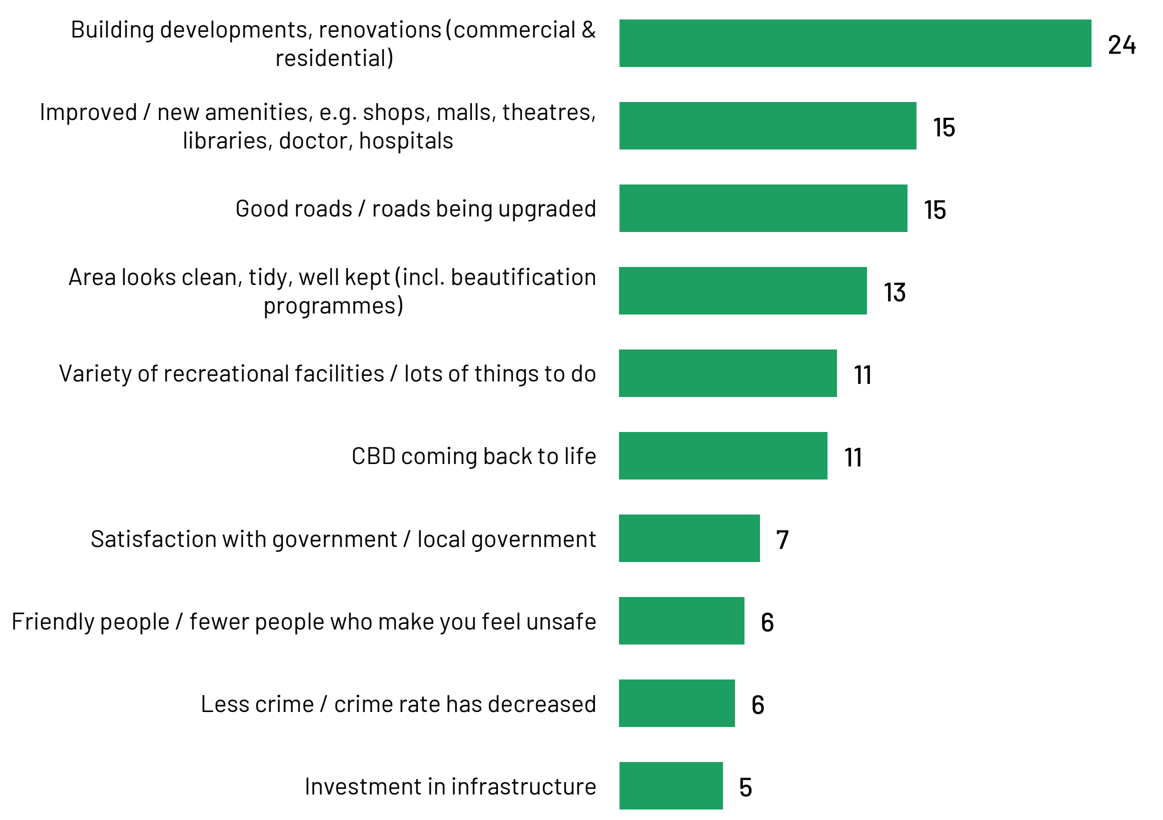
Reasons for positive change in city / local area

The most commonly mentioned reasons among the 18% who feel their city / local area has become a better place to live, are *building developments* (24%), followed by *good roads* (15%), and the *variety of recreational facilities* (14%).

Building developments has replaced *improved or new amenities* as the most prevalent theme for perceived positive change. *Improved or new amenities* has decreased from 24% in 2022 to 13% in 2024.

Reasons for positive change – 8-city total (%)



Base: Those who say their city / local area has got better as a place to live (n=1056)

Source: Q7b. *Why do you say has changed as a place to live?*

Note: Only themes mentioned by 5% or more of respondents are shown. Comments could be coded across more than one theme.

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Reasons for positive change in city / local area

"The building of a cycle way along Oxford terrace has made a positive difference. The river trail and natural spaces are well maintained and looked after."
Female, 35–49 years, Hutt City

"More focus on creating a vibrant central city, motorways north and south have been improved for faster travel."
Female, 25–34 years, Hamilton

"All the development and change in management means I can see a brighter future for Tauranga."
Male, 25–34 years, Tauranga

"The overall community vibe is amazing, there is a very close knit feel. Everything you could want is convenient and close, and people are friendly so that's always a bonus."
Male, 18-24 years, Porirua

"It's coming to life in terms of things getting finished in the central city which is nice."
Male, 35–49 years, Christchurch

"The central city upgrade is now finished and it has made this area an inviting place to visit."
Male, 65+ years, Dunedin

"New businesses have started to open now that COVID has passed. Lots of work by the council on beautifying shared public areas has made it feel much nicer. People also seem to be happier around town."
Female, 25–34 years, Wellington

"The park down the road got a new playground within the last year. It's nice to see the kids using it and having fun. They also have been holding more festivals and events in the park than previously."
Female, 35–49 years, Auckland

BUILT & NATURAL ENVIRONMENT

Reasons for positive change in city / local area

	8-city total (n=1056) %	Auckland (n=345) %	Hamilton (n=78*) %	Tauranga (n=94*) %	Hutt City (n=72**) %	Porirua (n=95**) %	Wellington (n=73*) %	Christchurch (n=149 %	Dunedin (n=150) %	Waikato Region (incl. Hamilton) (n=233) %
Building developments, renovations (commercial & residential)	24	25	17	17	15	21	13v	25	40^	11
Good roads / roads being upgraded	15	13	14	38^	16	8	15	9v	23^	12
Variety of recreational facilities / lots of things to do	14	10	20	14	15	13	13	26^	3v	20
Improved / new amenities, e.g. shops, malls, theatres, libraries, doctor, hospitals	13	14	22^	3v	5	14	7	13	11	13
Area looks clean, tidy, well kept (incl. beautification programmes)	13	8v	15	10	11	13	12	19^	22^	15
CBD coming back to life	11	2v	5	12	0v	8	4	30^	21^	3
Satisfaction with government / local government	7	4	4	10	21^	12	10	11	4	10
Nicer people around	6	10	2	2	4	11	4	2	4	4
Less crime / crime rate has decreased	6	7	11	1v	2	5	5	5	5	7
Investment in infrastructure	5	3	2	7	11^	6	4	9	8	5

Base: Those who say their city / local area has got better as a place to live (n=1201)

Source: Q7b. *Why do you say has changed as a place to live?*

Note: Only themes mentioned by 5% or more of respondents are shown. * / **Warning: Low (n<100) / very low (n<50) base size, indicative result only.

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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TE WHARE NOHO / HOUSING

This section reports on respondents' views of their housing situation: perceptions of affordability of housing costs (rent or mortgage, rates, insurance, maintenance, etc.), suitability of their dwelling type, and whether their location suits their needs.

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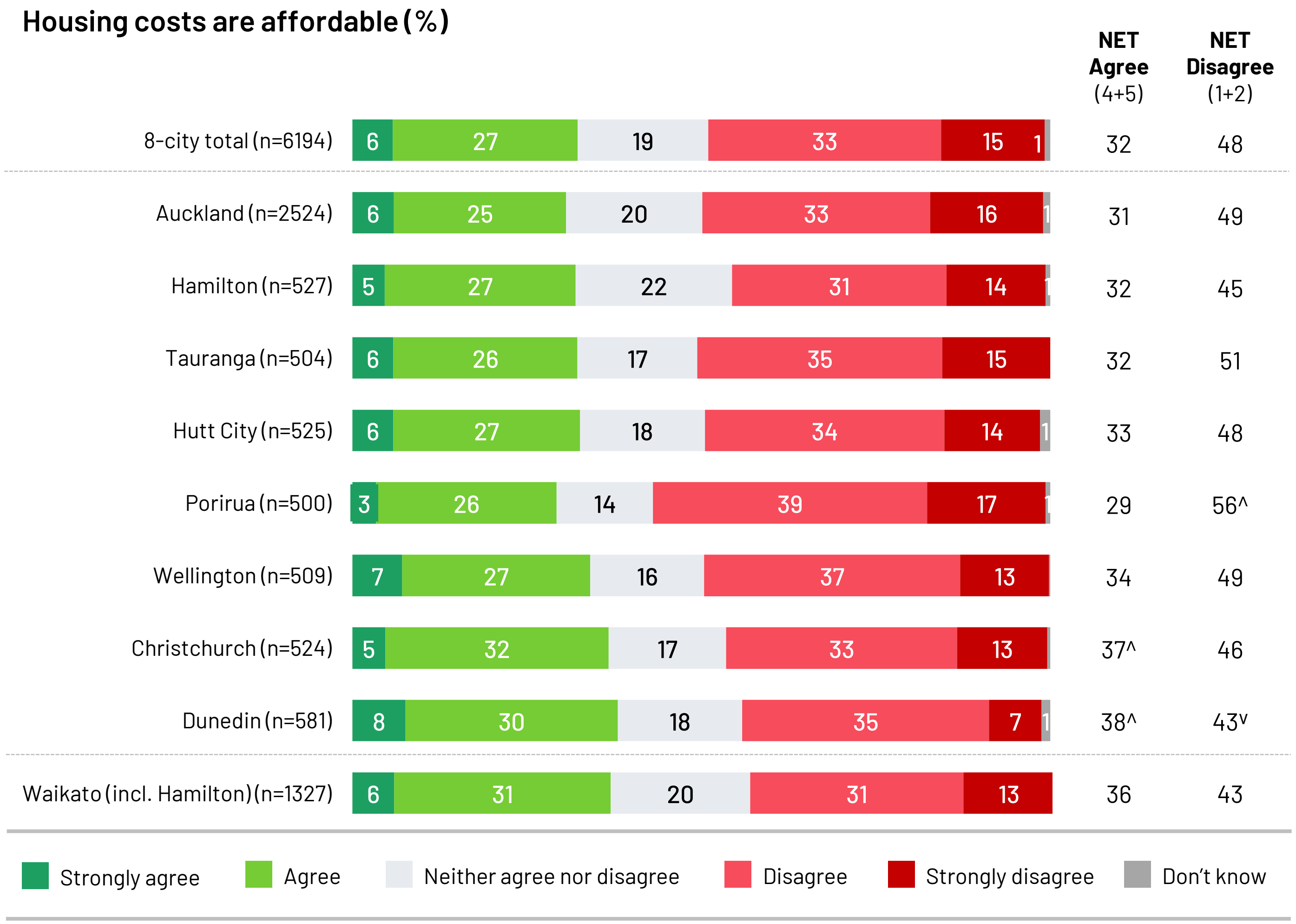
Affordability of housing costs

A third (32%) of the 8-city respondents agree that their housing costs are affordable, while just under half (48%) disagree, including 15% who 'strongly' disagree that housing costs are affordable.

This result has seen a decrease since 2022, when 39% of respondents agreed that housing costs were affordable.



Base: All respondents

Source: Q8_1. *How much do you agree or disagree with the following statement: Your housing costs are affordable…* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

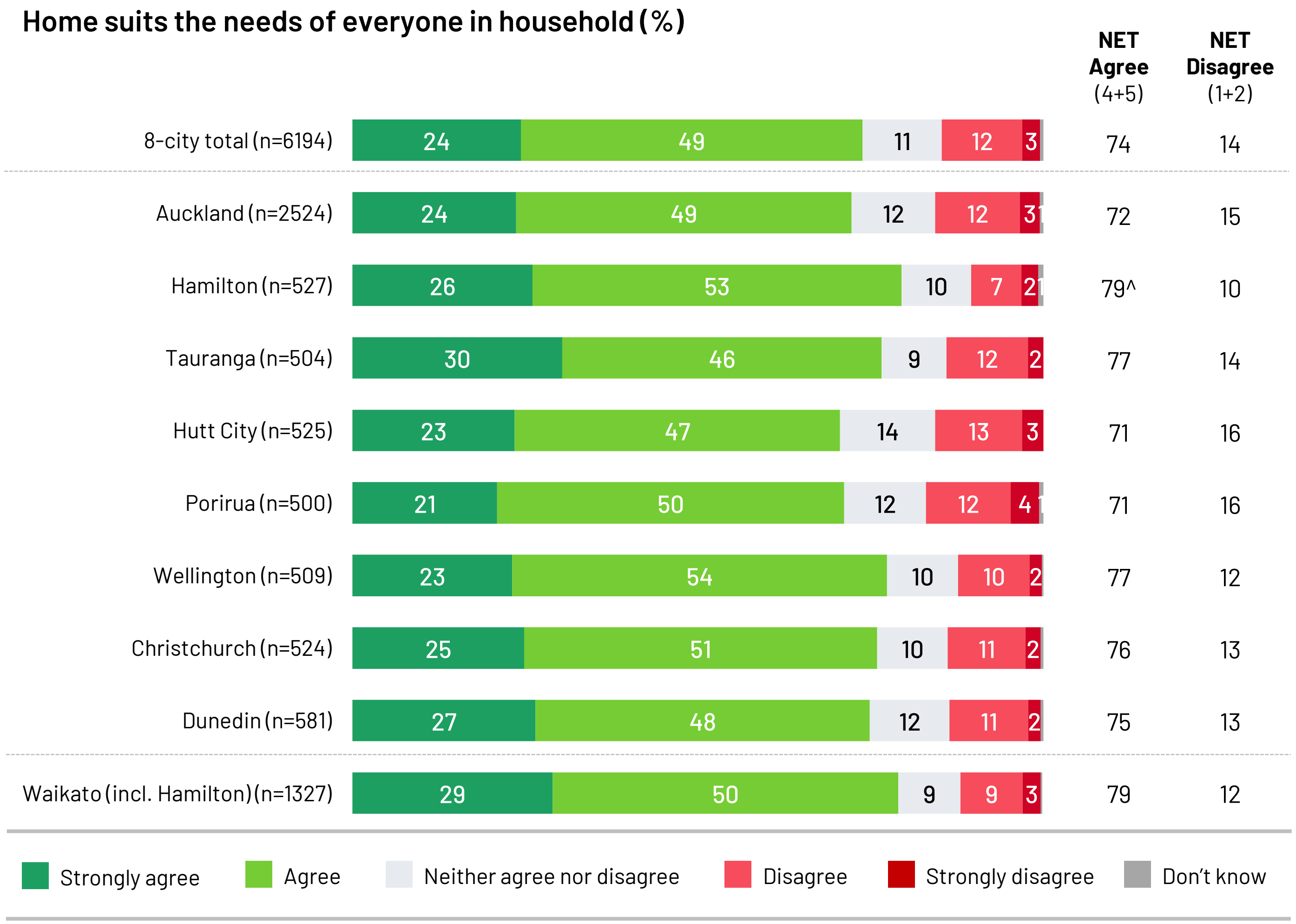
v Significantly lower than 8-city total (excluding the subgroup compared)

HOUSING

Suitability of home type

Three quarters (74%) of the 8-city respondents agree that their home suits the needs of everyone in their household, while 14% disagree.

This statement changed wording in 2024. Previously, it was worded '*The type of home you live in suits your needs and the needs of others in your household*'.



Base: All respondents

Source: Q8_2. *How much do you agree or disagree with the following statement: The home you live in suits the needs of everyone in your household...* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

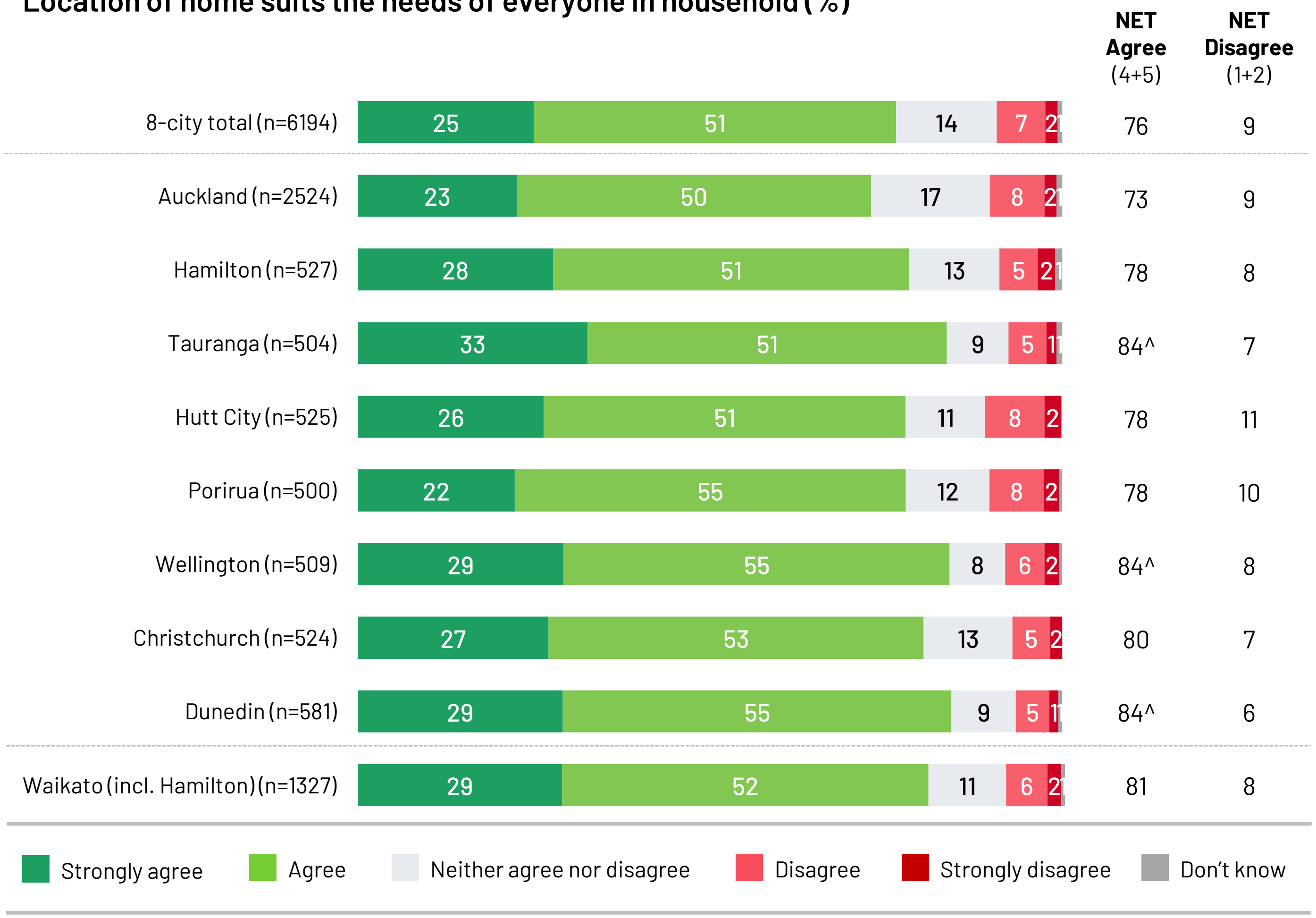
v Significantly lower than 8-city total (excluding the subgroup compared)

HOUSING

Suitability of home location

Three quarters (76%) of the 8-city respondents agree that the general area / neighbourhood they live in suits the needs of everyone in their household.

Location of home suits the needs of everyone in household (%)



Base: All respondents

Source: Q8_3. *How much do you agree or disagree with the following statement: The general area or neighbourhood your home is in suits the needs of everyone in your household…*
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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TE TŪNUKU TŪMATAWHĀNUI / PUBLIC TRANSPORT

This section reports on respondents' use and perceptions of public transport. For the purposes of this survey, public transport was defined as cable cars, ferries, trains, and buses (including school buses), but not including taxis or Uber.

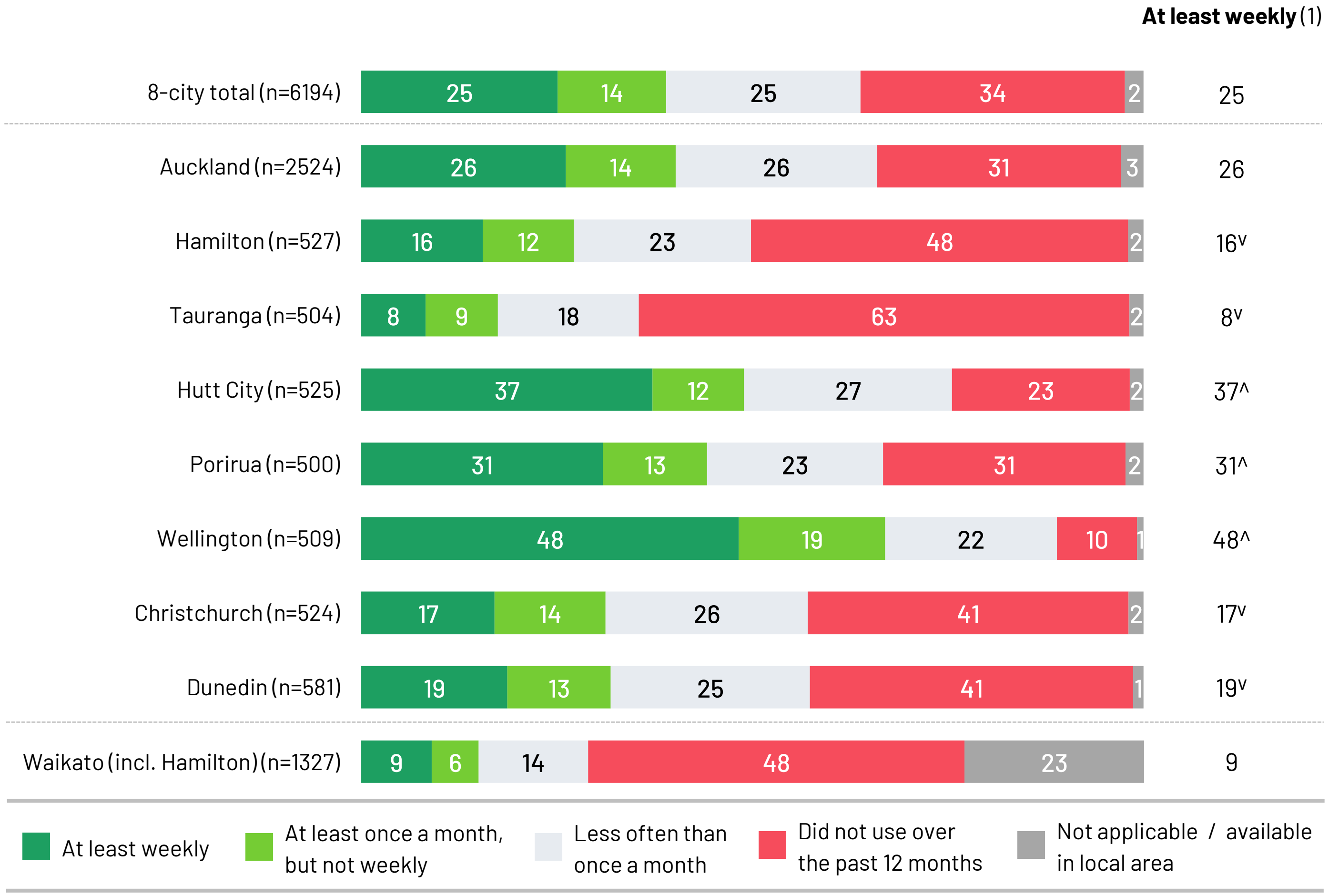
PUBLIC TRANSPORT

Frequency of public transport use

Close to two thirds (64%) of the 8-city respondents had used public transport in the last 12 months, including 25% who had used public transport at least weekly.

The proportion who reported having used public transport in the last 12 months increased since 2022 (49% to 64% in 2024), as did the use of public transport on a weekly basis (16% to 25% in 2024).

Frequency of public transport use (%)



Base: All respondents

Source: Q12. *In the last 12 months, how often have you used public transport?* (1 – At least weekly, 2 – At least once a month, but not weekly, 3 – Less often than once a month 4 – Did not use over the past 12 months, 5 – Not applicable / available in [city / local area])

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

PUBLIC TRANSPORT

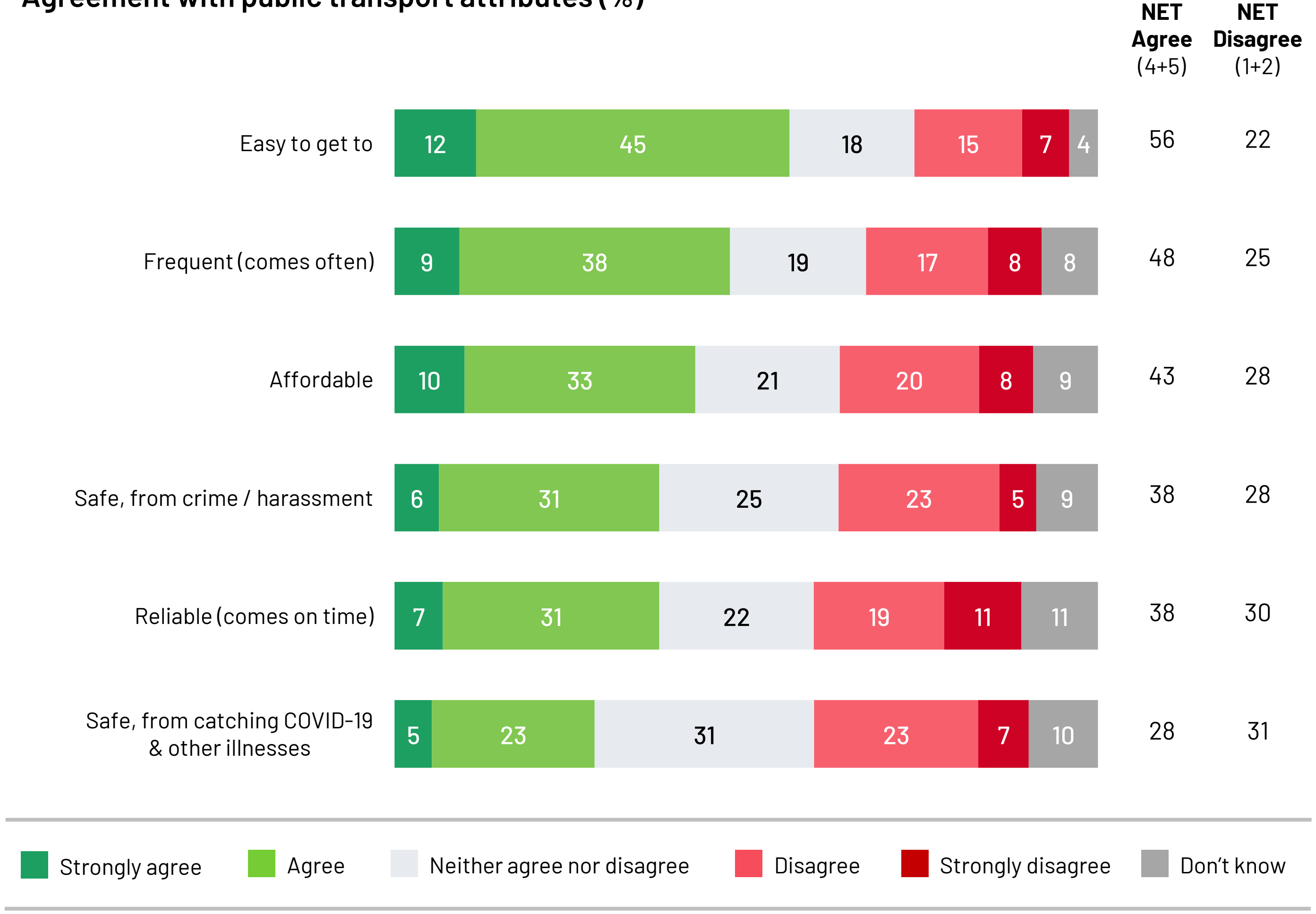
Summary of perceptions of public transport

Those who have public transport in their area were asked about their perceptions of public transport.

Public transport is rated most positively for *being easy to get to* (56% agree) and least positively for *being safe from catching COVID-19 or other illnesses* (28% agree).

The perception that public transport is *easy to get to* and *safe* has decreased since 2022, while the perception of *affordability* has become more favourable (refer to charts in following pages).

Agreement with public transport attributes (%)



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements?* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

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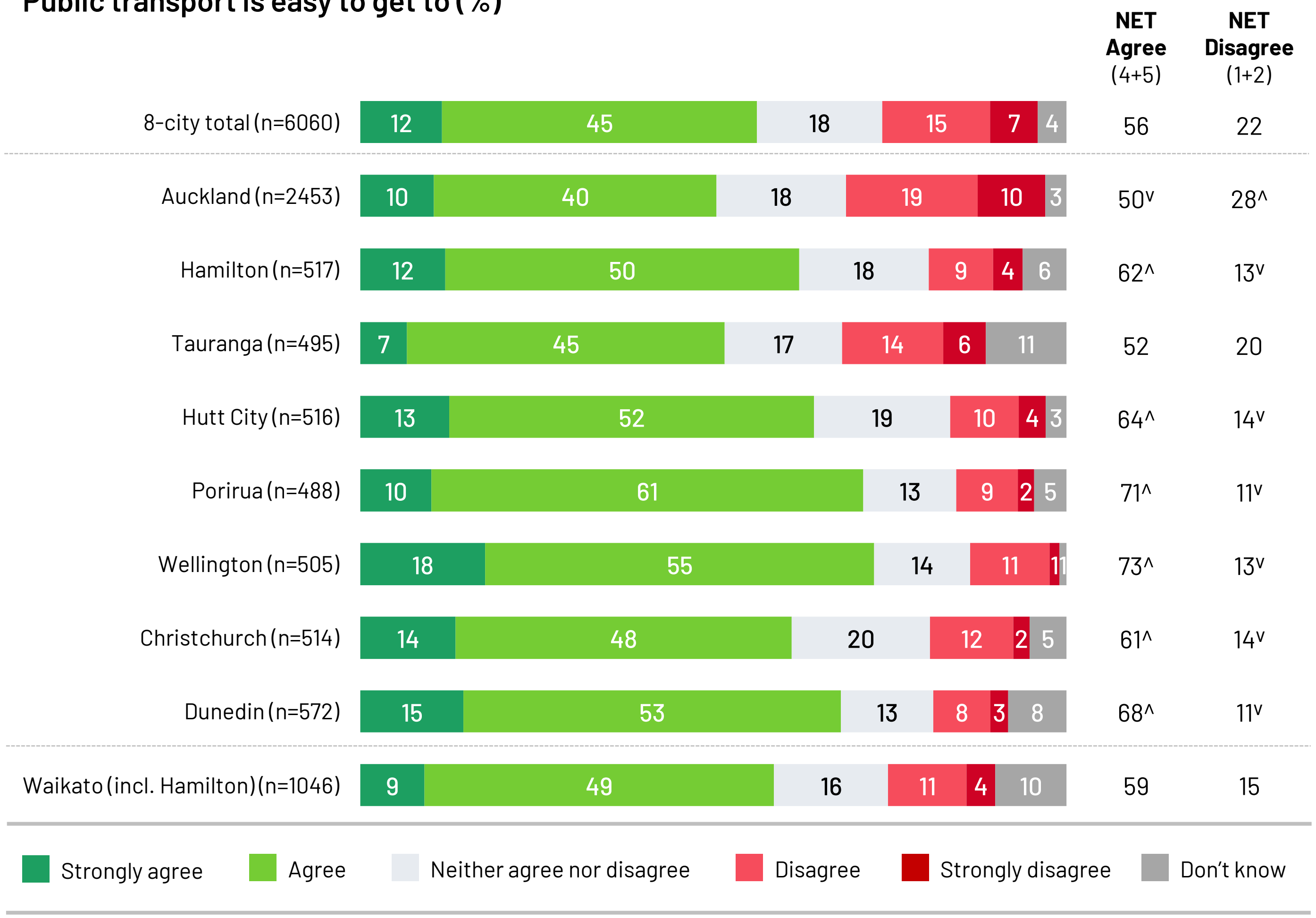
Accessibility of public transport

More than half (56%) of the 8-city respondents agree that public transport is easy to get to, while 22% disagree.

The proportion of those who agree has decreased since 2022 (62% to 56% in 2024).

Public transport is easy to get to (%)



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13_4. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements: Public transport is easy to get to* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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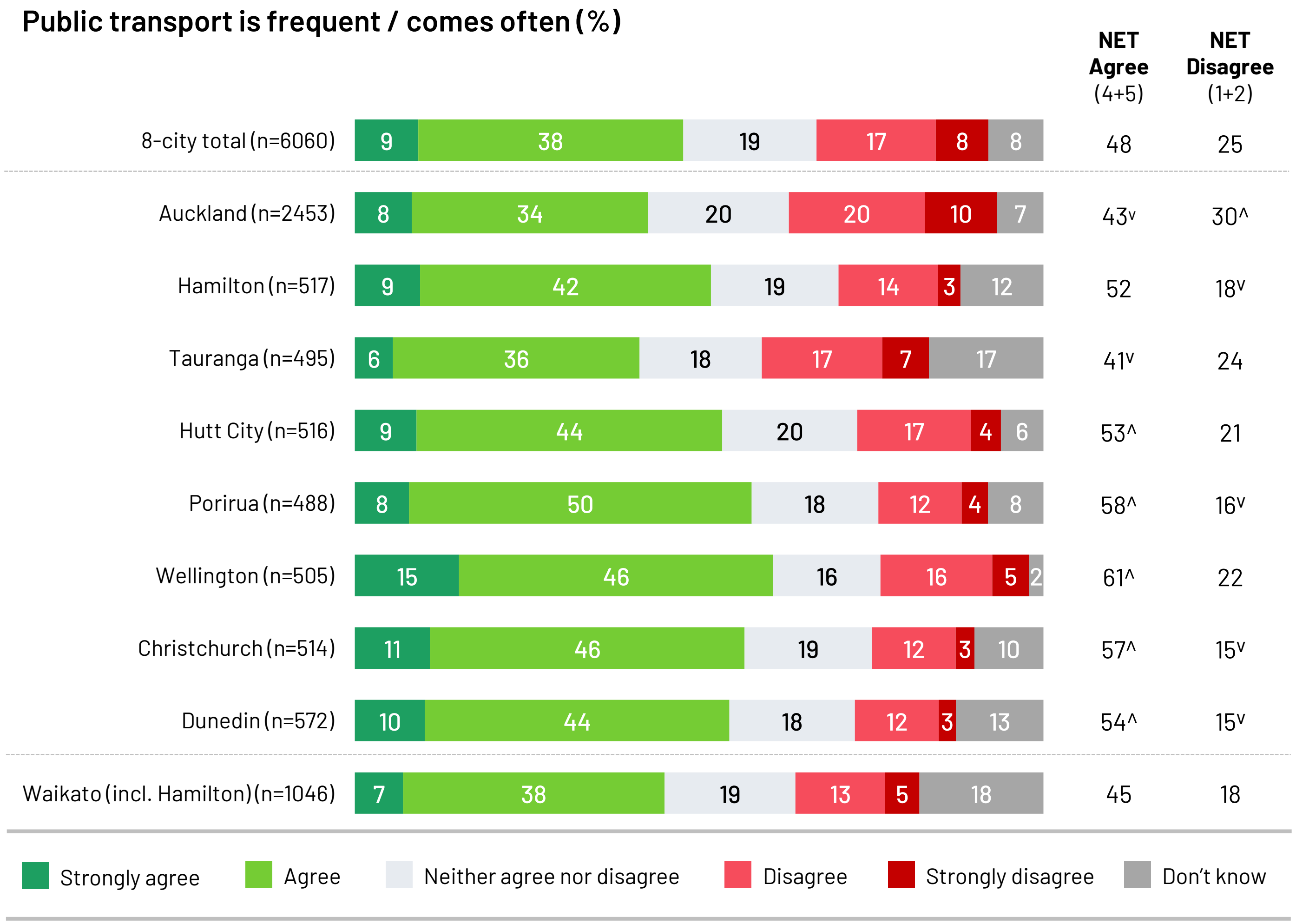
Frequency of public transport

Almost half (48%) of the 8-city respondents agree that public transport is frequent (comes often), while 25% disagree.



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13_5. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements: Public transport is frequent (comes often)* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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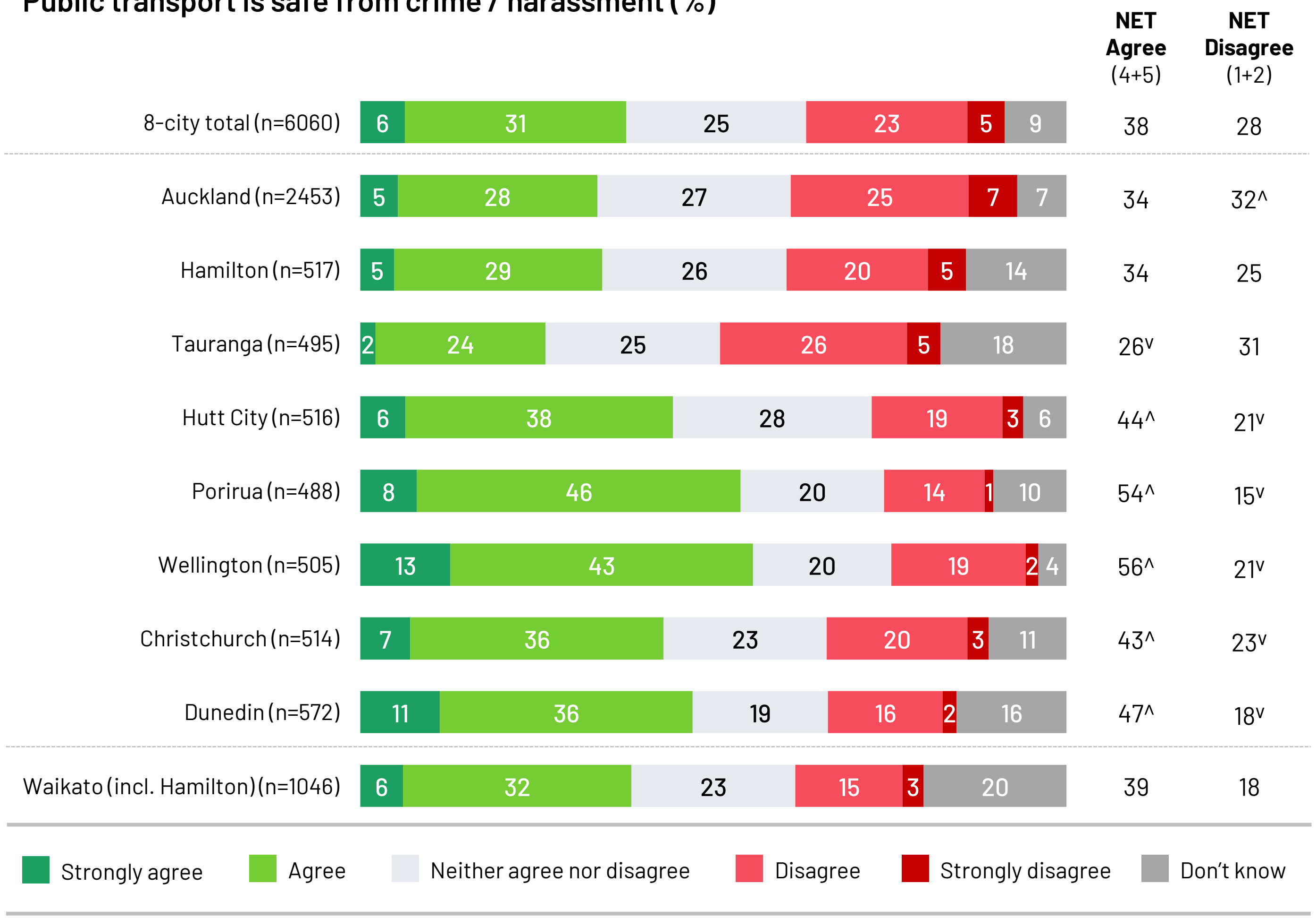
Safety from crime / harassment

More than a third (38%) of the 8-city respondents agree that public transport is safe from crime and harassment, while 28% disagree.

Favourable perceptions around public transport safety have decreased since 2022, with a higher proportion disagreeing that public transport is safe (22% to 28% in 2024).

Public transport is safe from crime / harassment (%)



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13_3. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements: Public transport is safe from crime or harassment* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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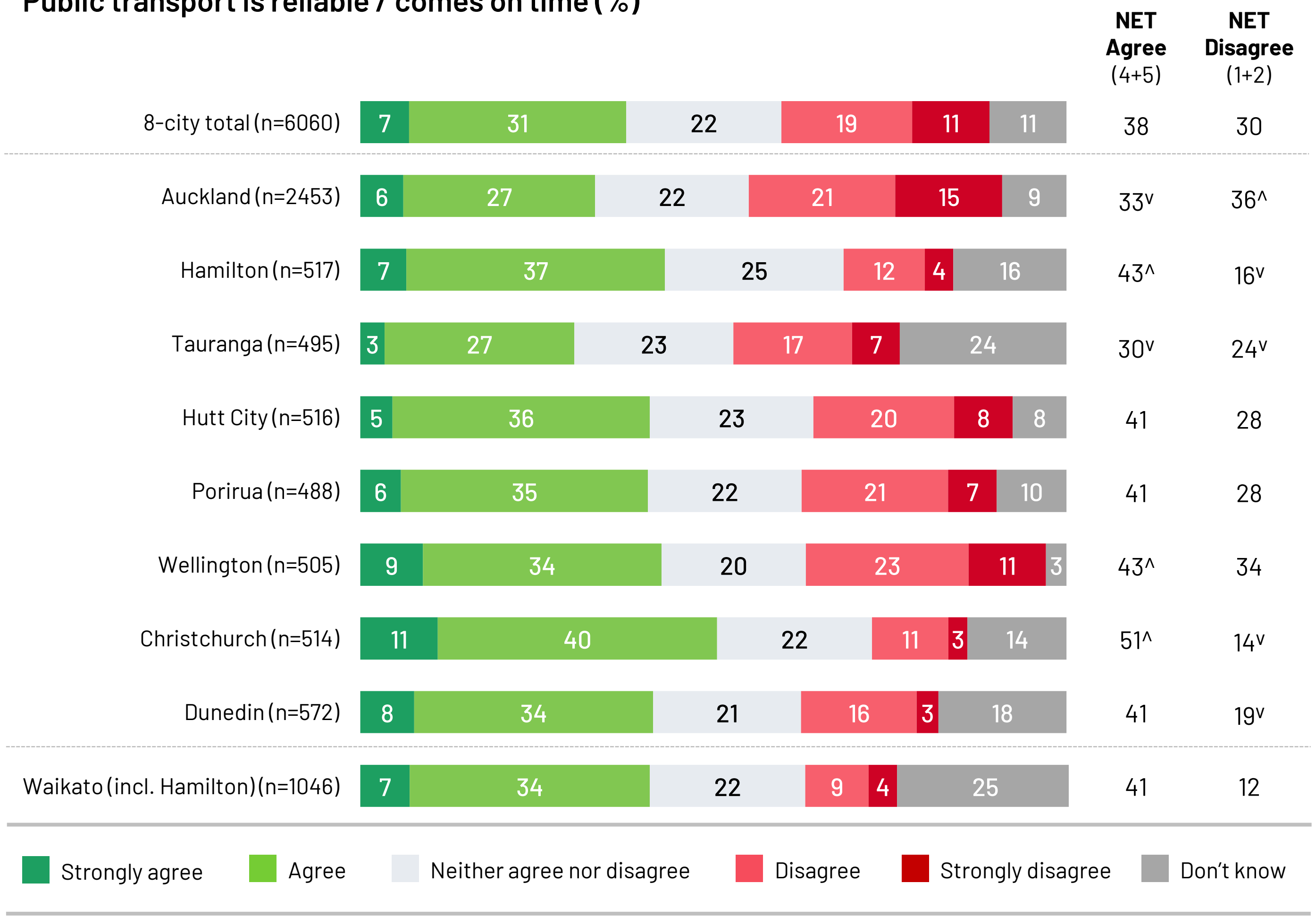
Reliability of public transport

More than a third (38%) of the 8-city respondents agree that public transport is reliable, while 30% disagree.

Favourable perceptions have decreased since 2022, with a higher proportion disagreeing that public transport is reliable (24% to 30% in 2024).

Public transport is reliable / comes on time (%)



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13_6. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements: Public transport is reliable (comes on time)* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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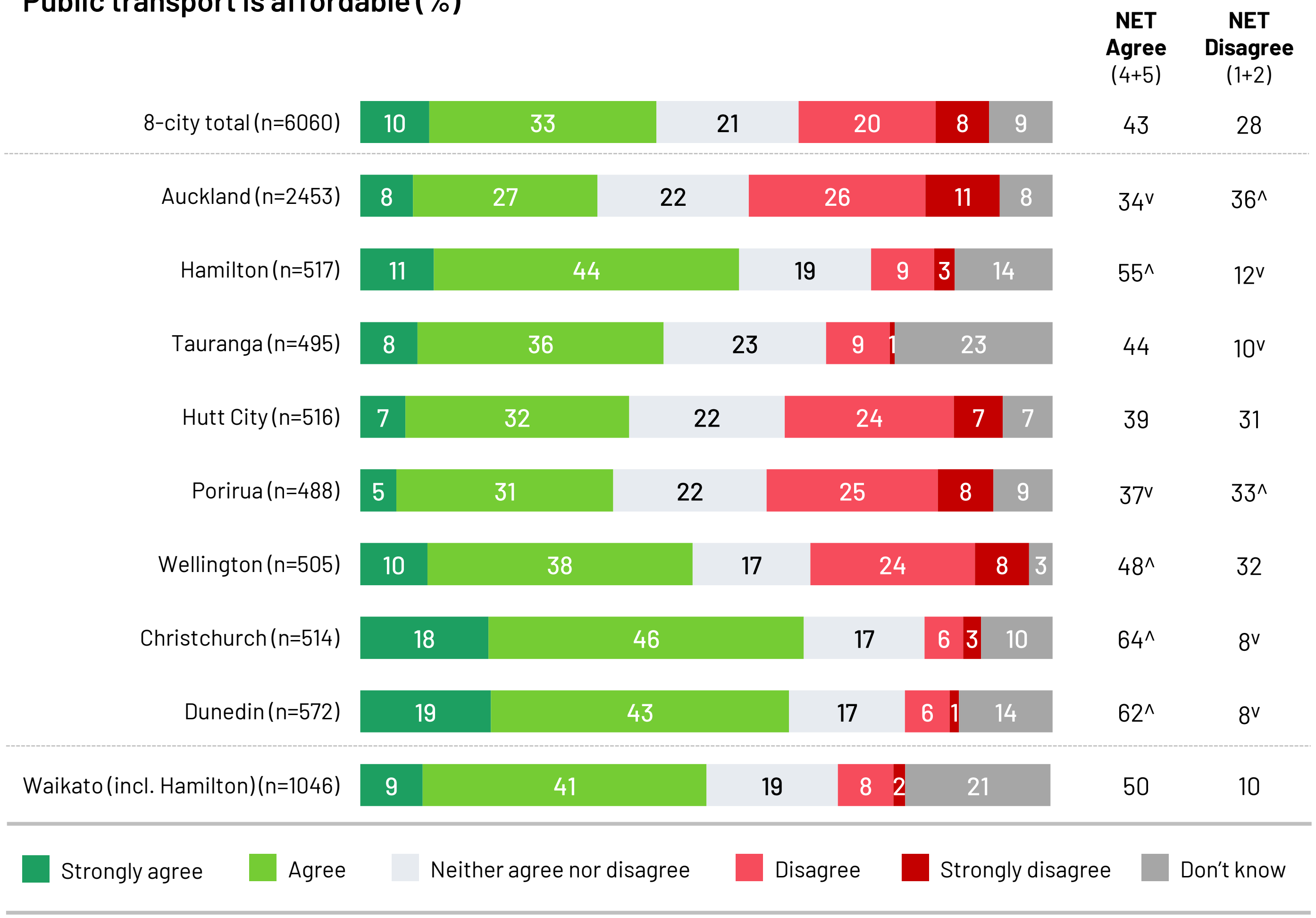
Affordability of public transport

Less than half (43%) of the 8-city respondents agree that public transport is affordable, while 28% disagree.

There is a higher proportion of agreement compared to 2022 (37% to 43% in 2024).

Public transport is affordable (%)



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13_1. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements: Public transport is affordable* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

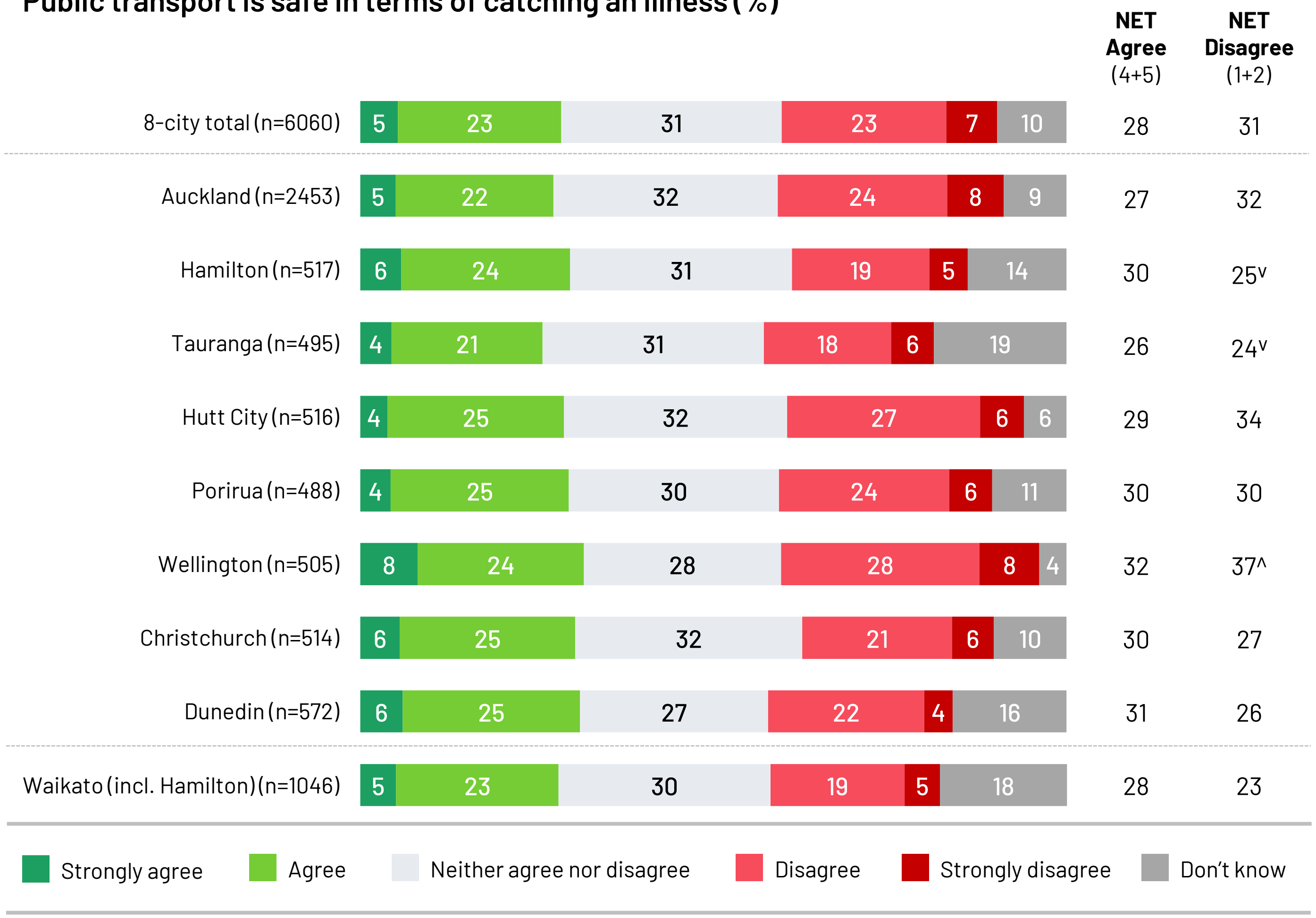
^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

PUBLIC TRANSPORT

Safety from catching COVID-19 & other illnesses

Perceptions around safety from catching COVID-19 or other illnesses on public transport are divided. Nearly a third (29%) of the 8-city respondents agree, 30% disagree, while 31% neither agree nor disagree.

