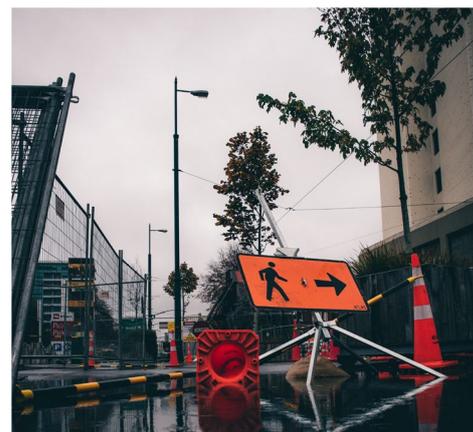
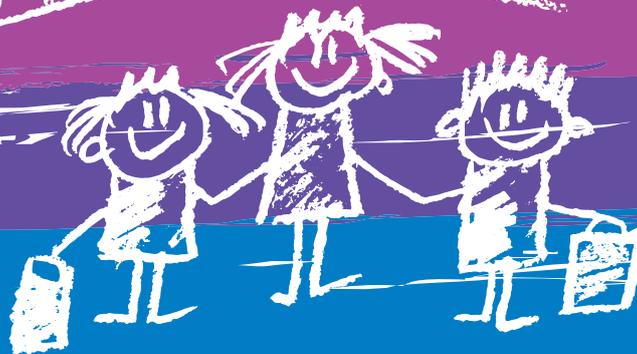


THE STATE OF OUR COMMUNITIES



Kaitiāia | Whangārei | Manurewa | New Plymouth | Hornby | Tīmaru

Ronji Tanielu | Social Policy Analyst
The Salvation Army Social Policy & Parliamentary Unit
December 2018

We welcome your feedback

PO Box 76249, Manukau, Auckland 2241
(09) 262 2332 | social.policy@salvationarmy.org.nz
twitter.com/SPPU | facebook.com/SPPUNZ



Te Ope Whakaora

Social Policy & Parliamentary Unit

Working for the eradication of poverty in New Zealand
www.salvationarmy.org.nz/socialpolicy

Contents

Executive Summary	3
Overarching Themes in 2018	4
The New Zealand Story?	6
Christian Reflection	7
Methodology & Analysis	9
<i>Locations</i>	9
<i>Points of difference</i>	10
<i>Questions in the survey</i>	11
<i>How we analysed the responses</i>	12
Demographics of Survey Respondents	13
<i>Completed surveys</i>	13
<i>Key demographic results</i>	14
KAITĀIA	17
WHANGĀREI	21
MANUREWA	28
NEW PLYMOUTH	34
HORNBY	39
TĪMARU	43
Endnotes	47
Publishing Details	48

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

EXECUTIVE SUMMARY

On 16 September 2018, Prime Minister Jacinda Ardern announced the next and future steps for the Coalition Government she leads, in a major speech in Auckland, outlining a *Cabinet-mandated, coalition Government work plan*.¹ There were three key areas addressed in her speech: **Build a productive, sustainable and inclusive economy; improving the wellbeing of New Zealanders and their families; providing new leadership by Government**. The Prime Minister added: *when you elected us, you didn't just tell us to govern, you asked us to fix existing problems, anticipate emerging ones, and to make sure we weren't caught off guard because we had done neither. You asked us to make sure New Zealand wasn't left behind.*²

This vision and plan raises a few key points that help frame this SOOC 2018 project. First, one of the consistent buzzwords of this Government has been 'Inclusion', particularly in an economic growth and financial sense. The Prime Minister alluded to this by saying that no one in New Zealand should be left behind. The Salvation Army has observed this focus on inclusion, as well as its common partner 'diversity', across several parts of Government, including Treasury and the State Services Commission to name a few.³ Inclusion is always a lofty goal, but is notoriously hard to actually make happen. This report and project is an attempt to capture the views of everyday Kiwis—many from traditionally working class or lower socio-economic communities—as they reflect on the problems, the positives, the key building blocks, hopes and aspirations of their communities. But it also measures whether or not, with the huge diversity in our nation, inclusion is indeed possible and if it is actually happening across our communities.

Second, this report and project essentially does what the Prime Minister referred to in her speech because it identifies the problems and key issues, looks to the future issues, and works toward developing solutions to address these challenges in our local communities. This project is a snapshot of six local communities from around our beautiful country. It measures the 'temperature' in these communities. And it tries to give an opportunity for these local communities to tell their story, and to shape their own narratives.

In the end, The Salvation Army submits that the key themes and storylines in these six communities are possibly reflective and indicative of the story of New Zealand in 2018. We believe this, because the strengths, challenges, views, opinions, experiences, aspirations and hopes of locals in these communities reported here are, in our opinion, likely to reflect the same aspects for many New Zealanders. Therefore, the State of our Communities (SOOC) ideally tells an important part of our national story—the New Zealand story. Below is a pictorial summary of what we gathered during the 2018 SOOC report. But to summarise quickly at this point, The Salvation Army submits the key themes that emerged from this project in the next section.

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

OVERARCHING THEMES IN 2018

- Massive Change** Of course change is inevitable and is a normal part of life and society. But this project discovered local communities going through immense and sometimes very perplexing changes. These changes have been caused by natural disasters—such as the housing pressures people reported in Tīmaru that came after the Christchurch earthquakes, even Hornby locals talked about how the earthquakes in their own city had rapidly transformed their own community with more industry, higher house and rental prices, and large numbers of new people moving into the community. These changes can also come from major social issues—like the housing crisis facing our nation, which Whangārei locals consistently stated has caused housing issues (e.g. higher rental costs, housing unaffordability) presently in their own community.
- Drugs/Methamphetamine/P** We were overwhelmed with how often people talked about the destructiveness and damage that drugs was causing in their local community. A lot of people focussed their reports on meth/P. But people also mentioned the adverse effects marijuana, alcohol and other addictive substances have on their communities. Several people in all six communities gave this kind of feedback. However, locals in Kaitāia, Whangārei, Manurewa and Tīmaru were particularly open and vocal about drugs, especially meth/P in their neighbourhoods. This is clearly an area of concern for our local communities, and most probably our nation. With this Government's signals around drug reform, we submit this national debate must consider the damaging effects of drugs on local communities.
- Influence of Media** Most locals across the six sites believed that their communities were usually seen by others in a very negative light. They acknowledged that a lot of this image was based on reality and the visible social issues prevalent in their areas. Others added that their communities always had a working class reputation that might have added to these adverse views of their area. However, numerous locals across the six sites believed that the media—both local and national—played a major role in negatively shaping how locals saw themselves, but also how people outside of their area viewed their community. Locals said, in various ways, that media painted negative pictures of their community which did not help their own perception of themselves, or also how 'outsiders' perceived them. We submit the challenge is to media and how they will ethically and accurately report on local communities to depict both the challenging *and* the positive stories.
- The Christian Church** This point is discussed in the following *Christian Reflection* section of the report. But it is sufficient to say here that when people were asked which organisations they thought were doing some constructive work in their communities, copious amounts of locals referred to the local and national Christian churches, NGOs and thrift or second-hand stores. This is noteworthy, given the increasing secularisation of Kiwi society, and the declining numbers of people identifying as Christians in the Census and other research projects. For us, this raises questions such as: How do Christian churches continue to serve their local communities? and, Can Kiwi society accept Christian service as *well* as the Christian worldview?

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

- **Lines in Communities** The communities we surveyed were, to varying degrees, mixed in terms of age, ethnicity, income level and in other social indicators. Some were significantly more mixed than others. But a common theme amongst the locals we surveyed was that there were divisions within these local communities, with many locals stating these demarcations were mostly negative and were along ethnic and financial/economic lines. There was often an ‘us versus them’ attitude with people. Additionally, Māori locals often perceived Pākehā as being financially wealthier than they were. Other locals—principally in Manurewa and Tīmaru—talked about minority ethnicities facing racism and prejudice from other locals. Still many others talked about the poor living on one side of the town/community, and the richer living on the other side. Some of the lines within communities, and consequently in our nation, appear to be becoming clearer and more marked for local people. Our view is that socio-economic inequalities and ethnic diversity are much more visible than in previous years in our nation, and so these issues are often at the forefront of people’s thinking.
- **Hope?** Nearly all of the locals were somewhat hopeful about the future of their families, communities and the nation as a whole. Others were worried about the future, particularly around the effect of housing, drugs, unemployment, the engagement of youth and elderly people, and numerous other social issues in their families and communities. But this was varied across the country. In the end, many of the locals wanted to see change in the future, especially around the social issues and challenges facing their communities.

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

THE NEW ZEALAND STORY?



WHAT DO YOU LIKE ABOUT THIS COMMUNITY?

Community Vibe, Environment, Sense of Home and Community, Smallness, Location, Diversity and Multicultural Communities, Friendly People



WHAT ARE YOUR CONCERNS OR FEARS FOR THIS COMMUNITY?

Drugs (Meth), Poverty and Inequality, Lack of Health Services, Gangs, Disengaged Youth, Housing and Homelessness, Other Social Issues (e.g. Gambling, Pokies, Alcohol Abuse, Domestic Violence), Ethnicity and Race Issues, Infrastructure, Growth



WHAT ORGANISATIONS OR GROUPS DO YOU KNOW ARE WORKING TO ADDRESS THE CONCERNS YOU JUST RAISED?

- Churches, Christian NGOs, Church Stores
- Māori Community Groups and NGOs
- Public Services
- Ethnic-specific groups
- Individuals



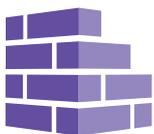
HOW DO YOU THINK THE REST OF THE CITY OR COUNTRY VIEWS YOUR COMMUNITY?

- Mostly Negative (influenced by Media and Social Challenges)
- Some Positive (based on community pride and community strengths like environment, small size, location)



IF THE PRIME MINISTER WAS HERE NOW, WHAT WOULD YOU SAY TO HER ABOUT YOUR COMMUNITY?

- Speaking to the Prime Minister:
- Revitalise Local Economies
 - Better Housing (first-home buyers and homeless)
 - Better for Māori
 - Address Social Issues (drugs, mental health and suicide, gangs, addictions, elder abuse, etc.)
 - Don't Forget Rural/Smaller/Provincial Communities
 - Infrastructure
 - Focus on Youth and Children



WHAT DO YOU NEED TO BUILD A STRONG COMMUNITY?

Leadership	Community connections (e.g. events)	Volunteerism	
Diversity	Communication	Jobs	Parents & Whānau
Values, Ethics, Morals	Change Negative Perceptions		
Good Infrastructure	Local Leadership (Council & Individuals)		



IN 5 YEARS' TIME, WHAT 2-3 THINGS WOULD YOU LIKE TO SEE HAPPEN/HAPPENING IN YOUR COMMUNITY?

- Change in the Future (Infrastructure, Social Issues)
- Stop/Reduce Drugs, Crime, Gangs
- Better Housing Options
- Stronger Values and Morals
- More Community Connections
- Better for Youth
- More Diversity in Communities
- Economic Growth and Jobs for Locals
- Care for Environment

Executive Summary
Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

CHRISTIAN REFLECTION

The place of Christianity in New Zealand (and therefore Christians themselves) has basically been pretty tenuous and somewhat controversial in the last 10 years. The Faith and Belief Study from the Wilberforce Foundation, released in May 2018, reported on the state of the Christian faith in our society. Among other things, the report stated that 33% of Kiwis identified as Christians, 35% had no religion or spiritual belief, and 20% said they were spiritual but had no religion.⁴ Of the 33% that identified themselves as Christian, 16% of this group said they attend church at least once a month, and 9% said they were ‘active practisers’ who were extremely involved in a church, Christian activity or the Bible.⁵ This study essentially acknowledged the predominance of secularism, agnosticism and atheism in our nation. Additionally, the last two recorded national Census shows the decline in people classifying themselves as Christian—49% of New Zealanders in 2006, and 43% in the 2013 Census.

In this secular, pluralistic and postmodern environment, what then is the role of Christians and their churches? Is the gospel and biblical teaching still relevant for the people and communities in our nation? During our SOOC 2018 project, there were some key lessons or points that might go some way in addressing these crucial questions.

First, churches, Christian NGOs and even thrift or second-hand stores owned by Christian groups are vital parts of the six local communities we surveyed in 2018. We contend that these Christian churches and groups are fundamental pillars in our Kiwi society. Multitudes of people across these six locations referred back to Christian churches and organisations as groups who are working hard in the community, doing good works in their community and helping people. Despite the rising secularism described in the statistics above, Christians and their churches continue to tirelessly serve our God and various people around our nation, particularly the most marginalised and vulnerable.

This is, of course, rooted on the Christian and biblical worldview, and especially the core gospel message of Jesus Christ’s death, burial and supernatural resurrection.⁶ This is not some sort of shameless Christian plug or an attempt to be self-gratifying. It is merely stating the facts as they stand. Christian action and service cannot and should not be separated from the Christian and biblical worldview. In this secular and postmodern climate, these Christians and their churches who believe in absolute truth according to God’s Word cannot be ignored, belittled or despised as we live, function and serve individuals and whānau in our communities. Christians will always be ostracised in a society, and that is increasingly happening in New Zealand.⁷ In fact, Jesus says himself quite clearly that when Christians are hated, we should realise that the world hated him first, and that we do not belong to this world.⁸ But even though we *don’t* belong to this world and the various ways of this world, Christians and their churches are called to live, serve and function in this world. And according to this 2018 survey, that seems to be what they are doing.

Second, numerous people reported back in our surveys that the essential building blocks in building a strong community were values, ethics and morals. Now, before people leap to criticise, The Salvation Army is not claiming or advocating that Christians have the monopoly on the creation

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

or use of values, ethics and morals in a society; however, the Christian and biblical worldview has historically shaped much of how we define the values, ethics and morals that a well-functioning society should be based on. Indeed, many of the locals surveyed advocated for a return in our nation to these Christian values. We did not ask if these people were in fact Christians themselves. But what is evident is that values, ethics or morals—whether or not they are Christian ones—are necessary to build strong communities, and ultimately a strong nation.

Finally, as mentioned in the Executive Summary and Introduction, this idea of inclusion and diversity is popular in New Zealand today, particularly in Government circles. Many respondents to our survey referred to these issues, but more from an ethnicity and race-based perspective. That is, these locals said things like racism and prejudice are still alive in some way in our local communities. These responses raise the debate around diversity and inclusion in a modern society. From a Christian perspective, both diversity and inclusion are actually very important parts of the Bible and Christian living. At the same time, the opposites of these principles—uniformity and exclusion—also feature strongly in the Bible and Christian living. An example of this is the (once) famous John 3:16 which states that **God so loved the world that he gave his one and only Son Jesus, that whoever believes in him shall not perish but have eternal life**. In this one central passage, there is both inclusion (Jesus dying for the world), and exclusion (whoever believes in him will not perish in Hell but have eternal life). Inclusion and diversity are tough concepts in a Christian context. They are equally difficult in a secular, modern democracy like ours because everyone has rights and so whose rights supersede someone else's rights? Can New Zealand society truly be inclusive when it is so diverse? And these questions are even harder when you add elements like justice, equity and equality. This report does not have answers to these questions unfortunately; however, it does indicate strongly that these questions and principles are very much in the thinking of New Zealanders today.

Executive Summary

Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

METHODOLOGY & ANALYSIS

The methodology for the 2018 report was fairly straightforward and basically followed the approach we used in 2017. This section briefly outlines the key aspects of how we conducted the survey and how the results were analysed.

Locations

We conducted the interviews in six areas or communities in 2018, as illustrated in **Figure 1**. In 2017, the inaugural SOOC project was undertaken in three communities: Linwood (Christchurch), Papakura (Auckland) and Porirua (Wellington). For 2018, we decided to undertake the SOOC project in six new local communities. The heart of the SOOC project has always been to hear and document the real experiences and aspirations of people about their local communities and neighbourhoods. These six communities for the 2018 report were chosen primarily because:

- 1 The Salvation Army has a strong presence in each of these communities, with at least one physical location or centre serving that area;
- 2 we wanted a geographical spread across the country to gauge what the similarities and differences were between the views and reflections from these local communities;⁹ and,
- 3 given that The Salvation Army’s mission and focus has historically been to serve and work with lower-income and potentially vulnerable Kiwis, all six of the communities below had some areas of significant material deprivation and various social challenges that our local centres and staff are very familiar with. But these communities were often very mixed as well.

Figure 1: Map showing communities for the State of Our Communities project 2018



Executive Summary
Overarching Themes in 2018

The New Zealand Story?
Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Points of difference

We acknowledge there are numerous social surveys and research projects that take place around New Zealand, with larger sample sizes or more high-tech methods of engagement. Our SOOC projects have tried to be as simple and forthright as possible. For us, what makes our approach somewhat unique is:

- 1 we conduct kanohi ki te kanohi or face-to-face surveys with people from the selected communities;
- 2 these interviews are completed in public spaces, including public sidewalks, inside shopping malls, at the local Warehouse store and Salvation Army sites;
- 3 the interviews are done via paper surveys or through the Survey Monkey smart phone app;
- 4 the interviews are random and take on average 4–10 minutes to complete;
- 5 finally, the interviews are designed to try and elicit honest and direct answers to questions about their local communities. Our interviewers would take whatever answers the person gave to our questions. We had no other agenda other than to capture the real and raw experiences and aspirations of people in and about their local communities.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Questions in the survey

For this 2018 project, we added two new questions to our survey to gather responses on some new areas that we contend are important to help guide and strengthen local community development. The questions we asked and the plain rationale for these questions is below.

Table 1: Questions and rationale for 2018 questions

2018 QUESTION	PURPOSE(S) OF QUESTION
What do you like about this community?	<ul style="list-style-type: none"> Determine what the respondent believed were the strengths of their local community or area. Also, intended to start the key thematic part of the survey with a positive approach.
What are your concerns or fears for this community?	<ul style="list-style-type: none"> Determine what they believed were the key challenges facing their communities.
What organisations or groups do you know are working to address the concerns you just raised? <i>(New question for 2018).</i>	<ul style="list-style-type: none"> This was posed to people to gather feedback about which organisations or individuals they thought were doing positive work in their local areas. The idea was to create a community map, outlining these services and people discussed in this question. Many people mentioned The Salvation Army in their response to this question. But we note the bias here given that all of our interviewers were wearing bright high-vis vests with The Salvation Army logo on the front, and many interviews took place in or near Salvation Army locations or services. Our interviewers did their best to mitigate this bias by encouraging the respondent to think of other organisations or individuals other than The Salvation Army doing good and effective works in their communities. It is important to note that just because a person or group/organisation was mentioned here by locals that this does not mean we as The Salvation Army know or endorse their work. We are merely detailing the people or organisations locals believe are working to address the challenges facing their community.
How do you think the rest of the city/country views your community?	<ul style="list-style-type: none"> This question aims to understand how the locals feel they are perceived by other parts of their city or the rest of the country. This looks at the stereotypes and images created about local communities, usually by media. It was fascinating to see how people saw their own communities compared to how others or outsiders possibly viewed their community. The power of media and the images and messages they emit about communities cannot be underestimated in modern New Zealand society.
If the Prime Minister was here now, what would you say to her about your community?	<ul style="list-style-type: none"> We considered this the ‘voice question’, giving locals a chance to have a voice and speak back to the Prime Minister and the government about the realities of their local communities.
What do you need to build a strong community? <i>(New question for 2018).</i>	<ul style="list-style-type: none"> We added this question to get their feedback, as locals, about what elements or resources they believed are needed to build a strong local community.
In 5 years’ time, what 2–3 things would you like to see happen/happening in your community?	<ul style="list-style-type: none"> This is the ‘aspirational’ question, seeking to find what the person’s hopes are for their community in the future.

Executive Summary Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

How we analysed the responses

We used a traditional thematic analysis approach, as we did with the 2017 project. This method of analysis provides a good framework to analyse the responses given from these interviews, especially as consistent themes emerged from all of the main thematic questions we posed to the public. We followed the six well known and basic steps outlined by Braun and Clarke (2006) in their article about thematic analysis.¹⁰ The basic steps are:

- 1 familiarising yourself with your data;
- 2 generating initial codes;
- 3 searching for themes;
- 4 reviewing themes;
- 5 defining and naming themes;
- 6 producing the report.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

DEMOGRAPHICS OF SURVEY RESPONDENTS

The first six questions of our survey were about informed consent to complete survey, location of the interview and key demographic indicators. The last seven questions were more qualitative, and designed to illicit various responses and reflections from the local community. This section summarises the first six questions from across the six locations around the country where we conducted these interviews.

Completed surveys

We completed 603 face-to-face surveys in local communities across New Zealand. Interviewing people, particularly in public places, is always difficult. But we were privileged to engage with these local community members in their ‘backyards’, hearing their thoughts, aspirations and concerns. Staff in the Social Policy and Parliamentary Unit of The Salvation Army conducted all of the interviews at every location around the country, except for New Plymouth. In New Plymouth, we were indebted to local Salvation Army officers (ministers), staff and volunteers who did the interviews on our behalf. Furthermore, informed consent was obtained from the respondents before our interviewers proceeded with the interview.

Table 2: Completed interviews and survey locations for SOOC 2018

LOCATION	TOTAL COMPLETED SURVEYS	SPECIFIC LOCATIONS
Kaitiāia, Northland	50	<ul style="list-style-type: none"> • Kaitiāia Saturday Community Market • Public side walk (outside Salvation Army Far North Corps and Centre, Commerce St)
Whangārei, Northland	101	<ul style="list-style-type: none"> • Whangārei Salvation Army Corps and Community Ministries Centre, Aubrey St • Salvation Army Bridge Centre, Alexander St • The Warehouse, Port Road • Public side walk (outside Salvation Army Family Store, Vine St)
Manurewa, Auckland	100	<ul style="list-style-type: none"> • Southmall Shopping Centre, Manurewa • Local Salvation Army location
New Plymouth	152	<ul style="list-style-type: none"> • Public sites (Countdown Central New Plymouth, Countdown Hori St, Vogeltown, Countdown, Spotswood, The Warehouse, New Plymouth) • Salvation Army locations
Hornby, Christchurch	100	<ul style="list-style-type: none"> • Hornby Salvation Army Corps and Community Ministries, Manurere St • The Warehouse, Chalmers St • Hornby South Family Store, Hallswell Rd
Timaru	100	<ul style="list-style-type: none"> • Timaru Salvation Army Corps, Community Ministries and Family Store, Wai-iti St

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Key demographic results

Across the six locations, the respondents were overwhelmingly female, with 67% or two-thirds of the people we interviewed being women. This was consistently the case across all the locations, particularly in Tīmaru. Given the randomised nature of these surveys, it seems that for whatever reason, women were more inclined and eager to engage with the public interviews than men. Furthermore, we acknowledge that our survey demographics are not in line with the current demographics of our New Zealand population. In future, with more resources and time, The Salvation Army would consider going back to these communities to conduct targeted surveys to try and ensure our survey sample is consistent with the local and national demographics. Still, we affirm that there is value in presenting these findings, as they are, with this random sample size.