Public transport is safe in terms of catching an illness (%)



Base: Those who did not select code 5 (*not applicable / not available in [city / local area]*) at Q12 (n=6589)

Source: Q13_3. *Thinking about public transport in [city / local area], based on your experiences and perceptions, do you agree or disagree with the following statements: Public transport is safe from catching COVID-19 and other illnesses* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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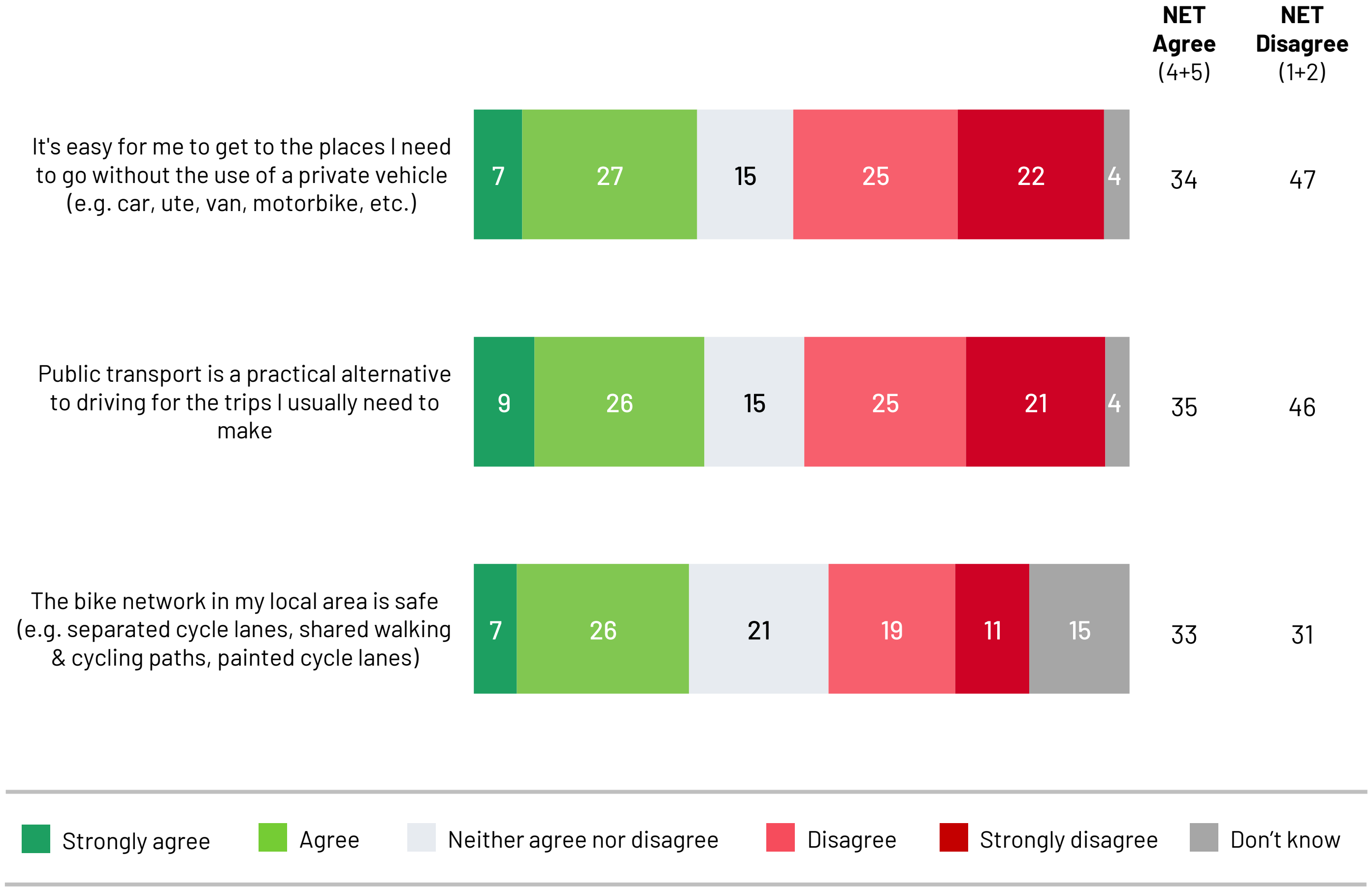
Summary of alternatives to private vehicles

A third (34%) of the 8-city respondents agree that *it is easy for them to get to places without the use of a private vehicle*, while almost half (47%) disagree; perceptions around *public transport being a practical alternative to driving* have similar proportions – 35% agree, while 46% disagree.

Perceptions around their *local area's bike network being safe* are divided, with 33% who agree, 31% who disagree, and 21% who neither agree nor disagree.

This is a new question added in 2024.

Perceptions of alternatives to private vehicles (%)



	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	NET Agree (4+5)	NET Disagree (1+2)
It's easy for me to get to the places I need to go without the use of a private vehicle (e.g. car, ute, van, motorbike, etc.)	7	27	15	25	22	4	34	47
Public transport is a practical alternative to driving for the trips I usually need to make	9	26	15	25	21	4	35	46
The bike network in my local area is safe (e.g. separated cycle lanes, shared walking & cycling paths, painted cycle lanes)	7	26	21	19	11	15	33	31

Base: All respondents

Source: Q14. *Thinking about transport in [city / local area], how much do you agree or disagree with the following statements?* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

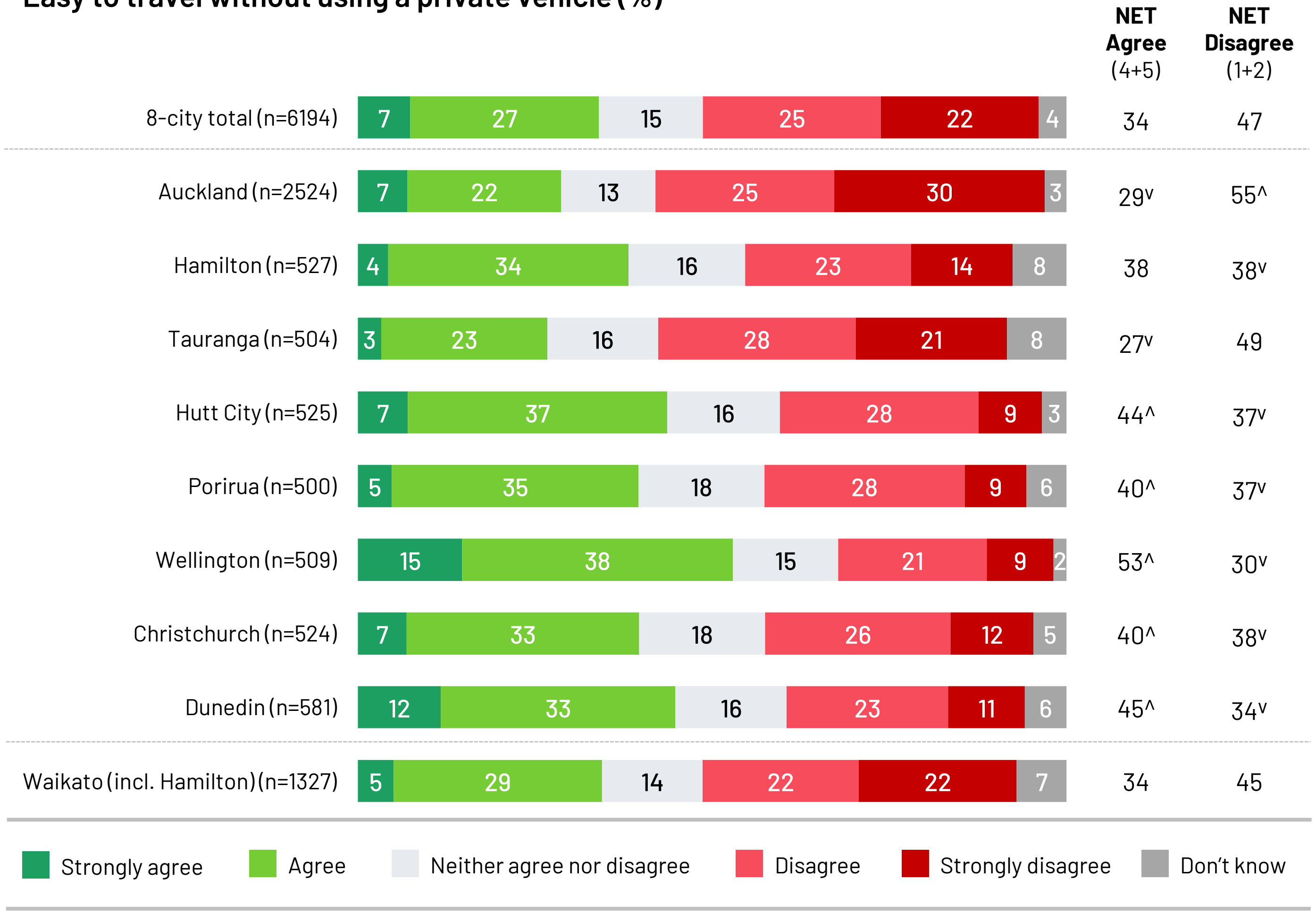
PUBLIC TRANSPORT

Ease of travelling without a private vehicle

Nearly half (47%) of the 8-city respondents disagree that it is easy for them to get to places without the use of a private vehicle, while 34% agree.

This is a new question added in 2024.

Easy to travel without using a private vehicle (%)



Base: All respondents

Source: Q14_1. *How much do you agree with the following statement: it's easy for me to get to the places I need to go without the use of a private vehicle* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

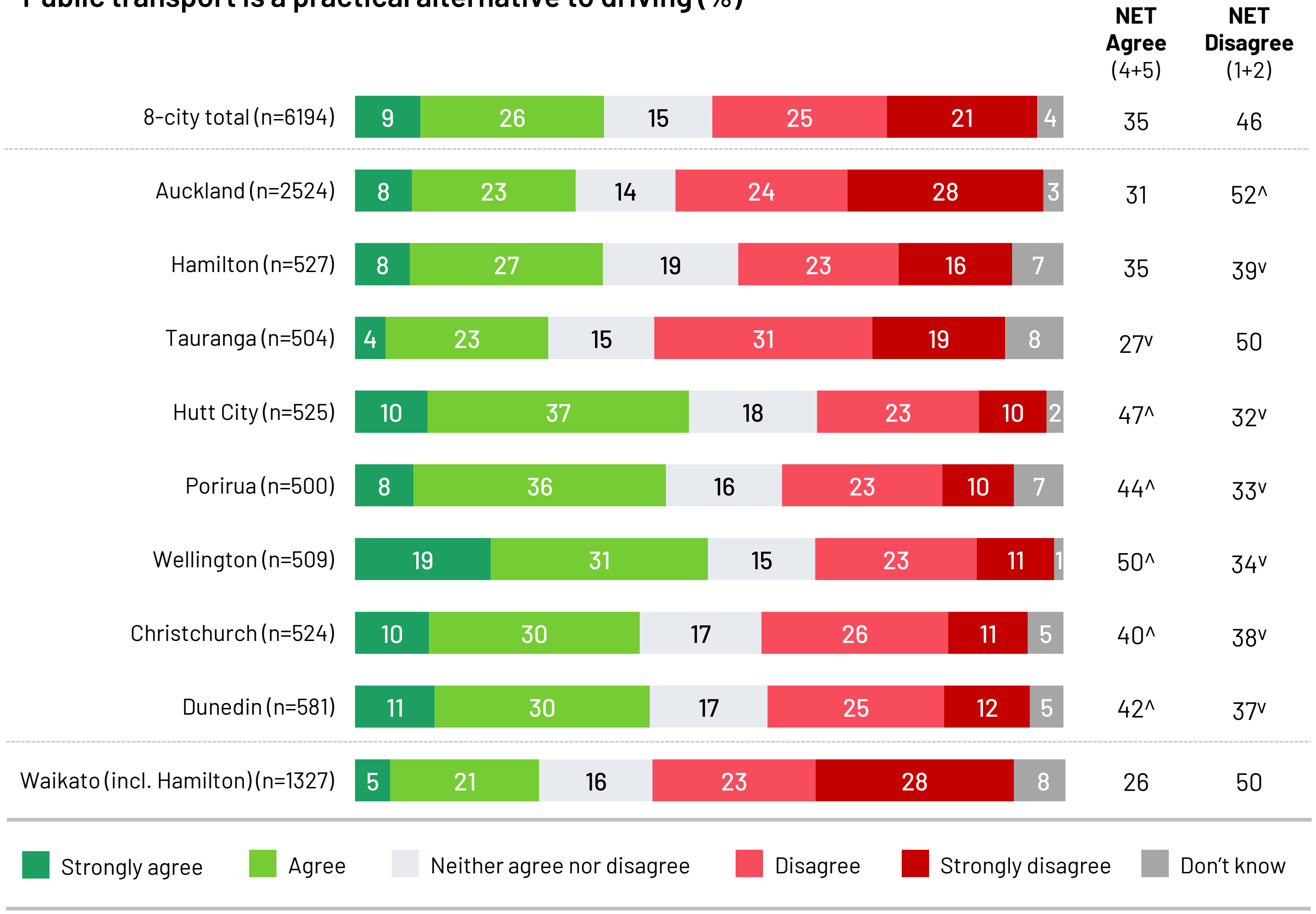
PUBLIC TRANSPORT

Practicality of public transport

Nearly half (46%) of the 8-city respondents disagree that public transport is a practical alternative to driving, while 35% agree.

This is a new question added in 2024.

Public transport is a practical alternative to driving (%)



Base: All respondents

Source: Q14_2. *How much do you agree with the following statement: Public transport is a practical alternative to driving for the trips I usually need to make* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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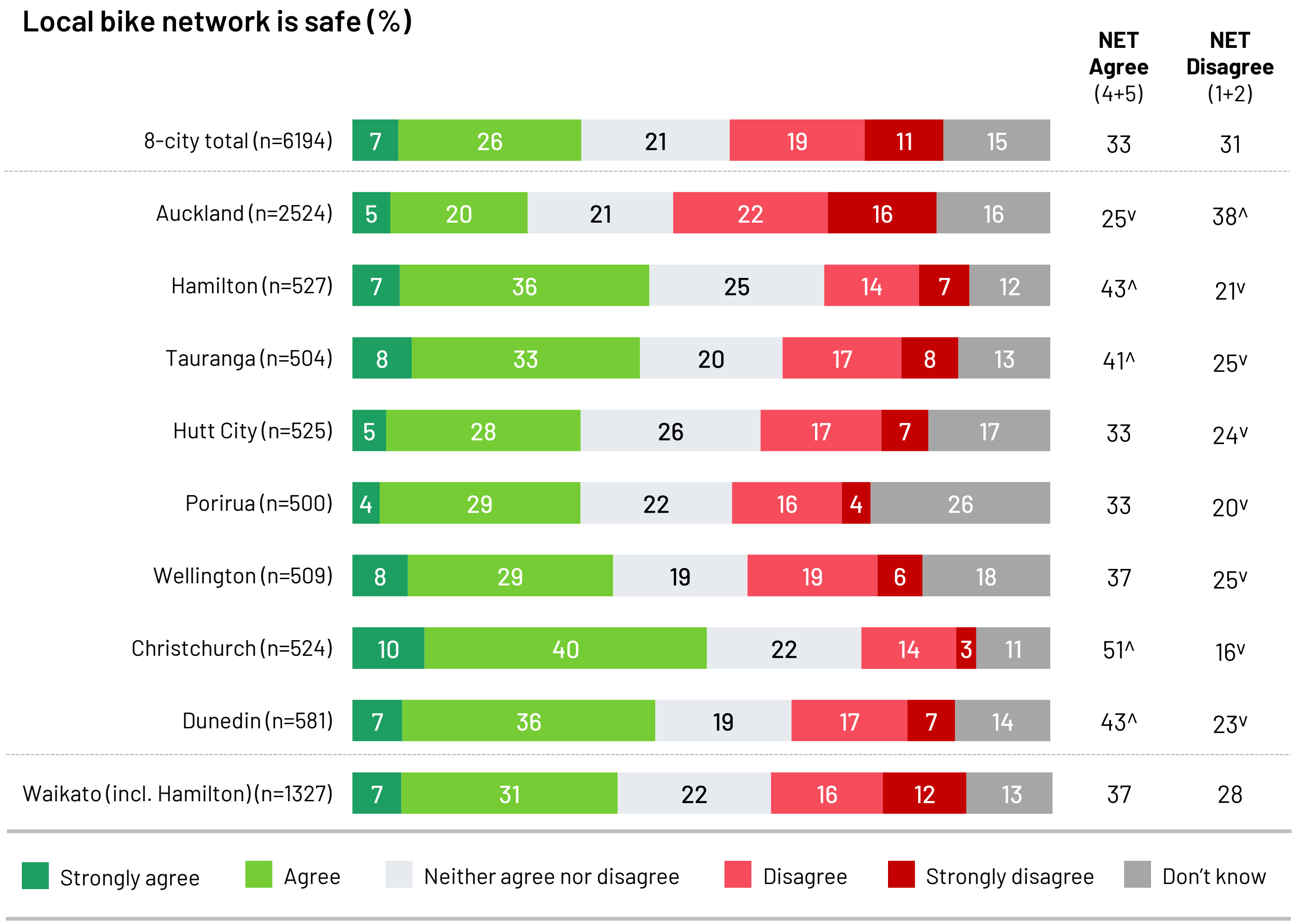
Safety of bike network

Perceptions around the perceived safety of local bike networks are divided – 33% of the 8-city respondents agree that their local area's bike network is safe, 31% disagree, and 21% neither agree nor disagree.

This is a new question added in 2024.



Base: All respondents

Source: Q14_2. *How much do you agree with the following statement: The bike network in my local area is safe* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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TE HAUORA ME TE ORANGA / HEALTH & WELLBEING

This section explores respondents' perceptions of their health and wellbeing. This includes their rating of their physical and mental health, stress, how much they exercise, and barriers to accessing healthcare services.

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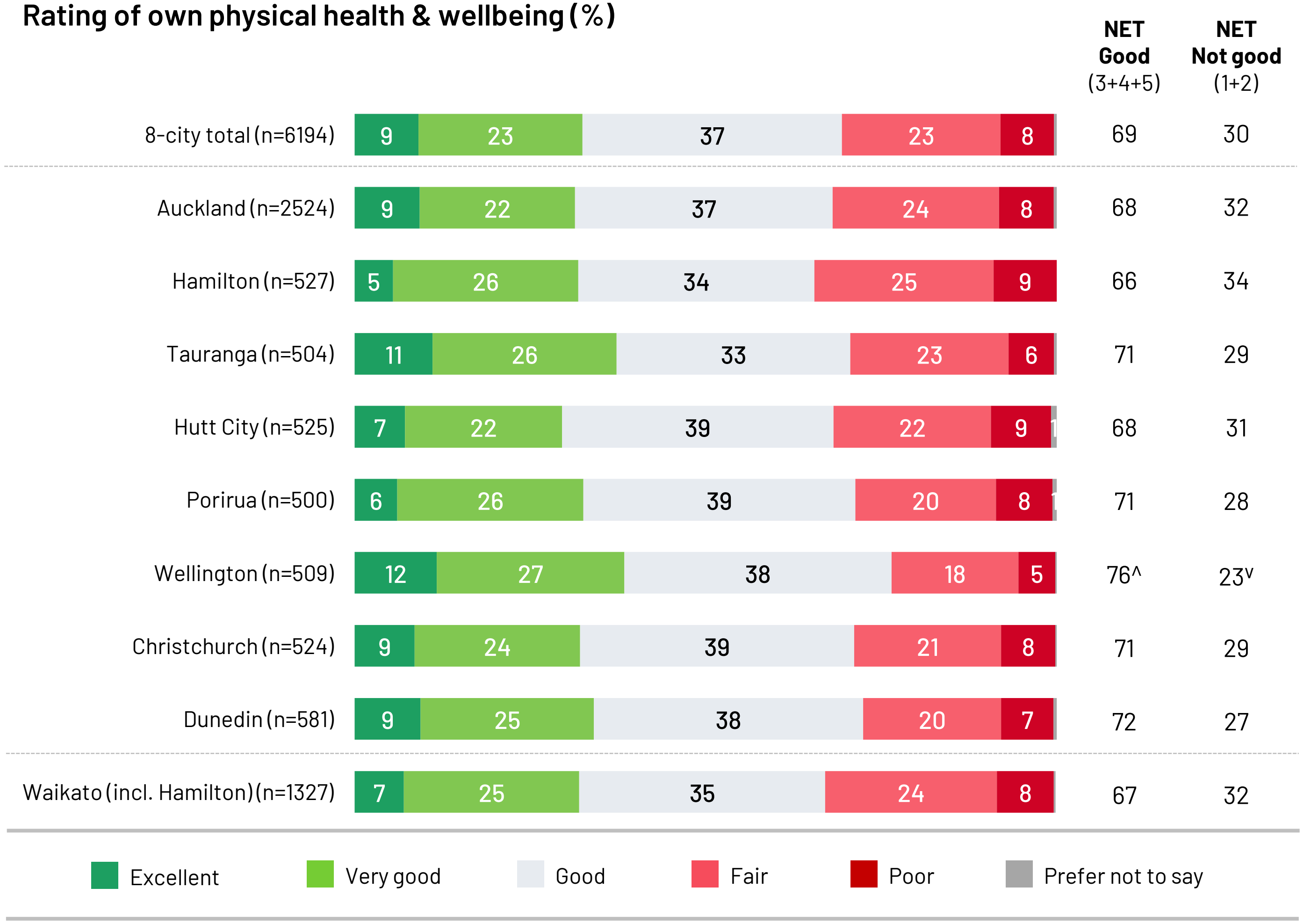
Physical health & wellbeing

Just over two thirds (69%) of the 8-city respondents rate their physical health positively ('good', 'very good', or 'excellent'), though only 9% rate their physical health as 'excellent'.

Almost a third (30%) rate their physical health 'fair' or 'poor'.

Rating of own physical health & wellbeing (%)



Base: All respondents

Source: Q23_1. *In general, how would you rate your... Physical health and wellbeing (taha tinana)?* (1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 6 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

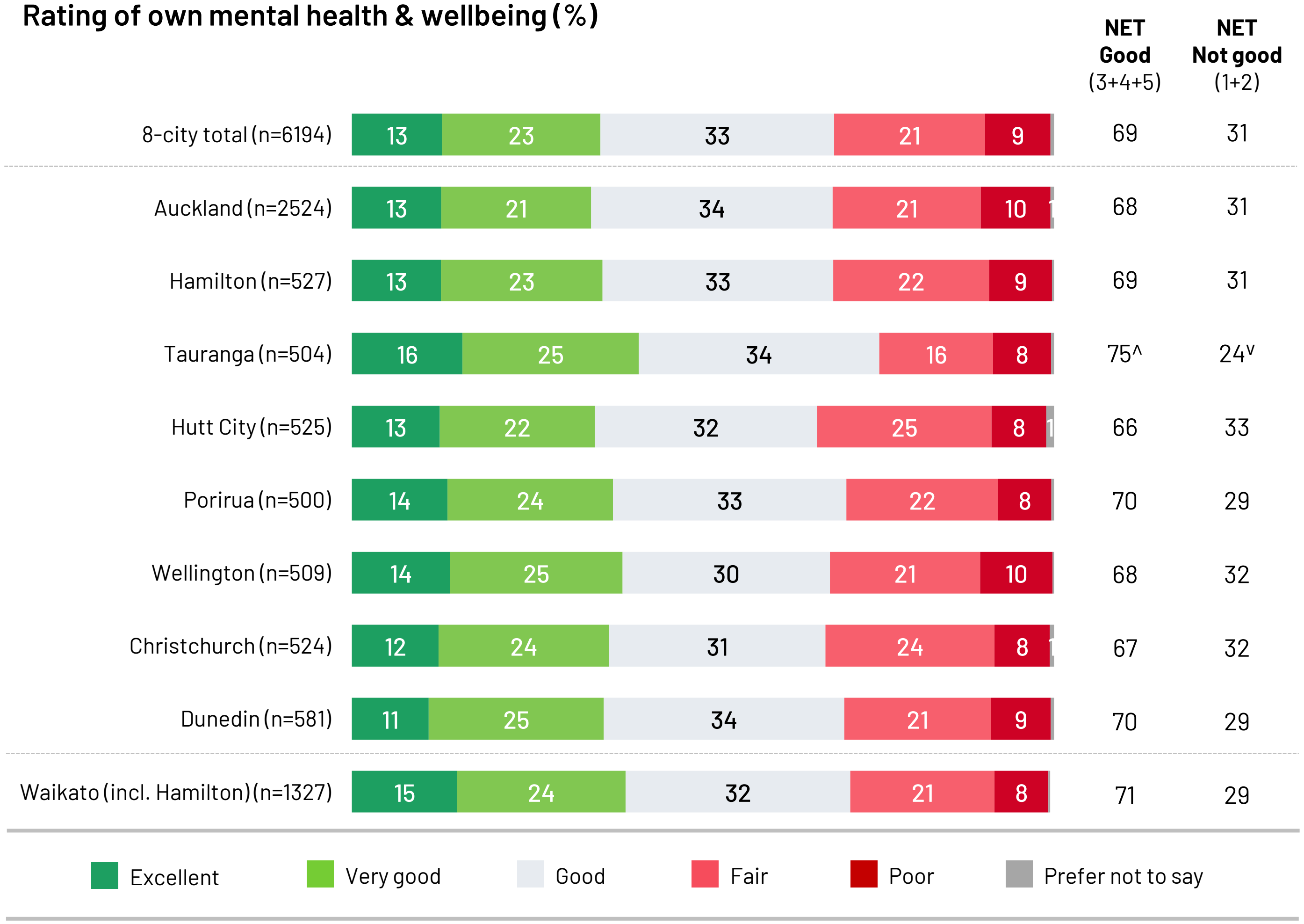
HEALTH & WELLBEING

Mental health & wellbeing

Two thirds (69%) of the 8-city respondents rate their mental health positively, with 13% saying their mental health is 'excellent'.

Around a third (31%) rate their mental health as 'fair' or 'poor'.

Rating of own mental health & wellbeing (%)



Base: All respondents

Source: Q23_2. *In general, how would you rate your… Mental health and wellbeing (tana hinengaro)?* (1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 6 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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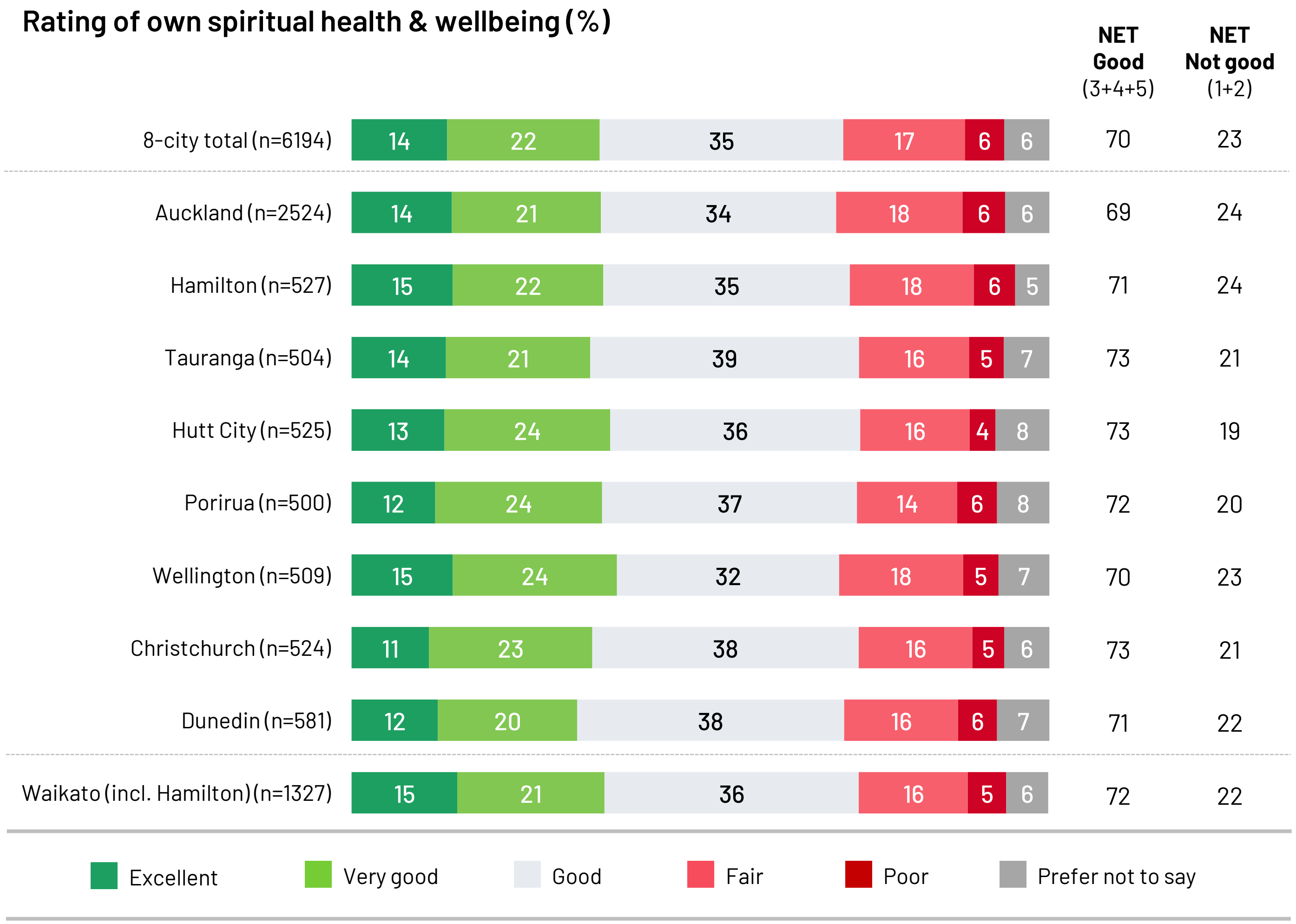
Spiritual health & wellbeing

Across the eight cities, 70% of the respondents rate their spiritual health positively, while 23% rate their spiritual health 'fair' or 'poor'.

This is a new measure added in 2024.



Base: All respondents

Source: Q23_3. *In general, how would you rate your... Mental health and wellbeing (taha wairua)?*
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 6 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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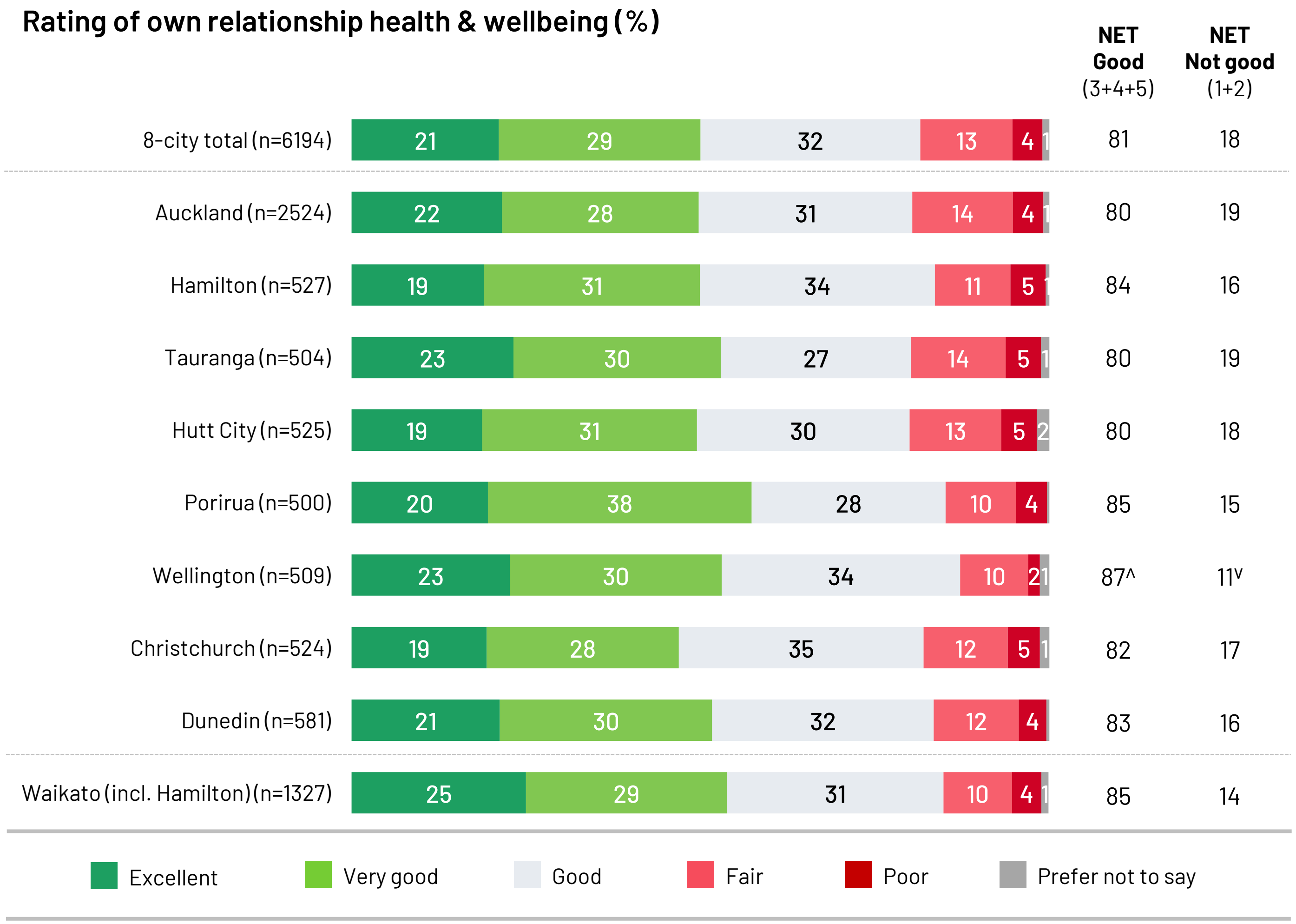
Relationship health & wellbeing

Most (81%) of the 8-city respondents rate the health of their relationships positively, with 21% rating it as 'excellent'.

Almost a fifth (18%) rate the health of their relationships 'fair' or 'poor'.

This is a new measure added in 2024.



Base: All respondents

Source: Q23_4. *In general, how would you rate your... Relationship health and wellbeing (taha whānau)?* (1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 6 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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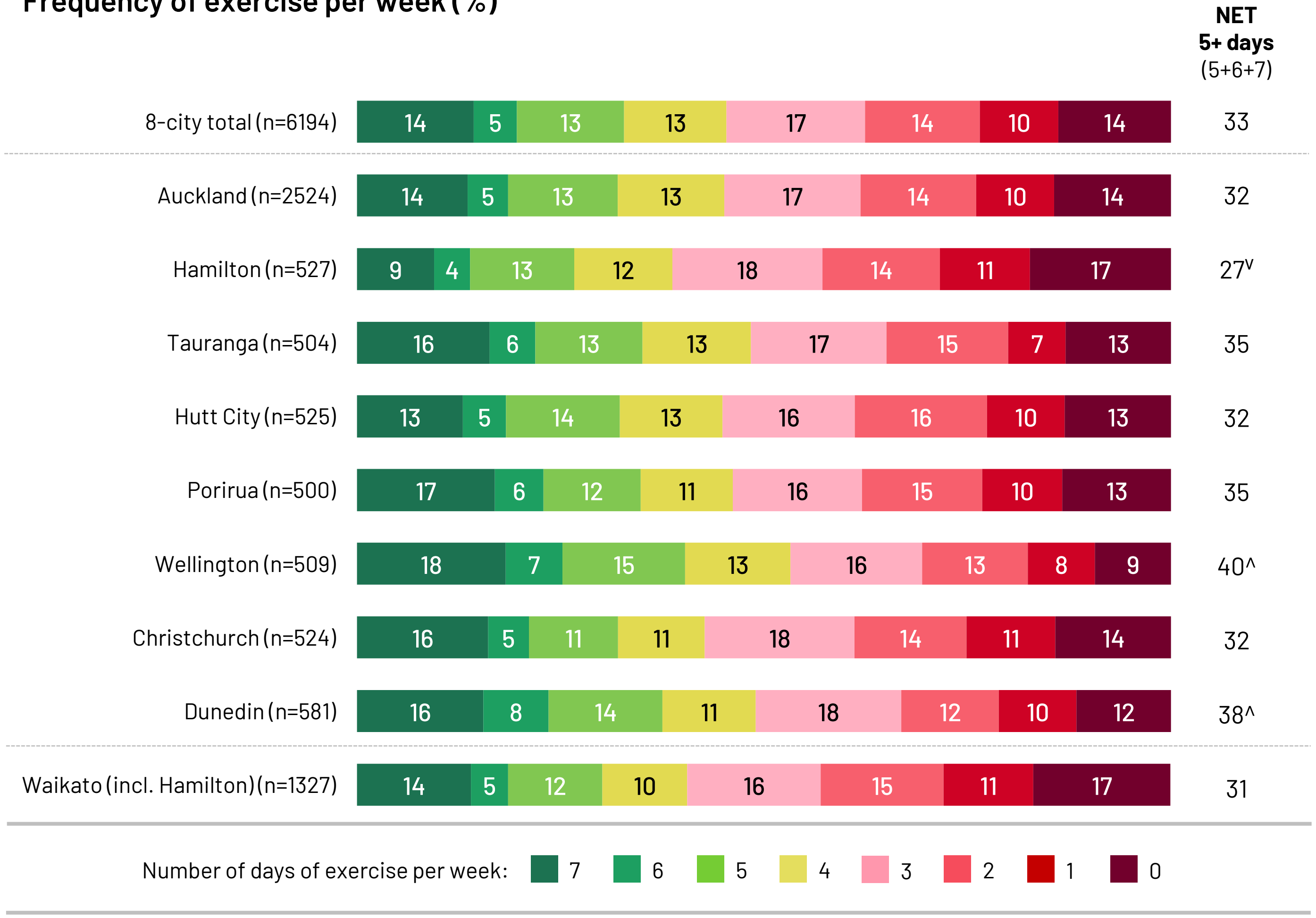
Frequency of exercise

A third (33%) of the 8-city respondents say that they do at least 30 minutes of exercise on '5 or more days a week'.

More than 1 in 10 (14%) say that they don't do 'any exercise at all' during the week.

Frequency of exercise per week (%)



Base: All respondents

Source: Q24. *In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to raise your breathing rate?*

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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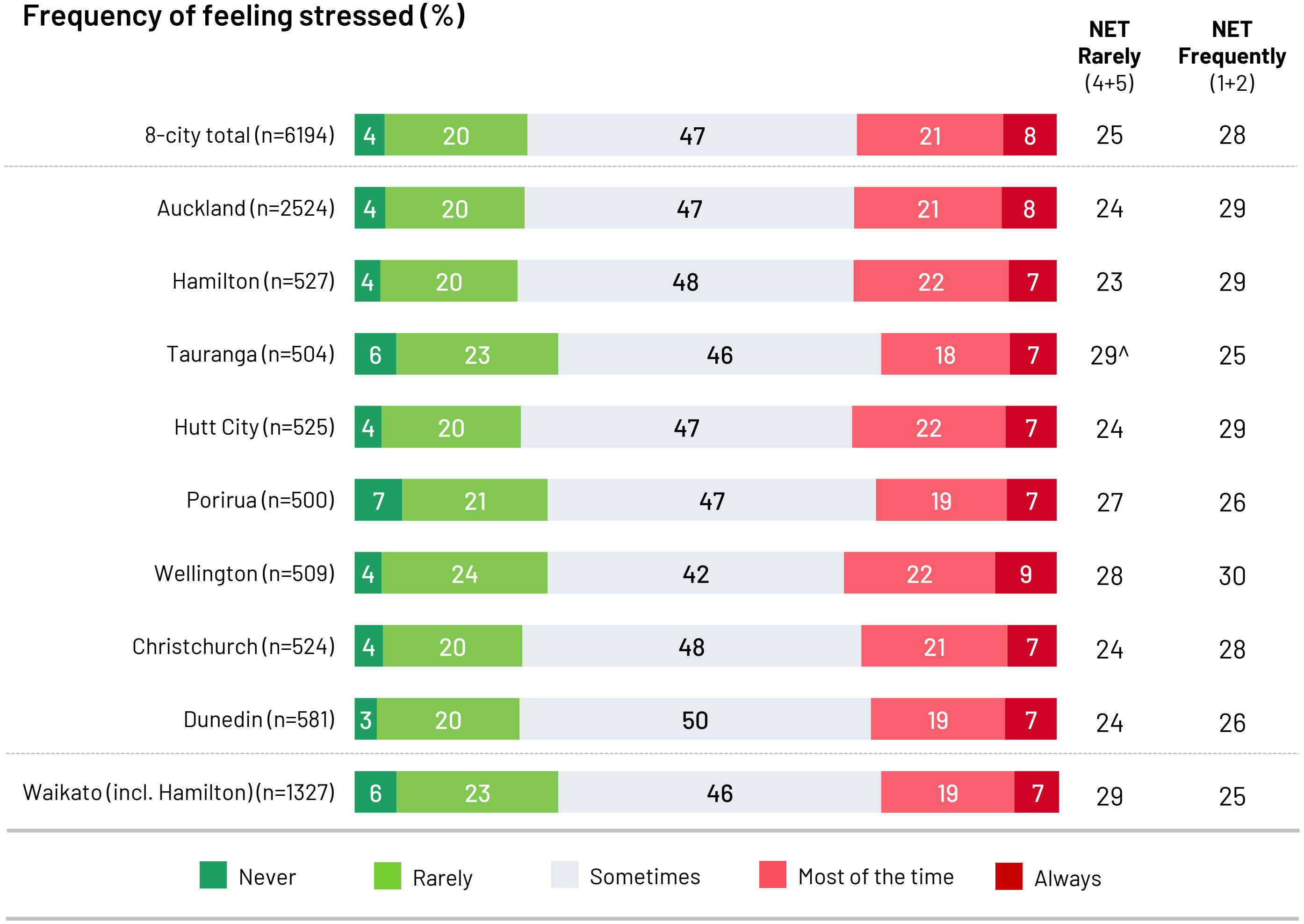
Stress

Over a quarter (28%) of the 8-city respondents say that they have experienced stress 'most of the time' or 'always', and a similar proportion (25%) say they 'rarely' or 'never' experienced this in the last 12 months.

Almost half (47%) have 'sometimes' experienced stress.

Frequency of feeling stressed (%)



Base: All respondents

Source: Q29. *At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that had a negative effect on you?* (1 – Always, 2 – Most of the time, 3 - Sometimes, 4 – Rarely, 5 – Never)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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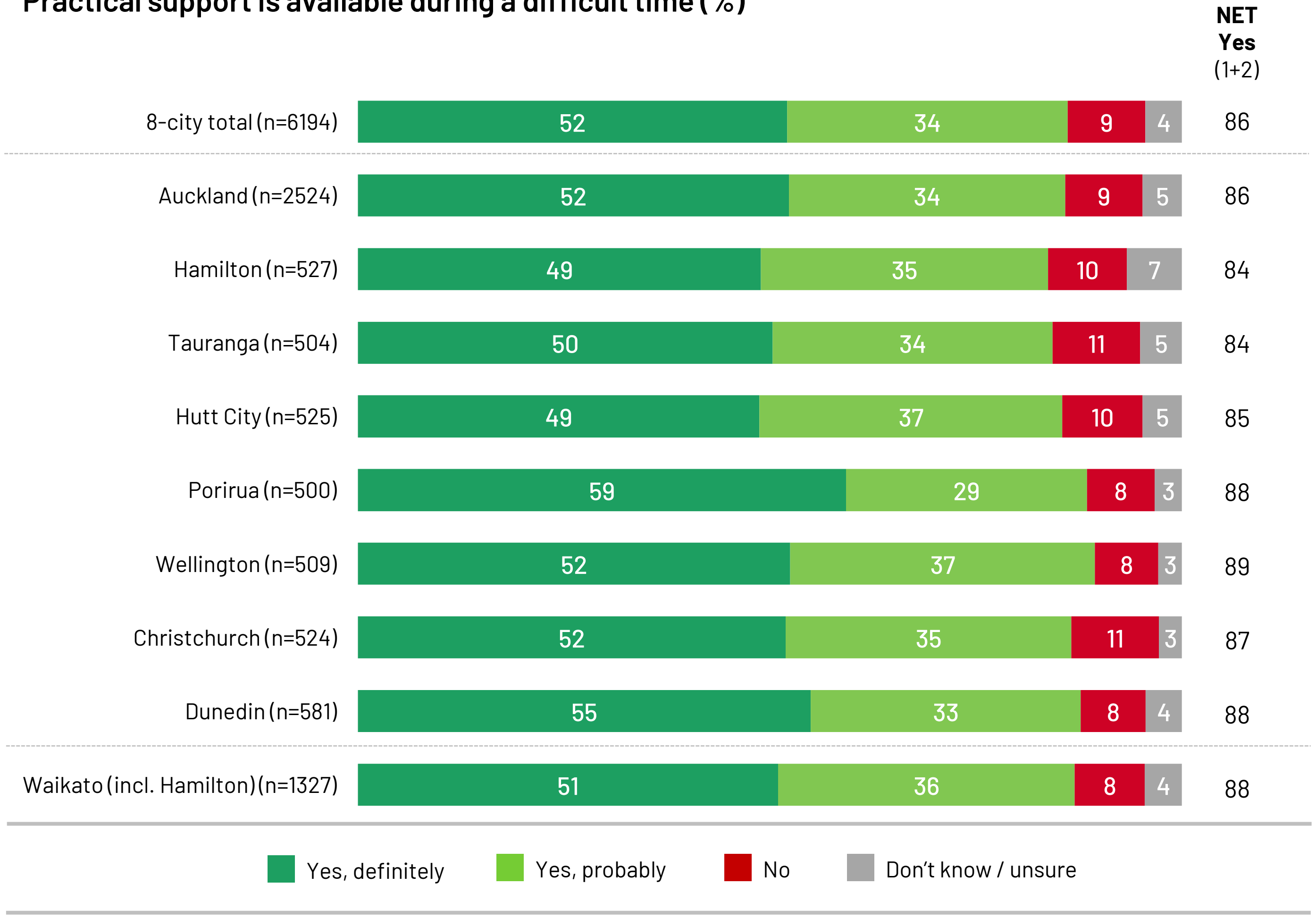
Availability of practical support

Most (86%) of the 8-city respondents say that practical support is available to them should they need it, while for 9% there is no support.

The proportion of those who say they would have practical support during a difficult time decreased since 2022 (91% to 86% in 2024).

Practical support is available during a difficult time (%)



Base: All respondents

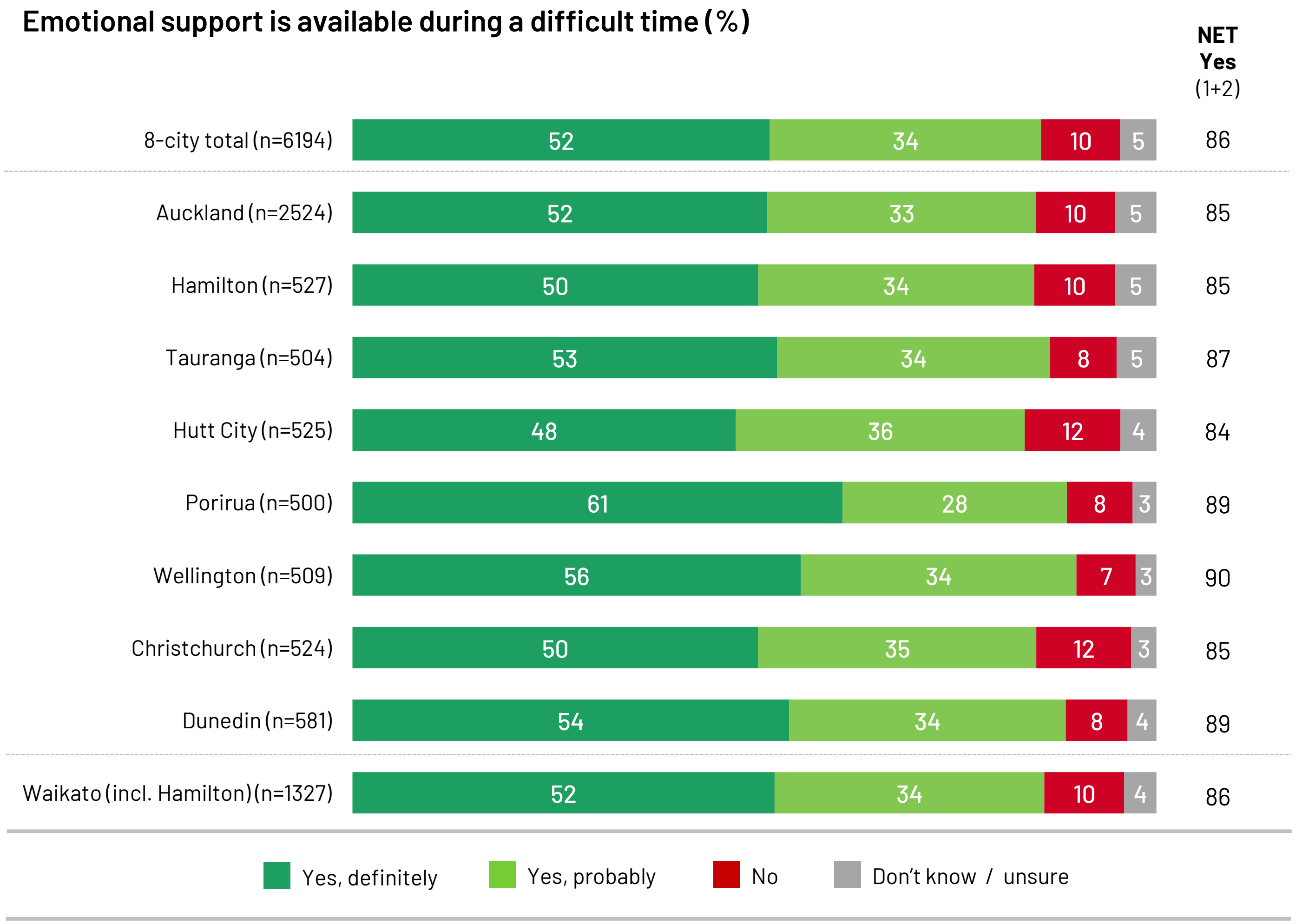
Source: Q28_1. *If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for… Practical support* (1 – Yes, definitely, 2 – Yes, probably, 3 – No, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

Availability of emotional support

Most (86%) of the 8-city respondents say they would have emotional support available to them during a difficult time, while 10% would have no support.