Figure 2: Gender of respondents across all six locations

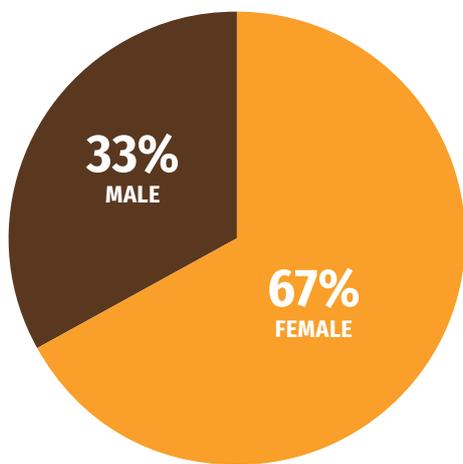


Table 3: Gender breakdown in specific locations

LOCATION	MALE	FEMALE
Kaitāia	19	31
Whangārei	38	62
Manurewa	39	61
New Plymouth	46	99
Hornby	37	63
Tīmaru	20	80

As illustrated in **Figure 3**, about half of the 603 respondents were under 49 years of age. About 20% of the people interviewed were aged 15–29 years old, although our interviewers did not interview anyone under 16 years old. Our project team would have loved to interview more people under 30, to capture their views, but this did not eventuate during our public interviews. Upon reflection, this might have happened because of the times, days or locations we conducted the interviews, which were often during regular school hours and not in or near schools or tertiary institutions. We had booked to interview in some high schools in these local areas, but these were cancelled for various reasons. The voices of older New Zealanders in these local communities, particularly those in the 50–79 age brackets, were represented well in our survey.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection Methodology & Analysis

- Locations*
- Points of difference*
- Questions in the survey*
- How we analysed the responses*

Demographics of Survey Respondents

- Completed surveys*
- Key demographic results*

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Figure 3: Age range of respondents across all six locations

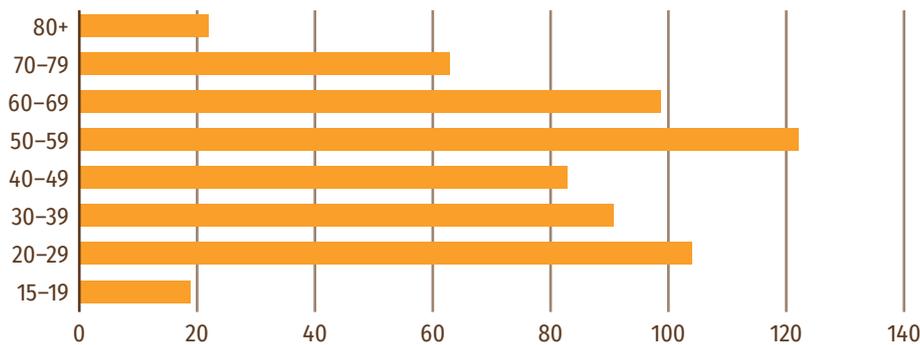
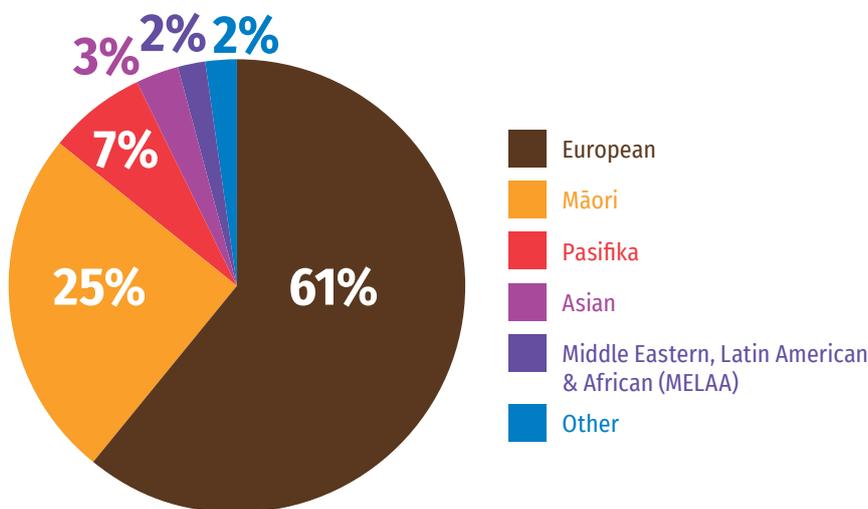


Figure 4, shows the ethnic breakdown of our 603 respondents. Some people self-identified with more than one ethnicity. Due to the 2018 Census results being generally released in 2019, it is difficult to compare our results with the current national results. Using the 2013 Census results as a baseline, we can see some clear patterns emerging with our 2018 survey.¹¹

- We received a higher percentage of interviews from Māori people (25%)—more than the 2013 Census proportion, where Māori made up about 15% of the national population. This is positive news. We believe this is largely due to surveying in areas like Whangārei and Kaitāia that have traditionally higher amounts of Māori living there.
- The number of Pasifika people interviewed in 2018 (7%) was almost exactly the same as the 2013 Census figure (7.4%).
- We received fewer interviews from European people (61%) than the 2013 figure of 74% of the national population identifying as European.
- Our responses from Asian people (3%), as with our 2017 project, were significantly lower than the 2013 Census figure of 11.4%. With the Asian ethnic group projected to grow to 1.2–1.4 million people by 2038,¹² we contend that it is increasingly important to capture the voices, aspirations and experiences from Asian people to help inform effective community development in our nation. We have attempted to engage with our 2017 and 2018 projects, but have been unsuccessful thus far.

Figure 4: Ethnic breakdown of 2018 respondents



Executive Summary
Overarching Themes
in 2018

The New Zealand Story?
Christian Reflection
Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey
Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

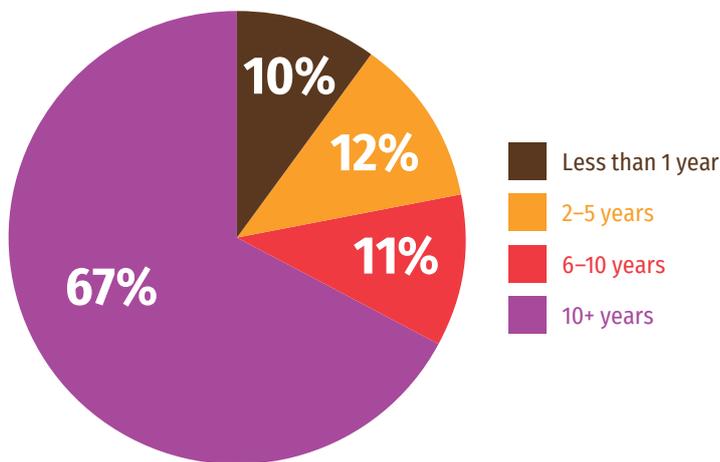
TĪMARU

Endnotes

Publishing Details

The final key demographic across the six locations covered in this section indicates the length of time the respondents have lived in that community, as shown in **Figure 5**. Over 66% of our respondents lived in their local community for 10 or more years, and this was consistently high across all six locations. This is valuable information because these locals comment from a position of stability and good understanding about their community and local issues. Conversely, 21% of the respondents have lived in their community for five years or less. We found the feedback from this group equally valuable because they were newish to this community and were commenting on their relatively recent impressions and experiences. Furthermore, many of those who had been in Whangārei and Tīmaru for five years or less shared similar stories of moving to these communities in recent years because of housing affordability pressures in Auckland, and housing challenges and concern for natural disasters in Christchurch. This shows the ripple effects of social and environmental issues in one region that leads to significant changes in other areas and communities.

Figure 5: How long respondents have lived in their local communities across all six locations



Executive Summary
Overarching Themes in 2018

The New Zealand Story? Christian Reflection
Methodology & Analysis

- Locations*
- Points of difference*
- Questions in the survey*
- How we analysed the responses*

Demographics of Survey Respondents

- Completed surveys*
- Key demographic results*

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

KAITĀIA

Readers will notice that Kaitiāia was the only location where we did not interview at least 100 people. Our goal was always to try and interview a minimum of 100 people in each of the six local communities we visited. However, for Kaitiāia, we only had one interviewer working for two days. The Salvation Army decided to aim for 50 interviews for Kaitiāia, especially given our staff limitations and the smaller size of Kaitiāia compared with the other five locations.

Table 4: Kaitiāia survey and respondents profile

NUMBER OF COMPLETED SURVEYS	50
INTERVIEW LOCATIONS	Kaitiāia Saturday Community Market (36 interviews) Public side walk (outside Salvation Army Far North Corps and Centre, Commerce Street) (24)
GENDER	62% female, 38% male
AGE RANGE	15–19 (1 person), 20–29 (13), 30–39 (2), 40–49 (8), 50–59 (15), 60–69 (7), 70–79 (4), 80+ (0)
ETHNICITY	European (25 people), Māori (25), Pasifika (2), Asian (2), MELAA (2), Other (0)
LIVING IN THE COMMUNITY	Less than 1 year (5 people), 2–5 years (9), 6–10 years (2), 10+ years (34)

What do you like about this community?

The Word Cloud below is a very simple way to depict the things that locals liked about their local community.¹³ Kaitiāia locals were fairly clear that there were two main things they liked about their area. First, the majority of locals liked or loved what we call the **Community Vibe** in Kaitiāia, as shown by **Figure 6**. They described this community vibe in the following ways: *people are accepting and friendly, lifestyle, friendly atmosphere, strong whānau feel, safe, laid back, people care for each other and close knit community.*

Figure 6: Word Cloud of things people liked about Kaitiāia



The other key theme from the locals was around the **Environment**. Locals liked or loved the weather, climate, beautiful nature and scenery in the Kaitiāia and Northland region. Given the fairly large number of Māori respondents, many Māori locals described their connection to the land in Kaitiāia and the surrounding region. One local stated that *this is my land, my whenua, my home*. People showed a deep appreciation for the environment and nature in Kaitiāia. In addition, a few locals discussed the idea of Kaitiāia being a divided community in this question, particularly around money and wealth. Others also talked about Kaitiāia becoming a ghost town as

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

businesses left the area. These two themes emerged in other parts of our surveys in Kaitiāia.

What are your concerns or fears for this community?

In terms of the concerns or fears locals had about the Kaitiāia community, the following key themes were consistently cited by locals:

- 1 Meth, Drugs, Gangs** Nearly half of the locals surveyed said they were troubled about drugs (particularly P or Meth) and gangs in the area. One local stated that *there are issues here but they're hidden—easier to get meth here than weed here*. Another local shared that *drugs affect smaller towns in massive ways*. People were strong in their opposition to Meth, calling it destructive and breaking families. Relevant to this were comments from the locals about youth being disengaged in Kaitiāia and being prone to influences from the gangs. Locals said the lack of jobs for residents and young people compounded these issues of concern.
- 2 Poverty and Inequality** Top concern for locals was housing-related issues, particularly high rental prices and homeless people in the streets of Kaitiāia. People also talked about *generations of benefit-dependent people*, which raised more discussions about this concept of personal versus collective responsibility that emerged in other locations where we interviewed.
- 3 Health Services, Particularly Mental Health** Suicide was a noteworthy concern for locals, with some locals saying mental health services in the area were isolated and could be difficult to get to.

What organisations or groups do you know who are working to address the concerns you just raised?

There are definitely a large amount of social services operating in the Kaitiāia and Far North. Many mentioned by the locals were Māori groups—again reflecting the high representation of Māori in our survey and in the Far North region in general. Many of these groups seem to be doing great work. For instance, our interviewer in Kaitiāia encountered and interviewed three families that said they had been homeless in other parts of New Zealand. But local groups, as well as the Ministry of Social Development, had found them adequate housing in Kaitiāia. One family had been homeless in Tokoroa, Hamilton and Auckland, and eventually found housing and support in Kaitiāia.

Interestingly, some locals, both Māori and non-Māori, questioned the effectiveness of the social organisations and NGOs in Kaitiāia. These locals also talked about the proliferation of Māori NGOs in the area and wondered aloud in their interviews whether or not the funds of these groups was actually trickling down to the locals, given the visible social challenges in the area.

Figure 7: Some of the organisations named by Kaitiāia residents



Executive Summary
Overarching Themes in 2018

The New Zealand Story?
Christian Reflection
Methodology & Analysis

Locations
Points of difference
Questions in the survey
How we analysed the responses

Demographics of Survey Respondents

Completed surveys
Key demographic results

KAITIĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

How do you think the rest of the country views your community?

Kaitiāia locals unquestionably believed that the rest of New Zealand saw their community in a fairly negative light. Locals said that most of this was shaped by the media and how they reported nationally on community. Feedback included:

- *Mostly negative but not true. Drugs and gangs build this image. No good news about Kaitiāia. Never get celebrate.*
- *Negative. Not safe. People were concerned for my safety when I moved here and now it's proven true. Now I am always aware and careful on these streets.*
- *Sh&ŝty reputation. Headlines. Murder capital. Negative stereotypes. Media does not help!*
- *Waste paper basket of NZ. Where people dump mental health patients. You see people picking up cigarette butts and zombies out. Sad.*
- *Murder town. Media portrays this. My friends were worried when I moved here. But it's not that bad.*

These direct quotes from locals show that they believe the image of Kaitiāia is usually negative. But these quotes also indicate that while there is some truth to this image, generally the locals believed Kaitiāia was not as bad as people thought, and not as bad as portrayed in the media. But the feedback was not all adverse. A small minority of locals said many Kiwis would probably see Kaitiāia in a positive light because of the climate, location and tourist attractions in the Far North.

If the Prime Minister was here now, what would you say to her about your community?

Locals discussed three key themes they wanted to present back to the Prime Minister:

- 1 Infrastructure** The largest response to this question was around calling on the Government to invest more in the infrastructure in the Far North. Throughout our interviews, locals often talked about how bad the roads and other public infrastructure was in Kaitiāia and the wider region.
- 2 Economic Growth** Locals felt Kaitiāia was often *forgotten or neglected* when it came to national discussions. Consequently, locals felt one of the best ways to show commitment to the region was to further invest in promoting the region to national and international tourism. The logic behind this was that increased tourism would lead to more jobs for locals and economic growth in the area. As one local put it: *should invest in Kaitiāia. Create proper business opportunities for entrepreneurs. Feeding social services is ok, but people need to be challenged to advance. Get businesses up here to create jobs.*
- 3 Housing** Like most other Kiwis, housing was a major issue for Kaitiāia locals. These people talked about young families who looking for their first home need more support from the Government. Locals also felt that better housing options were critical for the homeless and rough sleepers, but also for vulnerable and isolated older people.

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What do you need to build a strong community?

In response to this question, the Kaitāia community proposed the building blocks detailed in **Figure 8**. Support for these building blocks was fairly even. The focus on younger and older people is again evident here. Also, locals felt that effective parenting was important to build strong families and a stronger community. One local recounted her story and said Kaitāia was already a strong community: *I had a big domestic problem and this community came around me and supported me.*

Figure 8: Responses to how to build a strong local community in Kaitāia



In 5 years' time, what 2–3 things would you like to see happen/happening in your community?

Kaitāia locals had the following aspirations for their home in the future:

- 1 Physical Changes to Kaitāia** Connected to the responses above, locals hope for more physical and tangible changes in Kaitāia. This primarily focussed on better infrastructure, new businesses operating in the region, and more support for existing businesses in Kaitāia. Additionally, this included calls for more community hubs or locations, and possibly a sports complex for the area. Numerous locals talked about the abandoned Pak n Save building in the centre of town right throughout the interviews. Locals hoped that in five years' time, that the building would have become a multi-purpose event centre that focussed on engaging youth, promoting the arts, local culture and tourism opportunities.
- 2 Youth** In this section, locals consistently talked about the young people in their community. They clearly wanted better outcomes for them, principally focussing on suicide and mental health issues amongst local young people, and the need to engage them in positive pathways.
- 3 Reduce Drugs (Meth) and Crime** Finally, Kaitāia locals were clear in their hope that Kaitāia would become a meth, drug and crime free society in the future. It was encouraging for The Salvation Army to see how passionate this community was about the future hopes and dreams they had for their area.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection Methodology & Analysis

- Locations
- Points of difference
- Questions in the survey
- How we analysed the responses

Demographics of Survey Respondents

- Completed surveys
- Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

WHANGĀREI

Table 5 summarises the key demographic results for the Whangārei survey. Over 46% of the people interviewed were Māori, which was just under the 50% of survey respondents in Kaitiāia who were Māori.

Table 5: Whangārei survey and respondents profile

NUMBER OF COMPLETED SURVEYS	101
INTERVIEW LOCATIONS	Salvation Army locations (89 in total) The Warehouse, Port Road (15)
GENDER	62% female, 38% male
AGE RANGE	15–19 (8 people), 20–29 (21), 30–39 (15), 40–49 (12), 50–59 (23), 60–69 (9), 70–79 (10), 80+ (3)
ETHNICITY	European (58 people), Māori (47), Pasifika (5), Asian (2), MELAA (0), Other (1)
LIVING IN THE COMMUNITY	Less than 1 year (12 people), 2–5 years (16), 6–10 years (11), 10+ years (62)

What do you like about this community?

People clearly loved the **Smallness** of Whangārei, the friendly atmosphere and the people living here and the natural beauty and environment of the region. Lots of people liked the **Slower Pace** of Whangārei, and several liked that it was very different to Auckland. In fact, in response to this question, many people were openly critical of the size and pace of Auckland.

With over 60% of people having lived in Whangārei for 10 or more years, several people talked about this being their **Home**, that their whānau were in this area, and that they know local people and their local community. One person captured this sentiment when he stated that he *moved his young people back to Whangārei from Perth so his kids could grow up in a smaller community and have whānau all around them*. Also, people from across the age ranges, ethnicities and length of living in the community, unanimously loved the environment, weather and beaches, showing the strength of these factors to draw and keep people in the local area.

Figure 9: Word Cloud of things people liked about Whangārei



Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection Methodology & Analysis

- Locations
- Points of difference
- Questions in the survey
- How we analysed the responses

Demographics of Survey Respondents

- Completed surveys
- Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What are your concerns or fears for this community?

People's responses here were very real and raw. For instance, nearly three-quarters of all respondents made reference in this question to *methamphetamine, drugs, P or gangs*. Clearly **Drugs and Gangs**—particularly methamphetamine, drugs in general and gang activity—are major areas of concern for locals. People talked about how interconnected these elements were, particularly with gangs being involved in the drug trade, and the fact that people were committing crimes to feed drug habits, steal drugs or pay off drug debts. This major response around Drugs and Gangs echoes the recent wastewater research from Massey University, detailing the high incidence of drug use in the wastewater in the Whangārei area.¹⁴ Some direct responses included:

- *Meth used to drown out difficulties*
- *Social housing difficult to find for current or ex-users*
- *Meth is a huge concern—need to get to know the kids because staying out longer [in streets] because they won't go home because parents are high.*

Connected to this theme around drugs and gangs, several respondents showed concern about the **Youth** in their community being increasingly exposed to drugs and gangs. Locals lamented about the lack of youth engagement and activities in their area. One local said their concerns were *drugs, alcohol, violence, meth, young people committing suicide; it's scary seeing youth amongst all these negative things, schools can be tough as well because some kids grow up in gang life and corrupt other kids*. Engaging young people, getting them jobs and keeping them away from the drugs and gangs were frequent messages from the locals.

Finally, several people talked about **Housing** as a massive area of concern for the local area. People talked about rental prices being higher now, and many believed this was a result of the housing pressure in Auckland. This phenomenon has been discussed a lot in recent times, with media outlets reporting back on the increasing cost of rental properties in the Northland area.¹⁵ In addition, people were concerned about housing affordability in the area. One young couple stated that *house rental prices are high—we tried buying as a couple, lived in OZ and came back and prices have sky rocketed—house deposits are too high for young couples—we're spending \$500 per week on rent and we can't afford the deposit*. Locals were clearly worried about housing, both with rental costs and house prices. There also seemed to be an acute belief for many that the housing problems in Auckland were directly to blame for the high rental and purchase costs in Whangārei.

Executive Summary Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What organisations or groups do you know working to address the concerns you just raised?

Locals were forthcoming in putting forward names of individuals or groups that were, in their opinion, doing some good work in the Whangārei area. Most people mentioned organisations, particularly charities, churches and NGOs. Some people commented on unnamed locals doing great work in their local communities, just as neighbours or normal community members. Some of the groups mentioned by the respondents are listed below.

Figure 10: Some of the organisations named by Whangārei residents



Numerous people talked about local churches working hard to address the spiritual and social challenges in Whangārei. Respondents talked about churches providing food, welfare, mental health programmes, local sports clubs, youth programmes, Bible studies and other initiatives. Others talked about NGO and civic services, such as the Citizens Advice Bureau, the police, local businesses and employers, the local authority.

Locals also discussed Māori organisations, but their views were split about them. For example, some were very positive about the work Māori community or iwi groups were doing in the region. However, others believed they were not doing enough for local Māori, particularly around the drug and gang issues in the area. Many respondents also talked about how local Man Up (men) and Legacy (women) programmes from Destiny Church were reaching many Māori in extremely difficult situations.

How do you think the rest of the country views your community?

The focus of this question was how others outside of Whangārei might view their city or community. There were three main themes of responses to this question:

- 1 Drug Capital** Several people referred to the prevalence of drugs and meth as massively affecting the image of Whangārei and the Northland region in a very negative way. Respondents believed Whangārei was seen by outsiders as the *P centre of New Zealand, the P capital, P city, meth city, drug town and meth-ridden area*. Obviously, locals were intensely aware of the realities of drugs and meth in their communities, and how this influenced the public image of their city.
- 2 Positive** People believed that Whangārei had a good national image, primarily due to the small size of the community compared with bigger cities, and the beautiful natural environment. Some commented about Whangārei being a tourist and holiday area.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

3 Compared to Auckland Locals continuously compared themselves or referred to Auckland in this question. For instance, one person commented that *Whangārei was seen as an extension of Auckland, but I don't like that –we're separate and have our own identity*. Many others said Whangārei and the Far North was often forgotten and excluded from national discussions, and that the focus was always on Auckland. The theme that Whangārei was suffering because of the housing and social pressures in Auckland continued here, as locals talked again about house prices and the smallness and close-knit community feel of Whangārei being changed by a perceived influx of Aucklanders.