Base: All respondents

Source: Q28_2. *If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for… Emotional support* (1 – Yes, definitely, 2 – Yes, probably, 3 – No, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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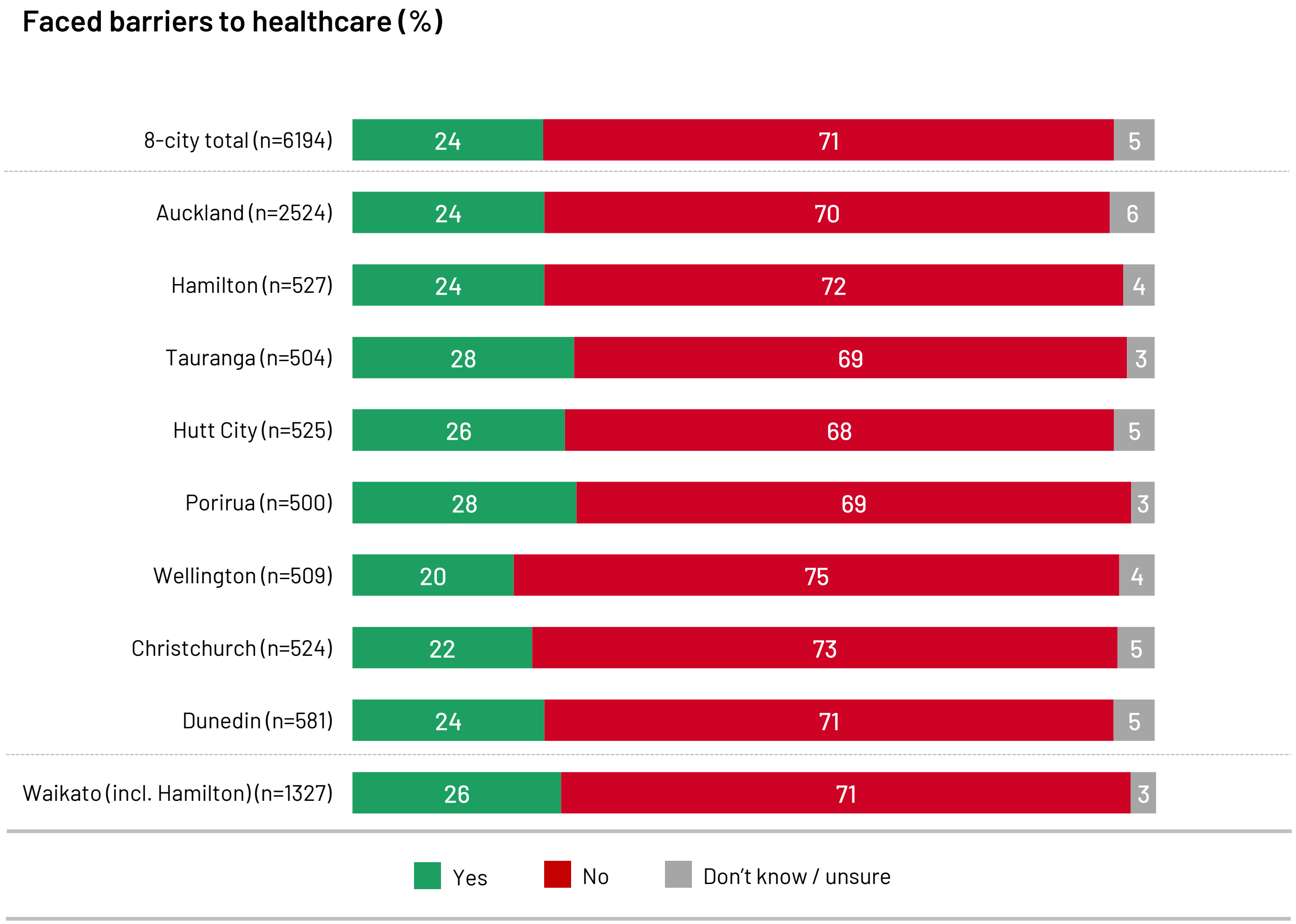
Faced barriers to healthcare

Just under a quarter (24%) of the 8-city respondents say that they have faced barriers to seeking health-related treatment or advice, while 71% say they have not faced any.

This is a new question added in 2024.



Base: All respondents
Source: Q31. *In the last 12 months, have you, or anyone in your household, faced any barriers to seeking health-related treatment or advice?* (1 – Yes, 2 – No, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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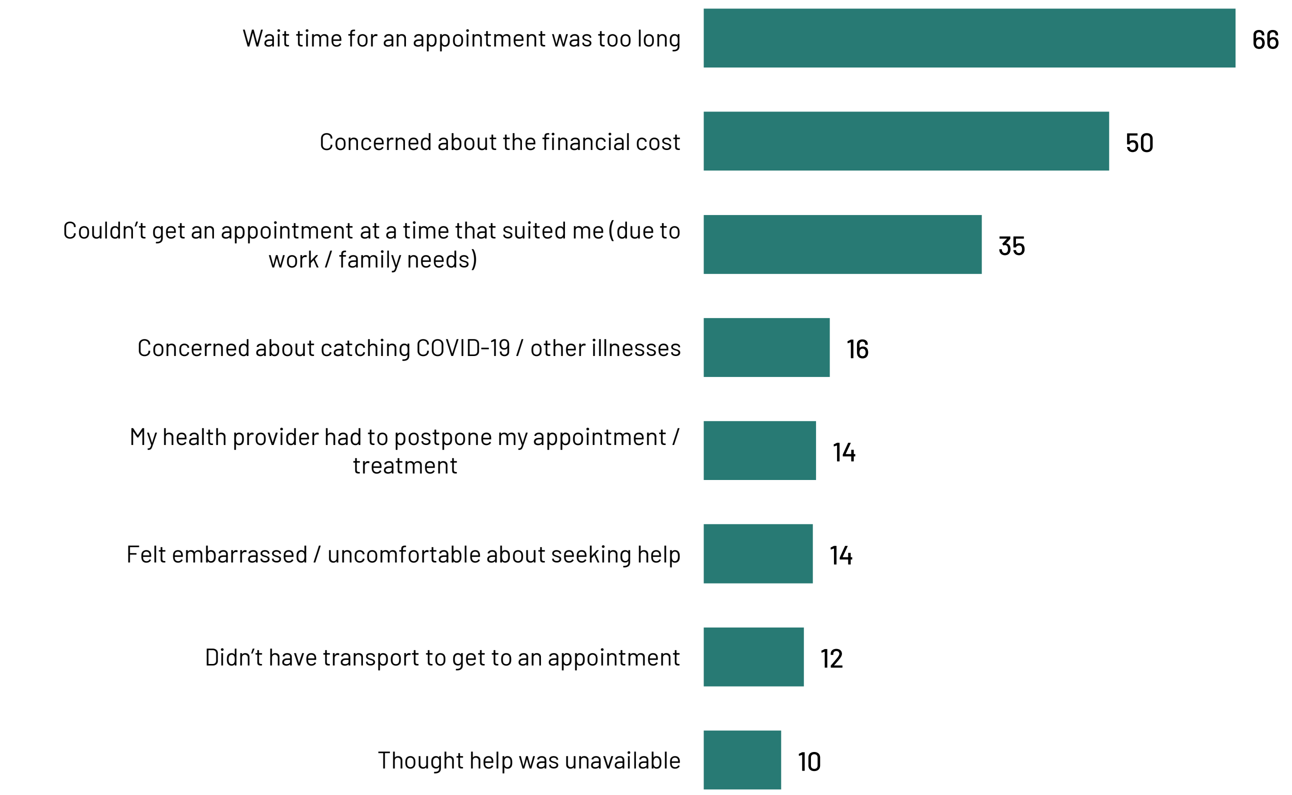
Barriers to healthcare

Respondents who say they have faced barriers to healthcare in the last 12 months were asked to select the types of barriers they faced from a list of options.

Long appointment wait time was a barrier for two thirds (66%) of the respondents who reported having faced a barrier to seeking health-related treatment or advice.

For half (50%) *cost* was a barrier, while a third (35%) were *unable to get an appointment at a time that suited them.*

Barriers to healthcare (summary) – 8-city total (%)



Base: Those who faced a barrier to healthcare (n=1516)

Source: Q32. *What barriers did you or someone in your household face in seeking this treatment or advice?*

Barriers to healthcare

	8-city total (n=1516) %	**Auckland** (n=595) %	**Hamilton** (n=133) %	**Tauranga** (n=141) %	**Hutt City** (n=143) %	**Porirua** (n=140) %	**Wellington** (n=102) %	**Christchurch** (n=119) %	**Dunedin** (n=143) %	**Waikato Region (incl. Hamilton)** (n=354) %
Wait time for an appointment was too long	66	66	70	65	67	70	69	65	67	74
Concerned about the financial cost	50	50	51	51	35v	41v	56	57	53	47
Couldn't get an appointment at a time that suited me (due to work or family needs)	35	36	35	37	34	33	29	32	27	37
Concerned about catching COVID-19 or other illnesses	16	16	13	15	14	12	17	16	11	10
My health provider had to postpone my appointment or treatment	14	13	16	15	15	19	12	16	18	13
Felt embarrassed or uncomfortable about seeking help	14	13	11	13	9	13	16	16	15	13
Didn't have transport to get to an appointment	12	15	6v	9	9	13	15	11	4v	8
Thought help was unavailable	10	10	9	13	6	10	6	11	4v	9

Base: Those who faced a barrier to healthcare (n=1516)
Source: Q32. *What barriers did you or someone in your household face in seeking this treatment or advice?*
Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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NGĀ TAKE Ā-ROHE / LOCAL ISSUES

This section reports on respondents' perceptions of problems or social issues in their city / local area in the previous 12 months, as well as their sense of safety.

LOCAL ISSUES

Rating of issues as problematic in city / local area

Respondents were asked about the extent to which they perceive each of a number of specific issues has been a problem in their city/local area in the last 12 months.

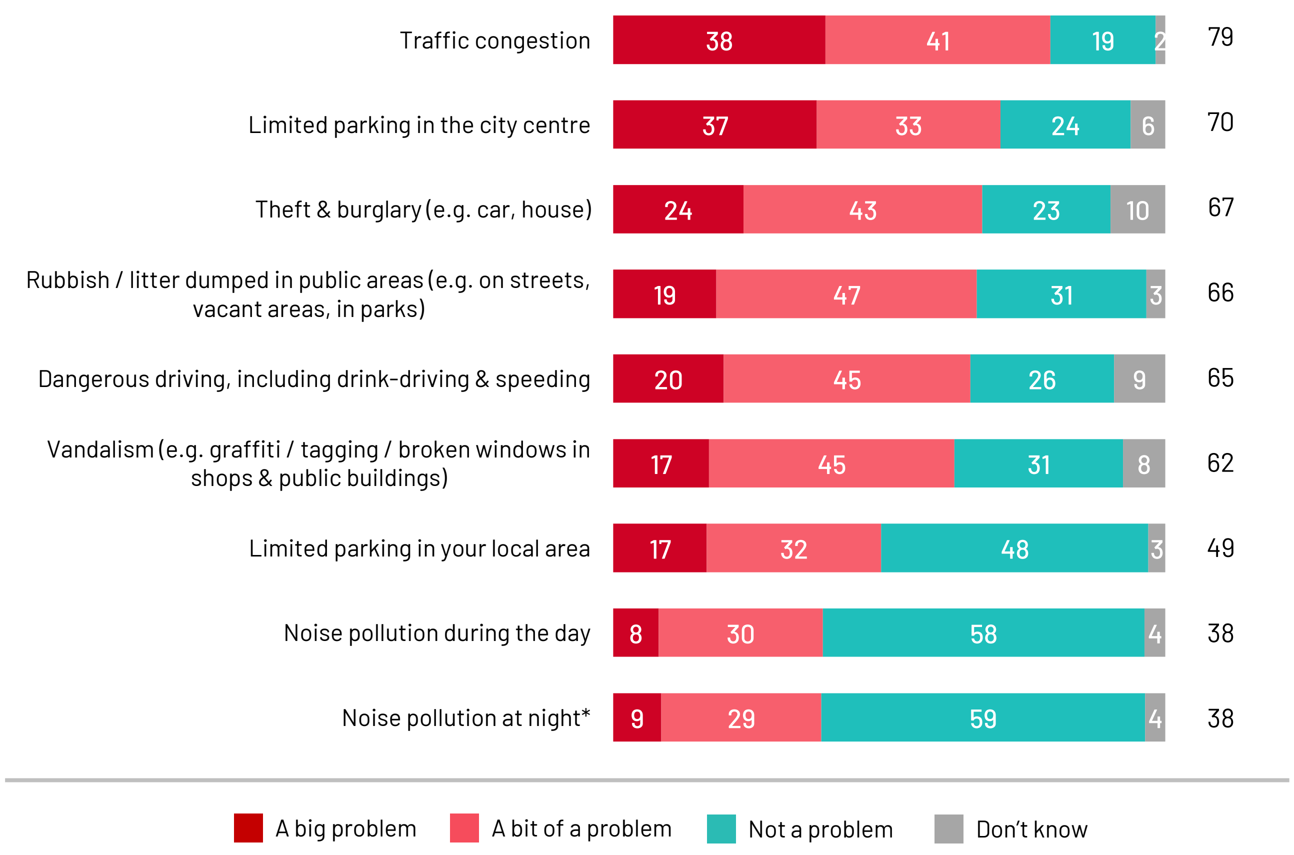
Traffic congestion is the main problem affecting respondents' local areas, with three quarters (79%) saying it is a bit of a problem or a big problem, followed by *limited parking in the city centre* (70%).

New issues were added to this question in 2024.

Note: *When comparing results for Auckland with other cities in the following charts, it is important to remember that Auckland residents were answering about their local area rather than their city.*

Perceptions of issues in city / local area (summary) – 8-city total (%)

NET A problem (1+2)



Base: 8-city total (n=6194)

Source: Q10. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months?* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

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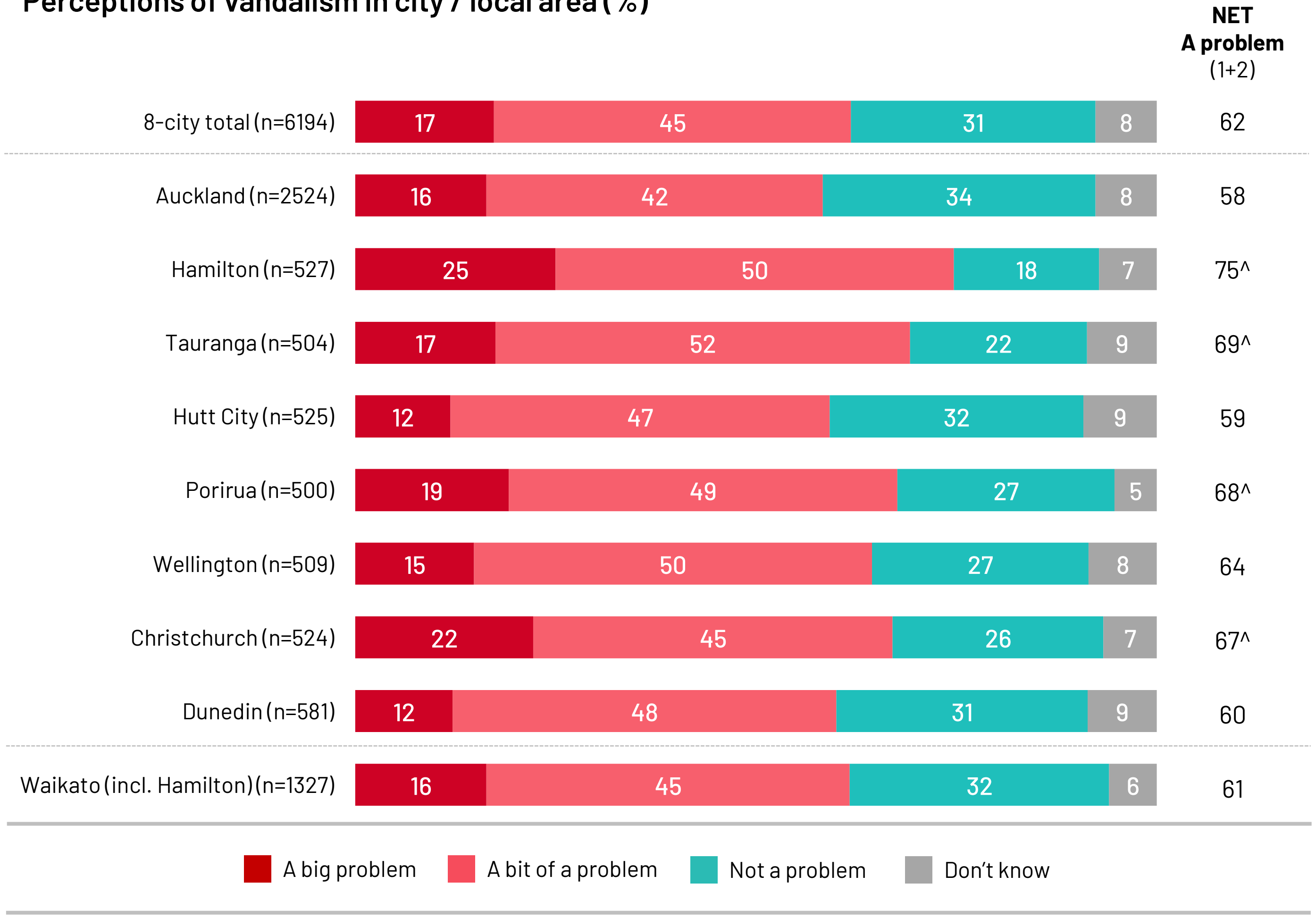
Vandalism

Almost two thirds (62%) of the 8-city respondents say vandalism is a problem in their city / local area, with 17% saying it is a 'big' problem.

The proportion of those who say vandalism is not a problem has increased since 2022 (25% to 31% in 2024).

Perceptions of vandalism in city / local area (%)



Base: All respondents

Source: Q10_1. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months… Vandalism, such as graffiti or tagging, or broken windows in shops and public buildings.* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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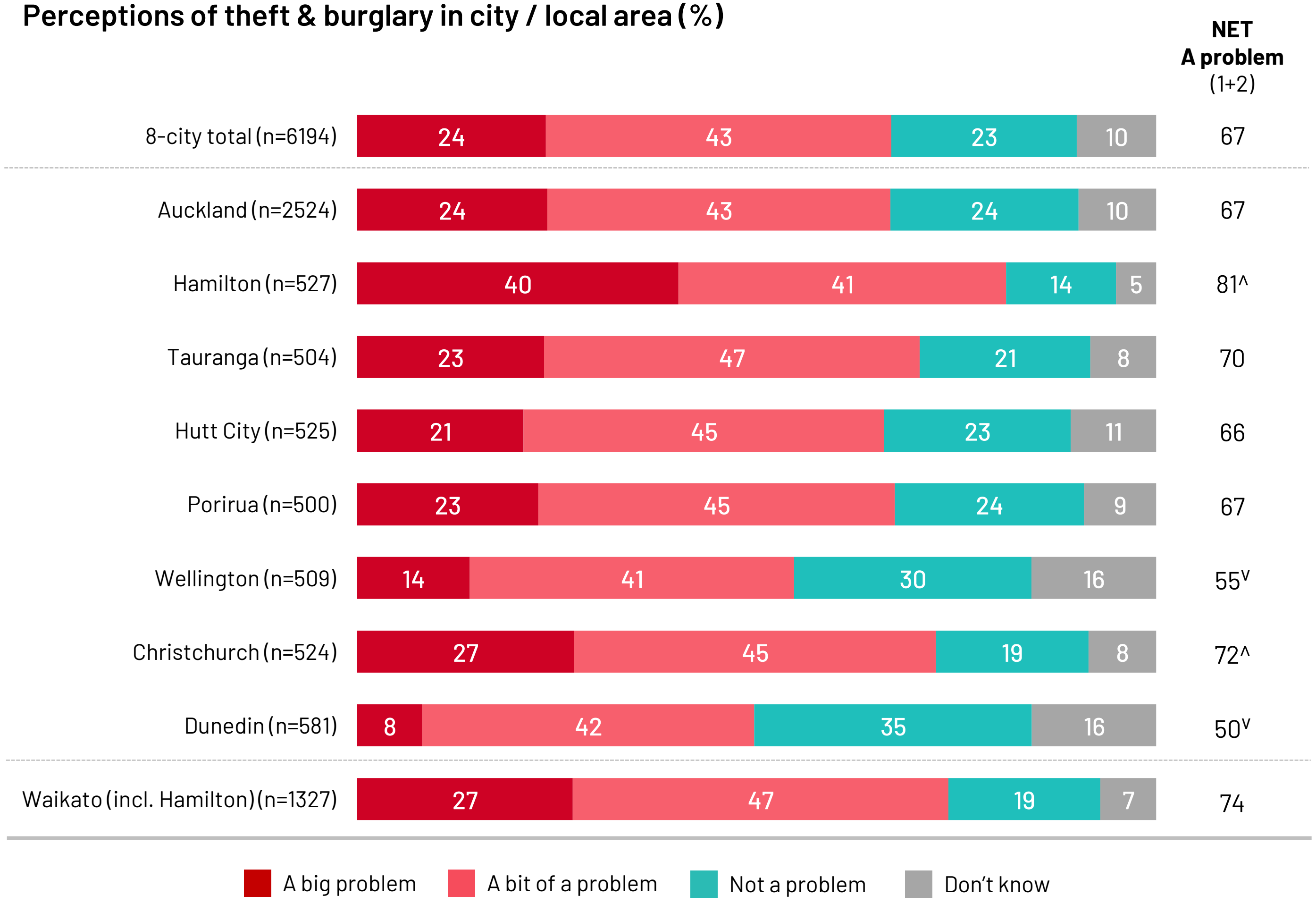
Theft & burglary

Around two thirds (67%) of the 8-city respondents believe theft and burglary to be a problem in their city / local area, with almost a quarter (24%) saying that it is a 'big' problem.

The proportion of those who say theft and burglary is <u>not</u> a problem has increased since 2022 (16% to 23% in 2024).

Perceptions of theft & burglary in city / local area (%)



Base: All respondents

Source: Q10_2. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months… Theft and burglary* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

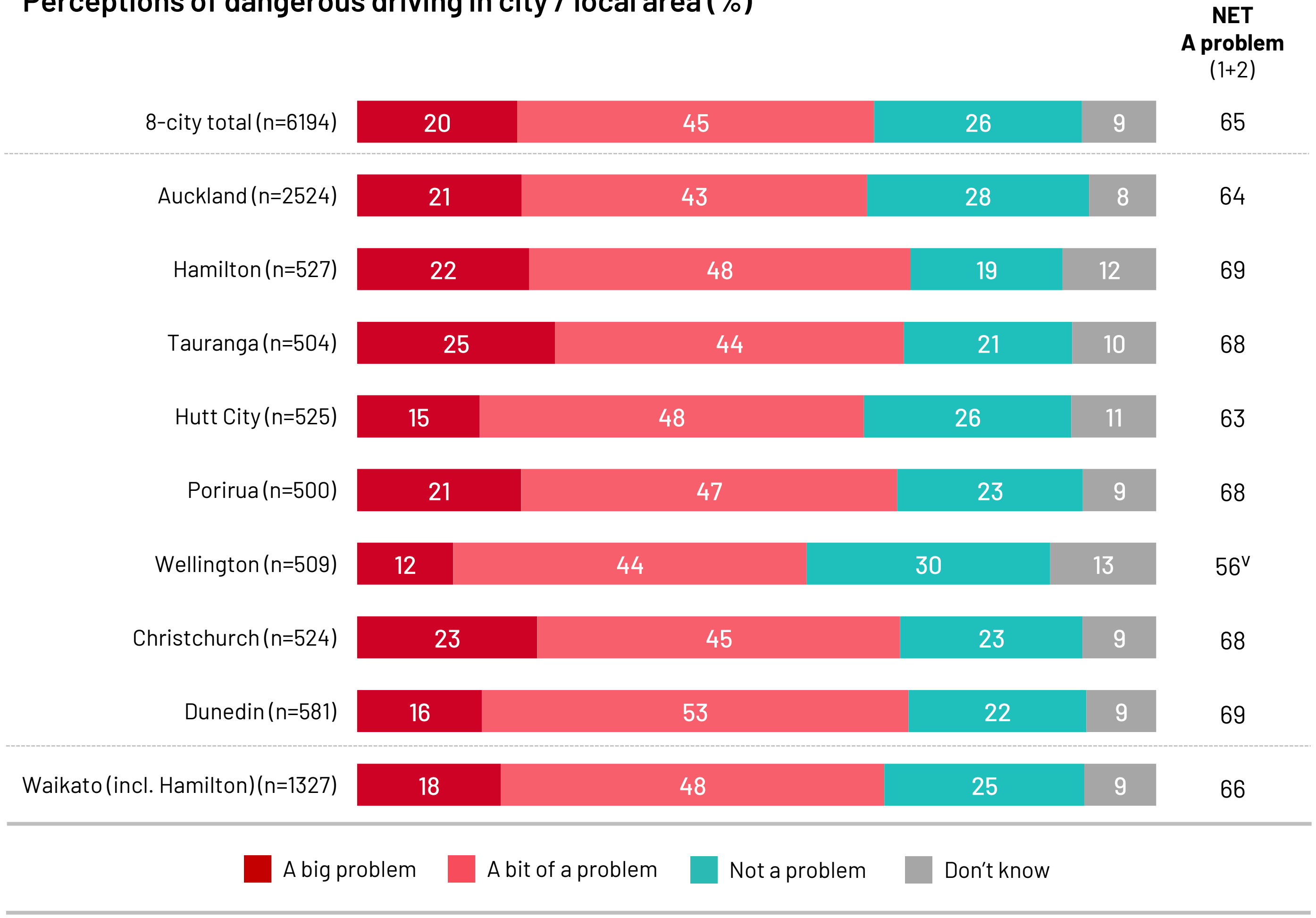
LOCAL ISSUES

Dangerous driving

Around two thirds (65%) of the 8-city respondents perceive dangerous driving (e.g. drink driving and speeding) to be a problem in their city / local area, with 1 in 5 (20%) saying it is a 'big' problem.

The proportion of those who say dangerous driving is not a problem increased since 2022 (19% to 26% in 2024).

Perceptions of dangerous driving in city / local area (%)



Base: All respondents

Source: Q10_3. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months… Dangerous driving, including drink driving and speeding* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

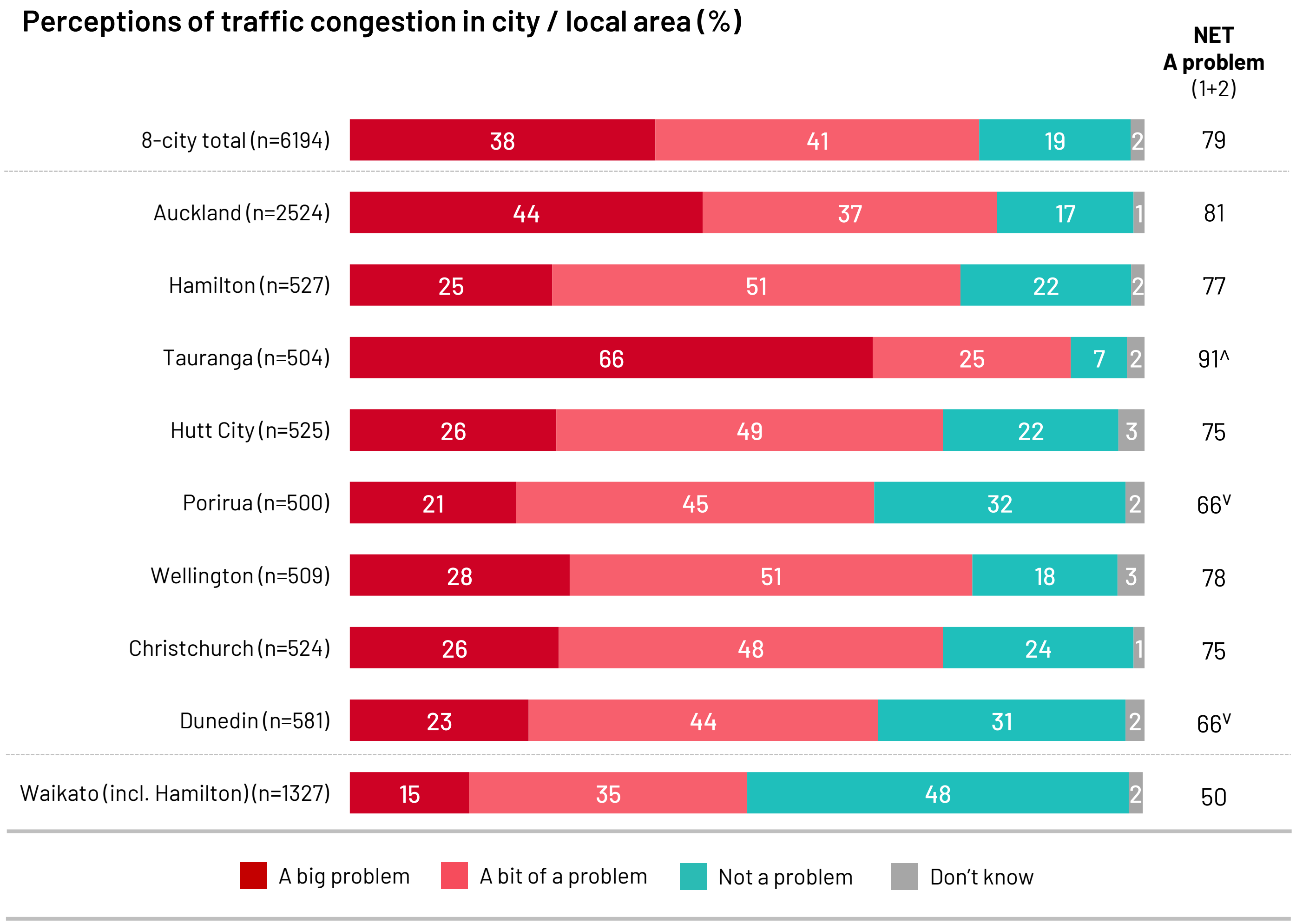
v Significantly lower than 8-city total (excluding the subgroup compared)

LOCAL ISSUES

Traffic congestion

Three quarters (79%) of the 8-city respondents say that traffic congestion in their city / local area is a problem, with over a third (38%) perceiving it to be a 'big' problem.

This is a new issue added in 2024.



Base: All respondents

Source: Q10_4. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Traffic congestion* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

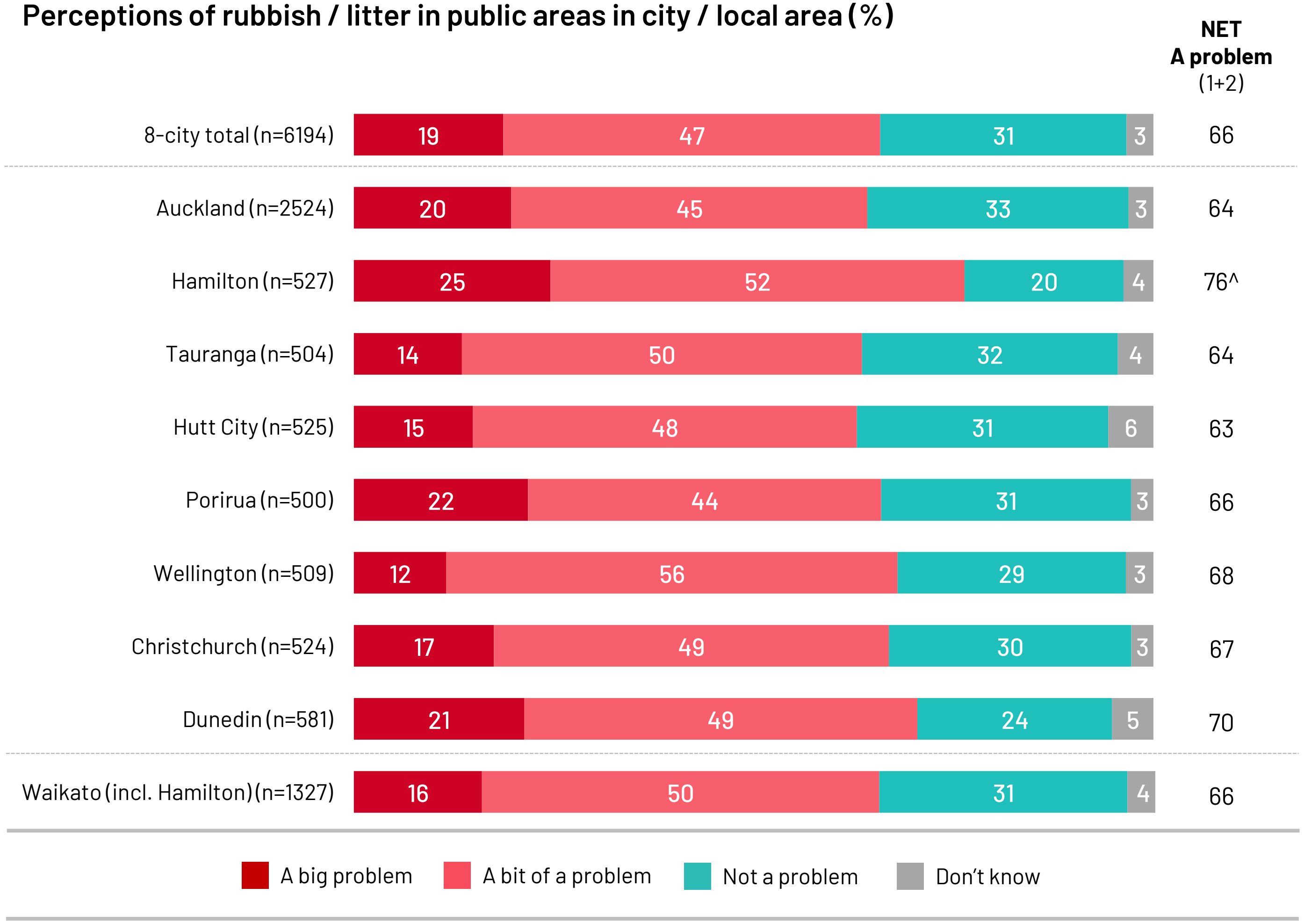
LOCAL ISSUES

Rubbish / litter in public areas

Two thirds (66%) of the 8-city respondents perceive rubbish / litter to be a problem in their city / local area, with 19% believing it to be a 'big' problem.

This is a new issue added in 2024.

Perceptions of rubbish / litter in public areas in city / local area (%)



Base: All respondents

Source: Q10_5. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months… Rubbish or litter dumped in public areas (e.g. on streets, vacant areas, in parks)* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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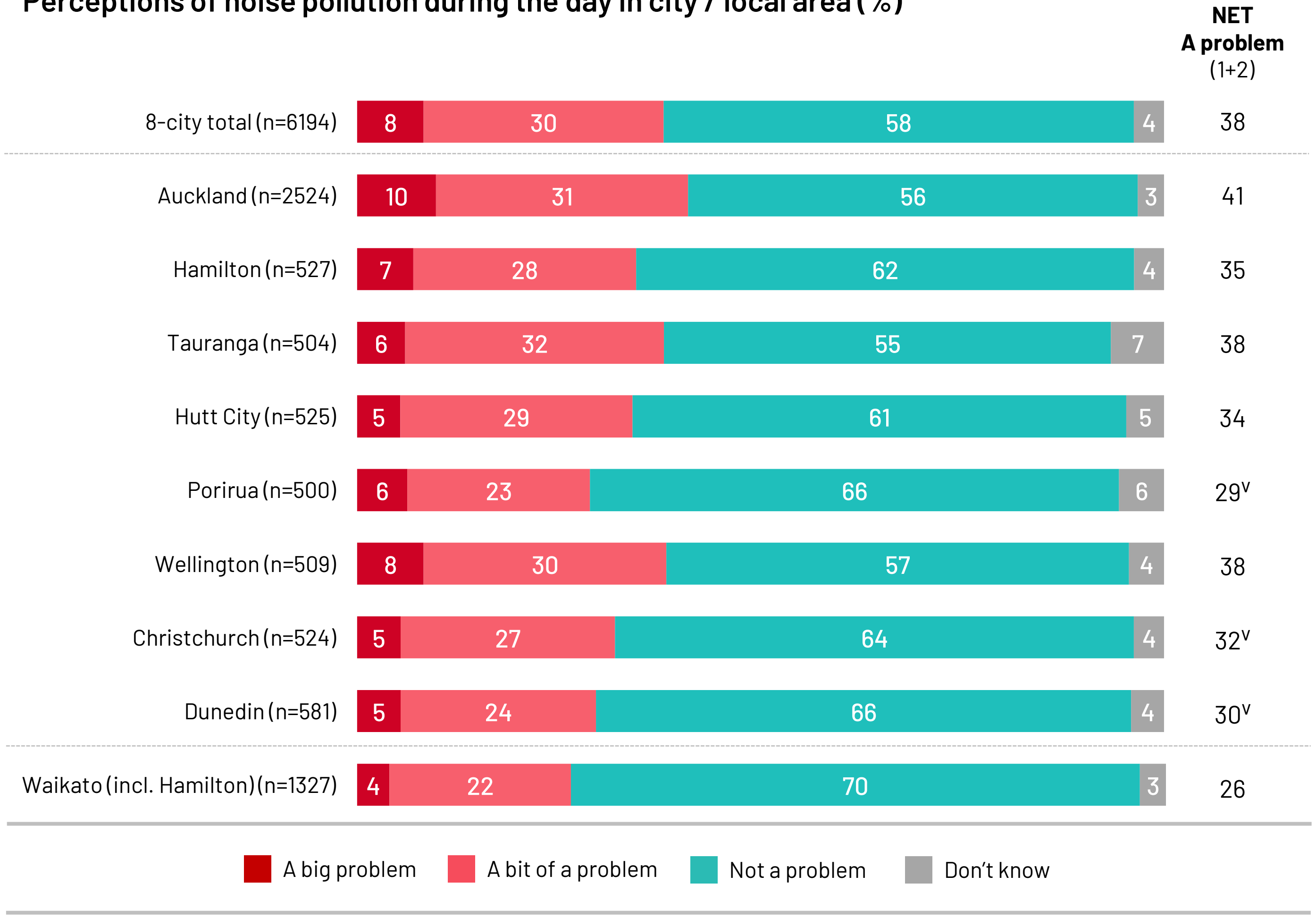
Noise pollution during the day

Across the eight cities, over a third (38%) of the respondents say that noise pollution during the day is a problem in their city / local area, though only 8% believe it to be a 'big' problem.

This is a new issue added in 2024.

Perceptions of noise pollution during the day in city / local area (%)



Base: All respondents

Source: Q10_6. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Noise pollution during the day* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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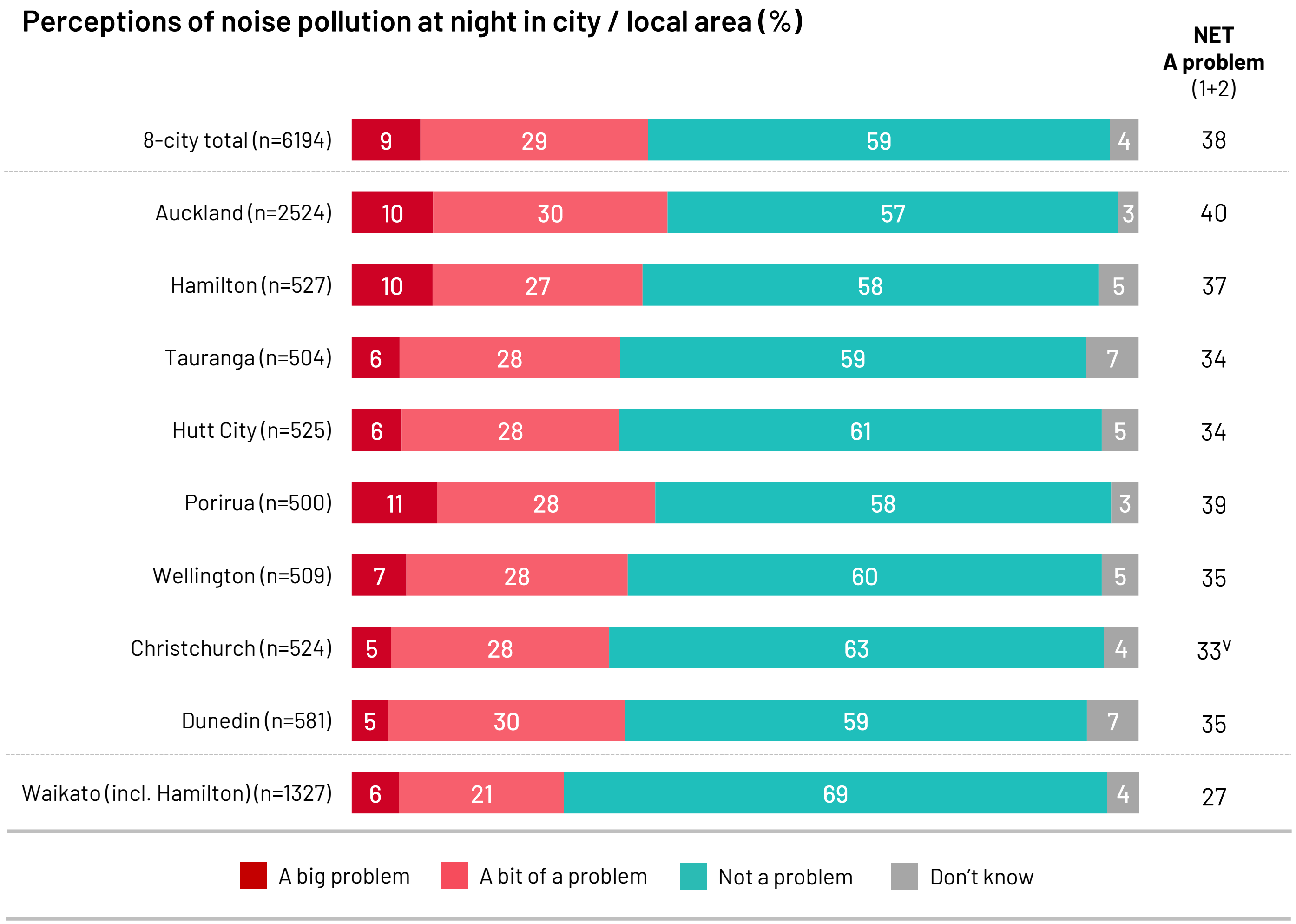
Noise pollution at night

Perceptions of noise pollution at night are similar to those about noise pollution during the day – 38% of the 8-city respondents perceive it to be a problem in their city / local area.

This is a new issue added in 2024.



Base: All respondents

Source: Q10_7. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Noise pollution at night* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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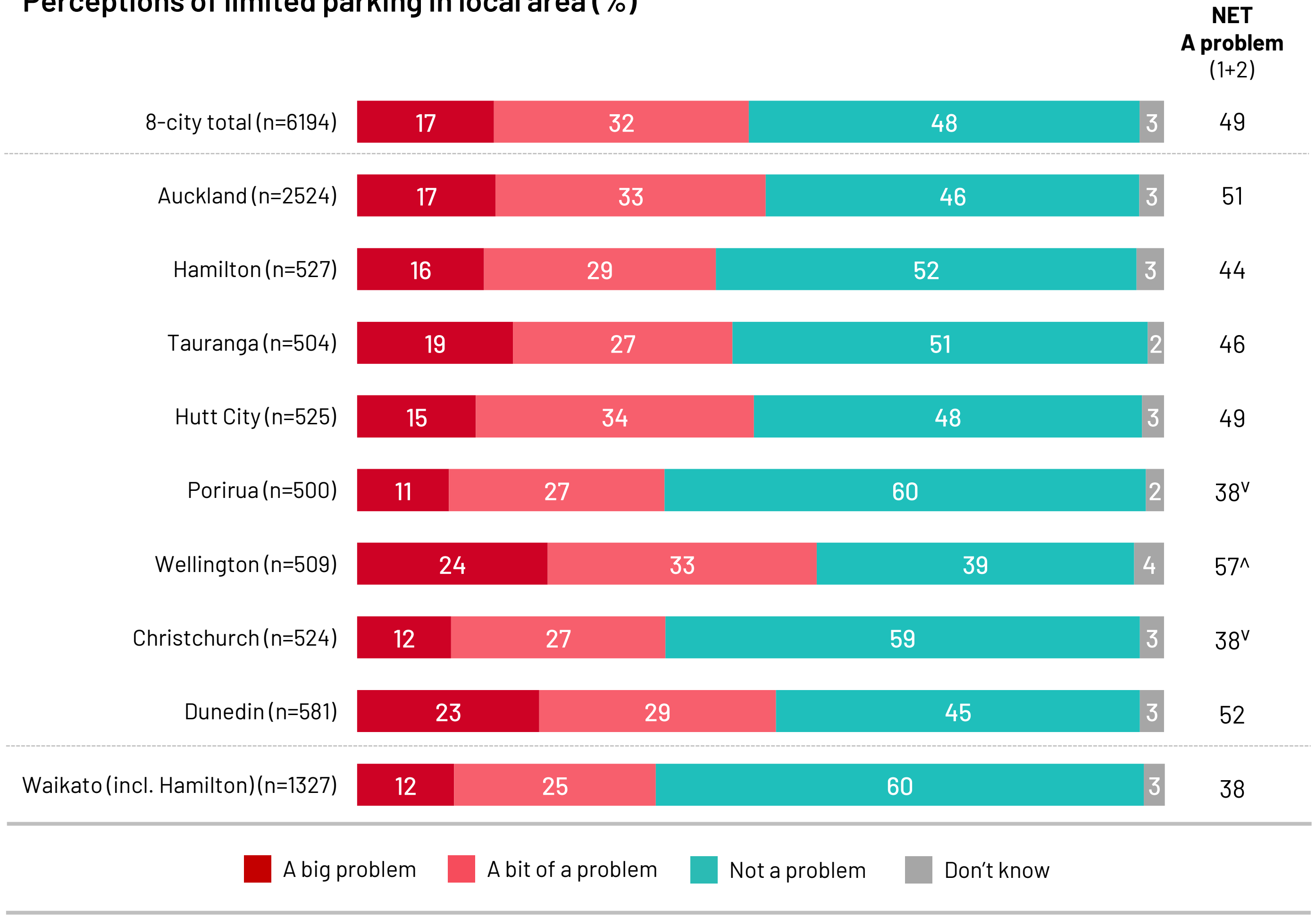
Limited parking in local area

Nearly half (49%) of the 8-city respondents perceive limited parking in their local area to be a problem, with 17% believing it to be a 'big' problem.

This is a new issue added in 2024.

Perceptions of limited parking in local area (%)



Base: All respondents

Source: Q10_8. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months… Limited parking in your local area* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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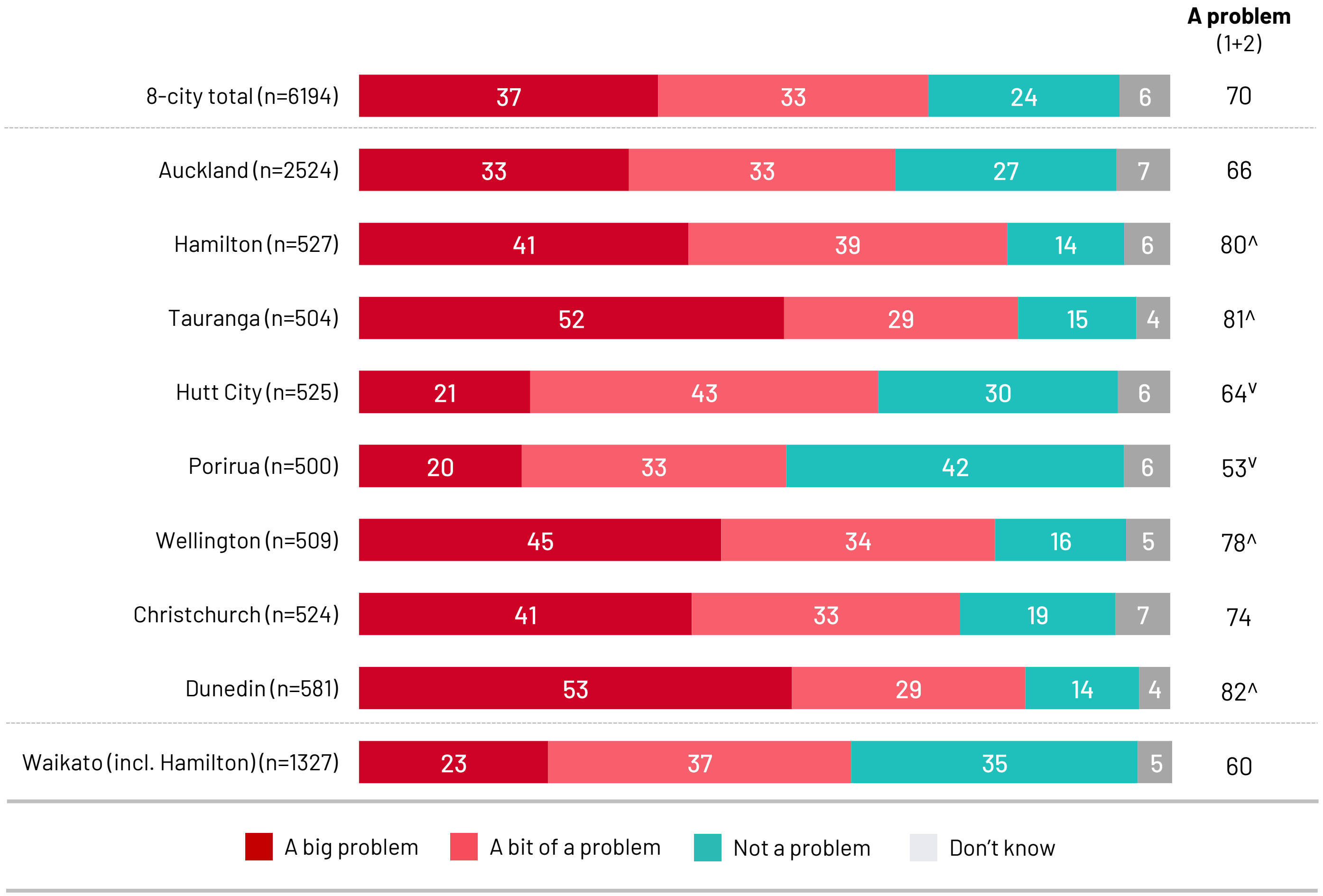
LOCAL ISSUES

Limited parking in the city centre

Limited parking in the city centre is seen as a bigger problem than parking in the local area, with 70% of the 8-city respondents believing it to be a problem. Over a third (37%) perceive limited parking in the city centre to be a 'big problem'.

This is a new issue added in 2024.

Perceptions of limited parking in city centre (%)



Base: All respondents

Source: Q10_9. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months… Limited parking in the city centre* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

LOCAL ISSUES

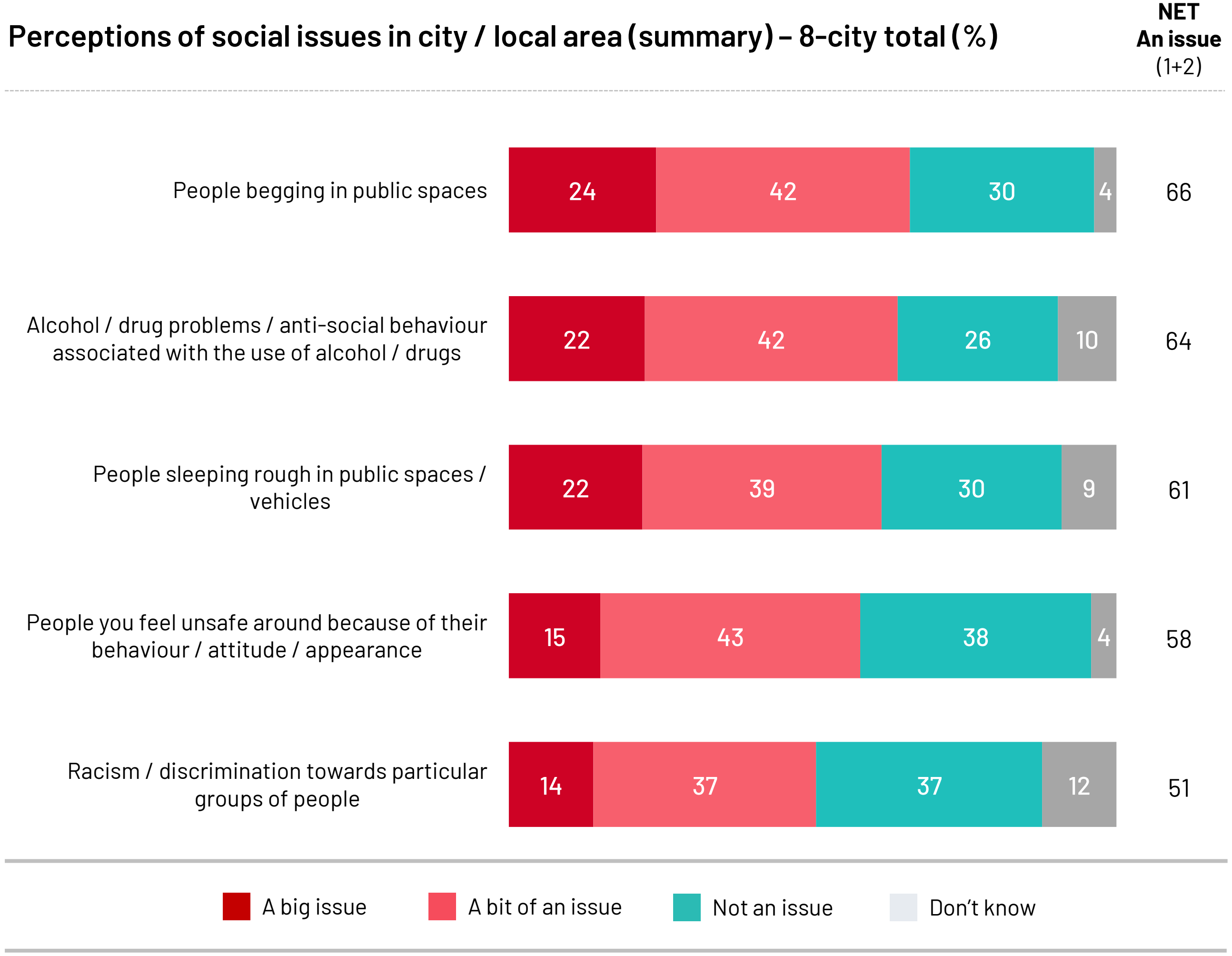
Rating of social issues in city / local area

Respondents were asked about the extent to which they perceive each of a number of specific social issues has been an issue in their city/local area in the last 12 months.

People begging in public places is seen as an issue by two thirds (66%) of the 8-city respondents. *Anti-social behaviour associated with the use of alcohol or drugs* is also seen as an issue, with 64% saying it is an issue in their city / local area.

Both results have seen an increase since 2022, when 61% of respondents said that *people begging in public places was an issue*, and 59% said that *alcohol and drug problems were an issue in their city / local area*.

Perceptions of social issues in city / local area (summary) – 8-city total (%)



Base: 8-city total (n=6194)

Source: Q11. *Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in [city / local area] over the past 12 months?* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)

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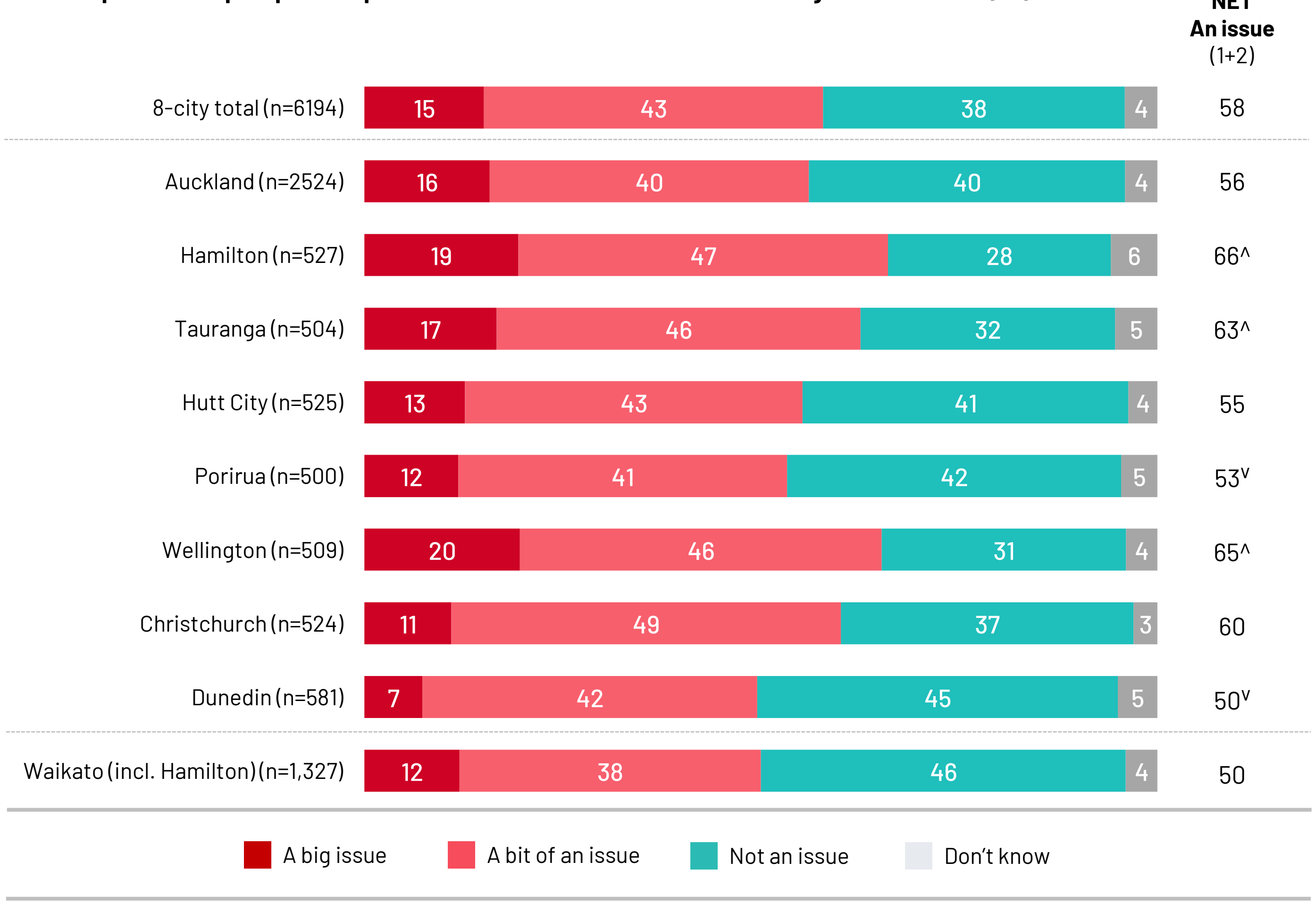
Feeling unsafe around other people

Over half (58%) of the 8-city respondents believe that there has been an issue with feeling unsafe around people due to their behaviour, attitude or appearance in their city or local area. 38% say this is not an issue.

Perceptions of people respondents feel unsafe around in city / local area (%)



Base: All respondents

Source: Q11_1. *To what extent, if at all, has each of the following been an issue in [city / local area] over the past 12 months … People you feel unsafe around because of their behaviour, attitude or appearance* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

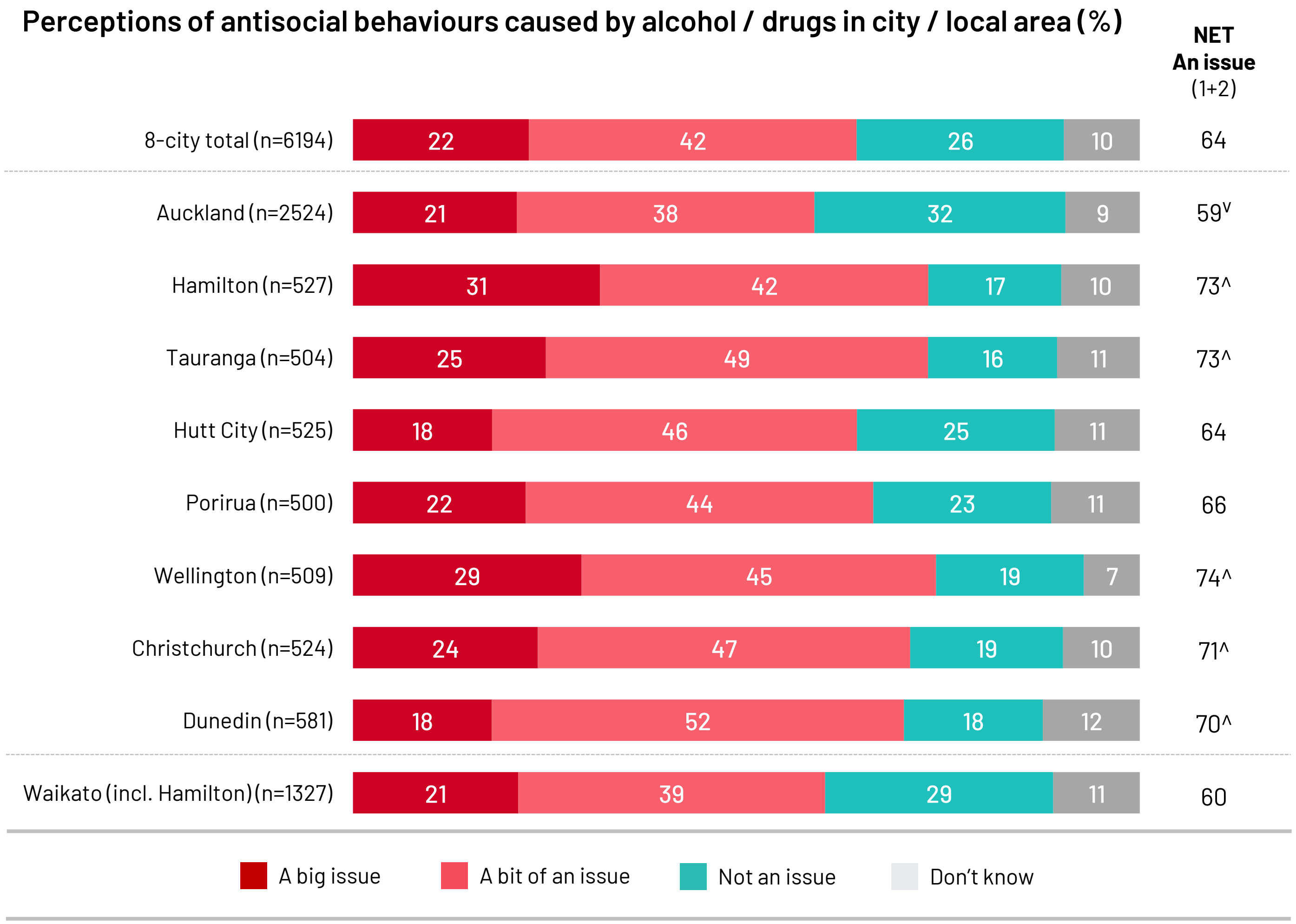
v Significantly lower than 8-city total (excluding the subgroup compared)

LOCAL ISSUES

Antisocial behaviour caused by alcohol / drugs

Close to two thirds (64%) of the 8-city respondents perceive alcohol / drug problems, or antisocial behaviours caused by alcohol / drugs, to be an issue in their city / local area; this includes 22% who say that it is a 'big' issue.

This is an increase from the 2022 result, when 59% said alcohol and drug issues were an issue in their city / local area.



Base: All respondents

Source: Q11_2. *To what extent, if at all, has each of the following been an issue in [city / local area] over the past 12 months … Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

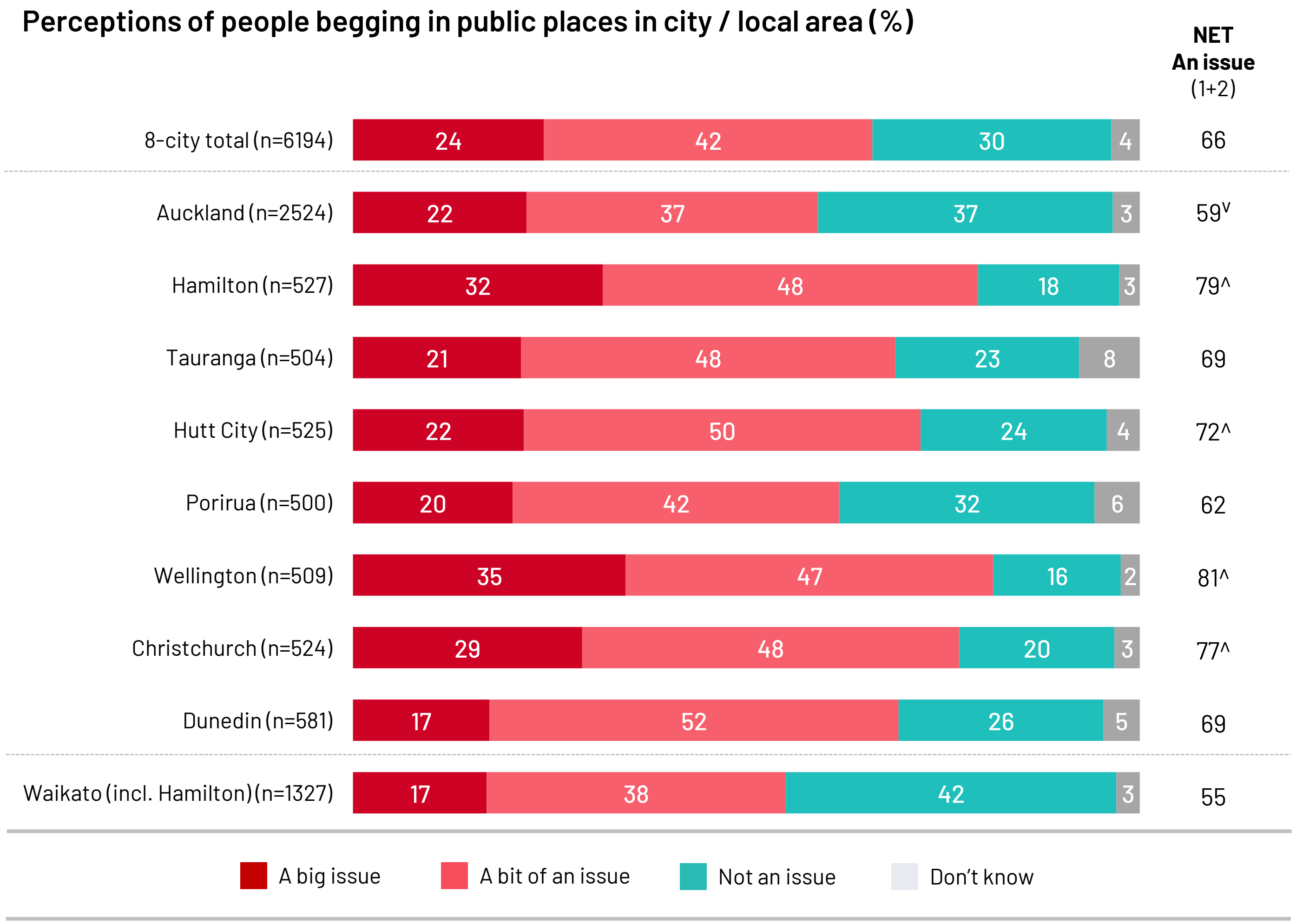
v Significantly lower than 8-city total (excluding the subgroup compared)

People begging in public spaces

Across the eight cities, 66% of the respondents perceive the presence of people begging in public spaces as an issue in their city / local area, with 24% saying it is a 'big' issue.

This is an increase from 2022, when 61% said the presence of people begging was an issue.

This statement changed wording in 2024. Previously, it was worded '*people begging on the street*'.



Base: All respondents

Source: Q11_3. *To what extent, if at all, has each of the following been an issue in [city / local area] over the past 12 months … People begging in public spaces* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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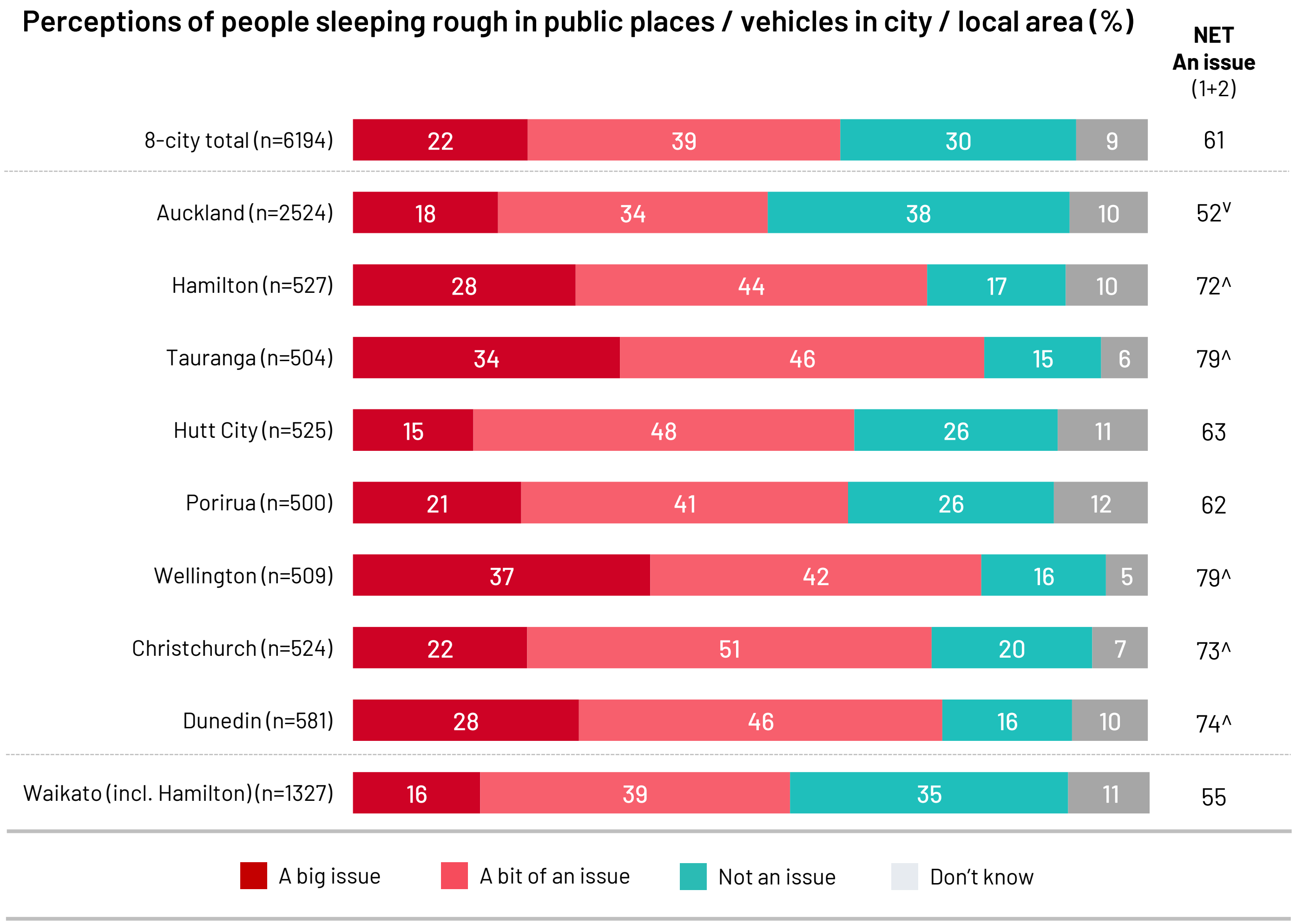
People sleeping rough in public spaces / vehicles

Almost two thirds (61%) of the 8-city respondents say that people sleeping rough in public places / vehicles is an issue in their city / local area, while 1 in 5 (22%) believe it is a 'big' issue.

This statement changed wording in 2024. Previously, it was worded *'people sleeping rough on the streets / in vehicles'.*



Base: All respondents

Source: Q11_4. *To what extent, if at all, has each of the following been an issue in [city / local area] over the past 12 months ... People sleeping rough in public spaces / in vehicles* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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Sense of safety – summary

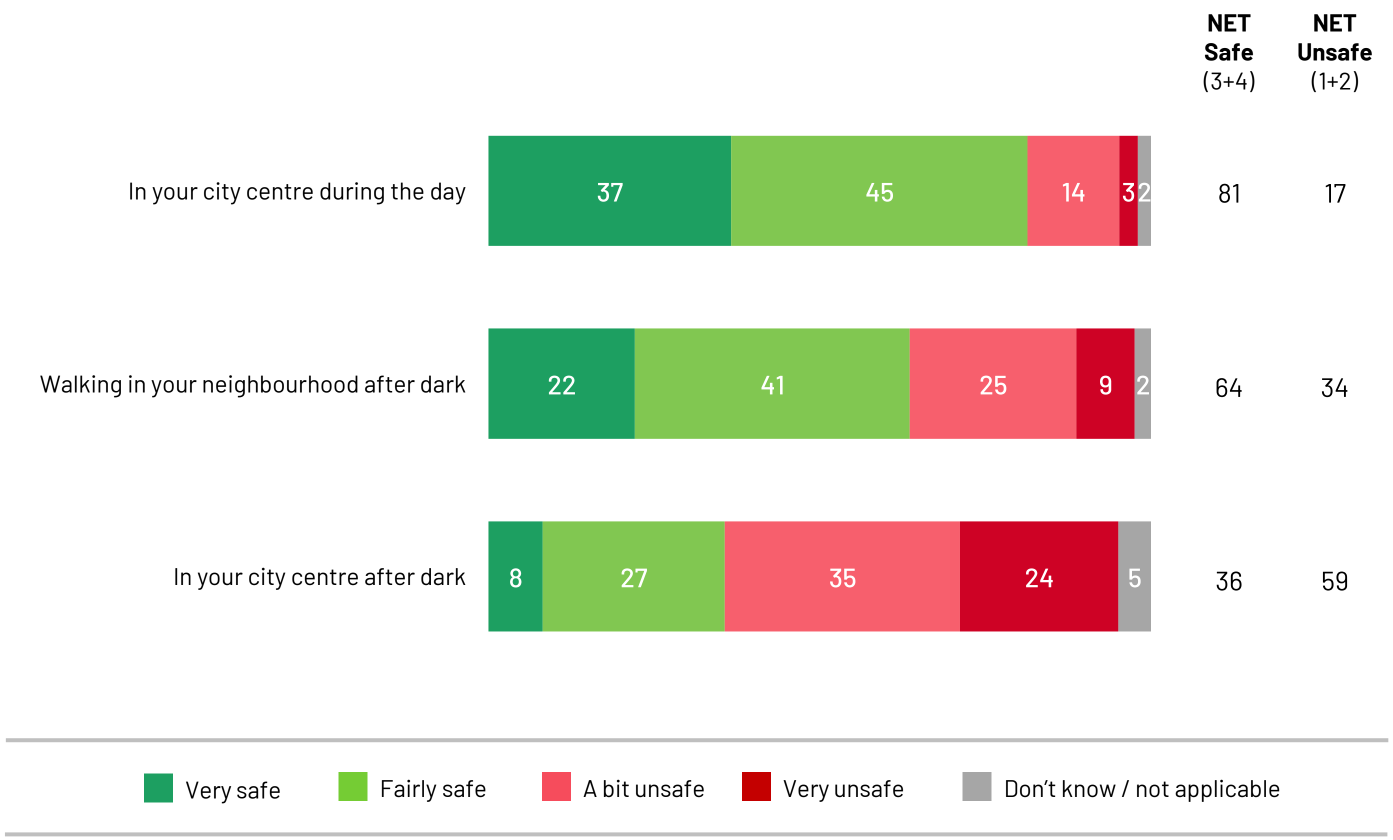
The 8-city respondents tend to feel safest *in their city centre during the day*, with 81% saying they feel safe there.

However, they feel less safe in *their city centre after dark*, with over half (59%) saying they would feel unsafe.

Respondents tend to feel safer in their neighbourhood compared to their city centre after dark. A third (34%) say they feel unsafe *walking around in their neighbourhood after dark*, while 64% say they feel safe.

'Walking in your neighbourhood after dark' is a new measure added to this question in 2024.

Perceived safety (summary) – 8-city total (%)



Base: 8-city total (n=6194)

Source: Q9. *In general, how safe or unsafe would you feel in the following situations…* (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)

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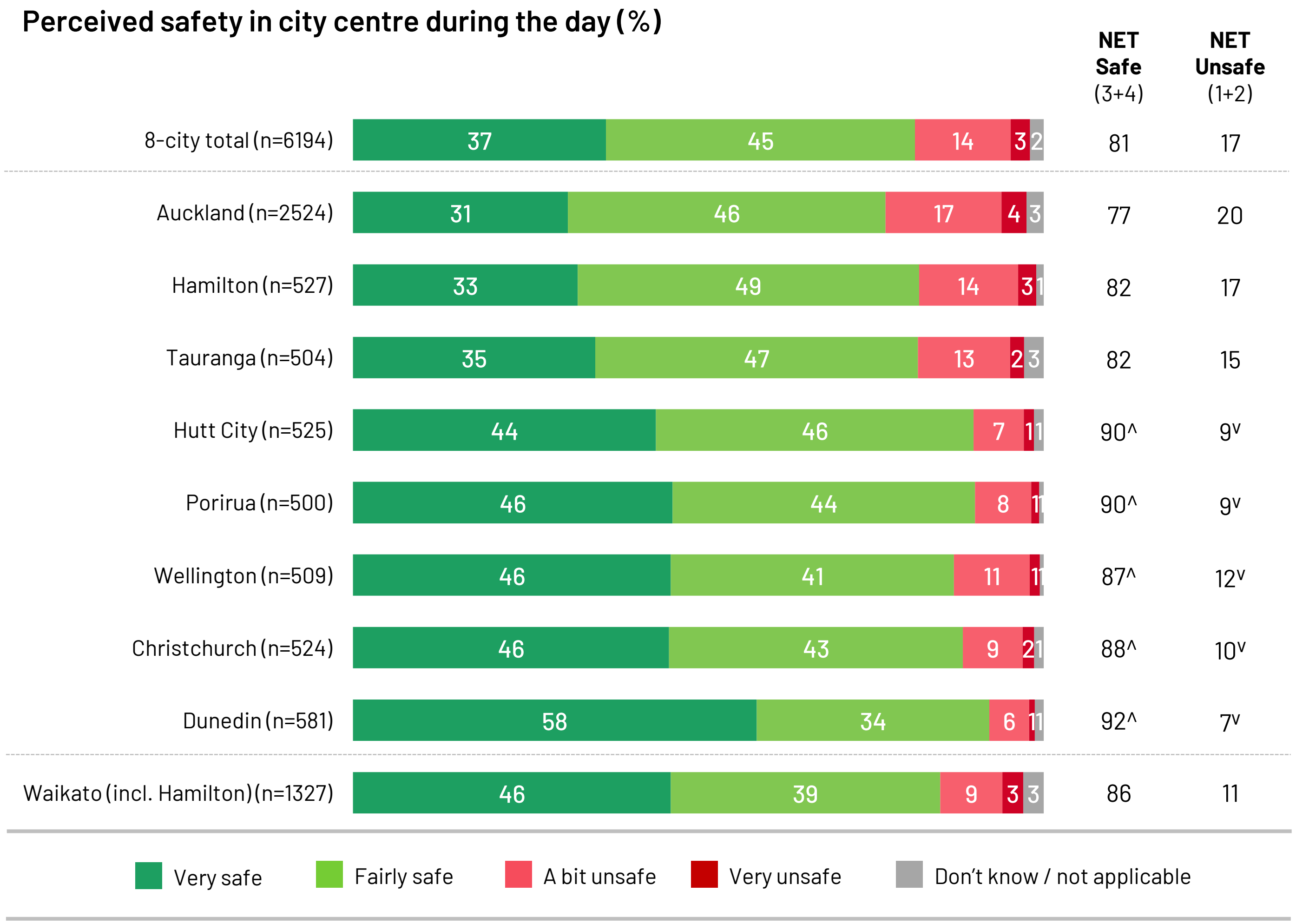
Feeling safe in city centre during the day

Most (81%) of the 8-city respondents feel safe in their city centre during the day, while 17% say that they feel unsafe.



Base: All respondents

Source: Q9_1. *In general, how safe or unsafe would you feel in the following situations… In city centre during the day* (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)

^ Significantly higher than 8-city total (excluding the subgroup compared)

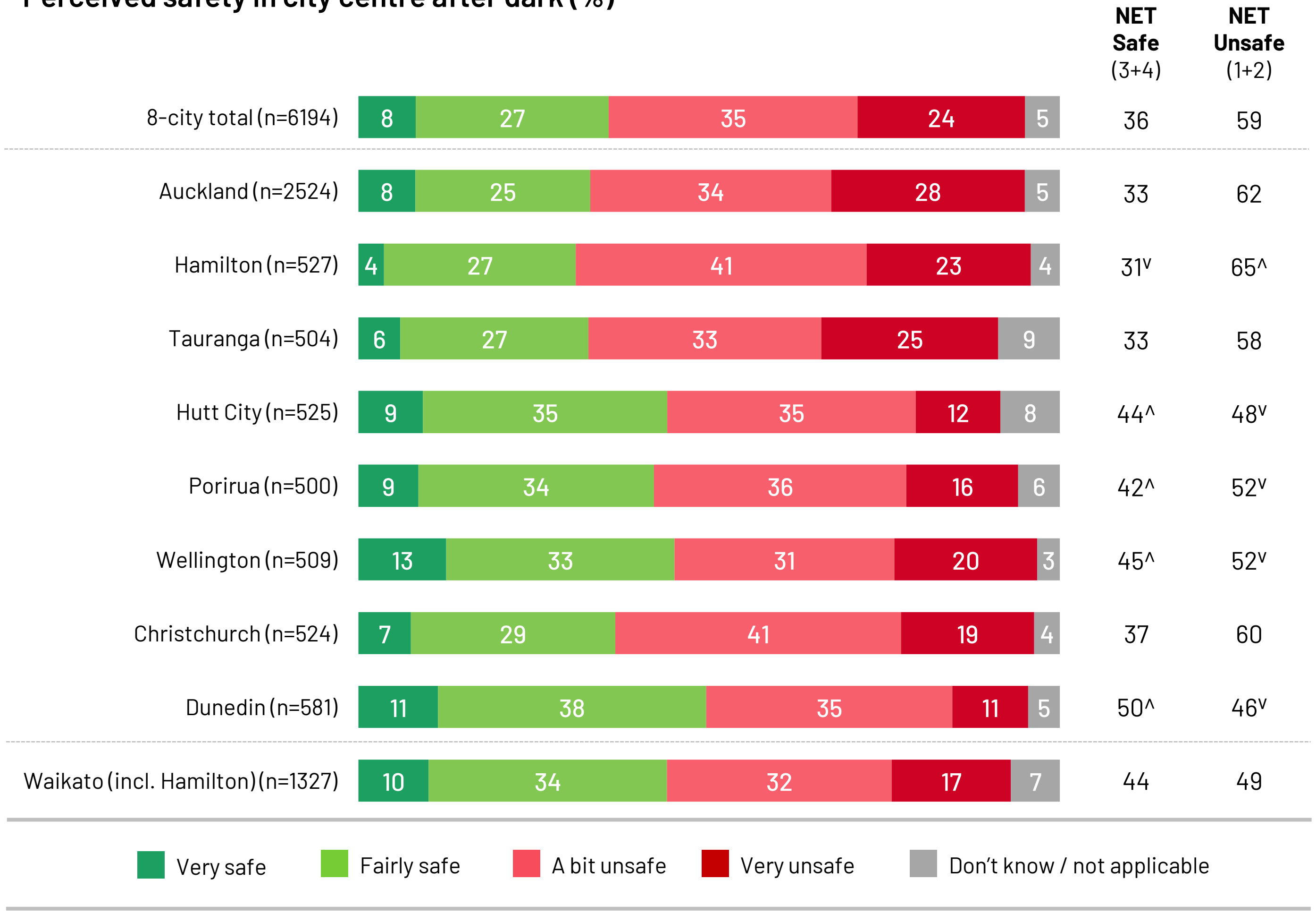
v Significantly lower than 8-city total (excluding the subgroup compared)

LOCAL ISSUES

Feeling safe in city centre after dark

Across the eight cities, just over a third (36%) of respondents say they would feel safe in their city centre after dark, while 59% say they would feel unsafe, including close to a quarter (24%) who say that they would feel 'very unsafe' in their city centre after dark.

Perceived safety in city centre after dark (%)



Base: All respondents

Source: Q9_1. *In general, how safe or unsafe would you feel in the following situations... In city centre after dark* (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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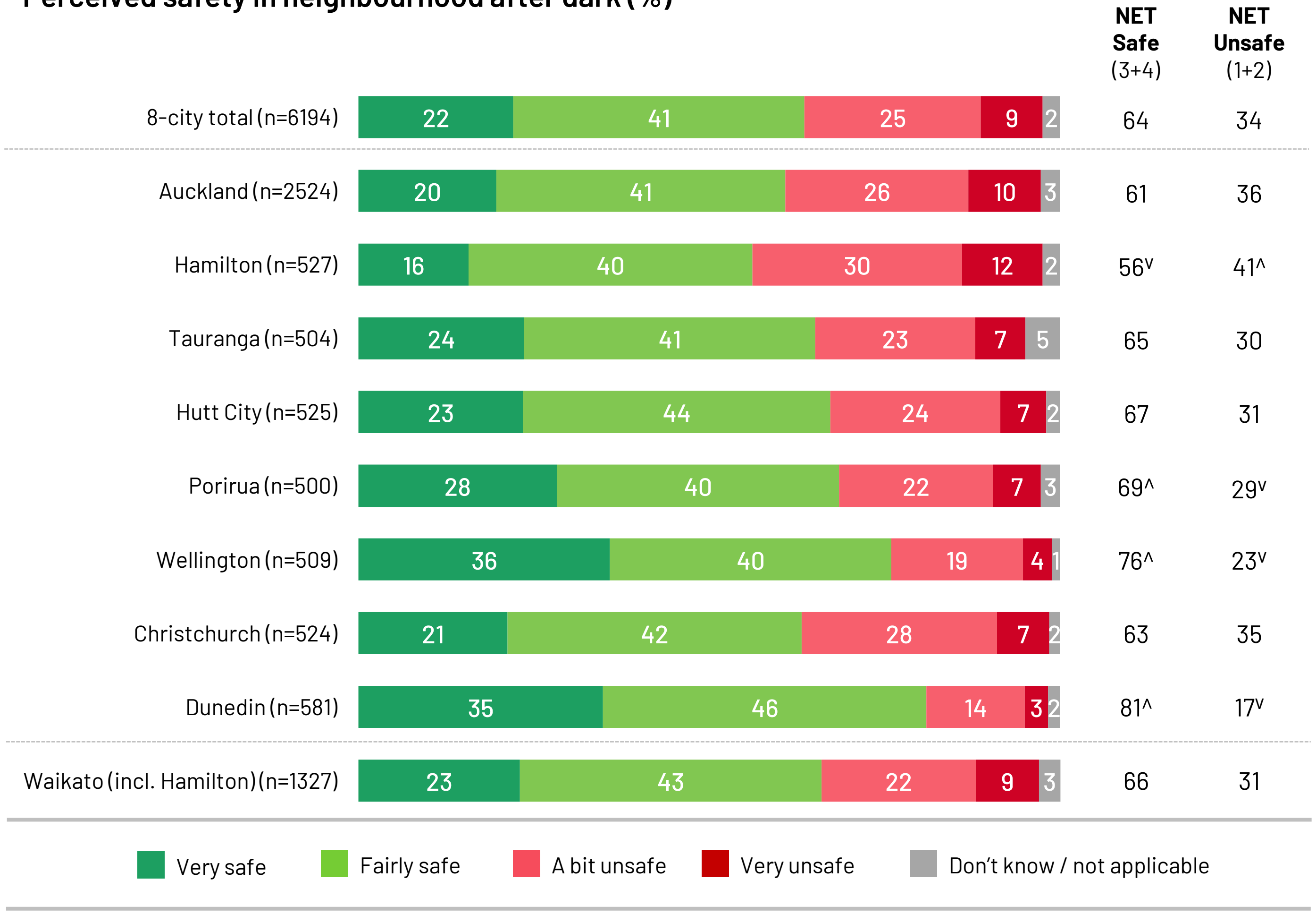
Feeling safe in neighbourhood after dark

Across the eight cities, just under two thirds (64%) of respondents say that they feel safe walking in their neighbourhood after dark, while a third (34%) say they feel unsafe.

This is a new measure added in 2024.

Perceived safety in neighbourhood after dark (%)



Base: All respondents

Source: Q9_1. *In general, how safe or unsafe would you feel in the following situations… Walking in your neighbourhood after dark* (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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WHATUNGA HAPORI, WHATUNGA AHUREA, WHATUNGA PĀPORI / COMMUNITY, CULTURE & SOCIAL NETWORKS

This section reports on a wide range of questions relating to social participation and engagement with others. Areas covered include respondents' perceptions of a sense of community within their local area, their participation in social networks and groups, their contact with others in their neighbourhood, and whether they have experienced feelings of isolation in the last 12 months. The section also covers issues relating to culture and diversity, and discrimination and prejudice.

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Importance of sense of community

Across the eight cities, over half (59%) of the respondents agree that a sense of community with the people in their neighbourhood is important to them, while 11% feel that it is not important.

This is a decrease from 2022 results, when 70% of respondents felt that it was important to feel a sense of community with the people in their neighbourhood.

Importance of sense of community (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	NET Agree (4+5)	NET Disagree (1+2)
8-city total (n=6194)	13	45	30	8	3	59	11
Auckland (n=2524)	15	45	30	7	3	61	10
Hamilton (n=527)	12	48	26	10	4	60	14
Tauranga (n=504)	11	48	30	9	2	59	11
Hutt City (n=525)	13	47	31	8	2	60	9
Porirua (n=500)	16	49	27	6	1	65^	8
Wellington (n=509)	11	43	29	13	4	53v	17^
Christchurch (n=524)	10	42	34	10	3	53v	13
Dunedin (n=581)	8	50	29	11	2	58	13
Waikato (incl. Hamilton) (n=1327)	13	50	28	7	2	62	10

Base: All respondents

Source: Q25_2. *How much do you agree or disagree with the following statements… It's important to me to feel a sense of community with people in my neighbourhood* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

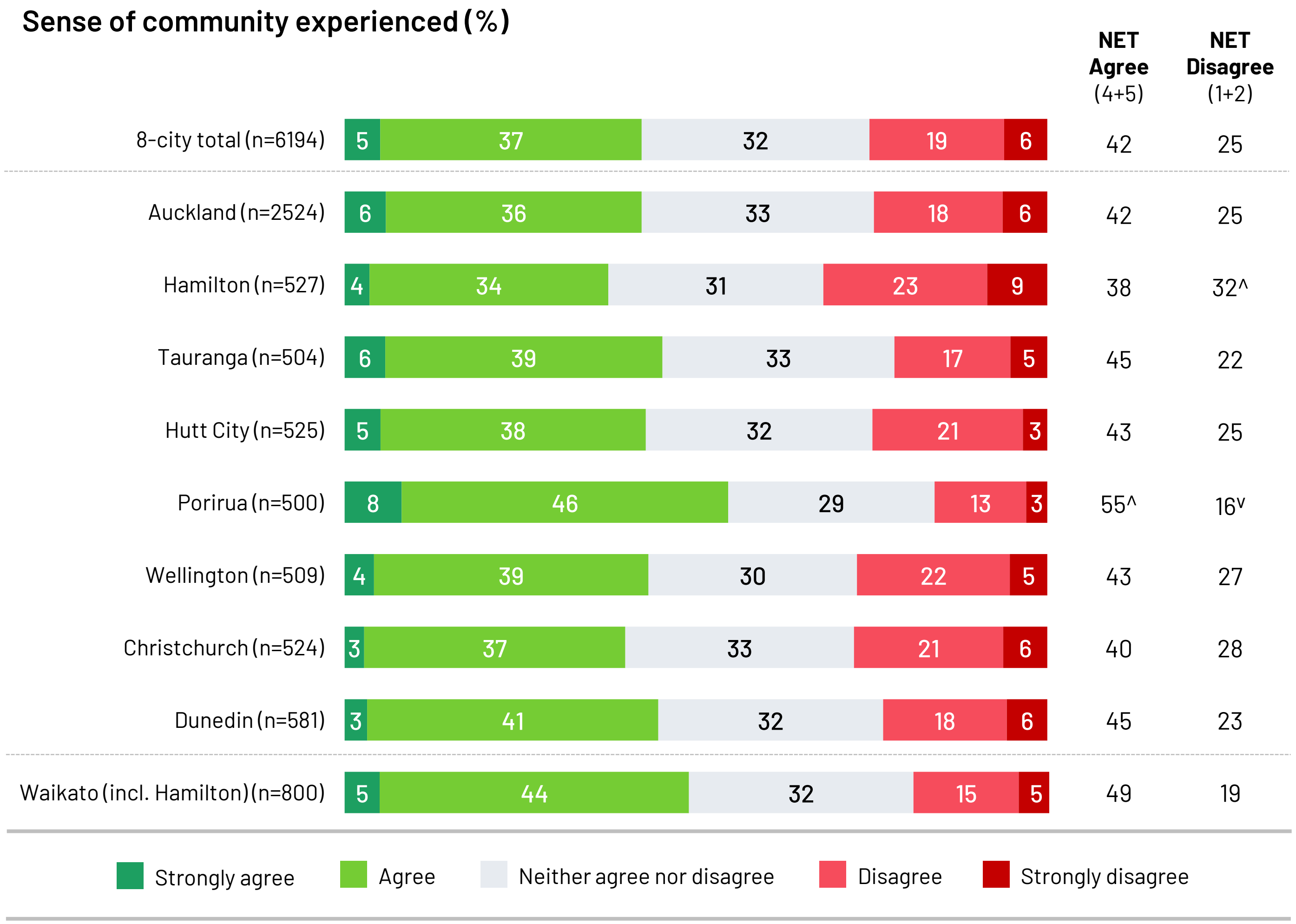
^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

Sense of community experienced

Two fifths (42%) of the 8-city respondents agree that they feel a sense of community with others in their neighbourhood, while a quarter (25%) say that they don't.

The proportion of respondents who feel a sense of community with others in their neighbourhood has decreased since 2022 (49% to 42% in 2024).



Base: All respondents

Source: Q25_1. *How much do you agree or disagree with the following statements... I feel a sense of community with others in my neighbourhood* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

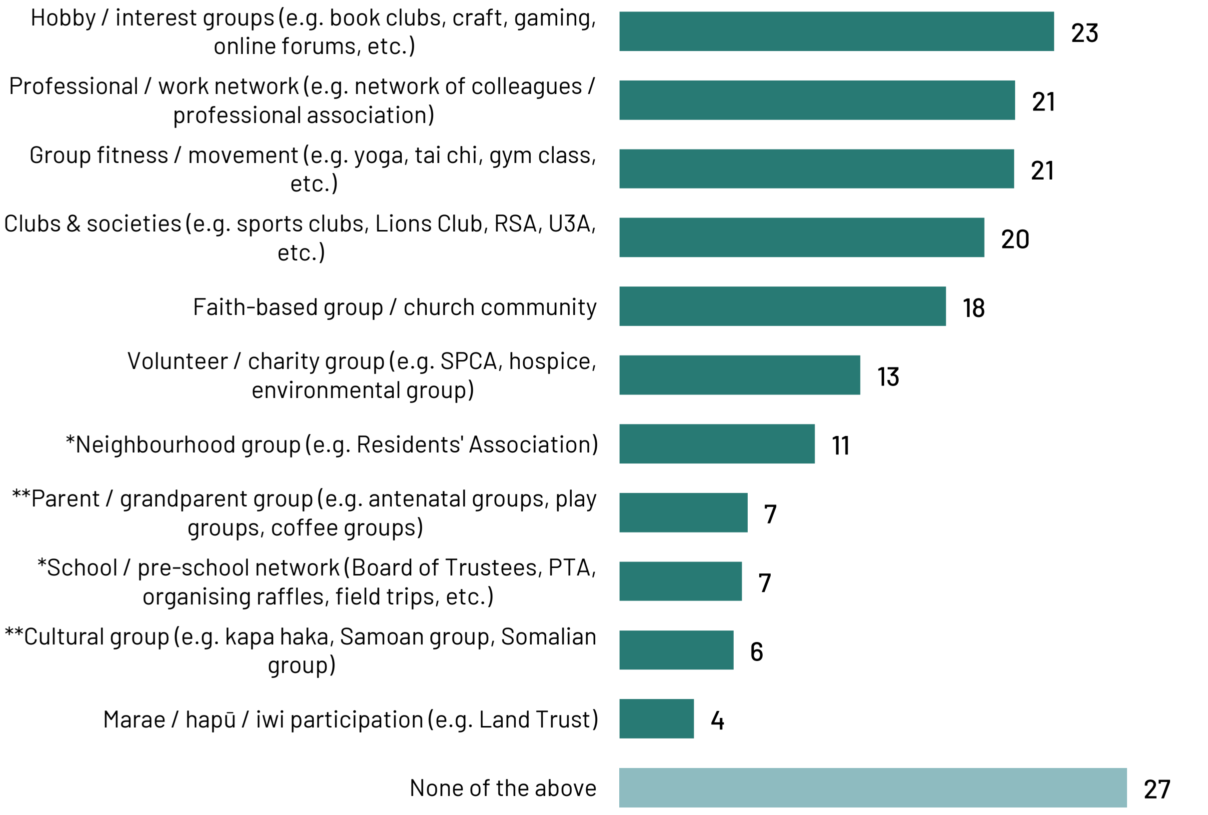
Participation in social networks

Respondents were asked to select the social networks or groups, if any, they belong to or have been a part of in the last 12 months from a list of options.

Across the eight cities, just under a quarter (23%) of respondents participate in *hobby / interest groups*. Around 1 in 5 participate in *professional networks* (21%), *group fitness* (21%), or *clubs and societies* (20%).

More than a quarter (27%) of respondents *do not participate in any* of the listed social networks.

Participation in social networks (summary) – 8-city total (%)



Base: 8-city total (n=6194)

Source: Q26. *Thinking about the social networks and groups you are part of or have been part of in the last 12 months (whether online or in person), do you belong to any of the following?*

Note: *Wording changed from 2022 survey. **New option added in 2024. See Quality of Life 2024 Technical Report for further details.

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Participation in social networks

	8-city total (n=6194) %	Auckland (n=2524) %	Hamilton (n=527) %	Tauranga (n=504) %	Hutt City (n=525) %	Porirua (n=500) %	Wellington (n=509) %	Christchurch (n=524) %	Dunedin (n=581) %	Waikato Region (incl. Hamilton) (n=1327) %
None of the above	27	27	30	27	26	24	25	28	28	30
Hobby / interest group	23	23	25	17v	25	20	28^	24	25	22
Professional / work network	21	23	21	18	16v	19	26^	17	19	19
Group fitness / movement	21	21	17	21	18	19	26^	22	22	18
Clubs & societies	20	18	16	24	23	22	23	21	24	23
Faith-based group / church community	18	19	18	13v	20	30^	15	13v	13v	15
Volunteer / charity group	13	13	11	15	11	14	14	13	16	13
Neighbourhood group	11	11	11	10	9	12	11	9	5v	11
Parent / grandparent group	7	6	7	9	9	8	7	7	6	6
School / pre-school network	7	7	6	6	7	9	5	6	10	7
Cultural group	6	7	3	4	8	12^	5	5	6	3

Base: All respondents
Source: Q26. *Thinking about the social networks and groups you are part of or have been part of in the last 12 months (whether online or in person), do you belong to any of the following?*
Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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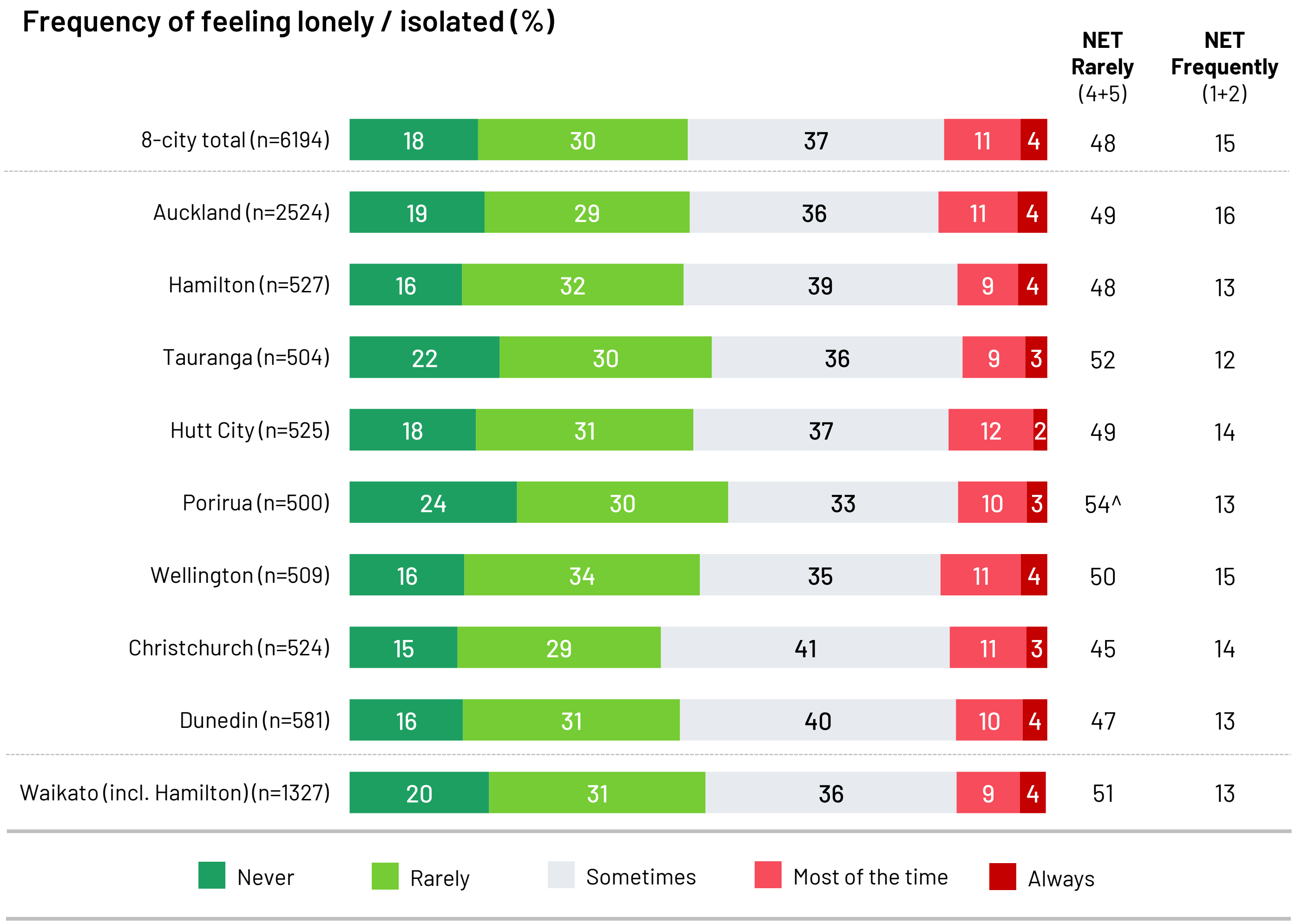
Loneliness & isolation

While almost half (48%) of the 8-city respondents say they have 'rarely' or 'never' felt lonely or isolated in the last 12 months, 37% have 'sometimes' felt this way and 15% have felt this way 'most of' or 'all' the time.



Base: All respondents

Source: Q27. *Over the last 12 months, how often, if ever, have you felt lonely or isolated?*
(1 – Always, 2 – Most of the time, 3 - Sometimes, 4 – Rarely, 5 – Never)

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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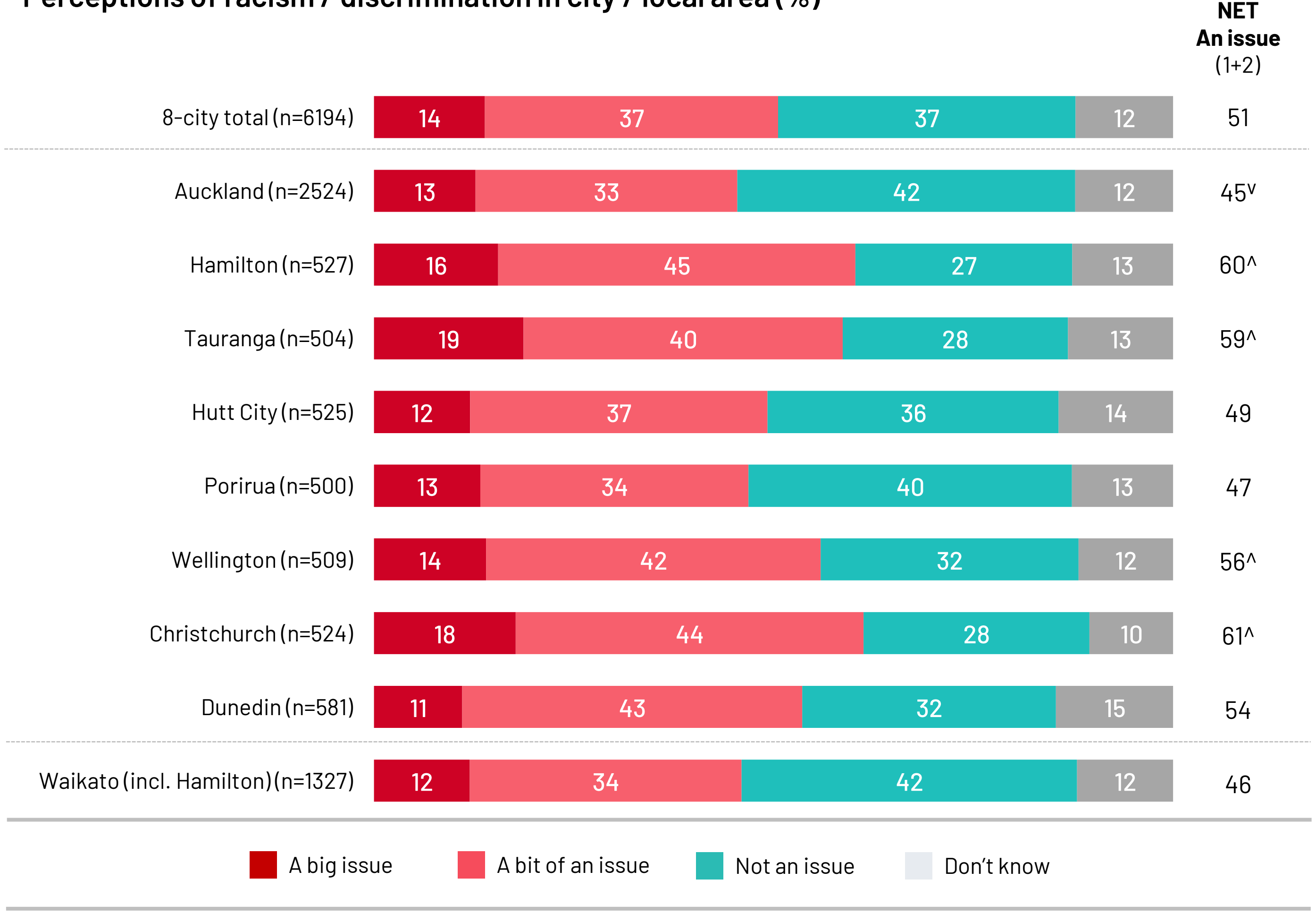
Racism / discrimination

Half (51%) of the 8-city respondents consider racism / discrimination towards particular groups of people to have been an issue in their city / local area over the last year, while 37% say it was not an issue.