If the Prime Minister was here now, what would you say to her about your community?

This question tried to give locals a voice to share their views and thoughts back to local and central government authorities. Locals discussed a wide range of issues in this section, and their responses were often connected to the other major themes and issues they had mentioned in earlier questions. Some of the most notable themes were:

1 Māori This has been a consistent theme throughout the surveys and across all of our questions in Whangārei. This is to be expected given the large proportion of Māori respondents to our survey. Locals, including non-Māori, often discussed the differences between Māori and non-Māori in Whangārei. Some locals were very open about their opinions, stating that there *was the erosion of our hapu identity and the intrusion on our mana whenua*. One 70-year-old European/Pākehā man stated that *Northland iwi need to be listened to by the nation* (regarding the socioeconomic challenges in the area). A few people were concerned about the effectiveness and connectedness of the Māori and iwi groups in Whangārei and the wider Northland region. One person captured this concern by saying that *there are Māori groups in Whangārei getting money from the Crown and they're not even from this land*. An elderly Māori man said *we have all these MPs from the North but what are they doing for the people here?* This was similar to sentiments from other respondents that several leaders have emerged from this region, but many question their effectiveness in and for Whangārei and the wider region.

Related to this was an underlying feeling that emerged throughout the interviews of possible fractures or divisions in Whangārei between Māori and European people. Māori in Whangārei talked often about colonisation and its damaging effects in the region. One Māori respondent stated that *Whangārei was a divided place*. The Salvation Army believes this possible division is a very real factor in the community development in Whangārei. We submit there are some tangible challenges for Māori and Pākehā to continue to connect and build bridges across their differences.

2 Social Issues Many people said if given a chance to talk to the Prime Minister, they would highlight the massive social issues facing Whangārei. These issues included gangs, suicide, drugs/meth/P, disengaged youth and unemployment. One Māori woman in her 30s said that she would tell the Prime Minister to be *more involved [in Whangārei]*. *She should get rid of P. If you know who's selling P in Whangārei, why not stop it? I was an addict. They know and should stop it. When is enough enough? When should it stop? How many suffer until the government acts? If gangs*

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

weren't here, there would be more peace in Whangārei. Some also included infrastructure as a key area of need that local and central government officials should be aware of. Another Māori woman stated that *she [Prime Minister] should come and live with a family like us who aren't taking the piss out of the system. She should see how we live. See my life. We're average Kiwis trying to get through. We're on \$200 in deficit every week. WINZ doesn't see all the stress.*

What do you need to build a strong community?

Whangārei locals were very keen to offer their thoughts about this question. The Salvation Army treated this question like a fact-finding exercise, in order to define from the community themselves what they thought the crucial building blocks were to enhance the Whangārei community.

The highest amount of responses were based on communication and talking to one another. Some people said this was usually about talking and getting to know your neighbours and local neighbourhood. Another resident said that *people should get together and talk and discuss the goals—need to focus on what Whangārei needs more than what we want.* Yet another said that they needed *more communication between everyone—everyone goes their own way, just passing—people get too lonely in Whangārei.* Another key theme was around leadership, which was also discussed by Whangārei locals throughout our surveys with them. Many acknowledged Whangārei already had several good leaders. Others question the effectiveness of these leaders.

One interesting common theme was locals saying that building a strong community requires the community itself buying into this push for inter-connectedness and mixing within Whangārei. One local said that *people need to be willing to participate in the community—can't fix community if they don't want to fix themselves first.* Another long-time Māori resident passionately stated that *Whangārei needed more personal involvement about people getting involved and giving of themselves to causes—need interdependence and acts of kindness—unfortunately some people you can't build with because they're in a different space and don't want to connect and work together.* Associated with this was the reality of gangs and drugs in their local communities that made connectedness and mixing difficult, especially as those involved in these activities often, as one resident colourfully put it, *sh*t in their own backyard (local communities now) with what they do and this damages Whangārei.*

The final building block we want to highlight here is around the important values and principles that locals said shape and build a good local community. Many talked about aroha and love, trust between people and unity. Others talked about the principles, values and teachings found in the Christian faith as being great building blocks. Again, this is associated to the other blocks of communication and support and buy-in from the locals themselves.

Executive Summary Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Figure 11: Responses about things that build a strong local community in Whangārei



In 5 years' time, what 2–3 things would you like to see happen/happening in your community?

In terms of hopes and aspirations, Whangārei locals generally talked about the following key areas:

1 Housing The largest proportion of answers in this section was focussed around housing. Many talked about the need to make renting in Whangārei more affordable for locals. Others talked about the need to simply build more housing in the area. One young Māori couple in their 20s/30s stated at length their hopes for housing:

More support for home ownership programmes. Help us buy locally. We're focussed on day-to-day and can't think of big goals like buying a house. We want to buy here. We're mana whenua and tūrangawaewaes here. We want a better lifestyle for our seven kids. And people need to ask for help. But when we ask for help, WINZ seems to try to not to help. I ended up laying a complaint against WINZ (Kamo branch). Ended up sharing my story to 12 WINZ workers and I was mentally exhausted. Just drains me. Takes time and mental energy to share. End up feeling like victim. Were treated the same as those taking the piss out of the system. We're not after handouts. I have family who are taking the piss out of the system. They don't work because lazy. But I don't want that for me and my whānau.

This direct quote captures brilliantly the frustrations, challenges and hopes Whangārei locals had around housing issues. This couple is paying \$500-plus per week in rent for their family of nine (two of the children were adopted/whāngai from friends in more difficult situations than themselves!) Locals want to buy in the area, but the issues around housing stock, affordability and the pressures in Auckland had seriously dented this couple's home ownership dreams.

2 Change The other key general theme locals had about their future was that they wanted change, specifically in the areas of drugs and gangs, youth engagement and other social issues. Again, drugs and meth featured strongly as people openly hoped drugs and their associated activities (gangs, crime, etc) would be removed from their community. One resident stated that in five or so years, she hoped to *see gangs fit into Whangārei society without patches, drugs, violence, crime, etc—let people function with aroha, help each other and not be against people—want to be safe and walk down street without fear—don't want kids to be next drug dealer, addict or gang member—Kids need to see different lives and the cycle needs to stop.* This answer articulates well what many locals felt about the hopes they had for the future of their community—safety, changes in the key social issues, and greater aspirations and positive directions for their children and young people.

Executive Summary
Overarching Themes
in 2018

The New Zealand Story?
Christian Reflection
Methodology & Analysis

Locations
Points of difference
Questions in the survey
How we analysed the responses

Demographics of Survey
Respondents

Completed surveys
Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

A lot of the change locals wanted to see was for their young people. Across the board, locals wanted more youth engagement and activities for youth. They also hoped for more community-based events and activities for families with children. Better education and career and vocational pathways were mentioned. And connected to this theme of young people was the hope for more jobs for local people, particularly young people. Some residents also added that in the future, they hoped for greater mixing between older and younger people in Whangārei. One European resident in her 50s passionately explained the model in the Netherlands where older and younger people lived together and mixed through an NGO programme and implored our interviewers to find this project.¹⁶

3 Public Change The final general set of hopes and aspirations locals discussed focussed on areas around public infrastructure and facilities. This covered things like more parking in the city centre (which was a frequent comment from locals), through to revitalising the local business areas. Auckland was again mentioned here as people talked about a major port and increasing the connections with Auckland’s powerful economy through railway lines and transport lines in the future.

Executive Summary
Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

MANUREWA

The only community we interviewed in Auckland this year was Manurewa, in South Auckland. All but two of these interviews were conducted in the Southmall Shopping Centre, a well-known hub in Manurewa. Like most of the other communities we surveyed, the respondents were mostly female. Also, as illustrated by **Table 6**, Manurewa had the largest number of Pacific respondents across all six locations, which was to be expected given that South Auckland has the largest Pacific population in New Zealand.

Table 6: Manurewa survey and respondents profile

NUMBER OF COMPLETED SURVEYS	100
INTERVIEW LOCATIONS	Southmall Shopping Centre, Manurewa (98 interviews) Local Salvation Army location (2)
GENDER	61% female, 39% male
AGE RANGE	15–19 (2 people), 20–29 (11), 30–39 (18), 40–49 (15), 50–59 (13), 60–69 (19), 70–79 (16), 80+ (6)
ETHNICITY	European (36%), Māori (36%), Pasifika (28%), Asian (7%), MELAA (4%), Other (2%)
LIVING IN THE COMMUNITY	Less than 1 year (9 people), 2–5 years (10), 6–10 years (8), 10+ years (73)

What do you like about this community?

Figure 12 shows through the Word Cloud the key words and themes that emerged from this area. The idea of home was very important to the Manurewa people. With nearly three-quarters of the respondents having lived in Manurewa 10 or more years, people had strong connections to this local community. Comments expressing this idea of home included: *Grew up in Rewa* [common nickname for Manurewa]. *I’m a local. I love Rewa. I love mixture of people and cultures. Lots of soul in South Auckland. Here are people who care. Lot to like about it, you get the odd drama but all good, always been home.* Connected to this were ideas of *people, whānau/family and community*, again displaying the strong sense of connection and home that locals feel towards the Manurewa community.

Figure 12: Word Cloud of things people liked about Manurewa



Another theme that stood out from the Manurewa interviews was around *diversity* and *multiculturalism*. Several residents acknowledged that there was a real sense of community in Manurewa, and that a fundamental aspect of this sense was embracing the ethnic diversity in the area. This was seen as a real strength of Manurewa. The fact that this community had the broadest spread of ethnicities of all of the six locations reinforced the reality of this

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

ethnic diversity in Manurewa. For example, Indian (Sikh), Pacific, Māori and Assyrian respondents all acknowledged this diversity and stated that all of their ethnic groups had support associations, churches or temples in and around the Manurewa area.

Finally, other smaller themes that detailed what people liked about Manurewa, included the *location (particularly the local Manurewa Botanical Gardens), local shopping centres, and churches helping people out around Manurewa.*

What are your concerns or fears for this community?

Manurewa locals offered an extremely broad range of things they were concerned about in their community. Many of these themes were interconnected. For example, **Social Issues** broadly worried numerous locals. This included realities such as *drug addictions, gangs, gambling and pokies, drunkenness, crime, drugs and beggars in the streets.* One person said, *gangs are a major problem, with gangs come drugs—the gangs have to make money so they sell drugs. Tinnies [parcel of drugs for sale] are a major problem.* A Pacific woman in her 60s was concerned that *sometimes you fear going out, especially our young kids—6-, 7-, 8-year-olds—wandering on the streets, asking money and for food.* Another local added they were concerned that *crime levels were high, homeless people outside McDonalds disturbing people; some get aggressive when they're refused.*

In fact, the plight of beggars and homeless people, or rough sleepers, was a consistent topic raised by locals. Most people wanted to acknowledge their often desperate situations and wanted to get them whatever help was available and appropriate. But locals were also concerned that the safety, security and social issues were affected by this group. One Māori local in her 40s said she feared the *beggars, people always asking older people for money and the violence towards the older generation; need to be careful now when walking down street.* A Pacific woman in her 30s added; *resources, information and accessibility for homeless is important as they might not be aware of what's available for them—but there's fake people who pretend to be homeless to beg—not fair to those who are giving [them money and food].* So clearly locals were concerned about these social issues, especially the possible connections with these issues to homeless people and beggars. There did not seem to be a prejudice against these people, only that locals showed concern about these difficult social issues, but also wanted solutions and change so that people would not have to sleep rough, be homeless or beg on the streets.