Perceptions of racism / discrimination in city / local area (%)



Base: All respondents

Source: Q11_5. *To what extent, if at all, has each of the following been an issue in [city / local area] over the past 12 months … Racism or discrimination towards particular groups of people* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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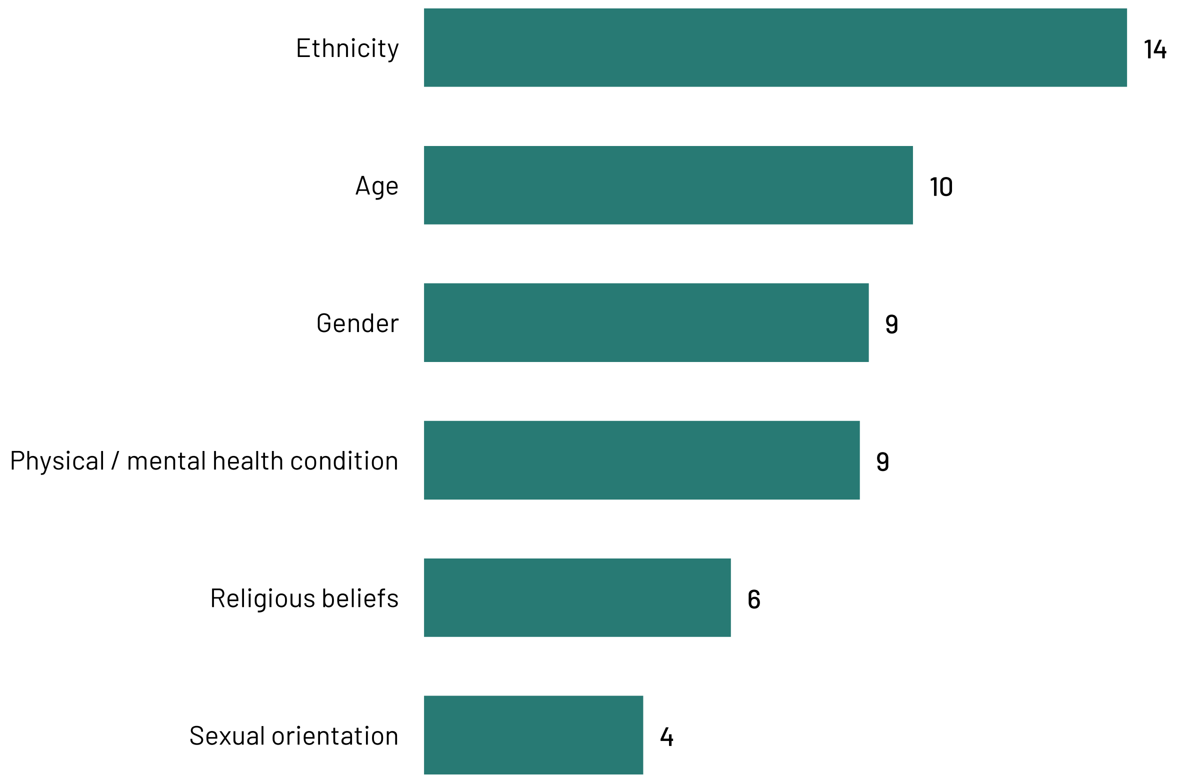
Personal experience of prejudice / intolerance

More than 1 in 10 (14%) of the 8-city respondents feel they have personally experienced anger / intolerance or been treated unfairly / excluded in their city / local area in the last 3 months because of their *ethnicity*, while 10% experienced discrimination due to *age* and 9% each due to their *gender* or *physical / mental health condition*.

1 in 4 (24%) respondents reported having experienced anger / intolerance due to at least one of these factors.

Personal experience of prejudice / intolerance in the last 3 months in city / local area – 8-city total (%)



Base: 8-city total (n=6194)

Source: Q36. *In the last three months in [city / local area], have you personally experienced anger or intolerance, or been treated unfairly or excluded, because of your...?*

Personal experience of prejudice / intolerance

	8-city total (n=6194) %	**Auckland** (n=2524) %	**Hamilton** (n=527) %	**Tauranga** (n=504) %	**Hutt City** (n=525) %	**Porirua** (n=500) %	**Wellington** (n=509) %	**Christchurch** (n=524) %	**Dunedin** (n=581) %	**Waikato Region (incl. Hamilton)** (n=1327) %
Ethnicity	14	15	20^	14	12	15	10	11	7v	15
Age	10	8	10	10	12	11	11	13	9	10
Gender	9	8	9	9	9	10	10	11	7	9
Physical / mental health condition	9	8	9	9	8	11	10	11	11	8
Religious beliefs	6	6	6	7	7	8	4	7	4	6
Sexual orientation	4	4	3	5	4	6	5	5	4	3

Base: All respondents

Source: Q36. *In the last three months in [city / local area], have you personally experienced anger or intolerance, or been treated unfairly or excluded, because of your…?*

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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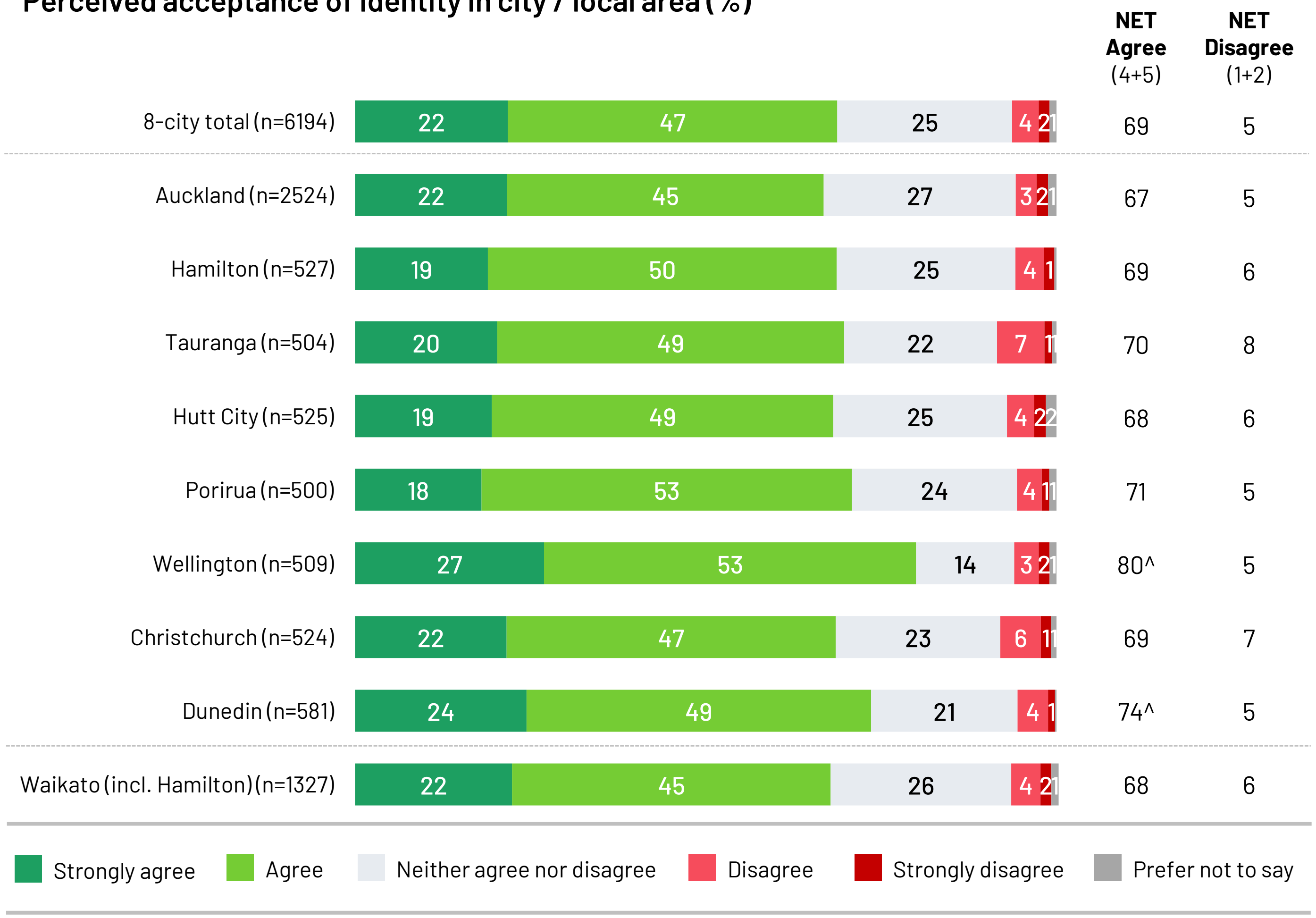
Culture & identity

More than two thirds (69%) of the 8-city respondents agree that people in their city / local area accept and value them and others of their identity, while only 5% disagree.

The result is an increase from 2022, when 57% agreed.

Perceived acceptance of identity in city / local area (%)



Base: All respondents

Source: Q35_1. *How much do you agree or disagree with the following statements… People in [city / local area] accept and value me and others of my identity (e.g. sexual, gender, ethnic, cultural, faith)* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 97 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)

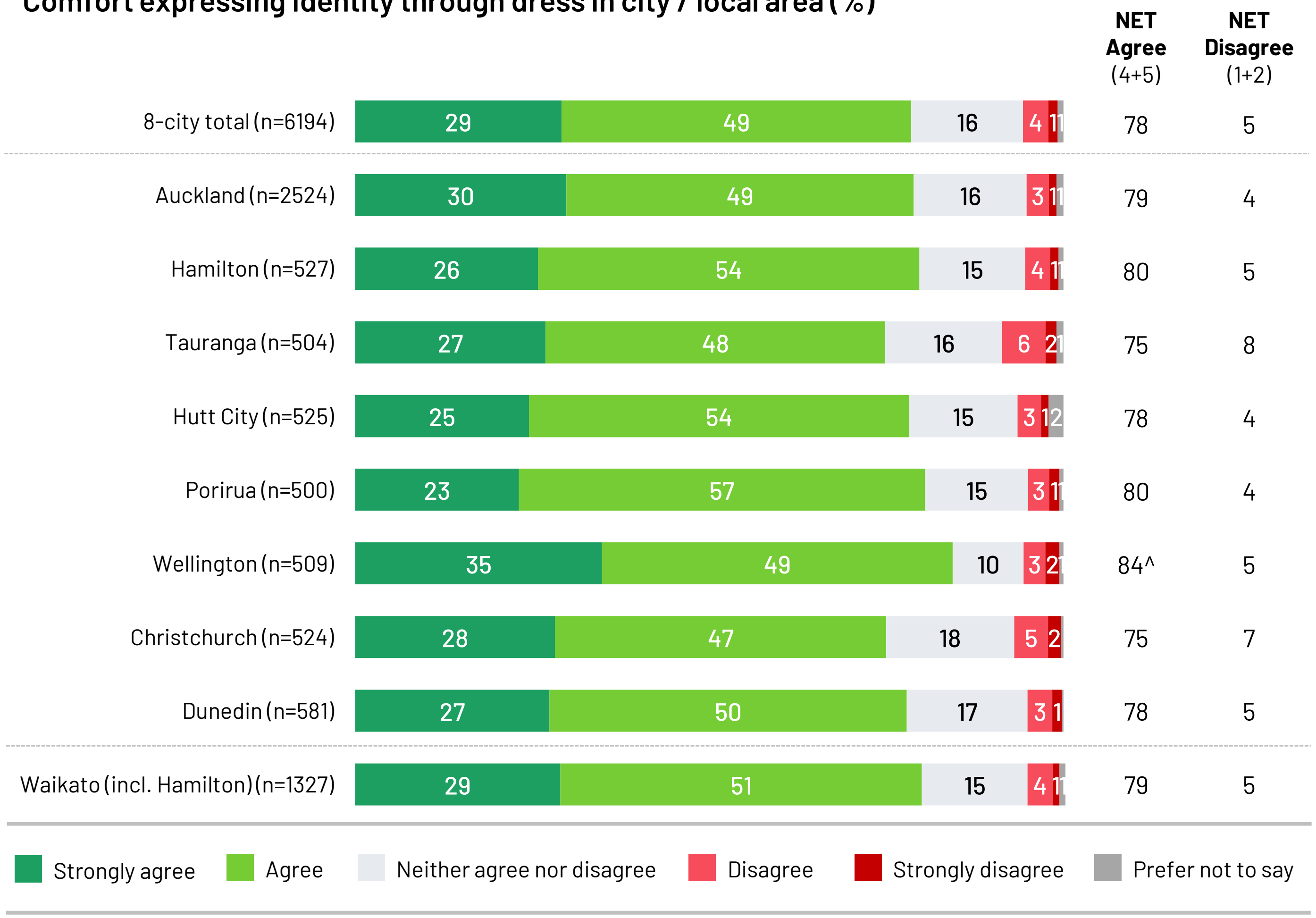
v Significantly lower than 8-city total (excluding the subgroup compared)

Culture & identity

Three quarters (78%) of the 8-city respondents agree that they feel comfortable dressing in a way that expresses their identity in their city / local area, while only 5% disagree.

Perceived comfortability in dressing to express one's identity has increased since 2022 (71% to 78% in 2024).

Comfort expressing identity through dress in city / local area (%)



Base: All respondents

Source: Q35_2. *How much do you agree or disagree with the following statements... I feel comfortable dressing in a way that expresses my identity in public (e.g. sexual, gender, ethnic, cultural, faith)* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 97 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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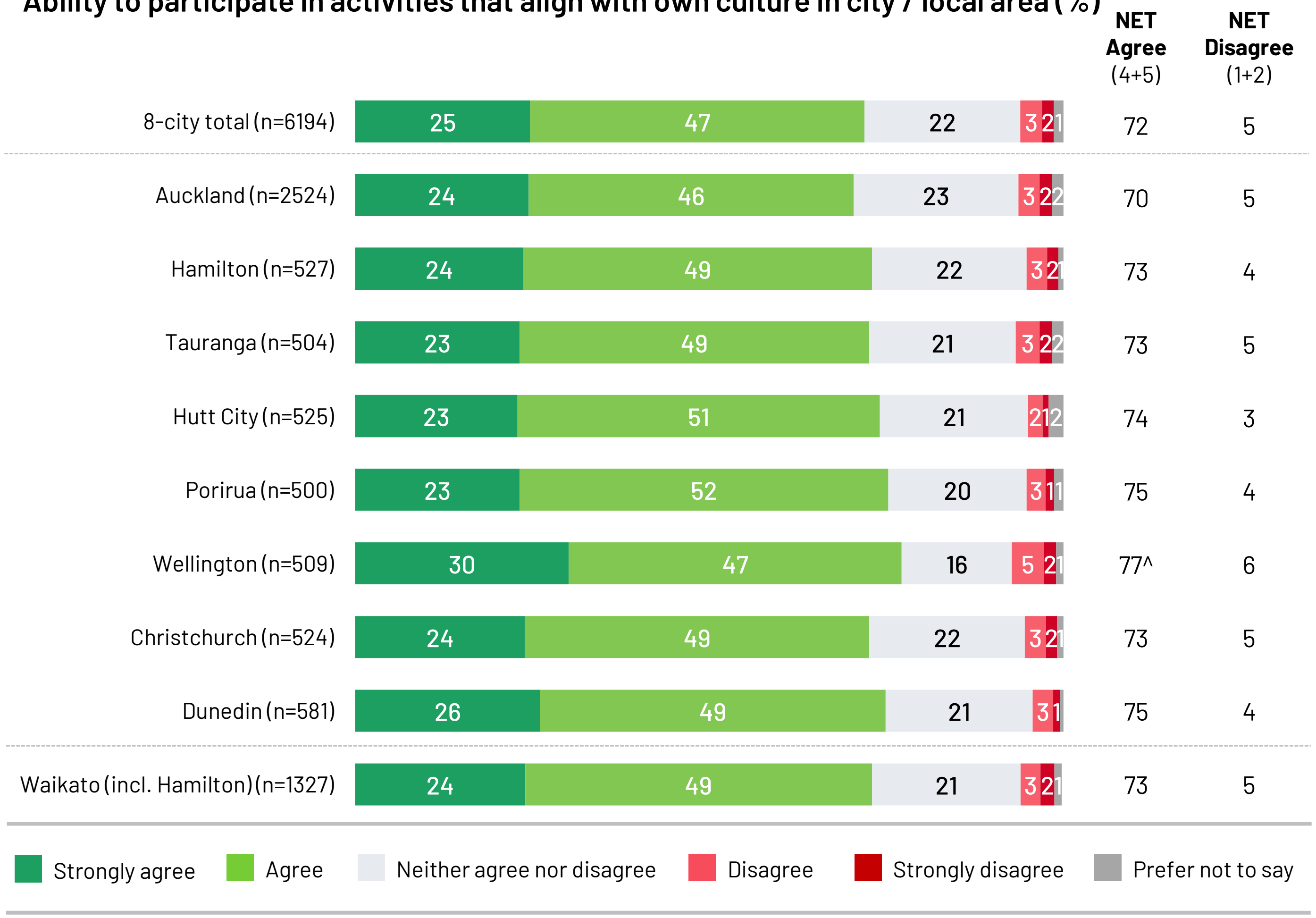
Culture & identity

Almost three quarters (72%) of the 8-city respondents agree that they can participate in, perform, or attend activities / groups that align with their culture, while 5% disagree.

Ability to participate in activities that align with own culture in city / local area (%)



Base: All respondents

Source: Q35_3. *How much do you agree or disagree with the following statements… I can participate, perform, or attend activities or groups that align with my culture* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 97 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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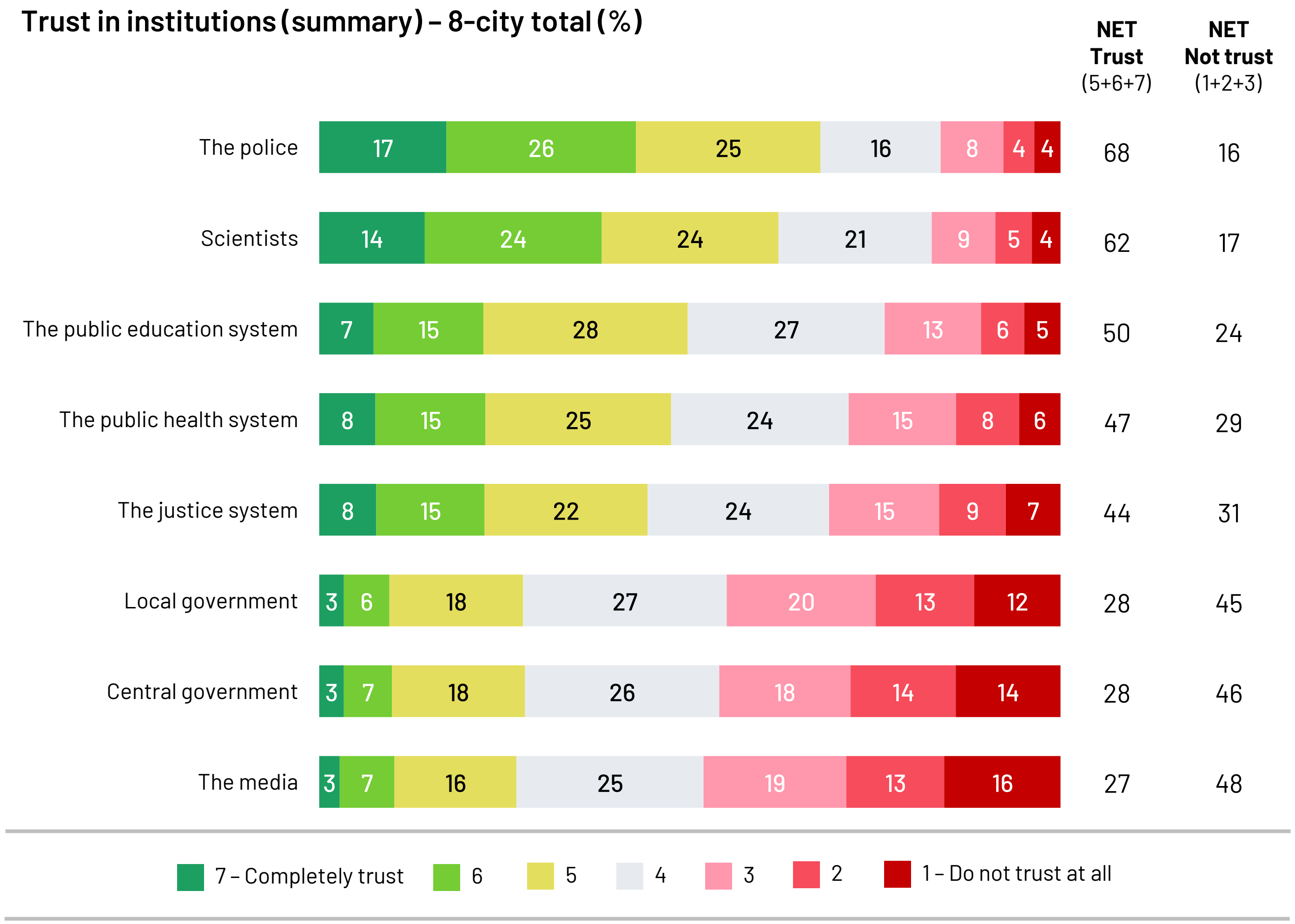
Trust in institutions

Across the eight cities, respondents have the highest level of trust in the *police* (68%) and *scientists* (62%). Conversely, trust levels in *local government* (28%), *central government* (28%), and *the media* (27%) are among the lowest.

This is a new question added in 2024.



Base: 8-city total (n=6194)

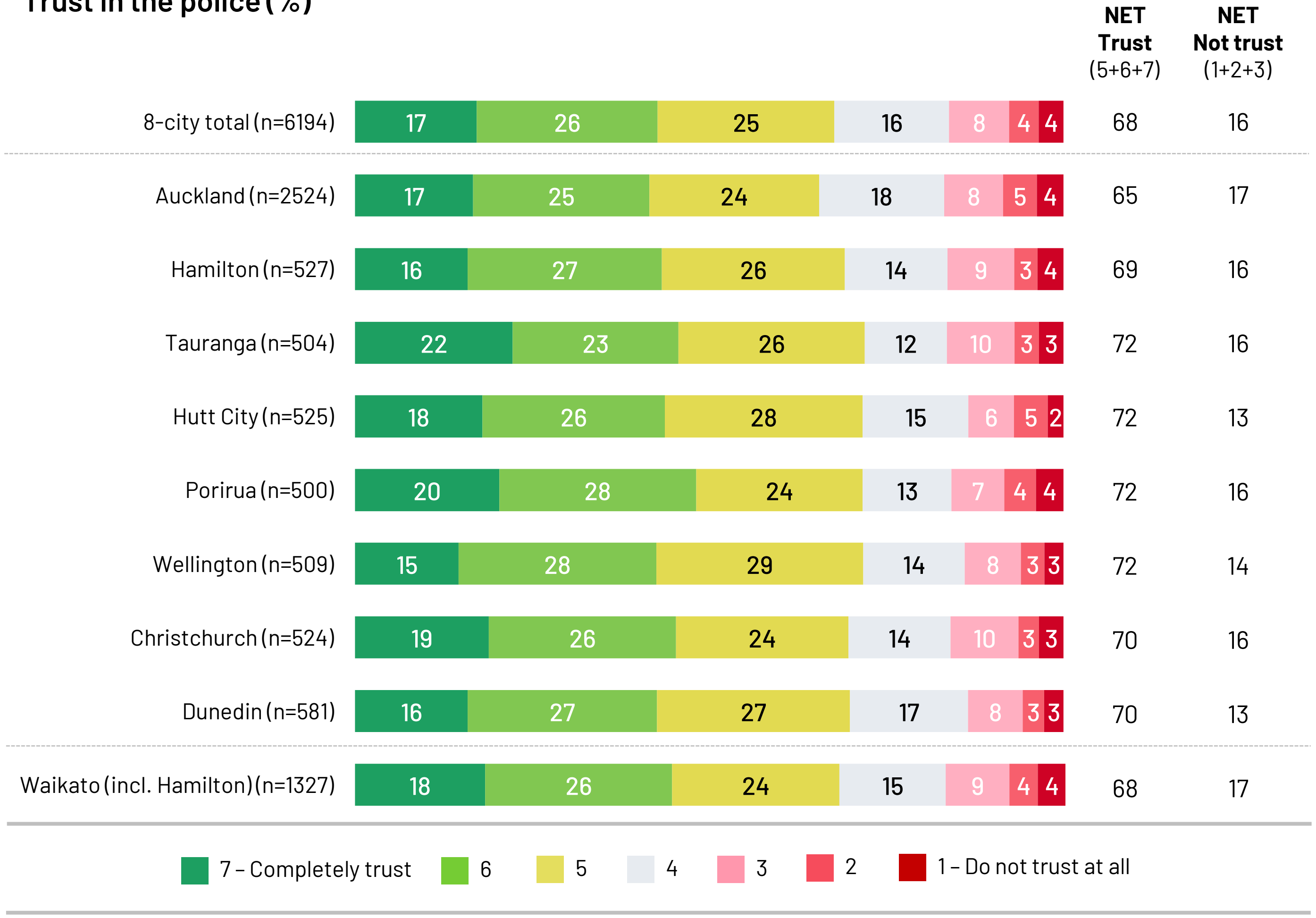
Source: Q33. *How much do you trust the following institutions in Aotearoa New Zealand? Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

Trust in the police

Just over two thirds (68%) of the 8-city respondents rated their trust in police relatively highly.

This is a new question added in 2024.

Trust in the police (%)



Base: All respondents

Source: Q33_1. *How much do you trust the following institutions in Aotearoa New Zealand?... The Police. Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

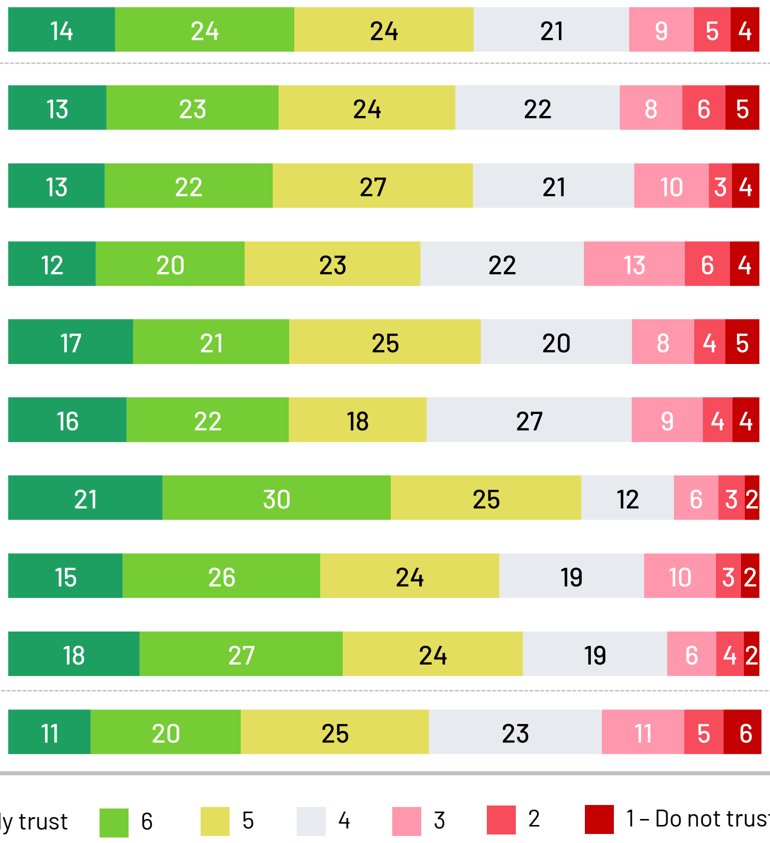
COMMUNITY, CULTURE & SOCIAL NETWORKS

Trust in scientists

Almost two thirds (62%) of the 8-city respondents report having a high level of trust in scientists.

This is a new question added in 2024.

Trust in scientists (%)



	7 – Completely trust	6	5	4	3	2	1 – Do not trust at all	NET Trust (5+6+7)	NET Not trust (1+2+3)
8-city total (n=6194)	14	24	24	21	9	5	4	62	17
Auckland (n=2524)	13	23	24	22	8	6	5	60	19
Hamilton (n=527)	13	22	27	21	10	3	4	62	17
Tauranga (n=504)	12	20	23	22	13	6	4	55v	23^
Hutt City (n=525)	17	21	25	20	8	4	5	63	17
Porirua (n=500)	16	22	18	27	9	4	4	56v	17
Wellington (n=509)	21	30	25	12	6	3	2	76^	11v
Christchurch (n=524)	15	26	24	19	10	3	2	65	15
Dunedin (n=581)	18	27	24	19	6	4	2	69^	12v
Waikato (incl. Hamilton) (n=1327)	11	20	25	23	11	5	6	56	21

Base: All respondents

Source: Q33_2. *How much do you trust the following institutions in Aotearoa New Zealand?... Scientists. Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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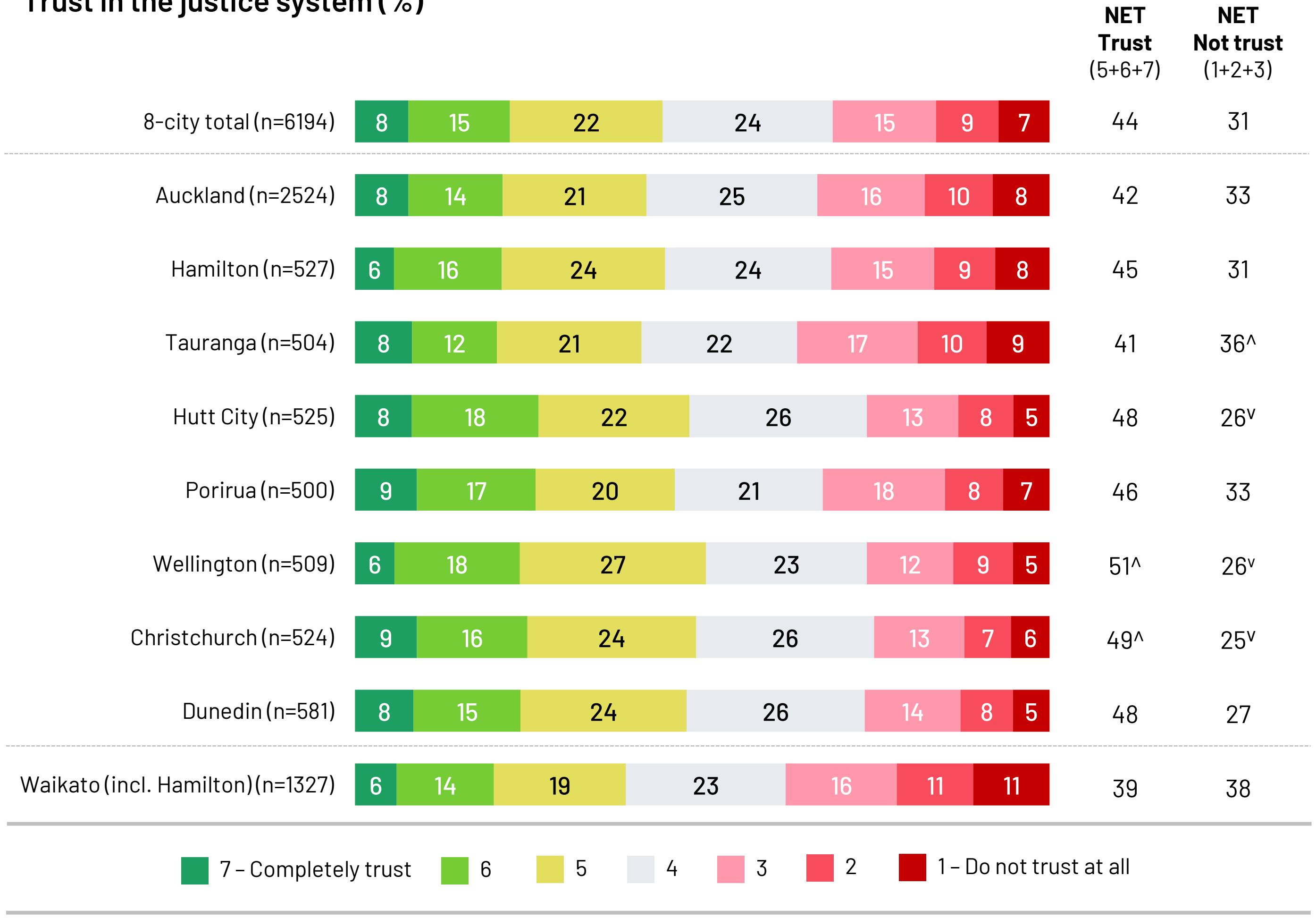
Trust in the justice system

Just under half (44%) of the 8-city respondents rated their trust in the justice system relatively highly, while almost a third (31%) reported a low level of trust.

This is a new question added in 2024.

Trust in the justice system (%)



Base: All respondents

Source: Q33_3. *How much do you trust the following institutions in Aotearoa New Zealand?... The justice system. Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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Trust in the public health system

Nearly half (47%) of the 8-city respondents have relatively high trust in the public health system, while 29% have low trust.

This is a new question added in 2024.

Trust in the public health system (%)

	7 – Completely trust	6	5	4	3	2	1 – Do not trust at all	NET Trust (5+6+7)	NET Not trust (1+2+3)
8-city total (n=6194)	8	15	25	24	15	8	6	47	29
Auckland (n=2524)	8	14	26	24	14	8	6	48	28
Hamilton (n=527)	6	13	25	23	16	9	8	45	33
Tauranga (n=504)	8	14	20	24	15	12	7	42v	34^
Hutt City (n=525)	9	15	24	24	16	10	4	47	29
Porirua (n=500)	9	18	22	25	15	5	6	49	26
Wellington (n=509)	8	18	28	20	14	8	4	54^	26
Christchurch (n=524)	7	16	23	26	15	9	5	45	29
Dunedin (n=581)	8	14	25	25	14	8	5	47	28
Waikato (incl. Hamilton) (n=1327)	6	14	23	23	17	11	7	43	34

Base: All respondents

Source: Q33_4. *How much do you trust the following institutions in Aotearoa New Zealand?... The public health system. Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

Trust in the public education system

Half (50%) of the 8-city respondents have relatively high trust in the public education system, while around a quarter (24%) have low trust.

This is a new question added in 2024.

Trust in the public education system (%)

	7 – Completely trust	6	5	4	3	2	1 – Do not trust at all	NET Trust (5+6+7)	NET Not trust (1+2+3)
8-city total (n=6194)	7	15	28	27	13	6	5	50	24
Auckland (n=2524)	7	14	27	28	13	6	6	47	25
Hamilton (n=527)	7	15	32	25	12	4	5	54	21
Tauranga (n=504)	7	13	24	29	13	7	6	44v	27
Hutt City (n=525)	8	20	25	29	10	6	3	52	19v
Porirua (n=500)	10	18	27	25	13	5	2	55^	20
Wellington (n=509)	8	18	32	22	10	7	3	57^	21
Christchurch (n=524)	9	15	28	24	16	4	4	53	23
Dunedin (n=581)	8	18	30	26	11	4	3	56^	18v
Waikato (incl. Hamilton) (n=1327)	6	14	26	28	14	7	6	45	27

Base: All respondents

Source: Q33_5. *How much do you trust the following institutions in Aotearoa New Zealand?... The public education system. Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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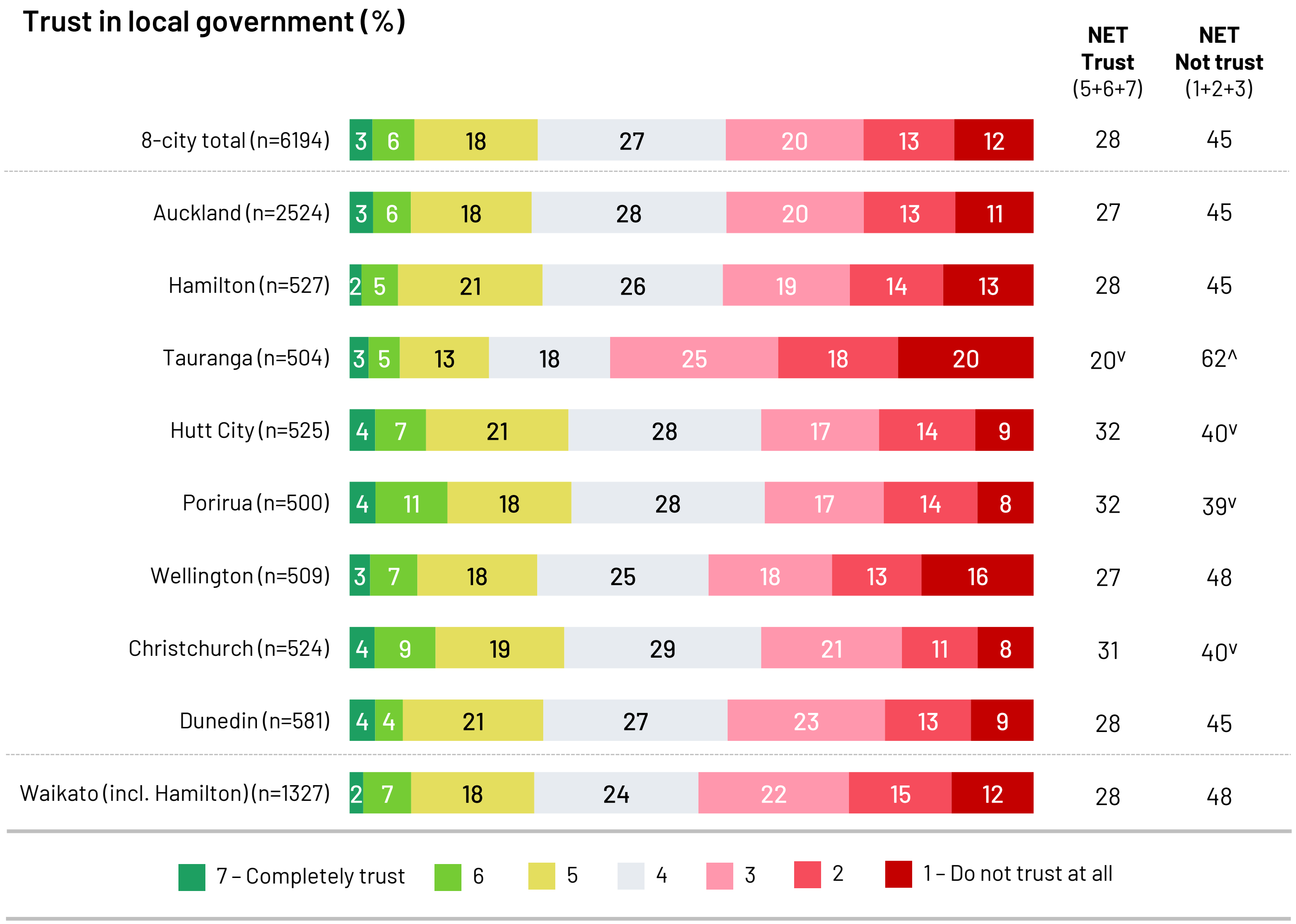
Trust in local government

Nearly half (45%) of the 8-city respondents report having low trust in local government (e.g. your local Council and Councillors).

This is a new question added in 2024.



Base: All respondents

Source: Q33_6. *How much do you trust the following institutions in Aotearoa New Zealand?... Local government (e.g. your local Council and local Councillors). Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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Trust in the central government

Nearly half (46%) of the 8-city respondents report having low trust in central government.

This is a new question added in 2024.

Trust in central government (%)

	7 – Completely trust	6	5	4	3	2	1 – Do not trust at all	NET Trust (5+6+7)	NET Not trust (1+2+3)
8-city total (n=6194)	3	7	18	26	18	14	14	28	46
Auckland (n=2524)	3	6	18	27	17	14	14	27	46
Hamilton (n=527)	2	6	19	25	19	12	18	27	48
Tauranga (n=504)	4	5	20	23	20	14	15	28	49
Hutt City (n=525)	4	5	17	30	17	12	14	26	43
Porirua (n=500)	3	6	18	25	16	18	13	27	47
Wellington (n=509)	4	8	18	23	19	12	17	29	48
Christchurch (n=524)	3	8	20	24	17	16	11	32	44
Dunedin (n=581)	3	5	13	31	20	14	14	21v	48
Waikato (incl. Hamilton) (n=1327)	2	6	16	23	20	14	19	24	53

Base: All respondents

Source: Q33_7. *How much do you trust the following institutions in Aotearoa New Zealand?... Central government (e.g. elected Members of Parliament, Government departments). Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

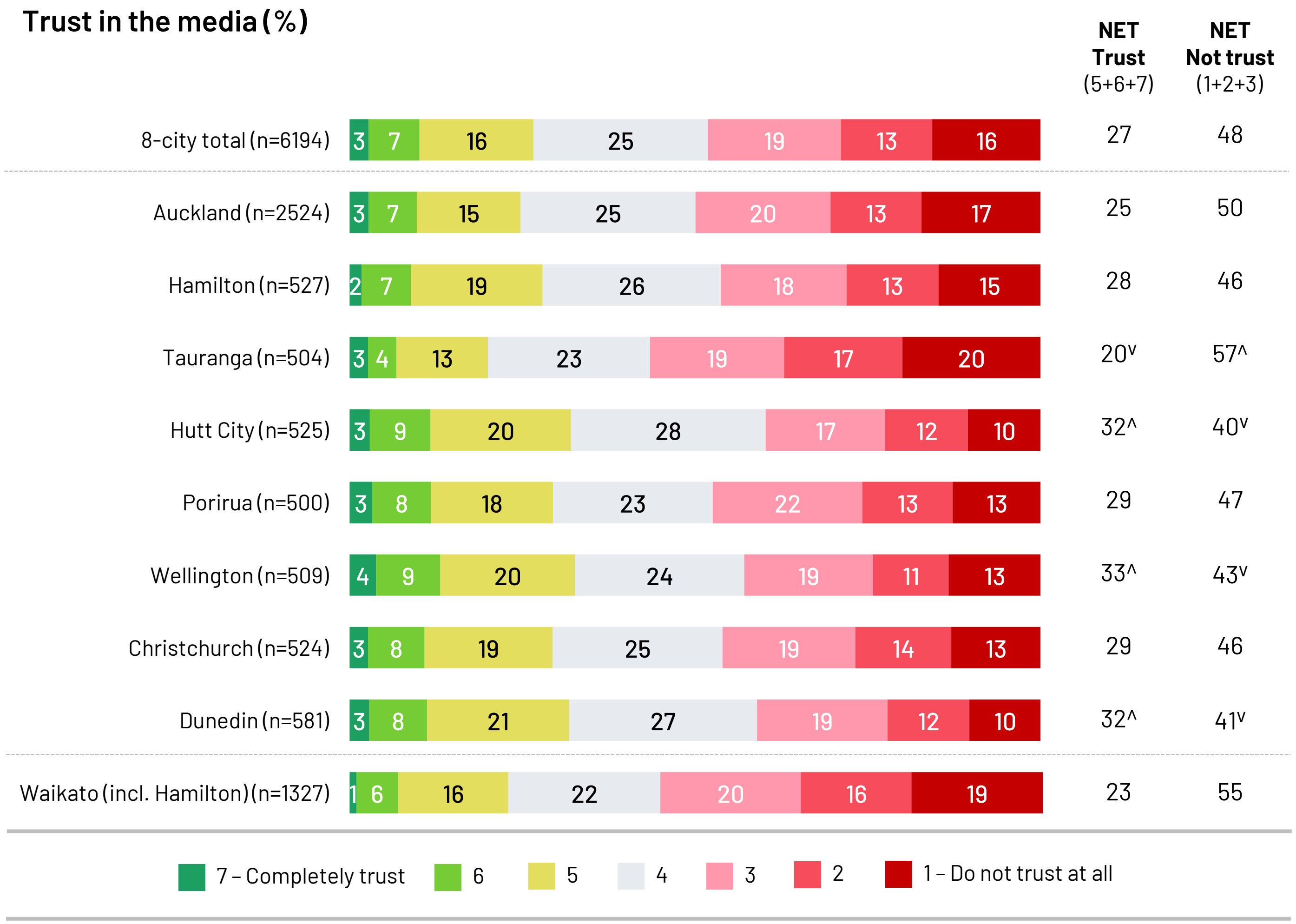
^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

Trust in the media

Nearly half (48%) of the 8-city respondents do not trust the media, while 27% do.

This is a new question added in 2024.



Base: All respondents

Source: Q33_8. *How much do you trust the following institutions in Aotearoa New Zealand?... The media. Even if you've had very little or no contact with them, please base your answer on your general impression of them.* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

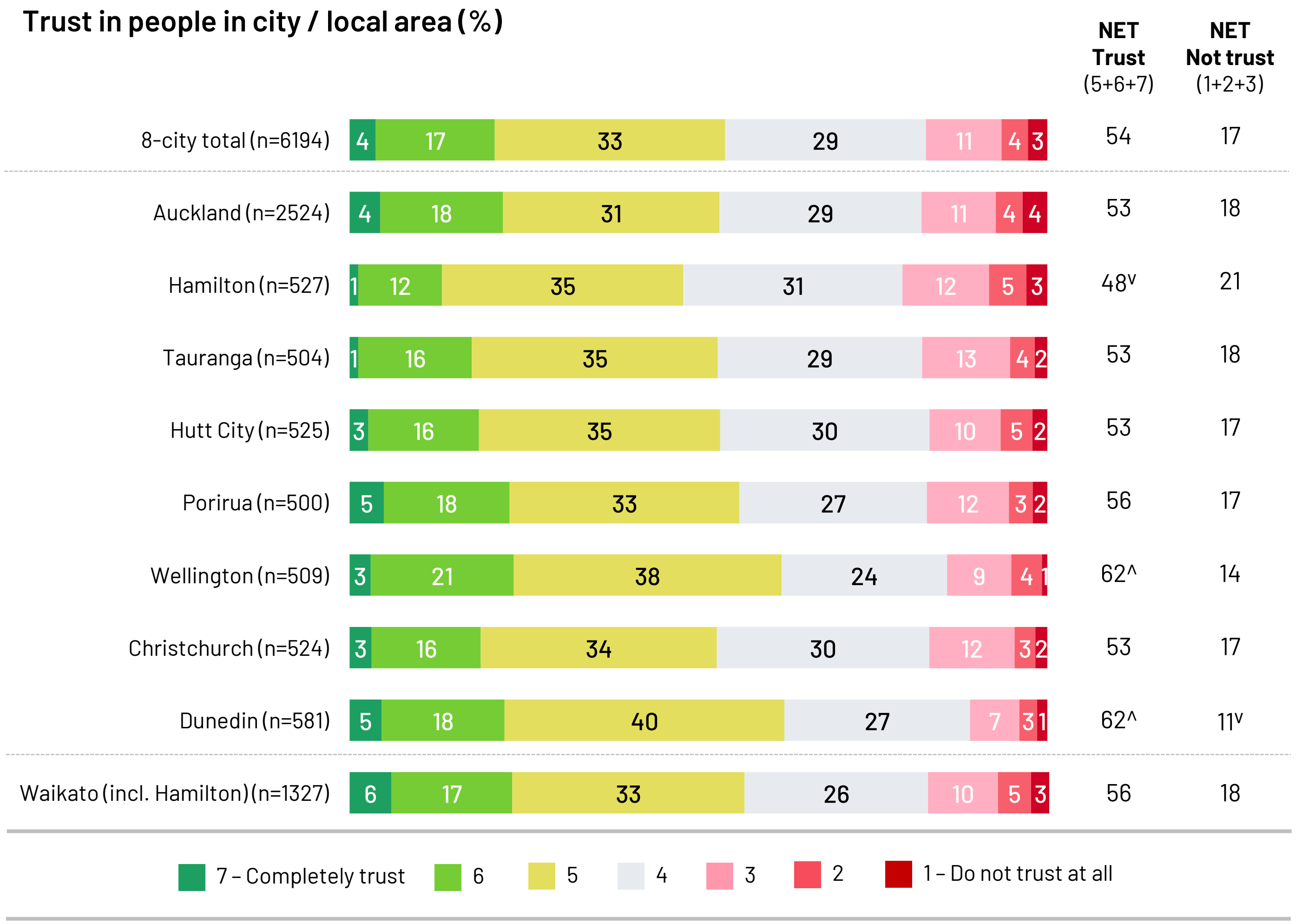
v Significantly lower than 8-city total (excluding the subgroup compared)

COMMUNITY, CULTURE & SOCIAL NETWORKS

Trust in people in city / local area

More than half (54%) of the 8-city respondents have trust in the people of their city / local area, while 17% do not.

This is a new question added in 2024.



Base: All respondents

Source: Q34. *And in general, how much do you trust people in [city / local area]?* (1 – Do not trust at all, 7 – Completely trust)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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TAIRARU ĀHUARANGI / CLIMATE CHANGE

This section reports on four questions relating to climate change and sustainability – climate-related issues in respondents' city / local area, their readiness for impacts of climate change, their understanding of climate change, and how worried they are about the impact of climate change on their city / local area.

CLIMATE CHANGE

Climate issues in city / local area

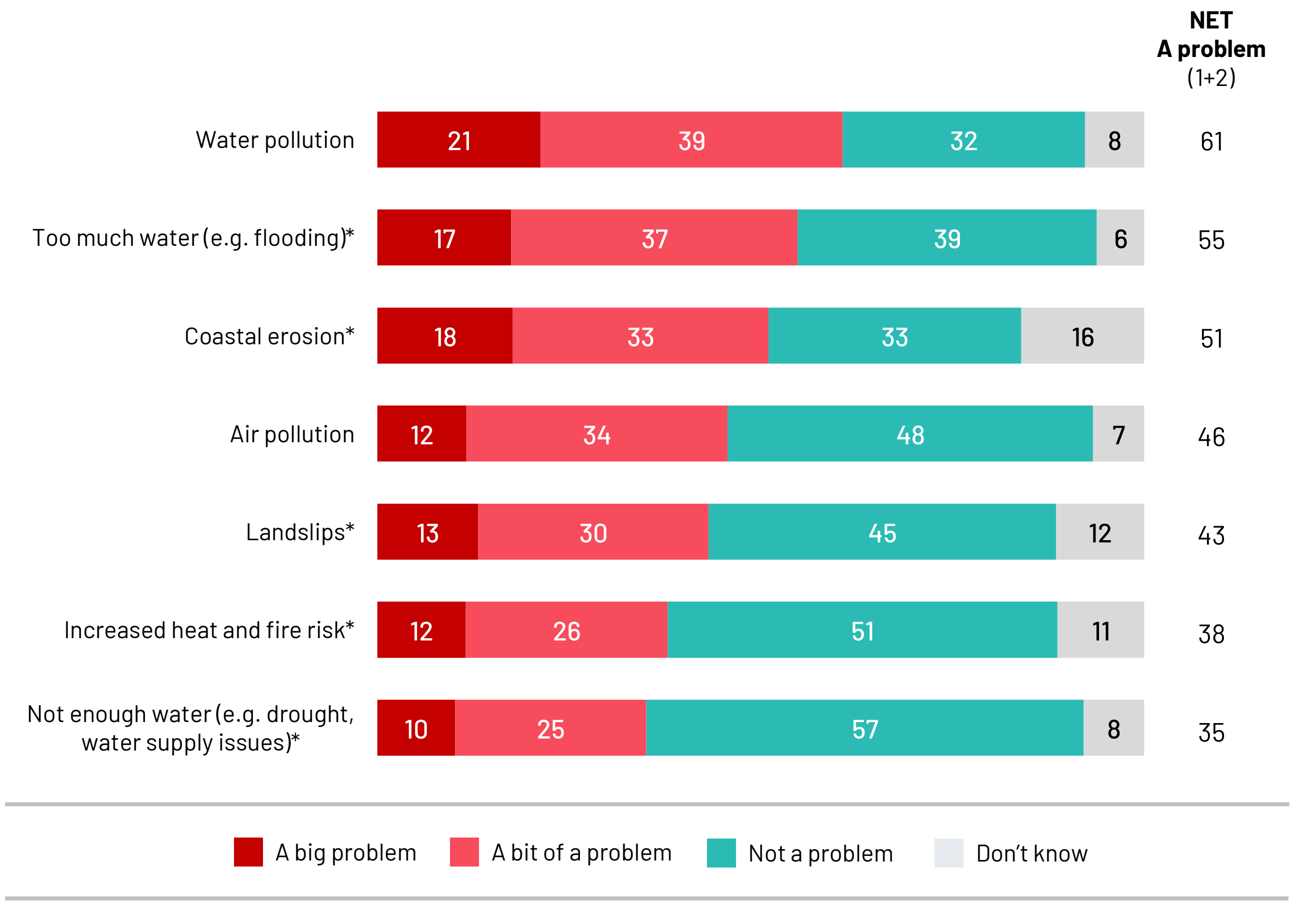
Respondents were asked about the extent to which they perceive each of a number of specific issues has been a problem in their city/local area in the last 12 months.

Water pollution in their city / local area is the main concern for the 8-city respondents at 61%, followed by *too much water* (55%) and *coastal erosion* (51%).

Not having enough water (e.g. drought, water supply issues) is perceived as less of a problem, with just over a third (35%) rating this issue as 'a big problem' or 'a bit of a problem'.

This question is an expansion of the Local Issues question asked in 2022. New issues were added in 2024.

Rating of climate issues in city / local area (summary) – 8-city total (%)



Base: 8-city total (n=6194)

Source: Q37. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months?* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

Note: *New issue added in 2024. See Quality of Life 2024 Technical Report for further details.

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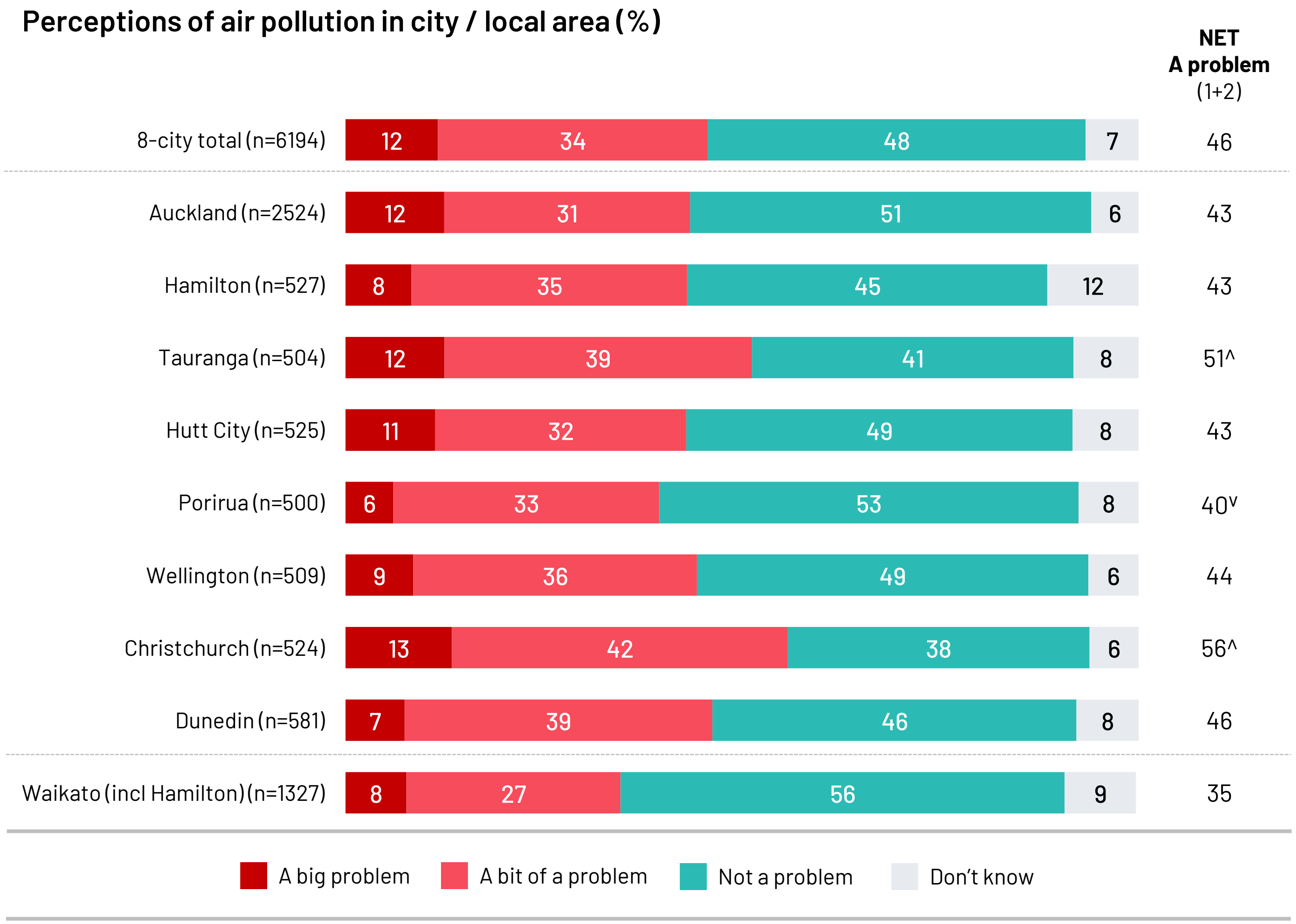
Air pollution

Perceptions around air pollution in their city / local area are divided – 48% of the 8-city respondents say it is not a problem, while 46% perceive it to be a problem.



Base: All respondents

Source: Q37_1. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Air pollution* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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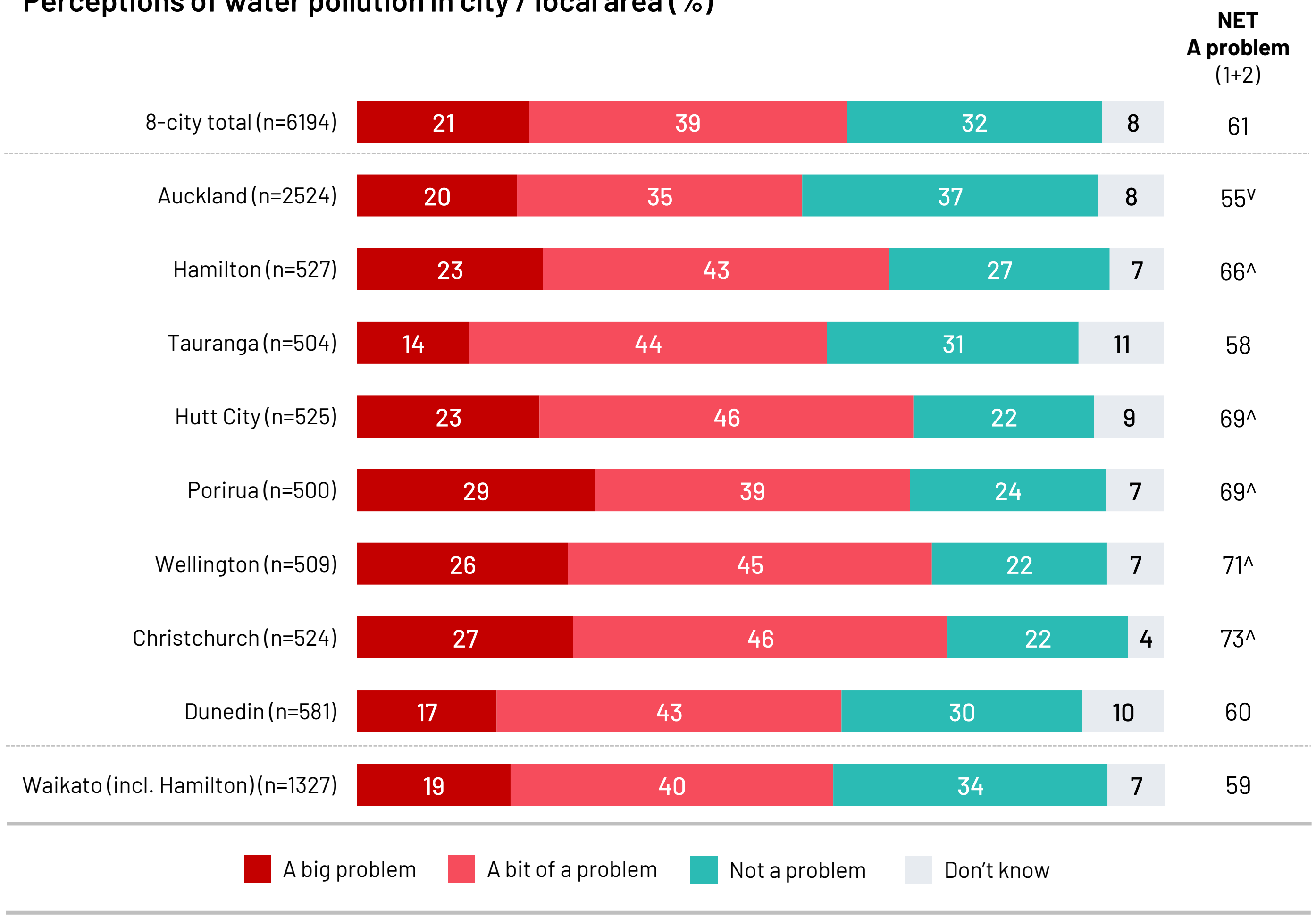
Water pollution

Over half (61%) of the 8-city respondents say that water pollution is a problem in their city / local area, while 32% say it is not a problem.

Perceptions of water pollution in city / local area (%)



Base: All respondents

Source: Q37_2. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Water pollution, including pollution in streams, rivers, lakes, and in the sea* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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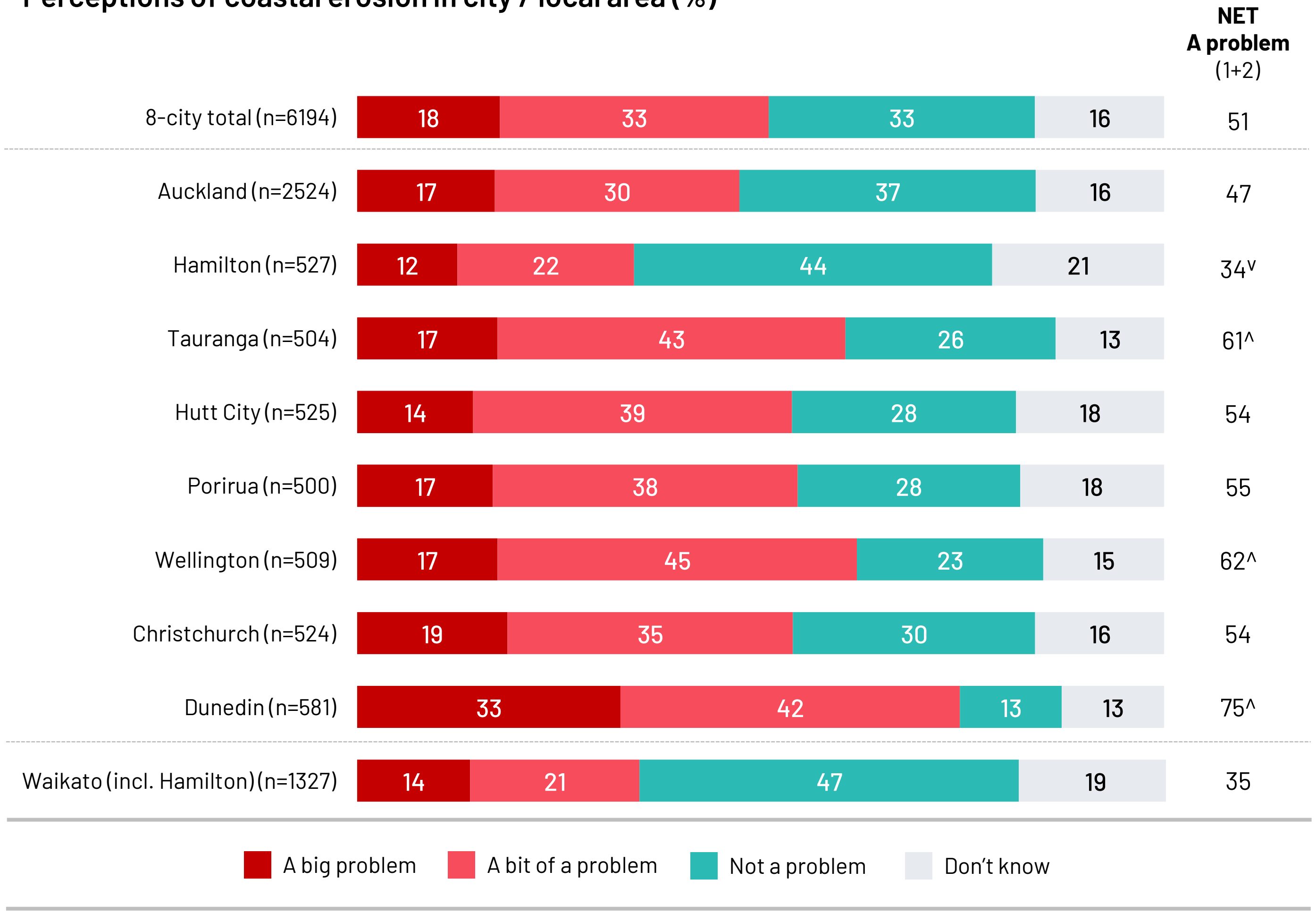
Coastal erosion

Half (51%) of the 8-city respondents say that coastal erosion is a problem in their city / local area, while 33% say it is not a problem.

This is a new question added in 2024.

Perceptions of coastal erosion in city / local area (%)



Base: All respondents

Source: Q37_3. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Coastal erosion* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

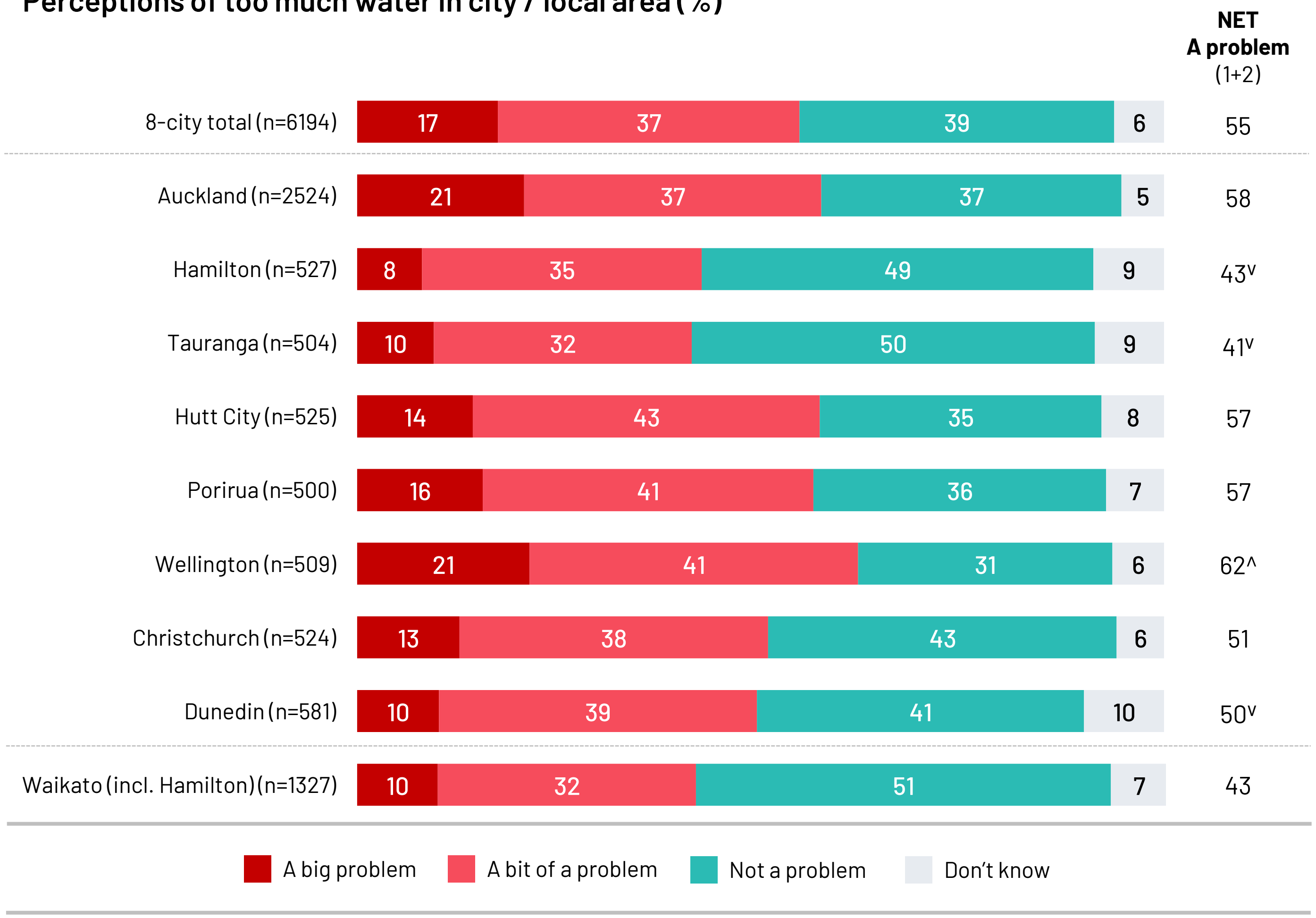
CLIMATE CHANGE

Too much water

More than half (55%) of the 8-city respondents say that too much water is a problem in their city / local area, while 39% say it is not a problem.

This is a new question added in 2024.

Perceptions of too much water in city / local area (%)



Base: All respondents

Source: Q37_4. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Too much water (e.g. flooding)* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

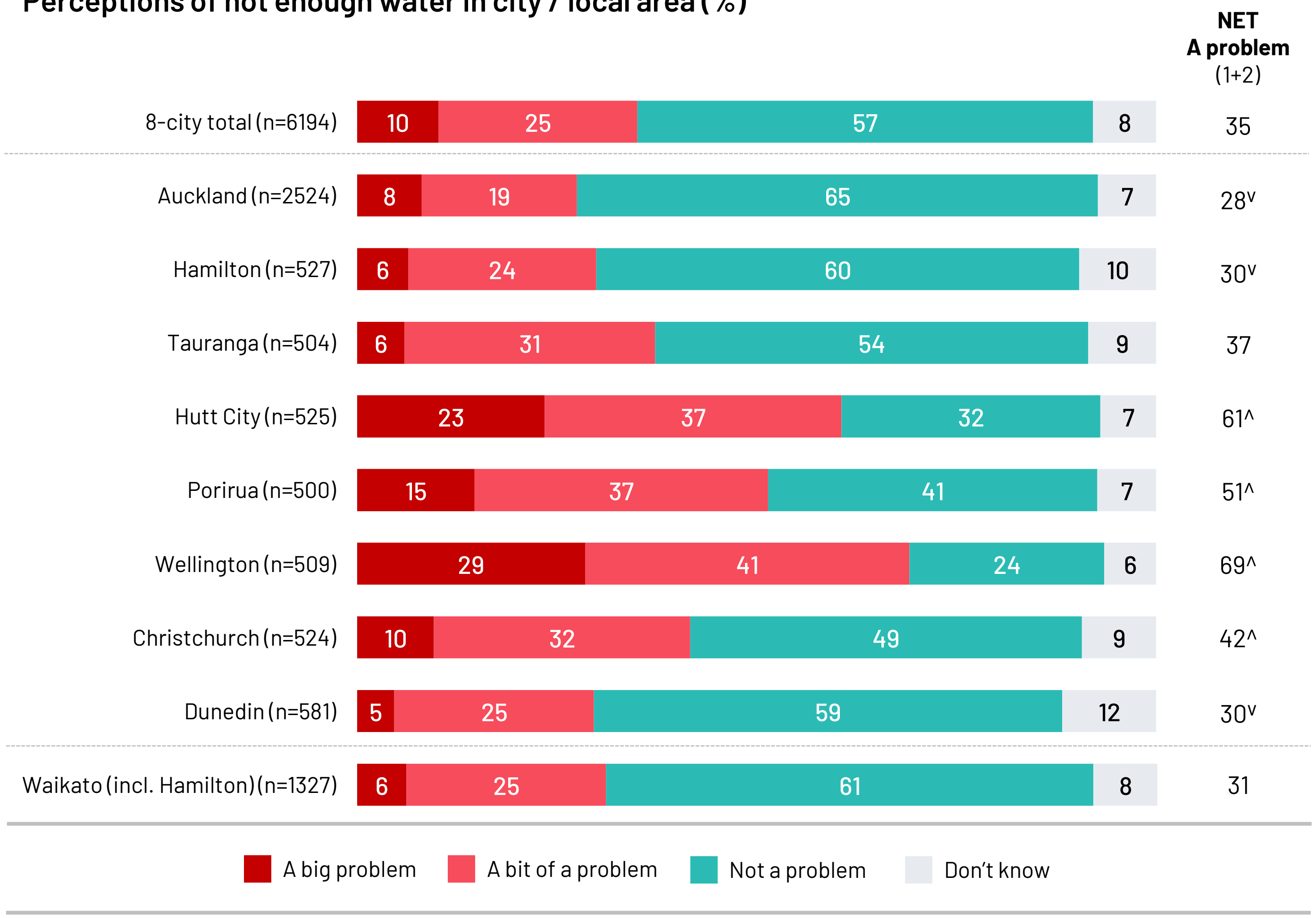
CLIMATE CHANGE

Not enough water

More than half (57%) of the 8-city respondents say that not enough water is not a problem in their city / local area, while for just over a third (35%), this is a problem.

This is a new question added in 2024.

Perceptions of not enough water in city / local area (%)



Base: All respondents

Source: Q37_5. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Not enough water (e.g. drought, water supply issues)* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

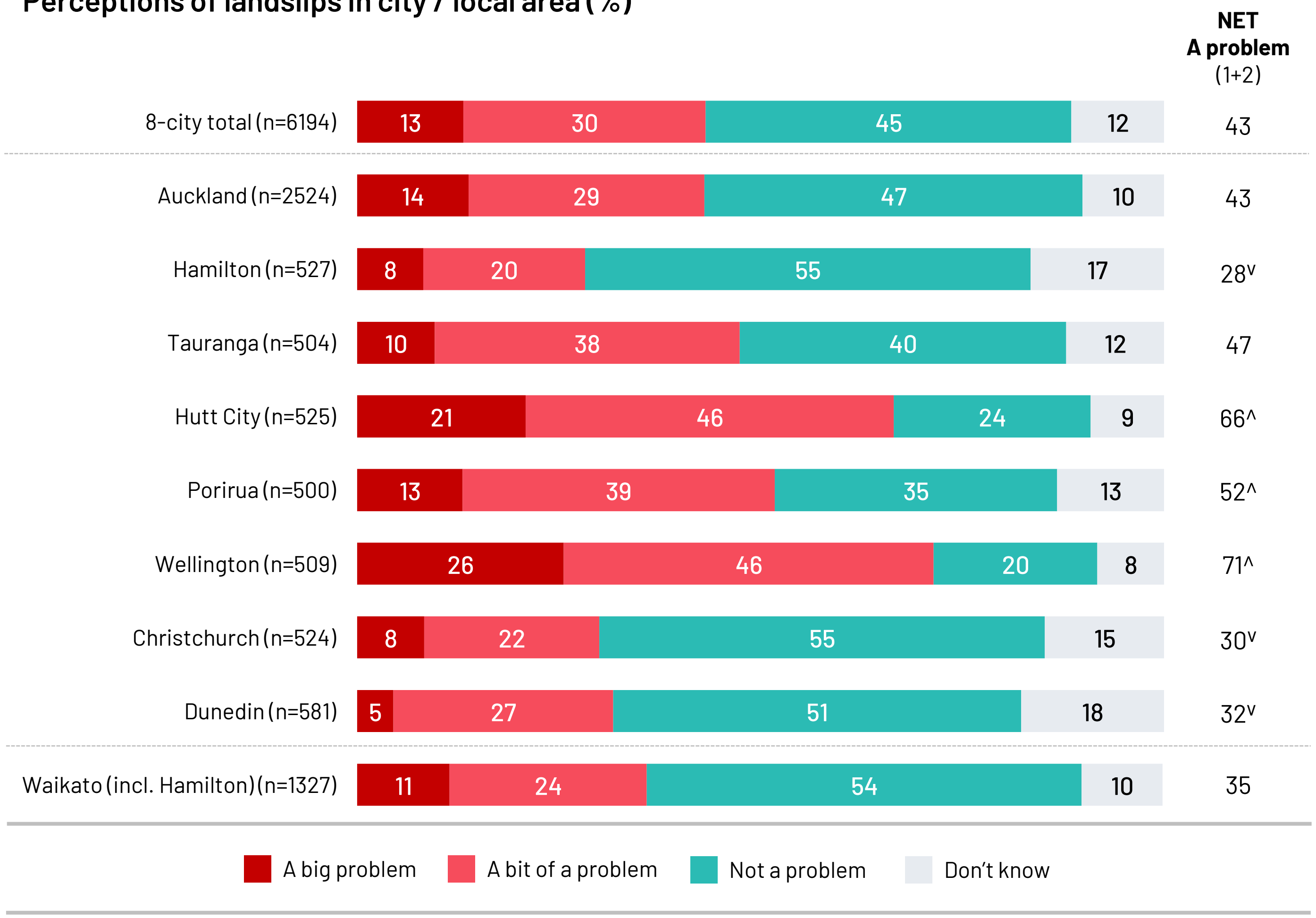
CLIMATE CHANGE

Landslips

Perceptions around landslips are divided – 45% of the 8-city respondents say it is <u>not</u> a problem in their city / local area, while 43% say it is a problem.

This is a new question added in 2024.

Perceptions of landslips in city / local area (%)



Base: All respondents

Source: Q37_6. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Landslips* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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Increased heat & fire risk

Half (51%) of the 8-city respondents say that increased heat and fire risk is not a problem in their city / local area, while 38% say it is a problem.

This is a new question added in 2024.

Perceptions of increased heat & fire risk in city / local area (%)

	A big problem	A bit of a problem	Not a problem	Don't know	NET A problem (1+2)
8-city total (n=6194)	12	26	51	11	38
Auckland (n=2524)	9	23	58	11	31v
Hamilton (n=527)	6	22	56	15	29v
Tauranga (n=504)	6	26	53	15	32v
Hutt City (n=525)	9	32	45	14	41
Porirua (n=500)	9	28	50	12	37
Wellington (n=509)	12	28	44	15	41
Christchurch (n=524)	29	40	25	6	69^
Dunedin (n=581)	7	27	52	13	34
Waikato (incl. Hamilton) (n=1327)	6	24	59	11	30

Base: All respondents

Source: Q37_7. *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months... Increased heat and fire risk* (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

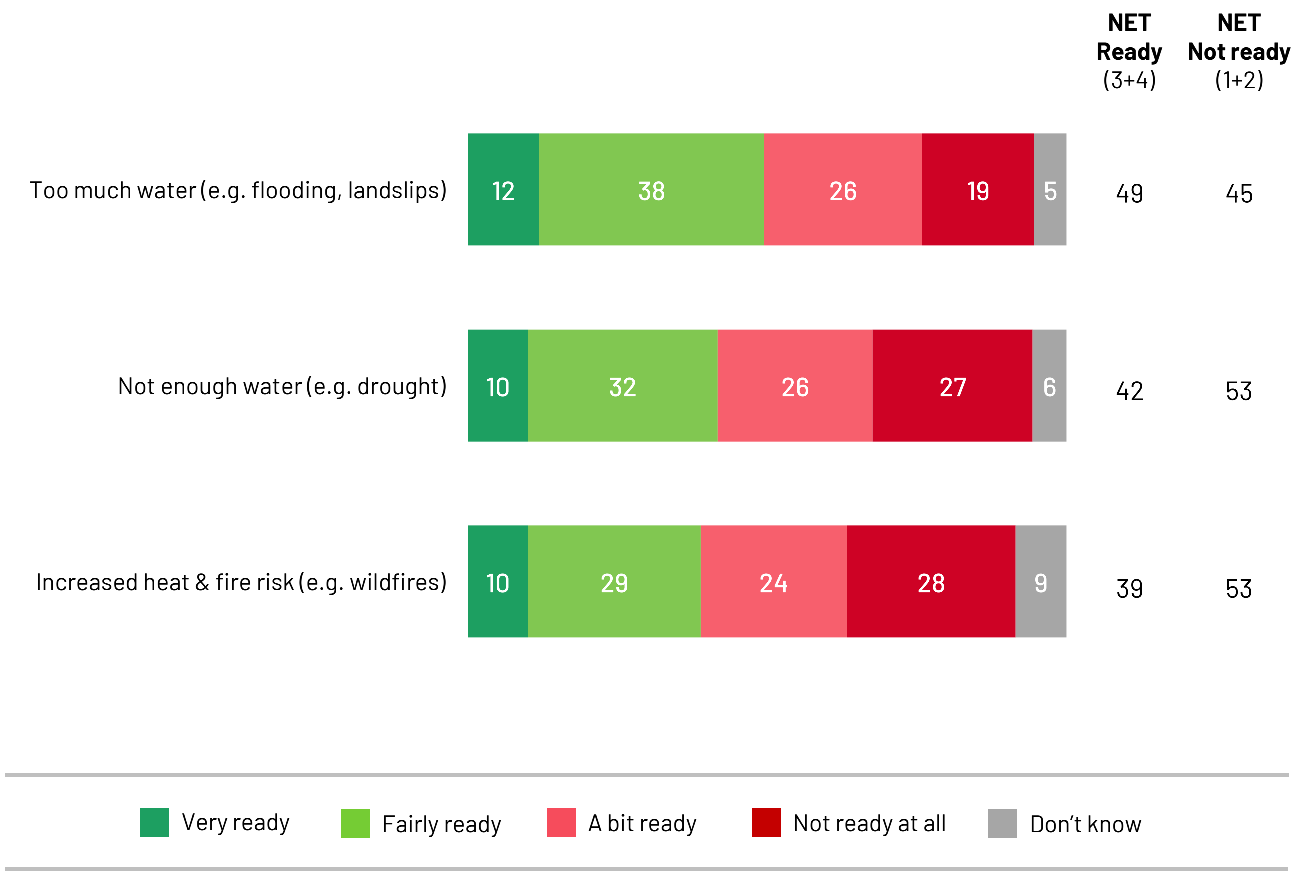
CLIMATE CHANGE

Preparedness to face impacts of climate change

Nearly half (49%) of the 8-city respondents feel they and their household are 'fairly' or 'very' ready if their city / local area is faced with *flooding or severe storms*. However, more than half (53%) do not feel ready for a drought causing *water supply issues* or *increased heat and fire risk*.

This is a new question added in 2024.

Preparedness to face impacts of climate change (summary) – 8-city total (%)



Base: 8-city total (n=6194)

Source: Q38. *How ready do you and your household feel to face the impacts of the following issues?* (1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)

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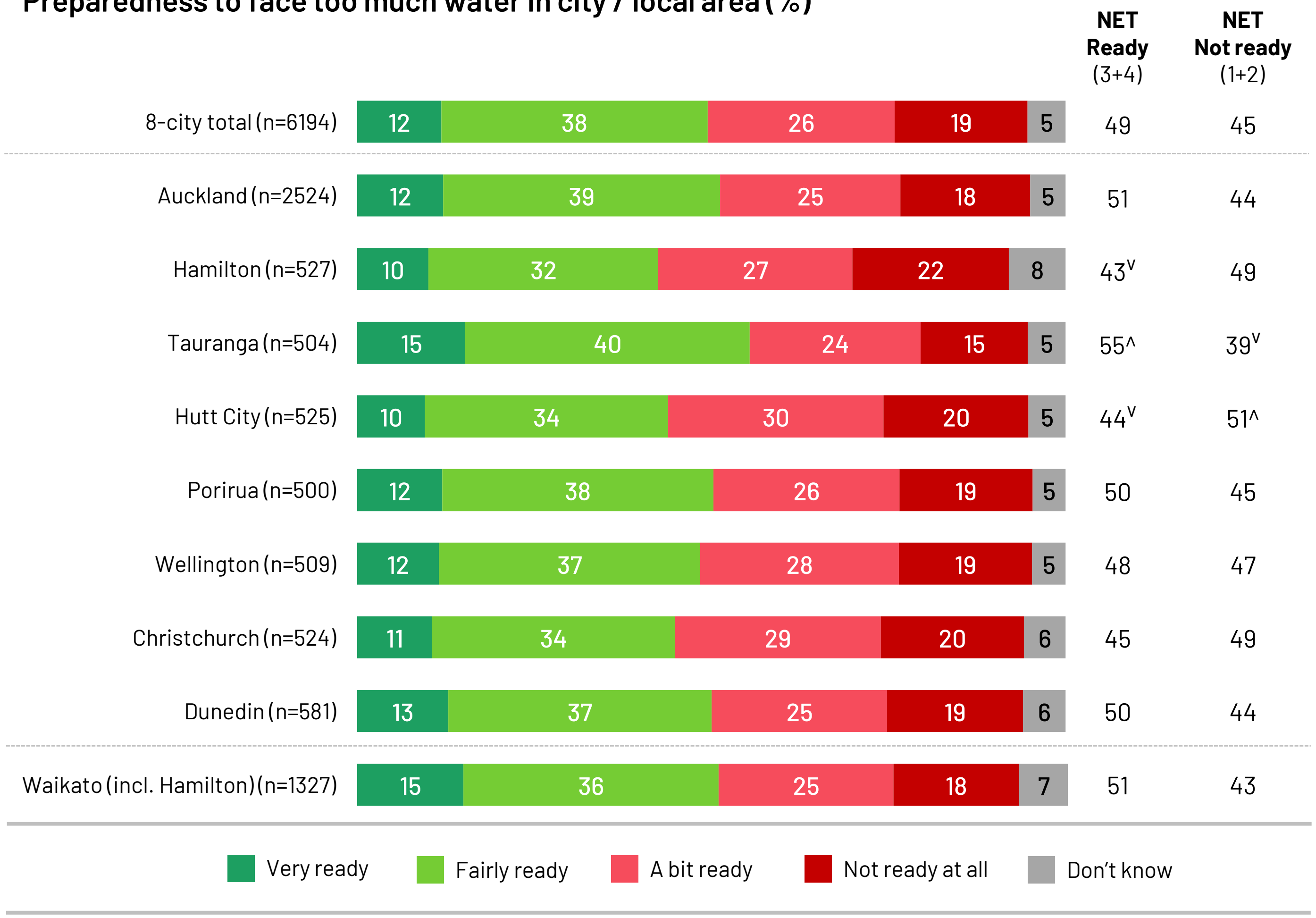
Preparedness to face too much water

Perceptions around readiness to face too much water are divided. Almost half (49%) of the 8-city respondents feel 'fairly' or 'very' ready in case their city / local area experiences a flood or severe storms, while 45% do not feel ready.

This is a new question added in 2024.

Preparedness to face too much water in city / local area (%)



Base: All respondents

Source: Q38_1. *How ready do you and your household feel to face the impacts of the following issues… Too much water (e.g. flooding, severe storms, landslips)* (1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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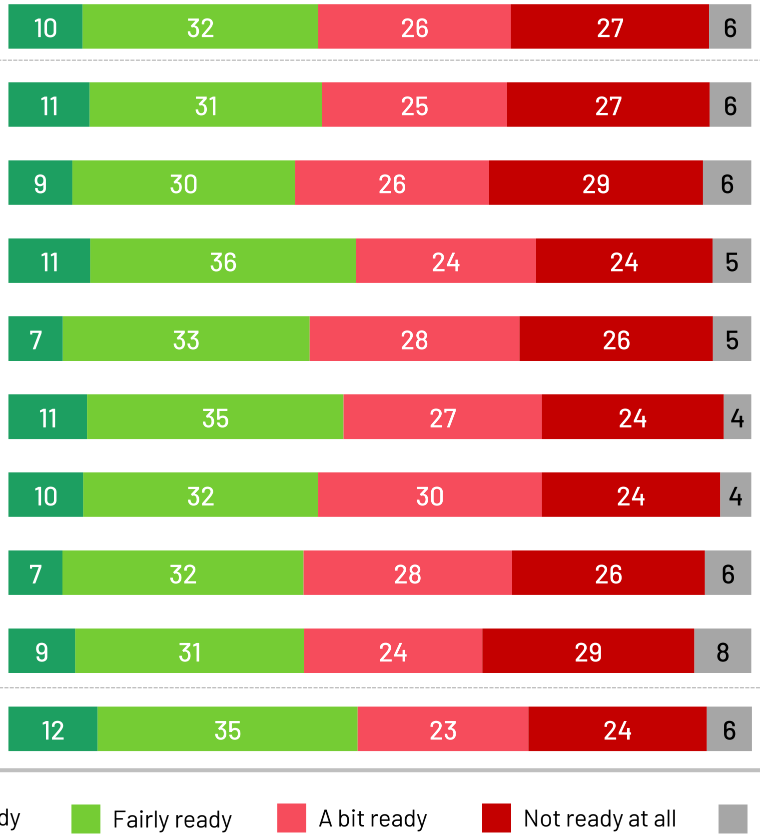
Preparedness to face not enough water

More than half (53%) of the 8-city respondents do not feel prepared to face drought / water supply issues in their city / local area, while 42% feel prepared.

This is a new question added in 2024.

Preparedness to face not enough water in city / local area (%)



	Very ready	Fairly ready	A bit ready	Not ready at all	Don't know	NET Ready (3+4)	NET Not ready (1+2)
8-city total (n=6194)	10	32	26	27	6	42	53
Auckland (n=2524)	11	31	25	27	6	42	52
Hamilton (n=527)	9	30	26	29	6	39	55
Tauranga (n=504)	11	36	24	24	5	47^	48v
Hutt City (n=525)	7	33	28	26	5	41	54
Porirua (n=500)	11	35	27	24	4	45	51
Wellington (n=509)	10	32	30	24	4	42	54
Christchurch (n=524)	7	32	28	26	6	40	54
Dunedin (n=581)	9	31	24	29	8	40	53
Waikato (incl. Hamilton) (n=1327)	12	35	23	24	6	47	47

Base: All respondents

Source: Q38_2. *How ready do you and your household feel to face the impacts of the following issues… Not enough water (e.g. drought)* (1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

CLIMATE CHANGE

Preparedness to face increased heat & fire risk

More than half (53%) of the 8-city respondents do not feel prepared to face increased heat and fire risk in their city / local area, while 39% feel prepared.

This is a new question added in 2024.

Preparedness to face increased heat & fire risk in city / local area (%)

	Very ready	Fairly ready	A bit ready	Not ready at all	Don't know	NET Ready (3+4)	NET Not ready (1+2)
8-city total (n=6194)	10	29	24	28	9	39	53
Auckland (n=2524)	11	28	23	29	9	39	53
Hamilton (n=527)	9	28	22	30	10	37	53
Tauranga (n=504)	12	32	24	25	8	43	49
Hutt City (n=525)	6	29	27	28	10	35	56
Porirua (n=500)	9	29	26	29	7	38	55
Wellington (n=509)	9	30	23	30	8	39	53
Christchurch (n=524)	9	31	28	24	7	40	52
Dunedin (n=581)	10	30	25	25	9	40	51
Waikato (incl. Hamilton) (n=1327)	11	33	21	26	8	44	47

Base: All respondents

Source: Q38_3. *How ready do you and your household feel to face the impacts of the following issues... Increased heat and fire risk (e.g. wildfires)* (1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

CLIMATE CHANGE

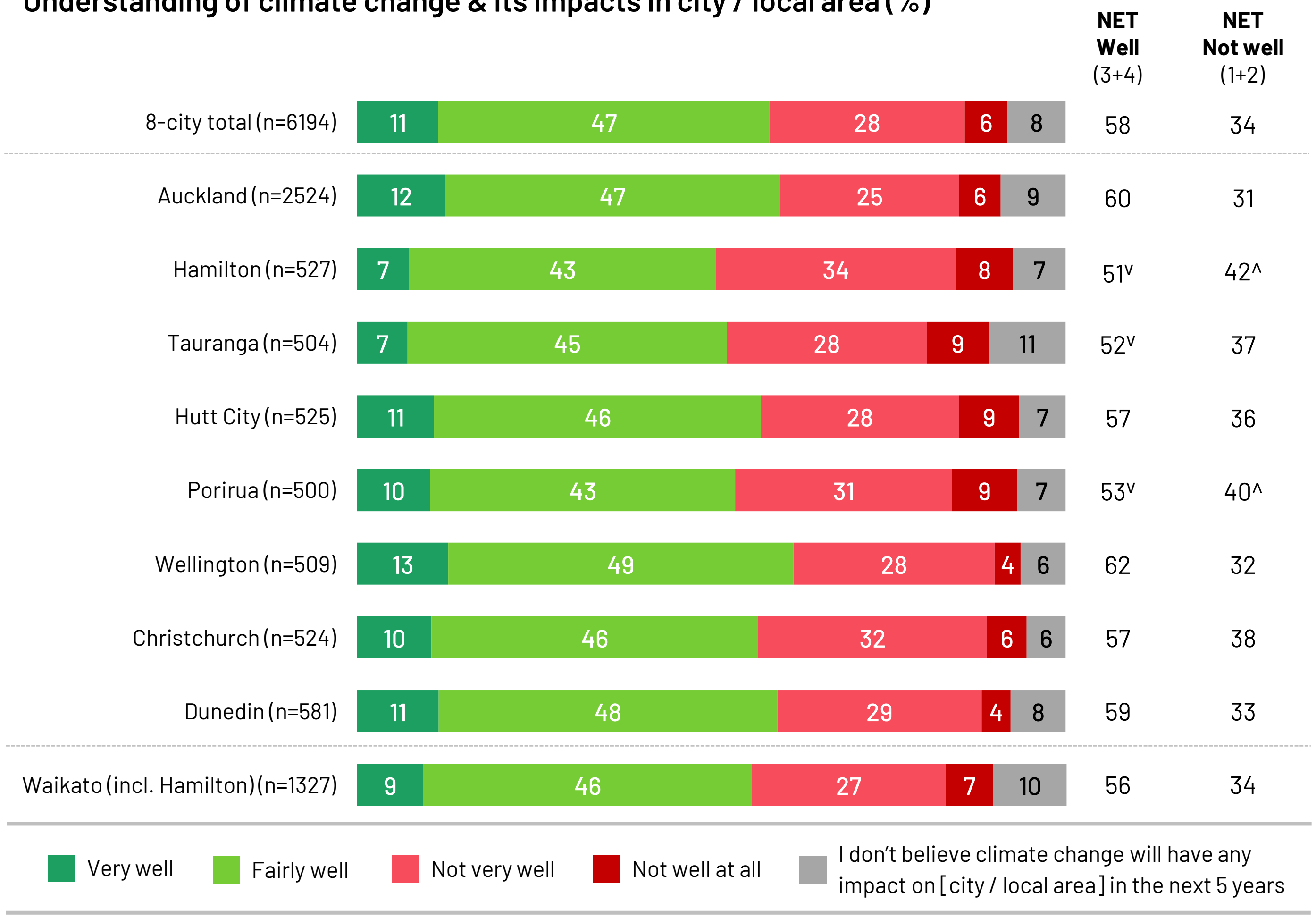
Understanding of climate change & its impacts

Over half (58%) of the 8-city respondents think they have a good understanding of climate change and its impacts on their city / local area, while a third (34%) say they don't know the impacts 'well' or 'at all'.

A small proportion (8%) don't believe climate change will have any impact on their city / local area in the next 5 years.

This is a new question added in 2024.

Understanding of climate change & its impacts in city / local area (%)



Base: All respondents

Source: Q39. *How well do you think you understand climate change and the impacts it could have on [city / local area] in the next 5 years?* (1 – Not well at all, 2 – Not very well, 3 – Fairly well, 4 – Very well, 5 – I don't believe climate change will have any impact on [city / local area] in the next 5 years

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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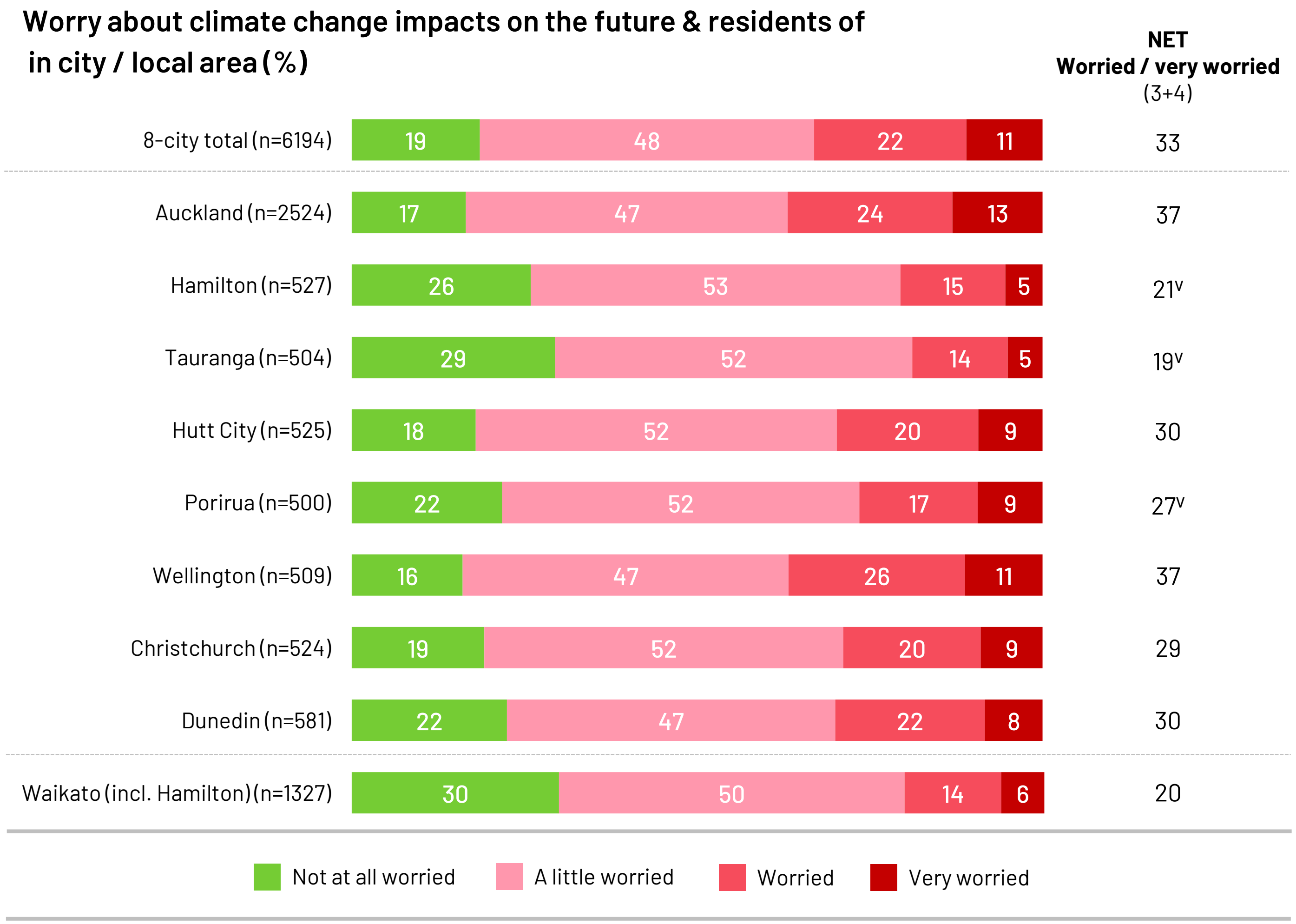
Worry about climate change impacts

A third (33%) of the 8-city respondents are worried about climate change impacts on their city / local area in the next 5 years, while nearly 1 in 5 (19%) are <u>not</u> worried.

Compared to 2022, worry about climate change impacts has decreased (from 42% to 33% in 2024).



Base: All respondents

Source: Q40. *To what extent do you personally worry about the impact of climate change on the future of [city / local area] and residents of [city / local area]?* (1 – Not at all worried, 2 – A little worried, 3 – Worried, 4 – Very worried

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

HE ORANGA WHIWHI MAHI, HE ORANGA OHANGA / EMPLOYMENT & ECONOMIC WELLBEING

This section reports on respondents’ employment status, perceptions of their work–life balance, and their ability to cover costs of everyday needs.

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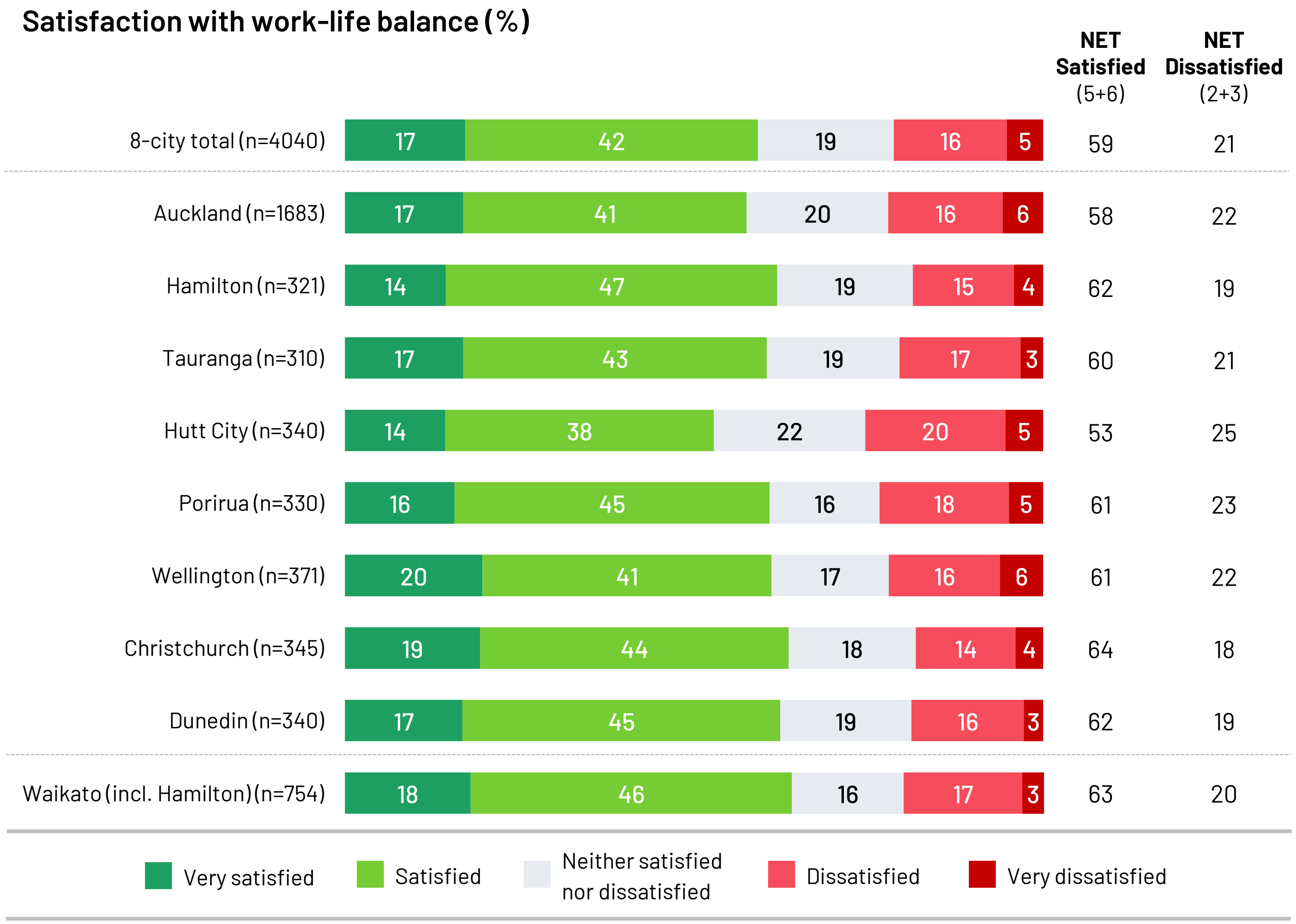
Satisfaction with work–life balance

Across the eight cities, 59% of the respondents in paid employment are satisfied with the balance of work and other aspects of their life, while 21% are not satisfied.