Another theme that emerged was the concern for the plight and disengagement of **Young People** in Manurewa. This is connected to the social issues that were highlighted in the previous paragraphs. The youth-specific issues that concerned locals were around *suicide, using synthetic drugs, aggressive and intimidating behaviour in public, public drunkenness, homelessness and lack of jobs for local youth.* One local recounted how his young son had been stabbed a few years ago by other young people, which massively affected their views of this community.

The final theme we focus on here for the concerns and fears of this community was **Ethnicity or Race Issues**. It was fascinating for our team to observe how people welcomed diversity and multiculturalism in the questionnaire around their likes about Manurewa, yet acknowledged there were some serious race-

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

or ethnicity-based challenges in Manurewa. For example, a Māori man in his 40s believed that *there's difficulty with housing here, Māori are losing out as a result of immigration, there's too much immigration for the resources we have in Manurewa and New Zealand*. A European male in his 70s added that Manurewa was a *very racist community, I lock myself in, I would like to get out but can't*. A male Asian in his 40s also thought people in Manurewa were racist to him as an Asian. Yet another added that *the Indians owned all the businesses in Manurewa*. Plainly ethnicity and race are significant factors for Manurewa locals, as both an area of strength and challenge for this community. This might reflect a serious disconnect or dysfunction in the community. Or it might indicate that just like in other multi-cultural or multi-ethnic communities, there are added challenges to ensuring there is strong social cohesion in these communities while at the same time celebrating these differences.

What organisations or groups do you know are working to address the concerns you just raised?

Most Manurewa locals were not shy in putting forward organisations they thought were working hard in their community to address these issues.

Figure 13 shows some of these groups.

Figure 13: Some of the organisations named by Manurewa residents



Over a quarter of the locals mentioned local churches as key groups working hard to address various spiritual and social issues in Manurewa. Locals also mentioned an initiative called *House of Hope Manurewa* that operated for two years in Southmall, offering practical spiritual and social support for locals, but which recently shut down in October 2018. Ethnic-specific groups, as shown above, were frequently stated, again showing the huge ethnic diversity in Manurewa, operating through churches, community groups, temples or associations.

How do you think the rest of the city views your community?

Locals overwhelmingly believed their community was viewed in a very harsh and negative light by outsiders. The words they used to describe this likely view from non-Manurewa locals reveal the image that locals have of themselves, but also the image they see and hear being placed on them. Locals believed outsiders view Manurewa in these ways: *criminal, sh@thole, ghetto, hood, scungy, poor, a hole, with suspicion, run down, police helicopter*. Very few locals believed that people outside Manurewa would have a positive view of their community.

Some of the locals elaborated further on this view:

- *I don't think they've got a high opinion of it. See Manurewa as the rejects of Otara. I suspect there's a low evaluation of Manurewa.*

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

- *My friends say I don't know how you can live in Manurewa. That's what they think.*
- *Heaps of people say bad stuff, it's a sh#t hole! I'm probably the only one in my family who would live here*
- *Negatively. Not just Manurewa but when they think of South Auckland they think yuck.*
- *There's a stigma over Manurewa as the south Bronx of Auckland. Everything bad happens in South Auckland.*

Most locals acknowledged these negative views were grounded in some sort of reality. They were honest in saying there are some serious issues facing their community. But locals also believed there were some amazing strengths and positives in the Manurewa community. One local captured this sentiment well: *Not good [view of Manurewa by outsiders]. But it's not good to assume things. Even our own people think it. But it can be a great place.* Despite these negative stereotypes and realities, there was a real resilience and pride locals had about Manurewa. Furthermore, there were some that had strong aspirations for what Manurewa could be like in the future.

If the Prime Minister was here now, what would you say to her about your community?

- 1 I am proud to live in Manurewa** This statement from a Māori local in his 40s captures well the positive attitudes locals wanted to say to the Prime Minister. This references some of the discussion in the previous section where locals acknowledged the community's challenges, yet most still believed in the Manurewa community. Others added that they would tell our Prime Minister and Government officials to *come hang out and know we're a friendly community.*
- 2 Social Issues** The other main area of feedback locals would give back to the Prime Minister was about the grim social issues facing their community. Locals mentioned housing issues (especially around homeless people and rough sleepers in their streets), drugs, crime, gangs and gambling/pokie machines as things they would feedback to the Prime Minister. This is in line with their responses to the question about their fears and concerns for their community. Some locals also emphasised the need to have greater support for young people and the elderly in their community, as these groups were viewed by many as being vulnerable and at-risk in Manurewa. Connected to this was that many locals wanted to petition authorities for more investment in their local shopping areas. Consistently through the interviews in responding to our various questions, locals would refer back to the run down nature of their shops, and the prevalence of \$2 shops, liquor stores and fast-food outlets as areas that needed change. As one local stated, *please make the township flasher.* Upon reflection, our team considered these responses and thought about how other shopping areas and townships fairly close to Manurewa (e.g. Botany, Takanini, and Manukau) have recently gone through significant upgrades. The connection between physical surroundings (via shops, public spaces, etc) and how people feel about and view their own communities, cannot be underestimated by public authorities and officials.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What do you need to build a strong community?

Figure 14 shows the key building blocks that Manurewa locals said were necessary for a strong local community. As previously discussed, ethnicity and race differences are very evident in Manurewa. It is not a surprise that many locals who responded to the questionnaire talked about these divides in Manurewa, and the need to come together as a community across these differences. As one local articulated, a *strong community is when people come together, too many separate communities within Manurewa—everyone working together more—people getting involved across their cultures.*

Locals also talked about the need for more community events and gatherings in Manurewa. Locals felt that the churches could help facilitate a lot of this work, and that the focus should be on youth and elderly. Again, these points are in line with the responses to other questions. And attached to this is the call by many locals for greater volunteerism in Manurewa. One resident captures this challenge well: *Strong people—people who will take leadership roles. Older people getting tired and we need younger people to do those roles. No one wants to take on these roles—lack of enthusiasm from the younger generation.* Finally, many locals talked about the need to change the perception of Manurewa, but particularly the views that locals have of their own community. If this happens, locals said that a stronger and more positive community can develop in Manurewa despite the major social issues they are facing.

Figure 14: Responses about things that build a strong local community in Manurewa



In 5 years' time, what 2–3 things would you like to see happen/happening in your community?

In terms of their hopes for the future, Manurewa locals generally wanted to see the following:

- Better Shops and Public Facilities** Locals evidently wanted more investment into their local shops and public facilities. Plenty of locals talked about the need to improve Southmall Shopping Centre.
- Better Housing/Better for Homeless** This was a consistent theme from locals. Our interviewers in Manurewa noticed large amounts of people begging in the streets near Southmall. Therefore, these kinds of realities were consistently in the face of locals and so it is unsurprising to see their concern for these issues for the future. Locals did want to see less people on the streets, and suggested this might come through employment and engaging vulnerable people more in Manurewa.
- Values** Locals hoped that in the future, there would be greater respect, values and ethics alive in Manurewa. As previously stated, there were clear references to divisions based on ethnicity and age mentioned by numerous locals. As a response, locals hoped that people could at least treat each other with love, care and consideration in Manurewa, despite the many social challenges facing Manurewa. Locals also seemed to allude to this eternal battle between personal and collective responsibility in their community. This Report does not add further

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

comment to that specific debate. However, it is sufficient to note that most Manurewa locals seemed to try and find that elusive balance between local individuals working for themselves to progress and overcome their challenges, and the wider community (and society) supporting and intervening when necessary. The realities of this debate are alive and well in local communities like Manurewa.

Executive Summary
Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What are your concerns or fears for this community?

Locals named numerous issues and things they were concerned about with their community. This included:

1 Social Issues Locals were not shy in talking about the drug and alcohol abuse and addictions they saw in their community. Locals stated that: Increasing methamphetamine culture in New Plymouth; *Drugs—P is a big problem, easily found. Too many drug addicts, cause problems, trouble, drama, violence. Not much support for those who want help.* Locals also talked about increasing homelessness in their city. Large numbers of locals talked about their concerns for the young people in their community, especially around drugs, alcohol and safety. One resident said New Plymouth had *too many areas for young people to congregate to drink, and safety for younger women during these times is a concern.* Other locals believed that many children were going hungry in their communities, and there was not enough investment in their young people.

We observed that the locals also discussed some social issues that were not clearly or openly talked about in the other interview locations. For example, many residents talked about family and domestic violence as a real concern for them. They talked about family violence growing and being a very real issue in their community. Also, locals talked about elder abuse and the need to care for the elderly so they are not victims of this exploitation.

2 Mental Health Mental health, especially as it related to suicide, was also discussed at length by locals. They were particularly worried about suicide and their young people, and wanted greater support for those who were facing these issues.

3 Infrastructure and the Council Many residents talked about their concerns around traffic, roads, highways and other public structures and facilities. They highlighted the infrastructure and traffic issues in the city areas. Consequently, there seemed to be an antagonism from some locals towards locals, accusing them of not listening to the people's needs around public infrastructure.

What organisations or groups do you know who are working to address the concerns you just raised?

Like other communities, New Plymouth locals mentioned a wide range of organisations who they believed were working hard in their area. Again, churches were mentioned consistently by locals. Additionally, the police were discussed a lot by locals as an organisation doing some good work in New Plymouth. Residents also cited some specific trusts and NGOs working in the community, as well other more well-known national organisations like Aged Concern. In fact, many locals talked about the good quality services available to support elderly people in their community.

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Figure 16: Some of the organisations named by New Plymouth residents



How do you think the rest of the country views your community?

The large majority of locals were very proud of their city and community. This was evident as locals acknowledged the strengths and benefits of living in New Plymouth. This is connected to the feedback from previous questions, as locals referred back to the location, environment, climate, smallness, friendliness and family-focussed nature of New Plymouth as elements to be proud of for locals. Direct quotes from locals illustrate this pride and passion for their area:

- Proud community. People love to be from here.
- Compared with others we are well off.
- Safe place to live, no better place in New Zealand.
- Good amenities in a safe and affordable community.

As a consequence, locals generally felt that people outside of the Taranaki region would have a positive view of their area for the reasons mentioned above. While they acknowledged that there were indeed social challenges they were currently facing, locals still believed that in the context of New Zealand, they were in a very fortunate position as a community. In terms of these social issues, particularly the ones described above, locals accepted that there would be some that had a negative view of their area, especially concerning some specific areas such as Marfell and Spotswood.

If the Prime Minister was here now, what would you say to her about your community?

In their responses to this question, New Plymouth locals often repeated their feedback from the previous question, commenting on how good their community is. Again, this pride in their community was very noticeable and encouraging for us to see.