Base: Those in paid employment (n=4473), excluding 'not applicable, not in paid work'

Source: Q18. *Overall, how satisfied or dissatisfied are you with the balance between your paid work and other aspects of your life such as time with your family or for leisure?* (1 – Not applicable, not in paid work, 2 – Very dissatisfied, 5 – Dissatisfied, 4 – Neither satisfied nor dissatisfied, 5 – Satisfied, 6 – Very satisfied)

^Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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Reasons for satisfaction with work-life balance

Those 'satisfied' or 'very satisfied' with their work-life balance were asked to state why. Their responses were coded into themes (comments could be coded across more than one theme). The chart shows the main themes. For a more detailed breakdown of the codes included within these themes, please see Appendix 5.

Reasons for satisfaction with work-life balance

The main reasons provided for satisfaction with work-life balance were *manageable workload and hours* (31%), *enough time for self / other commitments* (26%), and *good balance and time management* (25%).

This is a new question added in 2024.

Reasons for satisfaction with work-life balance – 8-city total (%)

Base: Those who are in paid employment and are satisfied with their work-life balance (n=2196)

Source: Q19b. *And why did you say that?*

Note: Only themes mentioned by 5% or more of respondents are shown. Comments could be coded across more than one theme.

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Reasons for satisfaction with work–life balance

"I have a really great job that allows and supports really good work life balance. I can work from home when/if I want/need so I can look after my child if she is sick or I can attend her cross country, etc. It makes life so much easier! And I also actually enjoy the type of work I do too, my team and the wider team, too. It all makes a difference."

Female, 35–49 years, Wellington

"I work in the morning, therefore have the rest of the day to make plans, plus my work is flexible so I can take time off."

Female, 18–24 years, Christchurch

"I think there is a good 50:50 split. I work long hours but so does my partner so we both get home at the same time and are able to spend a good amount of time together."

Male, 18-24 years, Porirua

"I mainly work from home so there is a good work-life balance."

Male, 50–64 years, Hutt City

"Have enough spare time for personal life and what the city offers to satisfy my needs."

Female, 25–34 years, Hamilton

"I work 3 nights a week and spend the rest of my time with family. I am pleasantly satisfied."

Male, 25-34 years, Tauranga

"I have plenty of time to spend with family outside of work, regular holidays and good hours."

Male, 35-49 years, Dunedin

"I can work from home two days a week which means it's easier to get household chores done, while also working. This frees up time on the weekends/evenings to spend with family."

Female, 35–49 years, Auckland

Reasons for satisfaction with work-life balance

	8-city total (n=2196) %	**Auckland** (n=901) %	**Hamilton** (n=185) %	**Tauranga** (n=184) %	**Hutt City** (n=154) %	**Porirua** (n=164) %	**Wellington** (n=214) %	**Christchurch** (n=203) %	**Dunedin** (n=191) %	**Waikato Region (incl. Hamilton)** (n=443) %
Workload & hours manageable	31	30	28	38	39^	24v	31	34	32	33
Enough time for myself / other commitments	26	22v	30	31	40^	33^	28	28	34^	29
Good balance & time management	25	24	31	25	23	27	23	28	25	25
Happy with job	19	19	21	19	21	23	20	19	16	17
Work allows flexibility	21	22	19	20	22	19	21	23	13v	19
Income sufficient	7	8	7	6	7	4	9	5	5	5

Base: Those who are in paid employment and are satisfied with their work-life balance (n=2455)
Source: Q19b. *And why did you say that?*
Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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Reasons for dissatisfaction with work-life balance

Those 'dissatisfied' or 'very dissatisfied' with their work-life balance were asked to state why. Their responses were coded into themes (comments could be coded across more than one theme). The chart shows the main themes. For a more detailed breakdown of the codes included within these themes, please see Appendix 5.

Reasons for dissatisfaction with work-life balance

The main reasons provided for dissatisfaction with work-life balance were *unmanageable workload and hours* (54%), *insufficient income* (41%), and *not enough time for self / other commitments* (38%).

This is a new question added in 2024.

Reasons for dissatisfaction with work-life balance – 8-city total (%)

Base: Those who are in paid employment and are unsatisfied with their work-life balance (n=832)
Source: Q19a. *And why did you say that?*
Note: Only themes mentioned by 5% or more of respondents are shown. Comments could be coded across more than one theme.

Reasons for dissatisfaction with work–life balance

"I feel like I am always working and yet, still not earning enough to live comfortably."

Female, 18–24 years, Christchurch

"Working 40hrs a week just keeps my head above water financially. I don't have a lot of money to spend on activities outside of work"

Female, 50-64 years, Porirua

"Work hours increase as a result of the cost of living, leaving less time with my family."

Male, 25–34 years, Tauranga

"Shift work. Increasing cost of living. Exhausted when on days off. Cost of living increases seem constant."

Male, 50-64 years, Hamilton

"Public service cuts, increasing workload. Lots of time spent after hours preparing to apply for new jobs just in case."

Male, 25-34 years, Hutt City

"All I do is work and don't get paid enough to enjoy or do things after work or on weekends."

Male, 25-34 years, Dunedin

"I work constantly, in three jobs, just to keep up with my basic living costs and I don't have much leisure time. I feel like I am just coping but I can't save as I'm living to the inch of my income."

Female, 35–49 years, Wellington

"I spend more time working than with my kids. When I'm with my kids, I'm stressing about work. Childcare is horrendously expensive, and school hours do not suit the current climate where both parents work. Looking for a good after school care solution is costly and hard."

Female, 35–49 years, Auckland

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Reasons for dissatisfaction with work-life balance

	8-city total (n=832) %	Auckland (n=364) %	Hamilton (n=58*) %	Tauranga (n=61*) %	Hutt City (n=81*) %	Porirua (n=65*) %	Wellington (n=80*) %	Christchurch (n=63*) %	Dunedin (n=60*) %	Waikato Region (incl. Hamilton) (n=151) %
Workload & hours unmanageable	54	52	58	55	60	62	62	52	59	56
Insufficient income	41	42	49	50	32	47	39	38	37	42
Not enough time for myself / other commitments	38	38	36	32	38	31	39	42	27	34
Work lacks flexibility	12	12	17	12	14	20	14	11	12	17
Stress, fatigue, poor health	12	13	17	15	6v	11	4v	16	14	15
Issues travelling to work	10	13	3	5	8	5	5	5	2v	7

Base: Those who are in paid employment and are unsatisfied with their work-life balance (n=925)

Source: Q19a. *And why did you say that?*

Note: Only themes mentioned by 5% or more of respondents are shown. ***Warning:** Low (n<100) base size, indicative result only.

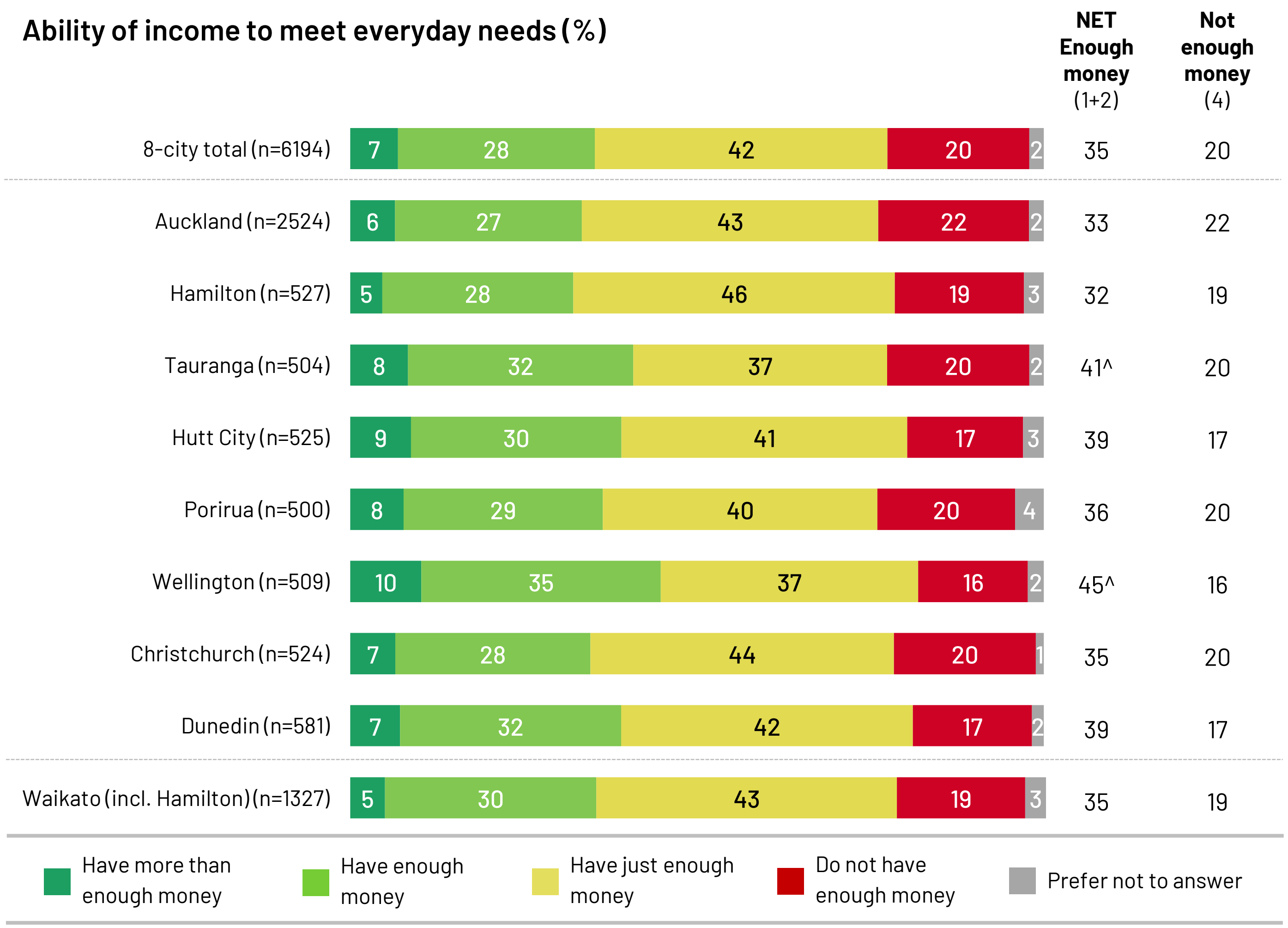
^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

Ability of income to meet everyday needs

Across the eight cities, 35% of the respondents say they have 'enough' or 'more than enough' money to meet their everyday needs, while 20% say their total income is not enough to cover their everyday needs. Two fifths (42%) of the respondents say they have 'just enough money' to meet their everyday needs.

The proportion of those who say they have 'enough' or 'more than enough' money has decreased since 2022 (46% to 35% in 2024).



Base: All respondents

Source: Q20. *Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other basic needs?* (1 – Have more than enough money, 2 – Have enough money, 3 – Have just enough money, 4 – Do not have enough money, 5 – Prefer not to say)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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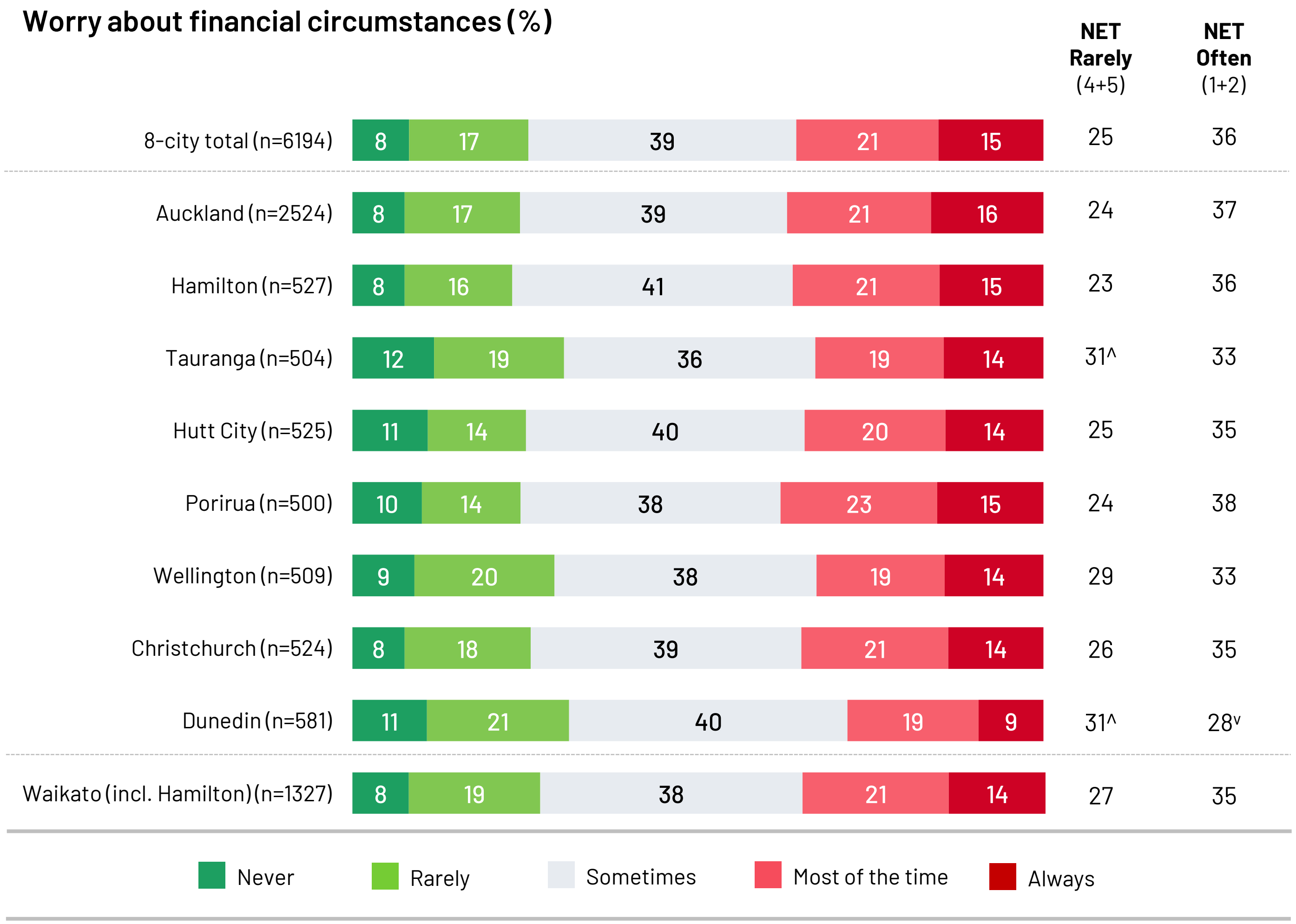
Worry about financial circumstances

Across the eight cities, more than a third (36%) of the respondents say they worry 'always' or 'most of the time' about their and their family's financial circumstances in the last three months, while 39% say they 'sometimes' worry about it. A quarter (25%) say they 'rarely' or 'never' worry.

This is a new question added in 2024.



Base: All respondents

Source: Q21. *In the last 3 months, how often were you worried about the financial circumstances of you and your family / whānau?* (1 – Always, 2 – Most of the time, 3 –Sometimes, 4 – Rarely, 5 – Never)

^ Significantly higher than 8-city total (excluding the subgroup compared)

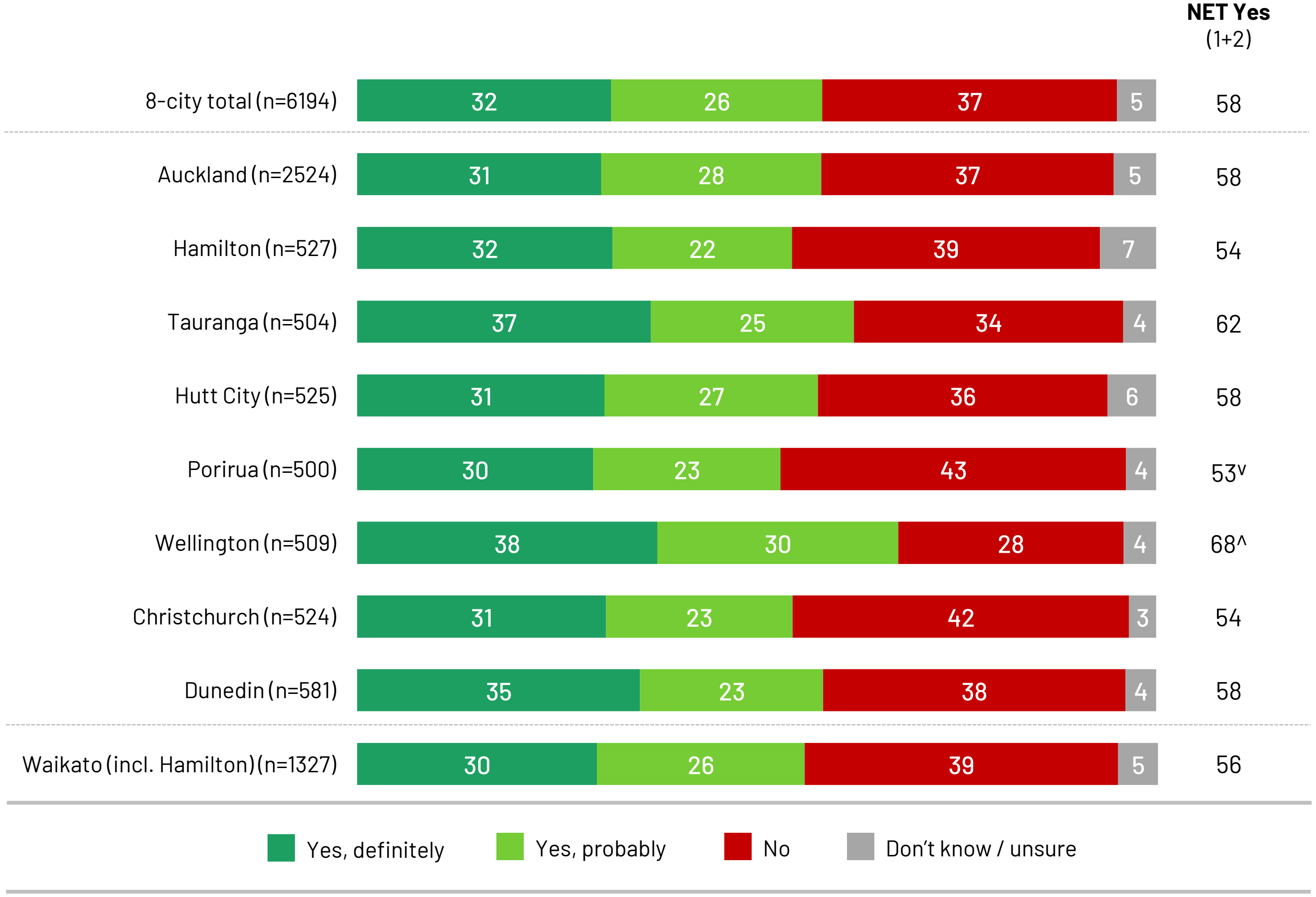
v Significantly lower than 8-city total (excluding the subgroup compared)

Ability to pay unexpected bill without going into debt

More than half (58%) of the 8-city respondents say they will be able to pay an unexpected bill of $2000 within a week without going into debt, while 37% say they won't be able to.

This is a new question added in 2024.

Ability to pay unexpected bill without going into debt (%)



Base: All respondents

Source: Q22. *If you had to pay a $2000 bill unexpectedly, could you access the money within a week and without going into debt?* (1 – Yes, definitely, 2 – Yes, probably, 3 – No, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

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TUKANGA KAUNIHERA / COUNCIL PROCESSES

This section reports on respondents' perceptions of their local council, including their confidence in council decision-making and their perception of how much influence the public has on council decision-making.

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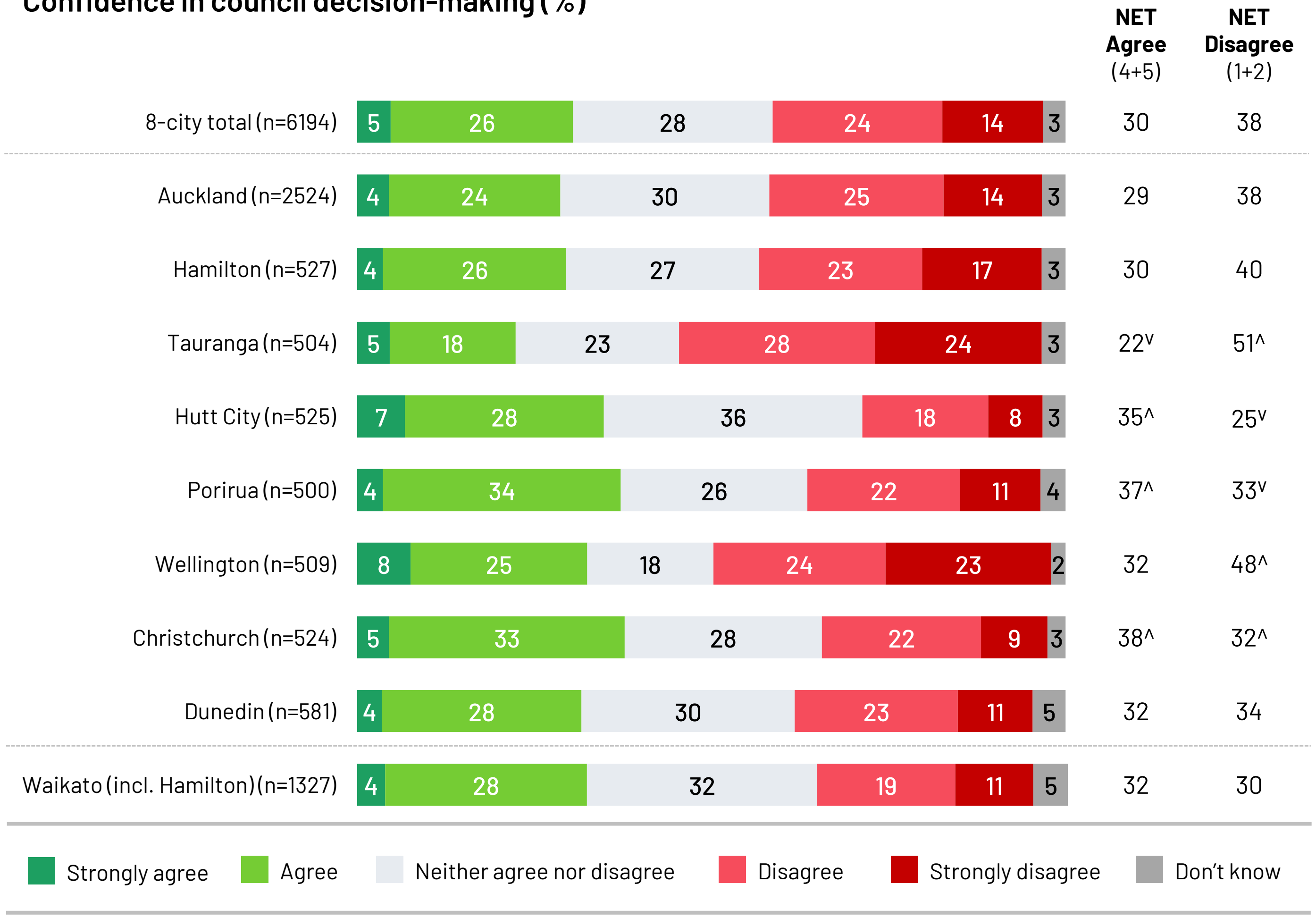
Confidence in council decision-making

Across the eight cities, 30% of the respondents agree they have confidence that their local council makes decisions that are in their city / local area's best interest, while 38% disagree.

Confidence in council decision-making (%)



Base: All respondents

Source: Q15. *Overall, I have confidence that [city / local council] makes decisions that are in the best interests of my city.* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

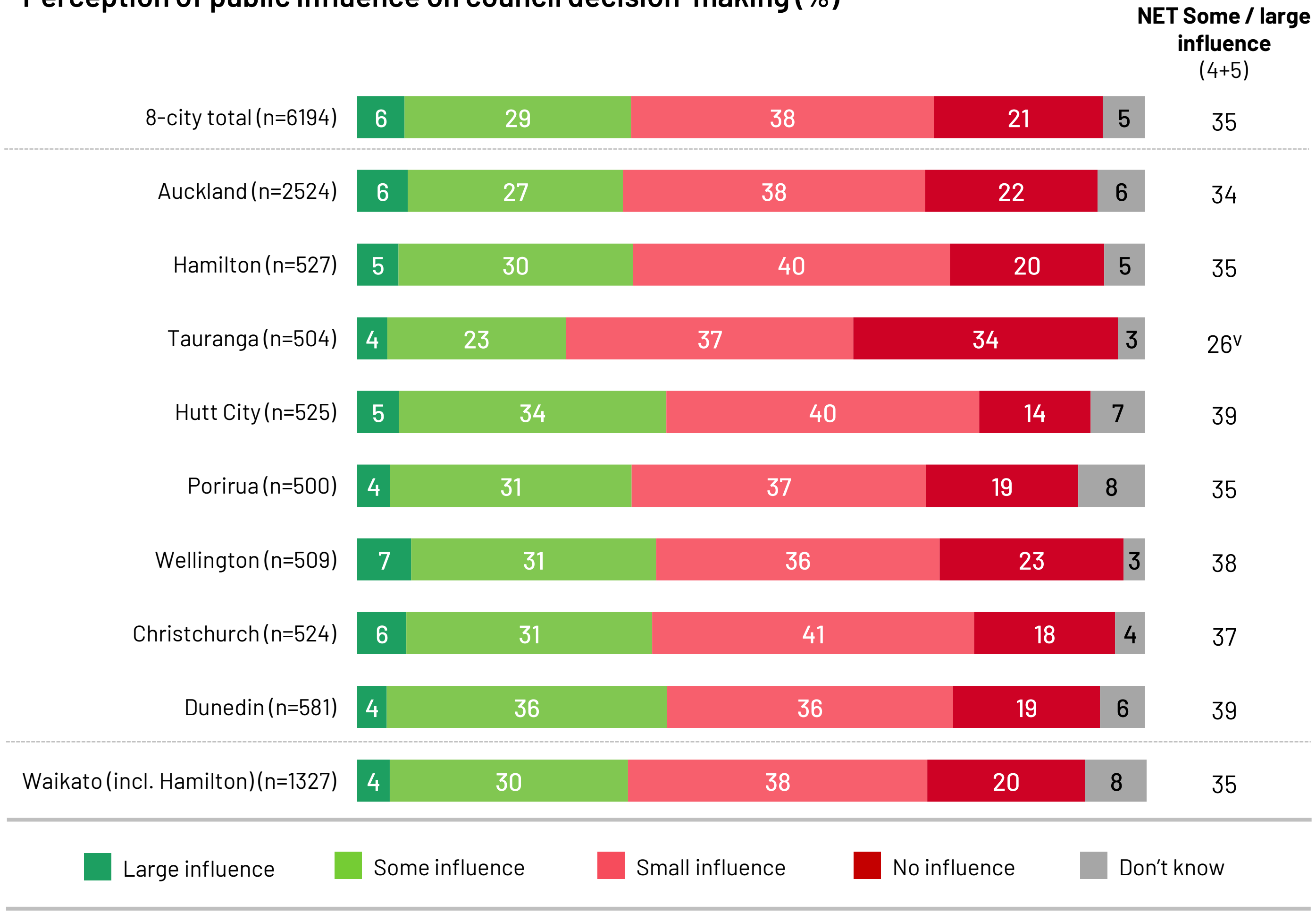
COUNCIL PROCESSES

Perception of public influence on council decision-making

Just over a third (35%) of the 8-city respondents perceive the public has a 'large' or 'some' influence on the decisions that their council makes, while 21% feel the public has no influence.

The proportion of those who feel the public has 'some' or a 'large' influence on council decisions has increased since 2022 (28% to 35% in 2024).

Perception of public influence on council decision-making (%)



Base: All respondents

Source: Q16. *Overall, how much influence do you feel the public has on the decisions [city / local council] makes?* (1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence, 98 – Don't know)

^ Significantly higher than 8-city total (excluding the subgroup compared)

v Significantly lower than 8-city total (excluding the subgroup compared)

APPENDIX 1

Sample profile

Table 1: Gender

	Unweighted %	Weighted %
Male	48	49
Female	51	51
Another gender	0	0
Self-described	0	0

Base: 8-city total (n=6194) / **Source: D1.** *Are you...*
Note: 'Another gender' and 'Self-described' appear as 0 due to rounding

Table 2: Age

	Unweighted %	Weighted %
Under 25 years	14	13
25–49 years	46	47
50–64 years	23	22
65+ years	17	18

Base: 8-city total (n=6194) / **Source: D3.** *Are you...*

Table 3: Ethnicity

	Unweighted %	Weighted %
Māori	13	11
Pacific	9	10
Asian	21	25
European / Other	69	63

Base: 8-city total (n=6194) / **Source: D2.** *Which ethnic group, or groups, do you belong to?*
Note: Respondents could select more than one ethnicity

Table 4: City

	Unweighted %	Weighted %
Auckland	41	57
Tauranga	8	5
Hamilton	9	6
Hutt City	8	4
Porirua	8	2
Wellington	8	7
Christchurch	8	14
Dunedin	9	5

Base: 8-city total (n=6194) / **Source: D4.** *Where do you currently live?*

APPENDIX 1

Sample profile

Table 5: Transgender

	Unweighted %	Weighted %
Yes	1	1
No	97	97
I don't know	1	1
Prefer not to say	1	1

Base: 8-city total (n=6194) / **Source: D5.** *Do you consider yourself to be transgender?*

Table 6: Sexuality

	Unweighted %	Weighted %
Heterosexual or straight	86	86
Gay or lesbian	3	3
Bisexual	6	5
Other	1	1
I don't know	1	1
Prefer not to say	3	3

Base: 8-city total (n=6194) / **Source: D6.** *Which of the following options best describes how you think of yourself?*

Table 7: Birthplace

	Unweighted %	Weighted %
Born in New Zealand	65	61
Born outside of New Zealand	35	39

Base: 8-city total (n=6194) / **Source: D7.** *Were you born in Aotearoa New Zealand?*

Table 8: Duration living in New Zealand

	Unweighted %	Weighted %
Less than 1 year	5	4
1 year to just under 2 years	5	5
2 years to just under 5 years	6	6
5 years to just under 10 years	17	17
10 years or more	67	68

Base: Respondents born outside of New Zealand (n=2,157) / **Source: D8.** *How many years have you lived in Aotearoa New Zealand?*

APPENDIX 1

Sample profile

Table 9: Household members

	Unweighted %	Weighted %
Your parent(s)	13	13
Your partner / spouse	55	56
Your child(ren) aged under 5 years	12	12
Your child(ren) aged 5–12 years	14	14
Your child(ren) aged 13–17 years	11	11
Your adult child(ren) (aged 18 years and over)	10	11
Other child(ren)	6	6
Other adults related to you	6	7
Other adults not related to you	12	11
None of these, I usually live alone	14	13

Base: 8-city total (n=6194) / **Source: D14.** *Who lives in your household?*

Table 10: Type of dwelling

	Unweighted %	Weighted %
Standalone house on a section	68	67
Town house or terraced house	12	12
Duplex (semi-attached)	7	7
Low-rise apartment block (2–3 storeys)	4	4
Mid-rise apartment block (4–7 storeys)	2	2
High-rise apartment block (8+ storeys)	2	2
Lifestyle block or farm homestead	3	3
Other	2	2

Base: 8-city total (n=6194) / **Source: D12.** *What type of home do you currently live in?*

Table 11: Home ownership

	Unweighted %	Weighted %
I personally or jointly own it with a mortgage	29	29
I personally or jointly own it without a mortgage	20	20
A family trust owns it	5	6
Parents / other family members or partner own it	11	11
A private landlord who is NOT related to me owns it	27	27
A local authority or city council owns it	1	0
Kāinga Ora owns it	4	3
Other State landlord owns it	0	0
A social service agency or community housing provider owns it	1	1
Don't know	2	2

Base: 8-city total (n=6194) / **Source: D13.** *Who owns the home that you live in?*

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Table 12: Household income

	Unweighted %	Weighted %
$20,000 or less	4	4
$20,001–$40,000	8	8
$40,001–$60,000	11	11
$60,001–$80,000	10	11
$80,001–$100,000	10	10
$100,001–$150,000	18	19
$150,001–$200,000	13	13
$200,001 or more	9	10
Prefer not to say	8	8
Don't know	7	7

Base: 8-city total (n=6194) / **Source: D15.** *Which best describes your household's annual income (from all sources) before tax?*

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Māori demographics

Table 13: Māori descent

	Unweighted %	Weighted %
Yes	15	14
No	81	82
I don't know	4	4

Base: 8-city total (n=6194) / **Source: D9.** *Are you descended from Māori (that is, did you have a Māori birth parent, grandparent, or great-grandparent, etc.)?*

Table 14: Name of iwi known

	Unweighted %	Weighted %
Yes	68	66
No	32	34

Base: Those of Māori descent, or who don't know whether they have Māori ancestors (n=1185) / **Source: D10.** *Do you know the name(s) of your iwi (tribe or tribes)?*

Table 15: Home area, rohe, or iwi region

	Unweighted %	Weighted %
Te Tai Tokerau / Tāmaki-Makaurau (Northland / Auckland) Region Iwi	22	27
Hauraki (Coromandel) Region Iwi	4	5
Waikato / Te Rohe Pōtae (Waikato / King Country) Region Iwi	16	18
Te Arawa / Taupō (Rotorua / Taupō) Region Iwi	12	10
Tauranga Moana / Mataatua (Bay of Plenty) Region Iwi	12	12
Te Tai Rawhiti (East Coast) Region Iwi	12	10
Te Matau-a-Māui / Wairarapa (Hawke's Bay / Wairarapa) Region iwi	6	4
Taranaki Region Iwi	7	7
Whanganui / Rangitikei (Wanganui / Rangitikei) Region Iwi	4	4
Manawatū / Horowhenua / Te Whanganui-a-Tara (Manawatū / Horowhenua / Wellington) Region Iwi	7	4
Te Waipounamu / Wharekauri (South Island / Chatham Islands) Region Iwi	12	11
Other (please type in the name(s) of your iwi)	15	14
I don't know	3	2

Base: Those who know the name(s) of their iwi (n=801) / **Source: D11.** *What is the name and home area, rohe, or region of your iwi?*

APPENDIX 3

Questionnaire

OPENING DEMOGRAPHICS

Firstly, a few questions about **you**.

LOCATION SCREENERS

< ASK ALL >

(SR)

D4. Where do you currently live?

Please select one answer.

North Island		
Tāmaki Makaurau / Auckland - the whole city and surrounding areas from the Bombay Hills up to Wellsford, including the islands in the Hauraki Gulf. If you are unsure of what this includes, please see a map of Auckland below.	1	
Tauranga	11	
Kirikiriroa / Hamilton	10	
Waikato region (excluding Hamilton)	12	
Hutt City - the lower half of the Hutt Valley from Petone to the Taita Gorge (not including the Upper Hutt suburbs)	4	
Porirua	5	
Te Whanganui-a-Tara / Wellington City - the area extending as far north as Tawa, but not including Porirua, Petone or the Hutt Valley. If you are unsure what this includes, please see a map of Wellington City below.	6	
South Island		
Ōtautahi / Christchurch	2	
Ōtepoti / Dunedin	3	
Other		
I live elsewhere in Aotearoa New Zealand	96	Thank and close

< ASK IF D4=1 >

(SR)

Q1AKL_ward. 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	
6 - Rural Auckland (incl. Aotea / Great Barrier)	6	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1AKL=98 >

(SR)

Q1AKL_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.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 & terminate

< ASK IF D4=10 >

(SR)

Q1HAM_ward. Which area of Kirikiriroa / Hamilton do you live in?

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

< SHOW IMAGE: Hamilton_areas.png >

1 - West ward	7	
2 - East ward	8	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1HAM_ward=98 >

(SR)

Q1HAM_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1HAM_sub list A-F]	[SHOW Q1HAM_sub list G-L]	[SHOW Q1HAM_sub list M-T]	[SHOW Q1HAM_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

APPENDIX 3

Questionnaire

< ASK IF D4=12 >

(SR)

Q1WKO. Where in the Waikato region do you live?

Hauraki district	1	
Matamata-Piako district	2	
Ōtorohanga district	3	
Rotorua district	4	
South Waikato district	5	
Taupō district	6	
Thames-Coromandel district	7	
Waikato district	8	
Waipā district	9	
Waitomo district	10	
I don't live in any of these districts	99	Thank & terminate

< HIDDEN QUESTION – FOR WARD MAPPING ONLY >

(SR)

Q1WKO_ward. Waikato district to ward

Thames-Coromandel, Hauraki, Matamata-Piako	9	[IF QWKO=1, 2, 7]
Waikato, Waipa	10	[IF QWKO=8, 9]
Waitomo, Otorohanga	11	[IF QWKO=3, 10]
South Waikato, Taupō, Rotorua	12	[IF QWKO=4, 5, 6]

< ASK IF D4=11 >

(SR)

Q1TRG_ward. Which area of Tauranga do you live in?

Please select the area of Tauranga where your home suburb is situated. You can refer to the map if you're not sure.

< SHOW IMAGE: Tauranga_wards.png >

1 - Bethlehem ward	13	
2 - Tauriko ward	14	
3 - Matua-Otūmoetai ward	15	
4 - Te Papa ward (City Centre to Chadwick Road)	16	
5 - Mauao / Mount Maunganui ward	17	
6 – Welcome Bay ward	18	
7 - Arataki ward (between Girven Road and Domain Road)	19	
8 - Pāpāmoa ward	20	

I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1TRG_ward=98 >

(SR)

Q1TRG_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1TRG_sub list A-F]	[SHOW Q1TRG_sub list G-L]	[SHOW Q1TRG_sub list M-T]	[SHOW Q1TRG_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

< ASK IF D4=6 >

(SR)

Q1WLG_ward. Which area of Te Whanganui a Tara / Wellington do you live in?

Please select the area of Te Whanganui a Tara / Wellington *where your home suburb is situated. You can refer to the map if you're not sure.*

< SHOW IMAGE: Wellington_wards.png >

1 - Motukairangi / Eastern	21	
2 - Paekawakawa / Southern	22	
3 - Wharangi / Onslow - Western	23	
4 - Pukehīnau / Lambton	24	
5 - Takapū / Northern	25	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1WLG_ward=98 >

(SR)

Q1WLG_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1WLG_sub list A-F]	[SHOW Q1WLG_sub list G-L]	[SHOW Q1WLG_sub list M-T]	[SHOW Q1WLG_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

APPENDIX 3

Questionnaire

< ASK IF D4=5 >

(SR)

Q1POR_ward. Which area of Porirua do you live in?

Please select the area of Porirua where your home suburb is situated. You can refer to the map if you're not sure.

< SHOW IMAGE: Porirua_wards.png >

1 - Onepoto ward	26	
2 - Pāuatahanui	27	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1POR_ward=98 >

(SR)

Q1POR_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1POR_sub list A-F]	[SHOW Q1POR_sub list G-L]	[SHOW Q1POR_sub list M-T]	[SHOW Q1POR_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

< ASK IF D4=4 >

(SR)

Q1HUT_ward. Which area of Te Awa Kairangi ki Uta / Hutt City do you live in?

Please select the area of Te Awa Kairangi ki Uta / Hutt City where your home suburb is situated. You can refer to the map if you're not sure.

< SHOW IMAGE: Hutt_wards.png >

1 - Western Ward	28	
2 - Northern Ward	29	
3 - Central Ward	30	
4 - Eastern Ward	31	
5 - Harbour Ward	32	
6 - Wainuiomata Ward	33	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

5

< ASK IF Q1HUT_ward=98 >

(SR)

Q1HUT_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1HUT_sub list A-F]	[SHOW Q1HUT_sub list G-L]	[SHOW Q1HUT_sub list M-T]	[SHOW Q1HUT_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

< ASK IF D4=2 >

(SR)

Q1CHC_ward. Which area of Ōtautahi / Christchurch do you live in?

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

< SHOW IMAGE: Christchurch_community_boards.png >

1 - Waimaero Fendalton-Waimairi-Harewood Community Board	34	
2 - Waitai Coastal-Burwood-Linwood Community Board	35	
3 - Waipuna Halswell-Hornby-Riccarton Community Board	36	
4 - Waipapa Papanui-Innes-Central Community Board	37	
5 - Waihoro Spreydon-Cashmere-Heathcote Community Board	38	
6 - Te Pataka Rakaihautu Peninsula Community Board	39	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1CHC_ward=98 >

(SR)

Q1CHC_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1CHC_sub list A-F]	[SHOW Q1CHC_sub list G-L]	[SHOW Q1CHC_sub list M-T]	[SHOW Q1CHC_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

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APPENDIX 3

Questionnaire

< ASK IF D4=3 >

(SR)

Q1DUD_ward. Which area of Ōtepoti / Dunedin do you live in?

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

< SHOW IMAGE: Dunedin_wards.png >

1 - South Coast / Strath Taieri	40_1	
2 - North Coast / Otago Peninsula	40_2	
3 - Urban Dunedin	41	
4 - South Dunedin	42	
5 - Mosgiel	43	
I don't know which area contains my home suburb	98	
I don't live within the area shown on the map	99	Thank & terminate

< ASK IF Q1DUD_ward=98 >

(SR)

Q1DUD_sub. Which suburb do you currently live in?

[REFER TO SUBURB LIST: suburb_ward_list_110424.xlsx]

A – F	G – L	M – T	U – Z
[SHOW Q1DUD_sub list A-F]	[SHOW Q1DUD_sub list G-L]	[SHOW Q1DUD_sub list M-T]	[SHOW Q1DUD_sub list U-Z]

I don't live in any of the suburbs on this list	99	Thank & terminate

7

< ASK ALL >

(SR)

D1. Are you…

Please select one answer only.

Male	1
Female	2
Another gender	3
Prefer to self-describe (please specify) [OE]	4
Prefer not to say	97

< ASK ALL >

(MR)

D2. Which ethnic group, or groups, do you belong to?

Please select all that apply.

Aotearoa New Zealand European	1
Māori	2
Samoan	3
Cook Islands Māori	4
Tongan	5
Niuean	6
Other Pacific	11
Chinese	7
Indian	8
Filipino	9
Korean	10
Other Asian	12
Other (please specify) [OE]	96
Prefer not to say [EXCLUSIVE]	97
I don't know [EXCLUSIVE]	98

< ASK ALL >

(SR)

D3. Are you…

Please select one answer only.

Less than 18 years	1	Thank & terminate
18-19 years	2	
20-24 years	3	
25-29 years	4	
30-34 years	5	
35-39 years	6	
40-44 years	7	
45-49 years	8	
50-54 years	9	
55-59 years	10	

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APPENDIX 3

Questionnaire

60-64 years	11	
65-69 years	12	
70-74 years	13	
75+ years	14	

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 >

(SR)

Q2. Would you say that **your** overall quality of life is...

Please select one answer only.

Extremely poor	1
Very poor	2
Poor	3
Neither poor nor good	4
Good	5
Very good	6
Extremely good	7

< ASK ALL >

(SR)

Q3. Compared to 12 months ago, would you say your quality of life has...

Please select one answer only.

Decreased significantly	1	
Decreased to some extent	2	
Stayed about the same	3	[SKIP TO Q5]
Increased to some extent	4	
Increased significantly	5	

< ASK IF Q3 =1, 2>

[CODING NOTE - NEGATIVE]

(OPEN-ENDED)

Q4a. Why do you say your quality of life has changed in the last 12 months?

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

9

< ASK IF Q3 =4, 5 >

[CODING NOTE - POSITIVE]

(OPEN-ENDED)

Q4b. Why do you say your quality of life has changed in the last 12 months?

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

THE CITY / AREA YOU LIVE IN

Now some questions about what it has been like living in [PIPE IN FROM TABLE] over the past 12 months.

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

< ASK ALL >

(SR PER STATEMENT)

Q5. How much do you agree or disagree with the following statements?

Please select one answer for each statement.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	I feel really happy with the way [PIPE IN FROM TABLE] looks and feels	1	2	3	4	5

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2	[PIPE IN FROM TABLE] is a great place to live	1	2	3	4	5

[IF D4=1]	my local area
[IF D4=10]	Hamilton
[IF D4=12]	my local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

< ASK ALL >

(SR)

Q6. And in the last 12 months, do you feel [PIPE IN FROM TABLE] has become better, worse or stayed the same as a place to live?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer only.

Much worse	1	
Slightly worse	2	
Stayed the same	3	[SKIP TO Q8]
Slightly better	4	
Much better	5	

< ASK IF Q6 =1, 2 >

[CODING NOTE - NEGATIVE]

(OPEN-ENDED)

Q7a. Why do you say [PIPE IN FROM TABLE] has changed in the last 12 months as a place to live?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

< ASK IF Q6 =4, 5 >

[CODING NOTE - POSITIVE]

(OPEN-ENDED)

Q7b. Why do you say [PIPE IN FROM TABLE] has changed in the last 12 months as a place to live?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

< ASK ALL >

(SR PER STATEMENT)

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Q8. This question is about the home you currently live in.

How much do you agree or disagree that:

Please select one answer for each statement.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
1	Your housing **costs are affordable** *(by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance)*	1	2	3	4	5	98
2	The **home** you live in suits the needs of everyone in your household	1	2	3	4	5	98
3	The **general area or neighbourhood** your home is in suits the needs of everyone in your household	1	2	3	4	5	98

LOCAL ISSUES

Now we will ask you some questions about **issues in your local area.**

< ASK ALL >

(SR PER STATEMENT)

Q9. In general, how safe or unsafe would you feel in the following situations…

Please select one answer for each statement.

		Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know / not applicable
1	Walking in your neighbourhood after dark	1	2	3	4	98
2	In your city centre during the day	1	2	3	4	98
3	In your city centre after dark	1	2	3	4	98

< ASK IF= D4=1 AUCKLAND ONLY >

(OPEN-ENDED)

Q9b. Which area do you regard as your 'city centre'?

Please write in below.

[NOT COMPULSORY TO ANSWER]

< ASK ALL >

(SR PER STATEMENT)

Q10. To what extent, if at all, has each of the following been a problem in [PIPE IN FROM TABLE] over the **past 12 months**?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

[RANDOMISE STATEMENTS]

		A big problem	A bit of a problem	Not a problem	Don't know
1	Vandalism, such as graffiti or tagging, or broken windows in shops and public buildings	1	2	3	98
2	Theft and burglary (e.g. car, house)	1	2	3	98
3	Dangerous driving, including drink driving and speeding	1	2	3	98
4	Traffic congestion	1	2	3	98
5	Rubbish or litter dumped in public areas (e.g. on streets, vacant areas, in parks)	1	2	3	98
6	Noise pollution during the day	1	2	3	98
7	Noise pollution at night	1	2	3	98
8	Limited parking in your local area	1	2	3	98
9	Limited parking in the city centre	1	2	3	98

< ASK ALL >

(SR PER STATEMENT)

Q11. Thinking about the following <u>social issues</u>, to what extent, if at all, has each of the following been an issue in [PIPE IN FROM TABLE] over the **past 12 months**?

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[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

[RANDOMISE STATEMENTS]

		A big issue	A bit of an issue	Not an issue	Don't know
1	People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	98
2	Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	1	2	3	98
3	People begging in public spaces	1	2	3	98
4	People sleeping rough in public spaces / in vehicles	1	2	3	98
5	Racism or discrimination towards particular groups of people	1	2	3	98

TRANSPORT

Now we will ask you some questions about **public transport**.

< ASK ALL >

(SR)

Q12. In the **last 12 months**, how often have you used **public transport** in **[PIPE IN FROM TABLE – please format as bold]**

[IF D4=1]	Auckland
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	the Wellington region
[IF D4=5]	the Wellington region
[IF D4=4]	the Wellington region
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

For public transport, please include trains, buses (including school buses), ferries, and cable cars. Taxis / Uber and hire scooters (e.g. Lime scooters) are not included as public transport.

If your usage changes on a weekly basis, please provide an average.

Please select one answer only.

At least weekly	1	
At least once a month but not weekly	2	
Less often than once a month	3	
Did not use over the past 12 months	4	
Not applicable / not available in [PIPE IN FROM TABLE]	5	[SKIP TO Q14]

< ASK IF Q13 = 1-4 >

(SR PER STATEMENT)

Q13. Thinking about **public transport in [PIPE IN FROM TABLE – please format as bold]**, based on your experiences or perceptions, do you agree or disagree with the following statements?

[IF D4=1]	Auckland
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	the Wellington region
[IF D4=5]	the Wellington region
[IF D4=4]	the Wellington region
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

Public transport is...

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
1	Affordable	1	2	3	4	5	98
2	Safe, from crime or harassment	1	2	3	4	5	98

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3	Safe, from catching COVID-19 and other illnesses	1	2	3	4	5	98
4	Easy to get to	1	2	3	4	5	98
5	Frequent (comes often)	1	2	3	4	5	98
6	Reliable (comes on time)	1	2	3	4	5	98

< ASK ALL >

(SR PER STATEMENT)

Q14. Thinking about **transport in** [PIPE IN FROM TABLE – **please format as bold**], how much do you agree or disagree with the following statements?

[IF D4=1]	Auckland
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	the Wellington region
[IF D4=5]	the Wellington region
[IF D4=4]	the Wellington region
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
1	It's easy **for me** to get to the places I need to go **without the use of a private vehicle** (e.g. car, ute, van, motorbike, etc.)	1	2	3	4	5	98
2	Public transport is a **practical alternative to driving** for the trips I usually need to make	1	2	3	4	5	98
3	The **bike network** in my local area is **safe** (e.g. separated cycle lanes, shared walking and cycling paths, painted cycle lanes)	1	2	3	4	5	98

COUNCIL DECISION MAKING

Now some questions about your opinions towards your local or regional council.

< ASK ALL >

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(SR)

Q15. How much do you agree or disagree with the following statement?

[STATEMENT]

Overall, I have confidence that [PIPE IN FROM TABLE] makes decisions that are in the best interests of my city.

[IF D4=1]	Auckland Council
[IF D4=10]	Hamilton City Council
[IF D4=12]	Waikato Regional Council
[IF D4=11]	Tauranga City Council
[IF D4=6]	Wellington City Council
[IF D4=5]	Porirua City Council
[IF D4=4]	Hutt City Council
[IF D4=2]	Christchurch City Council
[IF D4=3]	Dunedin City Council

Please select one answer only.

[OPTIONS]

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

< ASK ALL >

(SR)

Q16. Overall, how much influence do you feel the public has on the decisions [PIPE IN FROM TABLE] makes?

[IF D4=1]	the Council
[IF D4=10]	Hamilton City Council
[IF D4=12]	Waikato Regional Council
[IF D4=11]	Tauranga City Council
[IF D4=6]	Wellington City Council
[IF D4=5]	Porirua City Council
[IF D4=4]	Hutt City Council
[IF D4=2]	Christchurch City Council
[IF D4=3]	Dunedin City Council

Would you say the public has...

Please select one answer only.

No influence	1

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Small influence	2
Some influence	3
Large influence	4
Don't know	98

YOUR LIFE AND WELLBEING

The following questions are about **your life and wellbeing**.

Just a reminder that all of your answers are confidential and are combined with hundreds of other responses so you can't be identified.

< ASK ALL >

(MR)

Q17. Which of the following applies to **your personal** current situation?

Please select all that apply .

In paid work 30 hours or more a week	1
In paid work less than 30 hours a week	2
Not currently in paid employment [EXCLUSIVE TO PAID EMPLOYMENT OPTIONS]	3
Caring for children under 18 (unpaid)	4
Caring for other dependents (unpaid)	5
Volunteer work	6
Student	7
Retired	8
Other (please specify) [OE]	96

< ASK ALL >

(SR)

Q18. Overall, how satisfied or dissatisfied are you with the balance between your paid work and other aspects of your life such as time with your family or for leisure?

Please select one answer only.

Very dissatisfied	2	
Dissatisfied	3	
Neither satisfied nor dissatisfied	4	[SKIP TO Q20]
Satisfied	5	
Very satisfied	6	
Not applicable, not in paid work	1	[SKIP TO Q20]

< ASK IF Q18=2-3, THOSE WHO ARE DISSATISFIED >

[CODING NOTE - NEGATIVE]

19

(OPEN-ENDED)

Q19a. And why did you say that?

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

< ASK IF Q18=5-6, THOSE WHO ARE SATISFIED>

[CODING NOTE - POSITIVE]

(OPEN-ENDED)

Q19b. And why did you say that?

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

< ASK ALL >

(SR)

Q20. Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other basic needs?

Please select one answer only.

Have more than enough money	1
Have enough money	2
Have just enough money	3
Do not have enough money	4
Prefer not to say	5

< ASK ALL >

(SR)

Q21. In the last **3 months**, how often were you **worried** about the financial circumstances of you and your family/whānau?

Please select one answer only.

Always	1
Most of the time	2
Sometimes	3
Rarely	4

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Never	5

< ASK ALL >

(SR)

Q22. If you had to pay a $2000 bill unexpectedly, could you access the money **within a week and without going into debt?**

Please select one answer only.

Yes - definitely	1
Yes – probably	2
No	3
Don't know / unsure	98

< ASK ALL >

(SR PER STATEMENT)

Q23. Thinking about different aspects of your health and wellbeing, in general, how would you rate your…?

Please select one answer for each statement.

		Poor	Fair	Good	Very good	Excellent	Prefer not to say
1	**Physical** health and wellbeing (taha tinana)	1	2	3	4	5	97
2	**Mental** health and wellbeing (taha hinengaro)	1	2	3	4	5	97
3	**Spiritual** health and wellbeing (taha wairua)	1	2	3	4	5	97
4	**Relationship** health and wellbeing (e.g. with family/whānau and friends) (taha whānau)	1	2	3	4	5	97

< ASK ALL >

(SR)

Q24. In the past week, on **how many days** have you done a **total of 30 minutes** or more of physical activity, which was enough to **raise your breathing rate?**

This may include sport, traditional games, kapa haka, exercise, brisk walking or cycling for recreation or to get to and from places, and housework or physical activity that may be part of your job.

Please select one answer only.

0 days	0
1 day	1
2 days	2
3 days	3
4 days	4

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5 days	5
6 days	6
7 days	7

< ASK ALL >

(SR PER STATEMENT)

Q25. How much do you agree or disagree with the following statements?

Please select one answer for each statement.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	I feel a sense of community with others in my neighbourhood	1	2	3	4	5
2	It's important to me to feel a sense of community with people in my neighbourhood	1	2	3	4	5

< ASK ALL >

(MR)

Q26. Thinking about the social networks and groups you are part of or have been part of **in the last 12 months (whether online or in person)**, do you belong to any of the following?

Please select all that apply.

Faith-based group / church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Marae / hapū / iwi participation (e.g. Land Trust)	3
Neighbourhood group (e.g. Residents' Association)	4
Clubs and societies (e.g. sports clubs, Lions Club, RSA, U3A, etc.)	5
Group fitness or movement (e.g. yoga, tai chi, gym class, etc.)	6
Hobby or interest groups (e.g. book clubs, craft, gaming, online forums, etc.)	7
Volunteer / charity group (e.g. SPCA, Hospice, environmental group)	8
Parent / grandparent group (e.g. antenatal groups, play groups, coffee groups)	9
School, pre-school networks (Board of Trustees, PTA, organising raffles, field trips, etc.)	10
Professional / work networks (e.g. network of colleagues or professional association)	11
Other social network or group (please specify) [OE]	12
None of the above [EXCLUSIVE]	13

< ASK ALL >

(SR)

Q27. Over the last 12 months how often, if ever, have you felt lonely or isolated?

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Please select one answer only.

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

< ASK ALL >

(SR PER STATEMENT)

Q28. If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for…

Please select one answer for each statement.

		Yes, definitely	Yes, probably	No	Don't know / unsure
1	Practical support (e.g. shopping, meals, transport)	1	2	3	98
2	Emotional support (e.g. listening to you, giving advice)	1	2	3	98

< ASK ALL >

(SR)

Q29. At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that had a negative effect on you?

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

Please select one answer only.

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

< ASK ALL >

(SR PER STATEMENT)

Q30. Do you have any <u>long-term and persistent difficulty</u> with any of the following activities?

Please select one answer for each statement.

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		No difficulty	Some difficulty	A lot of difficulty	Cannot do	Prefer not to say
1	Seeing, even if wearing glasses	1	2	3	4	97
2	Hearing, even if using a hearing aid	1	2	3	4	97
3	Walking or climbing steps	1	2	3	4	97
4	Remembering or concentrating	1	2	3	4	97
5	Self-care, like washing all over or dressing	1	2	3	4	97
6	Communicating in your everyday language, understanding or being understood by others	1	2	3	4	97

< ASK ALL >

(SR)

Q31. In the last 12 months, have you, or anyone in your household, faced any barriers to seeking health-related treatment or advice?

Please select one answer only.

Yes	1	
No	2	[SKIP TO Q33]
Don't know	98	[SKIP TO Q33]

< ASK IF Q31 = 1 >

(MR)

Q32. What <u>barriers</u> did you or someone in your household face in seeking this treatment or advice?

Please select <u>all</u> that apply.

Concerned about catching COVID-19 or other illnesses	1
Wait time for an appointment was too long	2
Couldn't get an appointment at a time that suited me (due to work or family needs)	3
Concerned about the financial cost	4
Didn't have transport to get to an appointment	5
My health provider couldn't meet my cultural or language needs	6
Thought help was unavailable	7
My health provider had to postpone my appointment or treatment	8
Felt embarrassed or uncomfortable about seeking help	9
Other (please specify) [OE]	96

< ASK ALL >

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(SR PER STATEMENT)

Q33. The next questions are about trust.

How much do you **trust** the **following institutions in Aotearoa New Zealand**?

Even if you've had very little or no contact with them, please base your answer on your general impression of them.

Please select one answer for each institution.

		Do not trust at all						Completely trust
1	The police	1	2	3	4	5	6	7
2	The public education system	1	2	3	4	5	6	7
3	The media	1	2	3	4	5	6	7
4	The justice system	1	2	3	4	5	6	7
5	Central government (e.g. elected Members of Parliament, Government departments)	1	2	3	4	5	6	7
6	Local government (e.g. your local Council and local Councillors)	1	2	3	4	5	6	7
7	The public health system	1	2	3	4	5	6	7
8	Scientists	1	2	3	4	5	6	7

< ASK ALL >

(SR)

Q34. And in general, how much do you **trust people in [PIPE IN FROM TABLE – please format as bold and underlined]**?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer only.

Do not trust at all	1
	2
	3
	4
	5
	6
Completely trust	7

CULTURE AND IDENTITY

The following are some questions about your culture and identity.

< ASK ALL >

(SR PER STATEMENT)

Q35. Thinking about **living in [PIPE IN FROM TABLE – please format as bold]**, how much do you agree or disagree with the following statements?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Prefer not to say
1	**People in [PIPE IN FROM BELOW TABLE – please format as bold]** accept and value me and others of my identity (e.g., sexual, gender, ethnic, cultural, faith)	1	2	3	4	5	97
2	I feel comfortable dressing in a way that **expresses my identity in public** (e.g., sexual, gender, ethnic, cultural, faith)	1	2	3	4	5	97
3	I can participate, perform, or attend activities or groups that **align with my culture**	1	2	3	4	5	97

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[IF D4=1]	my local area
[IF D4=10]	Hamilton
[IF D4=12]	my local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

< ASK ALL >

(SR)

Q36. In the **last three months** in **[PIPE IN FROM TABLE – please format as bold]**, have you **personally experienced** anger or intolerance, or been treated unfairly or excluded, because of your…?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

		Yes	No
1	Gender	1	2
2	Age	1	2
3	Ethnicity	1	2
4	Physical or mental health condition	1	2
5	Sexual orientation	1	2
6	Religious beliefs	1	2

CLIMATE CHANGE

The following are some questions about your views on climate change.

< ASK ALL >

(SR)

Q37. To what extent, if at all, has each of the following been a problem in **[PIPE IN FROM TABLE – please format as bold]** over the **past 12 months**?

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer for each statement.

		A big problem	A bit of a problem	Not a problem	Don't know
1	Air pollution	1	2	3	98
2	Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	98
3	Coastal erosion	1	2	3	98
4	Too much water (e.g. flooding)	1	2	3	98
5	Not enough water (e.g. drought, water supply issues)	1	2	3	98
6	Landslips	1	2	3	98
7	Increased heat and fire risk	1	2	3	98

< ASK ALL >

(SR)

Q38. How **ready** do you and your household feel to **face the impacts** of the following issues?

Please select one answer for each statement.

		Not ready at all	A bit ready	Fairly ready	Very ready	Don't know
1	Too much water (e.g. flooding, severe storms, landslips)	1	2	3	4	98
2	Not enough water (e.g. drought)	1	2	3	4	98
3	Increased heat and fire risk (e.g. wildfires)	1	2	3	4	98

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< ASK ALL >

(SR)

Q39. How well do you think you understand climate change and the impacts it could have on [PIPE IN FROM TABLE] **in the next 5 years?**

[IF D4=1]	your local area
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer only.

Not well at all	1
Not very well	2
Fairly well	3
Very well	4
I don't believe climate change will have any impacts on [PIPE IN FROM TABLE] in the next 5 years	5

< ASK ALL >

(SR)

Q40. To what extent do you personally worry about the impact of climate change on the **future of** **[PIPE IN FROM TABLE – format bold]** and **residents of** **[PIPE IN FROM TABLE – format bold]**?

[IF D4=1]	Auckland
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please select one answer only.

Not at all worried	1
A little worried	2
Worried	3

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Very worried	4

CLOSING DEMOGRAPHICS

Lastly, a few more questions about **you.** This is so we can ensure we hear from a **diverse range of people** who live in Aotearoa New Zealand. Just a reminder that everything you share with us is **confidential.**

< ASK ALL >

(SR)

D7. Were you born in Aotearoa New Zealand?

Please select one answer only.

Yes	1	[SKIP TO D8]
No	2	

< ASK IF D7=2 >

(SR)

D8. How many years have you lived in Aotearoa New Zealand?

Please select one answer only.

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

Next, we have some additional questions about your gender and sexual identity. It is important for us to collect this information to make sure we are hearing from a wide range of New Zealanders. There are 'prefer not to say' options available if you don't want to answer.

< ASK ALL >

(SR)

D5. Do you consider yourself to be transgender?

Please select one answer only.

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

< ASK ALL >

(SR)

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Questionnaire

D6. Which of the following options best describes how you think about yourself…

Please select one answer only.

Heterosexual or straight	1
Gay or lesbian	2
Bisexual	3
Other (please specify) [OE]	96
I don't know	98
Prefer not to say	97

< ASK ALL >

(SR)

D9. 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	3	SKIP TO D12

< ASK IF D9=1, 98 >

(SR)

D10. 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). Answer 'yes' even if you know only know some of your iwi

Yes	1	
No	2	SKIP TO D12

< ASK IF D10=1 >

(MR)

D11. What is the name and home area, rohe or region of your iwi?

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]	96
I don't know [EXCLUSIVE]	98

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< ASK IF D11=1-96 >

(MR)

D11_2. Please select your iwi (tribe or tribes) from the list below, or type in your iwi name(s).

Select all that apply.

[PROGRAMMING REFER TO EXCEL LIST: iwi_affiliation_list_230424.xlsx]

< ASK ALL >

(SR)

D12. What **type of home** do you currently live in?

Please select one answer only.

Standalone house on a section	1
Townhouse or terraced house (attached houses side by side)	2
Duplex (semi-attached – home is connected to one other home)	3
Low-rise apartment building (2 or 3 storeys)	4
Mid-rise apartment building (4 to 6 storeys)	5
High-rise apartment building (7 storeys or higher)	6
Lifestyle block or farm homestead	7
Other (please specify) [OE]	96

< ASK ALL >

(SR)

D13. Who **owns** the home that you live in?

Please select one answer only.

I personally or jointly own it with a mortgage	1
I personally or jointly own it without a mortgage	2
A family trust owns it	3
Parents / other family members or partner own it	4
A private landlord who is NOT related to me owns it	5
A local authority or city council owns it	6
Kāinga Ora (Housing Aotearoa New Zealand) owns it	7
Other State landlord (such as Department of Conservation, Ministry of Education) owns it	8
A social service agency or community housing provider (e.g. the Salvation Army, Aotearoa New Zealand Housing Foundation) owns it	9
Don't know	98

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Questionnaire

< ASK ALL >

(MR)

D14. Who lives in your household? *Your household includes the people who usually live in your home.*

Please select all that apply.

Your parent(s)	1
Your partner / spouse	2
Your child(ren) aged under 5 years	3
Your child(ren) aged 5-12 years	4
Your child(ren) aged 13-17 years	5
Your adult child(ren) (aged 18 years and over)	6
Other child(ren) (e.g. grandchild, sibling, cousin, non-related children)	7
Other adults related to you (e.g. grandparents, cousins)	8
Other adults not related to you (e.g. flatmates, friends)	9
None of these, I usually live alone [EXCLUSIVE]	10
Prefer not to say [EXCLUSIVE]	97

< ASK ALL >

(SR)

D15. Which best describes your household's annual income (from all sources) before tax?

Please select one answer only.

$20,000 or less	1
$20,001 - $40,000	2
$40,001 - $60,000	3
$60,001 - $80,000	4
$80,001 - $100,000	5
$100,001 - $150,000	6
$150,001 - $200,000	7
$200,001 or more	8
Prefer not to say	97
Don't know	98

< ASK ALL >

(OPEN-ENDED)

Q41. Finally, do you have any other comments about quality of life in [PIPE IN FROM TABLE]?

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[IF D4=1]	Auckland
[IF D4=10]	Hamilton
[IF D4=12]	your local area
[IF D4=11]	Tauranga
[IF D4=6]	Wellington
[IF D4=5]	Porirua
[IF D4=4]	Hutt City
[IF D4=2]	Christchurch
[IF D4=3]	Dunedin

Please be as detailed as possible.

[NOT COMPULSORY TO ANSWER]

< ASK IF RECONTACT OR COUNCIL PANEL OR F2F >

(Text Entry)

P1. Please fill in your contact details below so that we are able to contact you if you are one of the prize draw winners or if we have any questions about your questionnaire.

[NON-COMPULSORY]

Name: [OE]

Phone number: [OE]

Email address: [OE]

I don't want to enter the prize draw	1

< ASK IF F2F ONLY AND IF P1≠1 >

(SR)

P2. It is likely that more research will be carried out by your council on the sorts of topics covered in this survey. Are you willing to provide your contact details so that your council (or a research company on their behalf) could contact you and invite you to take part in future research?

Please note that providing your contact details does not put you under any obligation to participate.

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Please select one answer only.

Yes	1
No	2

< SHOW ALL >

Thank you for your participation.

If you would like to know more about this survey, and would like to see results from previous years, you can find more information on the Quality of Life Survey website: http://www.qualityoflifeproject.govt.nz

If you, or someone you know, needs help there are a number of support services available.

Need to talk? For support with anxiety, distress or mental wellbeing, **call or text 1737** to talk with a trained counsellor for free, 24 hours a day, 7 days a week. For more information visit https://1737.org.nz/

Or you can call **Lifeline on 0800 543 354** or **Samaritans on 0800 726 666.**

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Comparisons with previous years

Table 1: Overall quality of life

	2020 % (n=6404)	2022 % (n=6895)	2024 % (n=6194)
NET Good/Very good	87	83	77v
NET Poor/Very poor	3	5	8

Base: 8-city total (excluding 'not answered') / **Source: Q2.** *Would you say your overall quality of life is...*

Table 2: Perceived quality of life compared to 12 months ago

	2020 % (n=6206)	2022 % (n=6751)	2024 % (n=6194)
NET Better/Much Better	23	18v	25^
NET Worse/Much Worse	27	36^	29v

Base: 8-city total (excluding 'not answered') / **Source: Q3.** *Compared to 12 months ago, would you say your quality of life has...*

Table 3: Think their city / local area is a great place to live

	2020 % (n=6384)	2022 % (n=6840)	2024 % (n=6194)
NET Agree/Strongly agree	83	77v	73
NET Disagree/Strongly disagree	5	8	9

Base: 8-city total (excluding 'not answered') / **Source: Q5.** *How much do you agree or disagree with the following statements?... [City / local area] is a great place to live*

Table 4: Happy with how their city or local area looks and feels*

	2020 % (n=6364)	2022 % (n=6852)	2024 % (n=6194)
NET Agree/Strongly agree	63	55v	55
NET Disagree/Strongly disagree	15	20^	22

Base: 8-city total (excluding 'not answered') / **Source: Q5.** *How much do you agree or disagree with the following statements?...I feel really happy with the way [city / local area] looks and feels.* ***Note:** Wording changed in 2024. See Quality of Life Technical Report 2024 for details.

Table 5: Perception of city / local area compared to 12 months ago

	2020 % (n=6271)	2022 % (n=6800)	2024 % (n=6194)
NET Better/Much Better	23	15v	18
NET Worse/Much Worse	24	39^	34v

Base: 8-city total (excluding 'not answered') / **Source: Q6.** *And in the last 12 months, do you feel [city / local area] has become better, worse or stayed the same as a place to live?*

^ Significantly higher than the previous Quality of Life survey
v Significantly lower than the previous Quality of Life survey

APPENDIX 4

Comparisons with previous years

Table 6: Top 3 reasons why city has got worse / better as a place to live

2020 % (n=1300 / 1584)	2022 % (n=1039 / 2658)	2024 % (n=1062 / 6194)
Got better		
26 – Good / improved amenities	24 – Good / improved amenities	24 – Building developments / renovations
21 – Building developments / renovations	22 – Building development / renovations	15 – Good roads / roads being upgraded
13 – Community spirit	14 – Good roads / roads being upgraded	14 – Variety of recreational facilities / things to do
Got worse		
27 – Traffic	28 – Crime / crime rate has increased	42^ – Crime / crime rate has increased
15 – Lack of suitable, affordable housing	17 – Presence of people they feel uncomfortable around (incl. gangs / youths loitering)	24 – Issues with roading developments (incl. cycle lanes, footpaths & roadworks)
15 – Dissatisfaction with government / local government	16 – More housing developments / high density housing / multi-storey housing	19 – Dissatisfaction with government / local government

Base: 8-city total (excluding 'not answered') / **Source: Q7a.** *Why do you say [city / local area] has changed in the last 12 months as a place to live?*

Table 7: Perceptions of problems in city / local area

	2020 % (n=6375-6391)	2022 % (n=6870-6890)	2024 % (n=6194)
Vandalism	53	66^	62
Theft & burglary	61	71^	67
Dangerous driving	65	69	65
Traffic congestion	80	77	79
Rubbish / litter dumped in public areas	N/A New option in 2024	N/A New option in 2024	66
Noise pollution during the day	N/A New option in 2024	N/A New option in 2024	38
Noise pollution at night	N/A New option in 2024	N/A New option in 2024	38
Limited parking in your local area	N/A New option in 2024	N/A New option in 2024	49
Limited parking in the city centre	60	60	70^

Base: 8-city total (excluding 'not answered') / **Source: Q10.** *To what extent, if at all, has each of the following been a problem in [city / local area] over the past 12 months?*

^ Significantly higher than the previous Quality of Life survey
v Significantly lower than the previous Quality of Life survey

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Comparisons with previous years

Table 8: Perceptions of social issues in city / local area

	2020 % (n=6375-6391)	2022 % (n=6870-6890)	2024 % (n=6194)
Unsafe people	41	54^	58
Alcohol / drug problems	53	59^	64^
People begging in public spaces	55	61^	66^
People sleeping rough in public spaces / vehicles	52	58^	61
Racism or discrimination	N/A New option in 2024	N/A New option in 2024	51

Base: 8-city total (excluding 'not answered') / **Source: Q11.** *Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in [city / local area] over the* ***past 12 months****?*

Table 9: Feel safe in their city centre during the day

	2020 % (n=6383)	2022 % (n=6899)	2024 % (n=6194)
NET Very/Fairly safe	91	84v	81
NET Very/A bit unsafe	7	14^	17

Base: 8-city total (excluding 'not answered') / **Source: Q9.** *In general, how safe or unsafe would you feel in the following situations...*

Table 10: Feel safe in their city centre after dark

	2020 % (n=6380)	2022 % (n=6894)	2024 % (n=6194)
NET Very/Fairly safe	49	38v	36
NET Very/A bit unsafe	45	55^	59

Base: 8-city total (excluding 'not answered') / **Source: Q9.** *In general, how safe or unsafe would you feel in the following situations...*

Table 11: Perceptions of their current housing situation

	2020 % (n=6284-6384)	2022 % (n=6870-6890)	2024 % (n=6194)
Area they live in suits their needs	83	80	76
Type of home suits their needs	79	76	74
Housing costs are affordable	47	39v	32v

Base: 8-city total (excluding 'not answered') / **Source: Q8.** *This question is about the home you currently live in. How much do you agree or disagree that...*

Table 12: Sense of community

	2020 % (n=6380 / 6381)	2022 % (n=6885 / 6872)	2024 % (n=6194)
Believe a sense of community in their neighbourhood is important	70	70	59v
Feel a sense of community in their neighbourhood	50	49	42v

Base: 8-city total (excluding 'not answered') / **Source: Q25.** *How much do you agree or disagree with the following statements?*

^ Significantly higher than the previous Quality of Life survey
v Significantly lower than the previous Quality of Life survey

APPENDIX 4

Comparisons with previous years

Table 13: Perceptions of public transport in local area

	2020 % (n=6404)	2022 % (n=6895)	2024 % (n=6048)
Safe, from crime / harassment	71	44v	38v
Easy to access	67	62v	56v
Frequent	56	48v	48
Reliable	48	41v	38
Affordable	46	37v	43^
Safe from catching COVID-19 & other illnesses	N / A New option in 2024	26	28

Base: 8-city total (excluding 'not answered') / **Source: Q13.** *Thinking about* ***public transport in [city / local area]****, based on your experiences or perceptions, do you agree or disagree with the following statements?*

Table 14: Frequency of public transport use

	2020 % (n=6384)	2022 % (n=6840)	2024 % (n=6194)
At least weekly	21	16v	25^

Base: 8-city total (excluding 'not answered') / **Source: Q12.** *In the* ***last 12 months****, how often have you used* ***public*** *transport in* ***[city / local area]****?*

Table 15: Confidence in council decision-making

	2020 % (n=3872)	2022 % (n=4282)	2024 % (n=6194)
NET Agree/Strongly agree	30	27	30
NET Disagree/Strongly disagree	35	41^	38

Base: 8-city total (excluding 'not answered') / **Source: Q15.** *How much do you agree or disagree with the following statement?*

Table 16: Perception of public's influence on council decision-making

	2020 % (n=6402)	2022 % (n=6890)	2024 % (n=6194)
NET Some/A lot of influence	31	28	35^

Base: 8-city total (excluding 'not answered') / **Source: Q16.** *Overall, how much influence do you feel the public has on the decisions [city / local council] makes?*

^ Significantly higher than the previous Quality of Life survey
v Significantly lower than the previous Quality of Life survey

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Table 17: Frequency of experiencing stress in the previous 12 months

	2020 % (n=6400)	2022 % (n=6899)	2024 % (n=6194)
NET Frequently / Always	25	27	28
NET Rarely / Never	24	22	24

Base: 8-city total (excluding 'not answered') / **Source: Q29.** *Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that had a negative effect on you?*

Table 18: Frequency of feeling isolated or lonely

	2020 % (n=6206)	2022 % (n=6751)	2024 % (n=6194)
NET Most of the time / Always	11	11	15
NET Rarely / Sometimes	52	50	48

Base: 8-city total (excluding 'not answered') / **Source: Q27.** *Over the last 12 months how often, if ever, have you felt lonely or isolated?*

Note: This appendix contained errors in the Quality of Life 2022 report. Correct figures have been taken from corresponding pages in the 2022 and 2020 reports.

Table 19: Employment status

	2020 % (n=6384)	2022 % (n=6840)	2024 % (n=6194)
NET Employed	68	69	66
NET Unemployed	28	31	34

Base: 8-city total (excluding 'not answered') / **Source: Q17.** *Which of the following applies to* ***your personal*** *current situation?*

Table 20: Satisfaction with work-life balance

	2020 % (n=4377)	2022 % (n=4492)	2024 % (n=6194)
NET Satisfied	63	55v	59
NET Dissatisfied	15	20^	21

Base: Those in paid employment (excluding 'not answered') / **Source: Q18.** *Overall, how satisfied or dissatisfied are you with the balance between your paid work and other aspects of your life such as time with your family or for leisure?*

Table 21: Ability of income to meet everyday needs

	2020 % (n=6408)	2022 % (n=6901)	2024 % (n=6194)
NET Enough / more than enough money	48	46	35v
NET Just enough money	33	34	42^

Base: 8-city total (excluding 'not answered') / **Source: Q20.** *Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other basic needs?*

^ Significantly higher than the previous Quality of Life survey
v Significantly lower than the previous Quality of Life survey

APPENDIX 5

Coded open-ended responses

Table 1: Reasons for positive change in quality of life compared to 12 months ago

	8-city total (n=1492) %	Auckland (n=597) %	Hamilton (n=143) %	Tauranga (n=111) %	Hutt City (n=96*) %	Porirua (n=104) %	Wellington (n=154) %	Christchurch (n=132) %	Dunedin (n=155) %	Waikato Region (incl. Hamilton) (n=320) %
Health & wellbeing	**31**	**32**	**30**	**31**	**36**	**29**	**29**	**34**	**30**	**32**
Other personal health in general	14	13	19	14	16	13	15	11	16	18
Mental health / stress / in general	13	14	11	12	11	9	10	18	7v	10
Enjoyment / happiness	8	7	5	7	12	5	10	9	7	7
Government / public services / healthcare / policies / funding in general	2	3	0	1	1	4	1	2	3	1
Financial wellbeing	**24**	**26**	**21**	**20**	**19**	**22**	**29**	**18**	**23**	**21**
Income / spending habits / more money / savings in general	19	21	14	16	15	16	21	15	14	14
Financial situation / affordability in general	6	6	8	2	6	6	8	4	10	8
Cost of living / state of economy	1	1	1	2	1	0	1	1	1	1
Work related	**22**	**23**	**16**	**20**	**20**	**34^**	**24**	**23**	**20**	**20**
Employment / job security / job availability / hours worked in general	20	21	15	19	16	32^	22	21	16	19
Not working / have retired	2	2	2	1	4	2	2	2	4	1
Lifestyle	**22**	**23**	**19**	**24**	**15**	**23**	**18**	**24**	**24**	**21**
Time / quality time / me time / work-life balance	7	7	3	8	5	2	7	8	5	5
More exercise / fitness in general	6	5	7	7	2	7	7	6	6	7
Lifestyle in general	3	3	4	3	3	4	2	6	4	5
Travel / holidays	3	3	1	2	3	1	1	4	4	1
Life is easier / less challenging / easy access to...	2	3	3	4	1	3	1	0	3	3
Better eating habits / diet	2	2	1	3	0	2	2	3	2	2
Better standard of living in general	1	1	1	1	1	1	2	2	2	1
Have more freedom / flexibility	1	1	1	0	1	3	0	0	1	2
Relationships	**19**	**18**	**18**	**14**	**21**	**20**	**20**	**26^**	**16**	**20**
Family / relationship / personal circumstances	16	15	17	9	20	17	14	21	11	16
More social interaction	5	4	3	5	1	3	7	7	6	5
Housing	**17**	**15**	**17**	**14**	**12**	**13**	**19**	**23**	**17**	**17**
Personal priorities and choices	**11**	**12**	**12**	**13**	**11**	**7**	**11**	**7**	**13**	**14**
Priorities / focus / sense of purpose / plans / goals in general	4	4	3	6	5	1	2	5	6	6
Positive outlook on life / life is good	2	3	2	0	0	1	3	1	0	3
In control of my life / better routines / more organised	3	3	3	2	4	4	3	0	4	2
Grateful / thankful for...	1	1	2	4	1	1	1	1	2	2
Changes made in general	1	1	4	3	1	1	2	1	2	3
Education and experience	**6**	**6**	**6**	**4**	**5**	**5**	**8**	**5**	**9**	**6**
Education / study / being a student in general	4	4	3	2	4	2	6	2	8	3
New experiences / challenges / learning new skills	2	2	3	2	1	3	2	3	1	3

Base: Those who say their quality of life has improved compared to 12 months ago (n=1669) / **Source: Q4a.** *Why do you say your quality of life has changed in the last 12 months?*

Note: Only themes mentioned by 5% or more of respondents are shown. ***Warning:** Low (n<100) base size, indicative result only.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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APPENDIX 5

Coded open-ended responses

Table 2: Reasons for positive change in quality of life compared to 12 months ago – OTHER

	8-city total (n=1492) %	Auckland (n=597) %	Hamilton (n=143) %	Tauranga (n=111) %	Hutt City (n=96*) %	Porirua (n=104) %	Wellington (n=154) %	Christchurch (n=132) %	Dunedin (n=155) %	Waikato Region (incl. Hamilton) (n=320) %
NET Other	**9**	**9**	**11**	**14**	**9**	**11**	**10**	**6**	**11**	**13**
Better quality of life / life is better in general	2	1	4	8^	2	2	4	1	1	3
Less affected by COVID-19	1	1	0	0	3	1	1	1	1	1
People behaviour / attitudes in general	1	1	1	0	0	1	1	2	4	1
Environmental / weather in general	1	1	2	1	2	0	2	1	0	2
Religion	1	1	1	0	0	2	1	0	1	1
Better opportunities / options in general	1	1	1	1	1	1	0	0	0	2
Other	1	2	1	1	3	1	1	1	2	1
Rated positive but negative response only	1	1	2	3	5	1	1	1	1	1
Animals in my life	1	1	0	0	0	1	1	1	0	1

Base: Those who say their quality of life has improved compared to 12 months ago (n=1669) / **Source: Q4a.** *Why do you say your quality of life has changed in the last 12 months?*

Note: Only themes mentioned by 5% or more of respondents are shown. ***Warning:** Low (n<100) base size, indicative result only.

^ Significantly higher than 8-city total (excluding the subgroup compared)
v Significantly lower than 8-city total (excluding the subgroup compared)

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Table 3: Reasons for negative change in quality of life compared to 12 months ago

	8-city total (n=1736) %	Auckland (n=754) %	Hamilton (n=139) %	Tauranga (n=136) %	Hutt City (n=141) %	Porirua (n=137) %	Wellington (n=135) %	Christchurch (n=155) %	Dunedin (n=139) %	Waikato Region (incl. Hamilton) (n=344) %
Reduced financial wellbeing	**64**	**67**	**59**	**59**	**52v**	**62**	**64**	**63**	**52v**	**49**
Concern with cost of living / state of economy	53	56	48	53	42v	50	54	51	34v	40
Income / reduced spending / less money / savings issues	21	23	20	14v	18	19	24	18	22	18
Financial issues / affordability in general	9	9	9	8	6	11	5	10	9	7
Reduced health & wellbeing	**34**	**33**	**37**	**41**	**38**	**30**	**33**	**36**	**41**	**43**
Other personal health / mobility / injury issues in general	19	18	24	28^	22	19	13	22	24	31
Mental health / stress issues	11	9	13	12	11	9	15	12	11	10
Government / public services / healthcare / policies / funding issues in general	6	7	3	2	10	6	8	3	7	4
Enjoyment / happiness decreased	2	2	3	2	0	2	2	1	2	2
Work related	**17**	**15**	**17**	**14**	**23^**	**14**	**32^**	**16**	**13**	**14**
Employment / job security / availability / job losses / hours worked issues in general	16	15	17	13	22^	14	31^	15	12	13
Not working / retired	1	0	0	1	1	0	1	1	1	1
Lifestyle	**11**	**11**	**12**	**13**	**7**	**13**	**11**	**7**	**14**	**12**
Lifestyle has changed	5	6	5	6	1	7	6	3	7	4
Life is difficult / harder / challenging in general	2	2	3	3	3	3	1	1	2	4
Poor diet / eating habits	2	1	3	2	0	2	2	1	3	1
Time issues / lack of quality time / work-life balance	2	1	1	4	3	1	1	2	2	2
Holidays / travel limited	1	2	4	1	0	1	1	1	1	2
Standard of living decreased in general	1	1	0	0	1	1	1	1	3	0
Aspects of local area	**9**	**12**	**4v**	**1v**	**3v**	**2v**	**4**	**5**	**3v**	**2**
Traffic / roads / roadworks / drivers / public transport issues in general	5	7	2	0v	1	0v	3	2	2	1
Safety / crime / law & order issues in general	4	6	3	1	1	0	0	2	0	1
Council / council policies issues in general	1	2	0	0	1	0	1	0	1	0
Negative about NZ / area I live / want to leave in general	1	1	0	0	1	2	2	1	0	0
Relationships	**9**	**8**	**9**	**12**	**12**	**7**	**11**	**11**	**10**	**10**
Family / relationship / personal circumstances	8	7	7	11	12	7	9	11	6	8
Less social interaction in general	2	2	3	2	1	0	2	1	5	2
Housing	**7**	**7**	**5**	**7**	**9**	**9**	**10**	**8**	**5**	**7**

Base: Those who say their quality of life has decreased compared to 12 months ago (n=1941) / **Source: Q4b.** *Why do you say your quality of life has changed in the last 12 months?*

Note: Only themes mentioned by 5% or more of respondents are shown.

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HOME

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Research Design

Overall Quality of Life

Built & Natural Environment

Housing

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Health & Wellbeing

Local Issues

Community, Culture & Social Networks

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Table 4: Reasons for negative change in quality of life compared to 12 months ago – OTHER

	8-city total (n=1736) %	Auckland (n=754) %	Hamilton (n=139) %	Tauranga (n=136) %	Hutt City (n=141) %	Porirua (n=137) %	Wellington (n=135) %	Christchurch (n=155) %	Dunedin (n=139) %	Waikato Region (incl. Hamilton) (n=344) %
NET Other	**7**	**8**	**8**	**1v**	**8**	**7**	**7**	**4**	**11**	**8**
Environmental issues	2	3	1	0	1	1	1	0	0	1
Age / getting older	2	1	5	1	4	1	1	2	1	4
Impact of COVID issues	1	1	1	1	2	0	1	0	2	2
People behaviour / attitudes in general	1	2	0	0	1	1	2	0	0	1
Education / being a student	1	1	1	0	0	1	3	1	6	0
Woke / PC issues	1	1	1	0	0	0	1	1	0	0
Other	1	0	1	0	1	2	1	1	2	1

Base: Those who say their quality of life has decreased compared to 12 months ago (n=1941) / **Source: Q4b.** *Why do you say your quality of life has changed in the last 12 months?*

Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)

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Table 5: Reasons for negative change in city / local area compared to 12 months ago

	8-city total (n=2120)	Auckland (n=840)	Hamilton (n=213)	Tauranga (n=248)	Hutt City (n=158)	Porirua (n=131)	Wellington (n=254)	Christchurch (n=129)	Dunedin (n=147)	Waikato Region (incl. Hamilton) (n=384)
	%	%	%	%	%	%	%	%	%	%
Crime / crime rate has increased	**42**	**49^**	**58^**	**21v**	**32v**	**29v**	**18v**	**42**	**25v**	**48**
Crime & safety concerns / vandalism / theft / violence / gang issues	40	47^	56^	20v	31v	28v	17v	41	25v	45
Drug issues	2	2	0	3	1	2	1	1	1	3
Lack of law enforcement	2	2	3	0	0	1	0	1	1	3
Alcohol issues	1	1	0	0	0	1	0	0	0	1
Increased police / emergency presence	1	1	0	1	1	0	0	1	0	0
Issues with roading developments (incl. cycle lanes, footpaths & roadworks)	**24**	**20**	**19**	**40^**	**15v**	**20**	**28**	**31**	**42^**	**18**
Roads / roadworks / hard to travel around	21	18	17	38^	13v	20	14v	27	40^	17
Cycle lanes / cyclist issues	4	1	5	5	3	1	21^	5	3	5
Dissatisfaction with government / local government	**19**	**14v**	**23**	**26^**	**21**	**16**	**35^**	**19**	**25**	**19**
Council management / maintenance & services / planning / rules & regulations issues	11	10	11	15	11	11	15	10	14	10
Council wasteful spending / priorities wrong	5	1	11^	9	8	6	10^	6	12	7
Lack of progress / action in general	3	3	4	3	3	2	3	3	4	3
Other government issues in general	2	1	2	2	1	0	10^	2	2	2
Council / govt not listening / consulting the public	1	0	0	3	2	1	3	1	3	1
More traffic / traffic congestion	**17**	**19**	**11v**	**43^**	**14**	**6v**	**6v**	**7v**	**10v**	**9**
Traffic / traffic flow issues	16	18	11v	43^	14	6v	6v	7v	10v	8
Trucks / heavy vehicle issues	1	1	0	0	0	0	0	0	0	1
High cost of living	**15**	**7v**	**23^**	**17**	**20^**	**36^**	**30^**	**28^**	**20**	**16**
Concerns about cost of living & economy / higher rates / food & petrol prices / not enough money / state of economy	11	6v	14	14	12	22^	23^	22^	11	10
Rates / water rate cost issues / no value for money	5	1	12^	4	10^	18^	11^	9	10^	8
More housing developments	**14**	**22^**	**5v**	**4v**	**13**	**3v**	**3v**	**5v**	**4v**	**4**
Housing intensification / infill housing / subdivision issues	11	18^	5v	2v	12	2v	0v	4v	1v	4
Construction / development in general	3	4	0	2	1	1	3	1	4	0
Area looks rundown, dirty, untidy, rubbish littering the streets	**13**	**16**	**12**	**12**	**8**	**9**	**14**	**5v**	**9**	**10**
Rubbish / dumping / litter / cleanliness issues	9	13	5	2v	3v	7	4v	2v	4v	4
Rundown / unappealing / unwelcoming / lacks atmosphere	3	2	5	3	5	2	7	2	2	4
Untidiness in general	2	3	1	0	0	1	0	1	1	2
Area is dead / no one goes there	1	0	2	7^	1	0	5	1	2	1
Presence of people they feel uncomfortable around (incl. youth & trouble-makers)	**10**	**11**	**10**	**5v**	**10**	**10**	**7**	**9**	**6**	**12**
More undesirable / uncaring / antisocial people	9	10	8	4v	8	8	7	5	5	10
Specific to youth / young people	2	2	3	0	2	2	0	4	1	4
Infrastructure failing to keep up with demand	**9**	**5**	**2**	**9**	**21^**	**12**	**34^**	**2**	**4**	**2**
Infrastructure in general issues	5	5	1	9	8	4	12^	1	3	2
Other water / stormwater / wastewater issues	4	1	1	0	15^	10^	25^	2	1	0

Base: Those who say their city / local area has got worse as a place to live (n=2291) / **Source: Q7a.** *Why do you say has changed as a place to live?*

Note: Only themes mentioned by 5% or more of respondents are shown.

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Table 6: Reasons for positive change in city / local area compared to 12 months ago [1]

	8-city total (n=1056) %	Auckland (n=345) %	Hamilton (n=78*) %	Tauranga (n=94*) %	Hutt City (n=72**) %	Porirua (n=95**) %	Wellington (n=73*) %	Christchurch (n=149 %	Dunedin (n=150) %	Waikato Region (incl. Hamilton) (n=223) %
Building developments, renovations (commercial and residential)	**24**	**25**	**17**	**17**	**15**	**21**	**13v**	**25**	**40^**	**11**
More new houses/higher house quality/more housing in general	9	12	5	4	8	10	4	6	0v	6
Developments/building/construction projects/development completion in general	11	11	8	10	1v	10	4v	17^	6	3
Upgrades/redevelopment/modernisation/`done up` in general	5	3	3	5	5	2	4	3	34^	3
Improved or new amenities like shops, malls, theatres, libraries, doctor or hospitals	**15**	**17**	**26^**	**5v**	**9**	**16**	**7v**	**16**	**11**	**18**
New businesses/retail/shops opening/more shops	8	8	19^	2v	3	5	3	8	5	10
Specific types of businesses/shops now	6	7	8	0v	2	8	3	7	3	5
Facilities/amenities improvements in general	3	4	8^	2	4	4	0	3	0v	7
Health system/services in general	0	0	0	1	0	0	2	0	4	1
Good roads or roads being upgraded	**15**	**13**	**14**	**38^**	**16**	**8**	**15**	**9v**	**23^**	**12**
Area looks clean, tidy, well kept (incl. Beautification programmes)	**13**	**8v**	**15**	**10**	**11**	**13**	**12**	**19^**	**22^**	**15**
Appealing/looks and feels better/more vibrant in general	4	2	7	2	4	4	0	7	17^	3
Cleanliness/rubbish/recycling in general	2	3	2	1	4	5	1	1	3	4
Tidier in general	0	1	0	0	0	1	0	0	1	3
Area coming back to life	4	1	4	4	1	0	7	11^	0	2
Beautification/vista/trees	2	2	2	3	2	4	6	1	1	5
Variety of recreational facilities or lots of things to do	**11**	**6v**	**14**	**12**	**11**	**12**	**13**	**24^**	**3v**	**17**
Arts & culture in general	1	0	3	2	5	0	4	3	0	1
Parks/playgrounds/other recreational areas	3	3	3	1	0	6	4	3	1	9
More activities/events/things to do	4	2	8	4	4	5	4	10^	2	6
Walkways/walking tracks/.. walks	2	2	3	4	1	3	3	1	0	5
Stadiums/sports centres	3	0	0	0	1	0	0	12	0	1
CBD coming back to life	**11**	**2v**	**5**	**12**	**0v**	**8**	**4**	**30^**	**21^**	**3**
Satisfaction with government or local government	**7**	**4**	**4**	**10**	**21^**	**12^**	**10**	**11^**	**4**	**10**
Other government in general	1	0	1	0	3	3	6^	2	0	0
Council focusing on the `right things`	2	1	3	3	7^	5	0	1	2	2
Council listening/consulting the public	0	0	0	0	1	1	0	1	0	1
Council management/maintenance and services/planning	2	2	0	3	8^	5	4	2	2	7
Progress/action in general	3	1	0	4	3	0	1	7^	1	1
Nicer people around	**6**	**10**	**2**	**2**	**4**	**11**	**4**	**2**	**4**	**4**
Better quality of people/behaviour in general	6	10	2	2	3	10	4	2	4	4
Specific to youth/young people	0	0	0	0	2	1	0	0	0	0

Base: Those who say their city / local area has got better as a place to live (n=1201) / **Source: Q7b.** *Why do you say has changed as a place to live?*

Note: Only themes mentioned by 5% or more of respondents are shown. *** / **Warning:** Low (n<100) / very low (n<50) base size, indicative result only.

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Table 7: Reasons for positive change in city / local area compared to 12 months ago [2]

	8-city total (n=1056) %	Auckland (n=345) %	Hamilton (n=78*) %	Tauranga (n=94*) %	Hutt City (n=72**) %	Porirua (n=95**) %	Wellington (n=73*) %	Christchurch (n=149 %	Dunedin (n=150) %	Waikato Region (incl. Hamilton) (n=223) %
Less crime or crime rate has decreased	**6**	**7**	**11**	**1v**	**2**	**5**	**5**	**5**	**5**	**7**
Safety/security/less crime/vandalism/theft/gang issues	6	7	11	1v	2	3	5	5	5	6
Increased police/emergency presence/law and order	1	1	0	0	0	3	1	1	1	0
Less police/emergency presence needed	0	0	0	0	0	1	0	0	0	1
Less drug issues	0	0	0	0	0	0	0	0	0	1
Investment in infrastructure	**5**	**3**	**2**	**7**	**11^**	**6**	**4**	**9**	**8**	**5**
Infrastructure in general	4	3	2	6	4	3	2	7	5	3
Other water/stormwater/wastewater in general	1	0	0	0	6^	3	3	0	2	0
More investment/funding -	1	0	0	1	1	0	0	2	1	1

Base: Those who say their city / local area has got better as a place to live (n=1201) / **Source: Q7b.** *Why do you say has changed as a place to live?*
Note: Only themes mentioned by 5% or more of respondents are shown. *** / **Warning:** Low (n<100) / very low (n<50) base size, indicative result only.

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Table 8: Reasons for dissatisfaction with work-life balance (WLB)

	8-city total (n=832)	Auckland (n=364)	Hamilton (n=58*)	Tauranga (n=61*)	Hutt City (n=81*)	Porirua (n=65*)	Wellington (n=80*)	Christchurch (n=63*)	Dunedin (n=60*)	Waikato Region (incl. Hamilton) (n=151)
	%	%	%	%	%	%	%	%	%	%
Workload & hours unmanageable	**54**	**52**	**58**	**55**	**60**	**62**	**62**	**52**	**59**	**56**
Work arrangement / schedule / nature of job in general	35	35	31	43	40	37	42	29	34	34
Work irregular hours / do overtime / on-call, etc.	6	6	10	3	2	6	6	6	11	9
Work 8hrs day / 40hrs week / multiple jobs in general	5	5	10	5	5	5	6	3	7	8
Work full-time / regular hours	4	4	3	0	4	10^	3	3	5	5
WLB / life could improve in general	3	2	3	12^	9^	7	4	4	7	6
WLB is hard to juggle / a balancing act	4	3	3	2	1	4	6	7	3	3
Shift work	2	2	7^	3	0	1	1	3	2	3
Standard work week is outdated / 40 hr week is too much	1	2	0	0	0	0	2	1	0	0
Insufficient income	**41**	**42**	**49**	**50**	**32**	**47**	**39**	**38**	**37**	**42**
Finances / money / income / salary	26	28	24	26	21	29	25	18	25	26
Cost of living	16	16	25^	13	10	23	16	11	14	17
To maintain a basic / current lifestyle / make ends meet in general	7	7	4	10	4	8	9	5	9	6
Childcare	2	2	0	6	4	2	3	3	0	0
Housing	3	3	2	5	4	9^	3	3	4	1
Not enough time for myself / other commitments	**38**	**38**	**36**	**32**	**38**	**31**	**39**	**42**	**27**	**34**
No / limited time for family / children / pets	18	18	19	21	14	23	14	21	11	15
No / limited me-time / rest / relax / recreation	12	12	10	15	15	4v	17	6	7	9
No / limited time for social life / friends / neighbours	5	6	3	3	2	2	5	6	2	3
No / limited time for other commitments / activities outside of work in general	5	4	7	0	6	3	9	4	5	7
No / poor WLB in general / because...	4	4	3	2	7	3	1	3	3	4
Household / family chores / life tasks	2	3	3	2	1	4	0	0	0	4
Unable to leave my work at work / work after hours	3	3	2	0	2	0	3	4	5	2
Work lacks flexibility	**12**	**12**	**17**	**12**	**14**	**20**	**14**	**11**	**12**	**17**
Want to work fewer hours / working more than I prefer	3	2	4	5	5	4	1	5	5	8
No choice / flexibility	2	2	0	3	4	3	1	0	0	1
Looking for more hours / want more work	3	2	4	0	2	5	5	3	2	2
Hybrid	1	2	0	1	0	0	1	0	0	1
Work part-time / short day / week	2	2	3	2	0	4	1	1	2	1
Due to less work available / job insecurity	1	1	4	2	1	4	3	0	2	2
Want a 4-day work week	2	2	2	0	3	0	3	2	2	2
Stress, fatigue, poor mental / physical health	**12**	**13**	**17**	**15**	**6v**	**11**	**4v**	**16**	**14**	**15**
Fatigued / tired / burnt out	5	4	11^	6	3	3	1	10	5	8
Negative re work / job / workplace in general	5	5	6	3	2	4	2	5	3	7
Due to health reasons	1	1	0	2	0	0	0	4	2	0
Poor quality of life / unable to enjoy life	2	2	0	7^	0	3	1	0	3	1
Issues travelling to work	**10**	**13**	**3**	**5**	**8**	**5**	**5**	**5**	**2v**	**7**
Work commute / location in general	9	12	3	5	6	5	5	3	2v	7
Public transport in general	1	1	0	0	2	0	0	2	0	0

Base: Those who are in paid employment and are unsatisfied with their work-life balance (n=925) / **Source: Q19b.** *And why did you say that?*

Note: Only themes mentioned by 5% or more of respondents are shown. ***Warning:** Low (n<100) base size, indicative result only.

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HOME
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Overall Quality of Life
Built & Natural Environment
Housing
Public Transport
Health & Wellbeing
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Table 9: Reasons for satisfaction with work-life balance (WLB)

	8-city total (n=2196) %	Auckland (n=901) %	Hamilton (n=185) %	Tauranga (n=184) %	Hutt City (n=154) %	Porirua (n=164) %	Wellington (n=214) %	Christchurch (n=203) %	Dunedin (n=191) %	Waikato Region (incl. Hamilton) (n=444) %
Workload & hours manageable	**31**	**30**	**28**	**38**	**39^**	**24v**	**31**	**34**	**32**	**33**
Work arrangement / schedule / nature of my job	15	15	16	18	16	12	16	19	8v	17
Work part-time / short day / week	9	8	8	13	14	6	8	10	15^	9
Work regular hours / no overtime	7	7	5	8	8	9	6	6	8	7
Now work fewer hours in general	2	1	2	1	3	1	2	3	1	1
Shift work	1	0	0	0	2	0	1	1	2	1
Enough time for myself / other commitments	**26**	**22**	**30**	**31**	**40^**	**33^**	**28**	**28**	**34^**	**29**
Family / children / pets	14	12	21^	19	24^	26^	12	16	15	22
Me-time / do what I enjoy	6	6	4	4	11^	6	7	8	15^	5
Have time for other commitments in general	6	5	4	7	8	4	8	7	6	4
Friends / neighbours	3	2	3	3	6	1	5	3	4	4
Leave my work at work	2	2	4	3	3	1	2	1	3	2
I have free time in general	1	1	1	1	0	1	0	0	0	0
Good balance & time management	**25**	**24**	**31**	**25**	**23**	**27**	**23**	**28**	**25**	**25**
Good balance in general / because...	21	21	23	22	19	23	22	22	22	21
Proactively try to maintain WLB	2	2	4	1	3	3	1	4	1	2
Time management in general	1	1	2	1	1	2	0	2	1	1
Prioritise	1	0	2	2	0	1	0	1	2	1
Work allows flexibility	**21**	**22**	**19**	**20**	**22**	**19**	**21**	**23**	**13v**	**19**
Flexibility / able to juggle / choose	14	14	14	15	15	9v	13	19^	10	12
Hybrid	10	12	9	8	9	12	11	7	4v	9
Happy with job	**19**	**19**	**21**	**19**	**21**	**23**	**20**	**19**	**16**	**17**
Positive re work / job / workplace / employer	12	11	13	12	16	14	15	12	9	10
Feel happy / content / lucky in general	4	4	6	5	4	4	4	5	4	4
Satisfied NFI	3	4	2	2	1	4	2	2	2	3
Income sufficient	**7**	**8**	**7**	**6**	**7**	**4**	**9**	**5**	**5**	**5**

Base: Those who are in paid employment and are satisfied with their work-life balance (n=2455) / **Source: Q19a.** *And why did you say that?*

Note: Only themes mentioned by 5% or more of respondents are shown.

^ Significantly higher than 8-city total (excluding the subgroup compared)
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