Other than this community pride, the locals wanted to say the following key things back to the Prime Minister and her Government:

- 1 Don't Forget or Ignore Us** This was a consistent theme here, locals advocated for the Government to essentially not forget or ignore rural or provincial New Zealand. Although New Plymouth is a decent sized city with over 60,000 people in the region, many saw themselves as part of rural or provincial New Zealand. Like other communities studied in this project, they felt overlooked by the Government.
- 2 Social Issues** Many locals stated they would want to raise specific questions with the Prime Minister, most of which were focussed on the social issues widespread in their community. Questions included: *What are you doing to address the alcohol problem? When is there going to be more housing? Are you going to improve ambulance, mental health and drug services?* These questions show the issues locals wanted to focus on as a community. Housing-related issues were also important. For example,

Executive Summary
Overarching Themes in 2018

The New Zealand Story?
Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

homelessness was mentioned several times. As one local expressed: *Help the homeless. Need more shelters. Bringing refugees from overseas but need to worry about our own backyard first.* Furthermore, mental health issues and suicide were discussed here as well, as mentioned in other parts of the survey.

What do you need to build a strong community?

New Plymouth locals are absolutely clear that the most crucial building block for a strong and thriving community was to have a set of good morals and values. Numerous locals, as shown in the **Figure 17**, reeled off a list of key morals and values they thought contributed to a healthy community. This included *honesty, trust, hope, faith, care for neighbours, accountability and community spirit.*

Locals also pushed for more connections as a community. They said more community events and engagement between locals would build these connections. Some locals also talked about the need to be more aware and accepting of others, which in turn grows the connection between people. Many affirmed this by stating: *We need more awareness, especially cultural awareness. More community-minded programmes to build stronger relationships. Communication with each other and acceptance of diversity. Looking after our neighbours. People who look after each other and treat others as they would want to be treated. People going out of their way to help each other.*

Finally, locals also talked about the need to have strong leadership in a community, principally from the local council. They believed this leadership from the Council should involve good planning, accountability and the ability to effectively listen to the people. Locals raised controversial issues such as fracking, oil and gas exploration and infrastructure as key areas where this kind of leadership was needed.

Figure 17: Responses about things that build a strong local community in New Plymouth



In 5 years' time, what 2–3 things would you like to see happen/happening in your community?

The hopes mentioned in this section were consistent with the issues and discussions throughout the interviews with New Plymouth locals. The key areas were:

- 1 More Community Connections** Locals hoped there would be more connection, awareness and community engagement in the future. Some hoped that these connections would help reduce inequality and the effects of the major social issues their community face.
- 2 More for Youth** Following on from the steady feedback in earlier questions, locals hoped for better outcomes for their young people. They said this could include more financial capability training, more education opportunities (and possibly a university), and more jobs for local youth.
- 3 Infrastructure and Environment** Changes in the future to the area's infrastructure were frequently mentioned. Residents said this should focus on roads, city parks, public spaces and buildings, car parking and tourist

Executive Summary Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

areas and attractions. Again, the environment was an important theme for locals. They hoped to see more changes in the local coastal walkways, and also wanted to see more community gardens which would aid sustainability, and the desire to connect and engage more as a community.

4 Changes to Key Social Issues Broadly, locals hoped that in the future, like most communities, the social challenges they were facing would be reduced or even eliminated. Some focussed on stopping the influence of drugs and alcohol in the area, including calling for the establishment of a drug court in the area. Others talked about reducing the levels of suicide and child poverty in New Plymouth. Still others talked about crime and gang influences, ideally decreasing in the future too. Whatever the issue was, locals truly hoped for major changes or reductions in these social issues.

Executive Summary
Overarching Themes in 2018

The New Zealand Story?
Christian Reflection
Methodology & Analysis

- Locations*
- Points of difference*
- Questions in the survey*
- How we analysed the responses*

Demographics of Survey Respondents

- Completed surveys*
- Key demographic results*

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes
Publishing Details

HORNBY

In 2017, we conducted the SOOC project in Linwood, Christchurch. The Salvation Army was taken aback with the continuing impact the Christchurch earthquakes are having on local communities. Subsequently, we decided to survey another local community in Christchurch. Interviewing in Hornby was relatively difficult for us as we found many locals were not willing to engage in the surveys. This was specifically the case in the interviews we conducted at The Warehouse. Like New Plymouth, the respondents were primarily European. Moreover, nearly all of the locals surveyed had lived in Hornby for 10 years or less, and 29 people had lived there for less than five years. This fact became quite noteworthy as the interviews progressed in this community. Our reflections are that Hornby is a community in the middle of major change, catalysed by the earthquakes. These changes are different from what we observed and recorded in Linwood in 2017. We submit that these changes will shape the development of Hornby as a community for the next 20 years and beyond.

Table 7: Hornby survey and respondents profile

NUMBER OF COMPLETED SURVEYS	100
INTERVIEW LOCATIONS	Salvation Army locations (36 interviews) The Warehouse, Chalmers Street (64)
GENDER	63% female, 37% male
AGE RANGE	15–19 (1 person), 20–29 (24), 30–39 (16), 40–49 (12), 50–59 (23), 60–69 (18), 70–79 (6), 80+ (0)
ETHNICITY	European (80 people), Māori (13), Pasifika (5), Asian (1), MELAA (1), Other (1)
LIVING IN THE COMMUNITY	Less than 1 year (15 people), 2–5 years (14), 6–10 years (10), 10+ years (55)

What do you like about this community?

Hornby locals had a strong sense of Hornby as their **Home**. Responses focussed on this aspect of Hornby as locals talked about their love for the smallness, safety and working-class nature of Hornby. These direct quotes help describe these opinions: *Friendly people and proximity of everything. Far enough from city but close enough to everything. Real sense of community spirit, peace, help each other out. People are friendly. It is quiet. This is changing with lot of young people moving in. Friendly, doesn't have liquefaction so safer.*

Other key themes or aspects that locals liked about Hornby included the **Location**, particularly around how accessible, handy and close-to-everything Hornby is. Locals liked how this area was close to the city centre, but also enjoyed how they did not need to travel to the city as everything they needed was already around them. In addition to this, locals liked the shopping areas in Hornby, as well as the more affordable housing (compared to other parts of Christchurch).

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Figure 17: Word Cloud of things people liked about Hornby



What are your concerns or fears for this community?

Hornby locals expressed a wide range of issues they were concerned for in their local area, which included:

- Social Issues** Social issues is a loose title we have given to the various socio-economic issues that dominated the responses to this question. The concerns were similar to other locations we interviewed, including crime, drugs (especially alcohol abuse), beggars in the streets, homelessness, and gangs. An elderly European resident shared that it was *dangerous in Council flats [where she lived], drugs and alcohol, gangs, don't feel safe there. I had to help someone who was shot once when they came to my back door.* Regarding homelessness, one local stated: *Homelessness is more visible. More people sleeping under the roof outside The Warehouse and Briscoes.* A few of the locals blamed some of these issues on the changes since the earthquakes. For example, one said *people from Aranui [Eastern suburbs of Christchurch] moved here and crime and poverty has increased. Criminal underclass exists. I personally have experienced it. Drug dealing, etc. Drug problems.* Others added: *Crime is increasing as people come front East side of Christchurch. Hei Hei is like Aranui. Working-class families. Lots of people from East came here post-quake and this led to massive changes.* Locals have noticed these major changes in their community and seem to be holding newer residents responsible for these perceived social issues.
- Youth and Children** Many locals were worried about the state of the younger people in their community. Residents said that various young people were disengaged and getting caught up in petty crime and other antisocial activities. At the same time, locals advocated for safer places and activities to engage and occupy their youth and children.
- Infrastructure and Growth** Numerous locals were visibly concerned about the traffic and industrial parts of Hornby. Essentially, locals said that people were extremely unsafe as the area became busier and grew more. As one resident stated: *Hornby is growing too fast without seeing a good plan.* The influx of new residents, businesses and activity since the earthquakes had, according to several locals, added greater stress on the roads and surrounding infrastructure. This in turn had made travelling around Hornby somewhat harrowing. Our team of interviewers noticed this reality walking and driving around the Hornby community, observing the huge amounts of heavy trucks and overall traffic throughout the area.

What organisations or groups do you know are working to address the concerns you just raised?

The **Figure 18** depicts these individuals and groups working in the Hornby community. One absorbing insight from a handful of locals was the *Tae Kwon Do Guy*. These locals discussed this local man who was apparently a black belt in Tae Kwon Do, and who was holding free self-defence classes for locals

Executive Summary
Overarching Themes
in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey
Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

and especially women in the Hei Hei part of Hornby. None of the locals stated his name, but those that mentioned him recognised his great, effective and unsung work in their local community.

Figure 18: Some of the organisations named by Hornby residents



How do you think the rest of the city views your community?

The overwhelming theme here was around **Change** again. Locals basically said that Hornby has traditionally had a rough or bad image compared with other parts of Christchurch. Some locals alluded to this old image by saying their community was not as bad as Aranui. *Similar to Aranui. Poorer side of town.* But large amounts of locals talked about the change in the wider public's perception of Hornby:

- *Before the quakes really rough place or image. My dad hates Hornby because of when he was growing up. But now a lot better.*
- *This has changed. Now more desirable post the quake. Hei Hei hasn't shared in the growth and has become a deprived area.*
- *Before we moved here, had a working-class rep and dangerous because of white power groups here. Just stereotypes. Not just white people.*
- *Everyone wants to come here now because flat land and highest points in the city. Safe land.*
- *Bit snobbish before but now people flocking here. Found its own voice. Not a suburb to be looked down on. Still lots of social issues.*
- *They love us since the quakes. Everyone moving here.*
- *Everyone loves us since the quakes because they're moving here. It changes everything here. Not always positive.*

The turning point according to locals is obviously the earthquakes. The relative safety and security of the land, housing opportunities and community have become a big attraction for those from outside of Hornby. This influx has meant, as shown in the responses in previous sections, that there has been a ripple effect with changes to the infrastructure, traffic, and perceptions of crime and social issues in Hornby.

If the Prime Minister was here now, what would you say to her about your community?

Locals wanted to raise three general areas or issues with the Prime Minister and Government, if given the chance:

- 1 Positive Views** The main point a large number of locals would tell about Hornby was that it was a good, strong and positive community. As one resident stated: *It's a good community. You need to support community organisations and look to lift the lives of the poor people.*
- 2 Infrastructure and Growth** Similarly to other responses, locals wanted to lobby the Prime Minister about their community needing greater investment in their infrastructure. Locals here talked again about wanting a swimming pool, and better roads, industrial areas, public areas and

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection Methodology & Analysis

- Locations
- Points of difference
- Questions in the survey
- How we analysed the responses

Demographics of Survey Respondents

- Completed surveys
- Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

housing. Locals added: *We need help just like the other side of town. Seems to be a lot of focus there. This is growing too fast. Becoming a bottleneck. This is a disjointed community that needs a plan.*

3 Youth and Children This was a theme mentioned earlier. Locals wanted the Prime Minister to know that they wanted better outcomes for their youth and children, especially activities for toddlers, more investment in local schools and more engagement with their young people.

What do you need to build a strong community?

As illustrated in **Figure 19** below, the feedback to this question generally fits into four main building blocks: connection, values, leadership and infrastructure. Hornby locals frequently talked about the need to come together, communicate and connect as a local community, especially given the rapid rate of change in their community; *Diverse and caring community, one that welcomes newcomers in, looks out for each other; Steel Street has an annual picnic and BBQ that brings the local community together. Need more of these things for people to gather; Well-connected people, neighbours knowing neighbours. People knowing each other. There's huge disconnects here since the quakes because all these new people have arrived and changed the local community.*

Locals also talked a lot here about the need to have strong sets of values to build a vibrant and connected community. The values that locals mentioned should shape a community include: *kindness, being considerate, trust, awareness of each other, selflessness, respect, acceptance and diversity.* The other key building blocks of Infrastructure and Leadership have been discussed elsewhere in this Hornby section.

Figure 19: Responses about things that build a strong local community in Hornby



In 5 years' time, what 2–3 things would you like to see happen/happening in your community?

For the future, Hornby locals principally wanted to see the issues they had discussed in previous questions or sections effectively addressed. They wanted the huge amount of **Change** in their community to be better planned out by local authorities, to ensure the social issues they could see developing would not worsen. Locals also wanted these **Social Issues** to be addressed, or at least be reduced, in the five or so years. This included more options for homeless people, help for those addicted to drugs and alcohol, and helping people to buy their first homes. Furthermore, locals hoped that in the future and despite these fast and consistent changes, there would be more events or facilities, like a cinema, swimming pools and other community spaces to help people connect and engage more with each other in Hornby.

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

TĪMARU

For the 2018 SOOC project, we decided to interview in two separate locations in the South Island—Hornby and Tīmaru. This location had the highest number of female respondents. Also, all of the interviews were conducted at the Salvation Army complex in Tīmaru, where three parts of the Army’s work are situated—the Corps/Church, Community Ministries (social services), and the public Family Store (second-hand store). As with the other communities we interviewed, the theme of change was definitely evident in Tīmaru.

Table 7: Tīmaru survey and respondents profile

NUMBER OF COMPLETED SURVEYS	100
INTERVIEW LOCATIONS	Tīmaru Salvation Army Corps, Community Ministries and Family Store, Wai-iti Street (100 interviews)
GENDER	80% female, 20% male
AGE RANGE	15–19 (0 people), 20–29 (21), 30–39 (20), 40–49 (13), 50–59 (29), 60–69 (16), 70–79 (1), 80+ (0)
ETHNICITY	European (72 people), Māori (12), Pasifika (4), Asian (7), MELAA (2), Other (4)
LIVING IN THE COMMUNITY	Less than 1 year (8 people), 2–5 years (7), 6–10 years (13), 10+ years (70)

What do you like about this community?

Locals were fairly unanimous in stating that they liked the **Location** of Tīmaru. This was by far the biggest aspect liked by the inhabitants of the community. People here talked about the beautiful weather and the proximity of Tīmaru to Dunedin and Christchurch, and to the sea, mountains and other beautiful landscapes. The locals also talked at length about how the relative small size of Tīmaru meant it had a more of a close-knit, intimate feel to it, which locals loved. Connected to this were many locals affirming that the **People and Community Vibe** of Tīmaru were something else they liked. Several residents said that Tīmaru was a good and safe place to raise kids and a family, and also that Tīmaru had a relaxed family atmosphere to it.

Figure 19: Word Cloud of things people liked about Tīmaru



Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What are your concerns or fears for this community?

Timaru residents supplied a wide range of things they were concerned about in their communities:

- 1 Drugs, Alcohol Abuse, Meth** Several locals talked about the damage that drugs (especially P or meth) and alcohol abuse were doing in their community. Many of the younger people interviewed talked openly about the prevalence of, and access to, meth. As one resident stated quite bluntly, *I'm concerned about drugs, P, I can access P in four minutes. We know where the drugs and dealers are.* Another younger female local added that she was deeply concerned about *drugs—meth. Kids getting exposed. It's really easy to get here.*
- 2 Diversity** Some residents were very concerned about ethnicity and race-based issues in Timaru. These residents were primarily Asian. For example, one Filipino woman in her 50s who had lived in New Zealand for over 10 years said she is concerned about *racism. As Filipinos, we face many challenges. We are very qualified but we come here and struggle in low paying jobs. We also feel judgement from some people because we are different.* Another Asian added: *cultures don't always mix and difference not always accepted.* An elderly European resident who was a long-time resident went further and stated that he was concerned that *we don't mix well. Starting to get different cultures here but still pretty mono-cultural.*
- 3 Social Issues** Like the other five locations, Timaru locals named numerous social issues that were very concerning for them. These included housing challenges, poverty and inequality in society, gangs in the area, and youth-related issues. For Timaru locals, the young people in their community are a specific area of concern. Respondents said they were worried about youth suicide, boy racers and generally being disengaged and not having enough activities to engage with in their local community. Locals were clear that their community wanted and also needed younger people and families to remain in their community. In terms of housing issues, locals reported back that there are homeless people in the Caroline Bay area, and also that house prices were becoming unaffordable for locals as more people moved there from Auckland and Christchurch.

What organisations or groups do you know are working to address the concerns you just raised?

We observed during all of the interviews the consistent reference to churches and Christian NGOs operating well and serving in the local communities. This was continued in Timaru, as a number of locals talked about the good work that churches, Christian NGOs and Thrift Stores attached to churches were doing in their community. As one Middle Eastern woman who had only recently moved to Timaru said: *Churches helped me when I moved here from Middle East.* Several women also mentioned the local Women's Refuge as a solid pillar in Timaru. Some of the women who conveyed this were recipients of their care and openly shared how they and other women in the area greatly valued their work. Finally, a good number of locals talked about the various services for disabled people in Timaru as a real strength of the community. This included the Riding for the Disabled group that, according to the locals, were providing awesome work for local disabled people and their families.

Executive Summary

Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Figure 20: Some of the organisations named by Tīmaru residents



How do you think the rest of the country views your community?

Generally, locals believed that others from around New Zealand would have a fairly **Balanced** view of Tīmaru—not too positive, and not too negative. Most locals acknowledged the relative small size of Tīmaru, which meant that they might often be **Forgotten** or ignored in national discussions. This was not necessarily a bad thing for some locals who wanted to keep their community small. Locals stated: *Seen as a backwash, nonstarter, but this isn't true and is an unfair view. Everything seems to stop with Auckland. Tīmaru is often left out, forgotten, less valued.*

At the same time, locals were fairly adamant that many non-Tīmaru people are probably envious of their community and area. Locals added: *They're [non-residents] probably jealous. They're flocking here now. More attractive view now since the quakes, people coming here now.* Locals proudly talked about their small community, affordability, weather and cheaper housing as things that made Tīmaru attractive to outsiders. This was starkly evident to our interviewer in Tīmaru who, in one hour of interviewing, came across four different individuals who recently moved here from Auckland. Furthermore, throughout the interviews, our interviewer encountered numerous people that had moved in the last 5–10 years to Tīmaru from overseas, or from Christchurch.

Again, this theme of change is prevalent in Tīmaru. As always, change is inevitable, including in a community sense. It was captivating to see the massive effects of external social and natural pressures in one part of the country (i.e. housing pressures in Auckland, and the earthquakes in Christchurch) on a completely different community.

If the Prime Minister was here now, what would you say to her about your community?

- 1 Economic Growth and Jobs** If given the chance, the locals said they would relay back to the Prime Minister and her Government that Tīmaru needs more economic growth and jobs. Locals said the necessity for more jobs was based partly on the need to keep younger families and people in the Tīmaru region, rather than head off to the bigger cities for jobs and education opportunities. Locals felt that promoting the Tīmaru area more to tourists would help invigorate the local economy.
- 2 More for Youth and Children** The other largest area of feedback in this section was the locals' call on the Prime Minister to support Tīmaru with more options and activities for their local young people. Again, this would ideally be an incentive to engage these young families to live, invest and support in the local community. Like other communities, the needs and hopes of the younger residents of Tīmaru were a priority for locals.

Executive Summary
Overarching Themes in 2018

The New Zealand Story?

Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

What do you need to build a strong community?

From the surveys, locals believed that the key to a strong local community is connection and communication. Within this, they felt that it was vital that there was an emphasis in Timaru on togetherness, having common goals, caring for each other, caring for the elderly and ensuring there was a sense of family and community spirit. This connection would grow if, as locals requested, there was more community, family and youth events in Timaru.

Additionally, locals believed a strong community needs to have a good moral and value basis. Some locals argued that this foundation comes from a Christian values system. Others believed that the key for this foundation should be around tolerance and respect for those who are different.

Following on from that, locals also believed diversity was important for a strong community. This echoes the responses from locals in other questions regarding the ethnic and racial challenges that might exist in Timaru. Direct quotes on this area from locals included: *People caring, being aware of each other, especially mental health issues. Honest open communication. No judgement. Has been lots of judgement of differences in Timaru in the past. People accepting one another. People aren't always accepting of different cultures.* Obviously these realities of ethnic differences and how to address these issues are at the forefront of the minds of Timaru locals.

Figure 21: Responses about things that build a strong local community in Timaru



In 5 years' time, what 2–3 things would you like to see happen/happening in your community?

The responses locals had to this question were probably based on their previous responses in other questions. In terms of their future hopes, Timaru locals wanted to see:

- 1 Economic Growth** Similar to earlier responses, locals hoped to see greater economic growth in the area in the future, particularly around jobs for locals.
- 2 More for Youth** Again this was a consistent theme throughout the Timaru phase of this project. Locals had solid aspirations for their young people, and especially wanted to see them stay in Timaru and invest the region.
- 3 More Diversity** This was another consistent theme during the interviews. One Pacific local said she *hoped to have people mix more. Lots of social isolation. Connecting with each other.* Another local added that she hoped that Timaru would be *more diverse and accepting of all the changes of different cultures here.* While there were some ethnic and race-based challenges voiced by some locals, overall the majority of residents believed and welcomed the fact that Timaru was becoming a more multi-cultural community.
- 4 Get Rid of Drugs and Gangs** Locals hoped that the future of Timaru included a lot less drugs, gangs and associated activities. Some locals elaborated: *Hope to see people off the drugs. Look after kids. Stop P in Timaru. Stop P getting a foothold here in our community.* Locals' concerns for their young people are again reflected in their hopes of a future Timaru community that did not have these damaging social issues ripping into their area.

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Endnotes

- 1 https://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=12126122
- 2 Ibid.
- 3 <http://www.ssc.govt.nz/diversity-and-inclusion>, <https://treasury.govt.nz/publications/speech/diversity-and-inclusion-why-it-works-work>.
- 4 <https://nzfaithandbeliefstudy.files.wordpress.com/2018/05/faith-and-belief-infographic-may-2018.pdf>
- 5 Ibid.
- 6 1 Corinthians 15:1–4, Holy Bible.
- 7 A recent example is the controversy of a baker from Warkworth who was a Christian, but refused to bake a cake for a same sex couple—
https://www.nzherald.co.nz/lifestyle/news/article.cfm?c_id=6&objectid=12086120
- 8 John 15:18–25, Holy Bible.
- 9 We understand that the majority of our population lives in the North Island, and chiefly in Auckland. Therefore conducting more interviews in Auckland communities would have given us greater insights into a large part of the country. However, our aim was to also interview widely in different communities of different sizes, so as to not lose the voices and opinions of other (sometimes forgotten) parts of our country.
- 10 Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3, 77–101.
- 11 <http://archive.stats.govt.nz/Census/2013-census/profile-and-summary-reports/quickstats-culture-identity/ethnic-groups-NZ.aspx>
- 12 http://archive.stats.govt.nz/browse_for_stats/population/estimates_and_projections/SubnationalEthnicPopulationProjections_MR13base-2038update.aspx
- 13 For those who have not across these before, Word Clouds essentially work as a digital form of text analysis. The more frequent a word appears in a survey response, then the larger it appears in the text of the Word Cloud. More information can be found here: <http://www.boostlabs.com/what-are-word-clouds-value-simple-visualizations/>
- 14 <https://www.newstalkzb.co.nz/news/national/wastewater-reveals-extent-of-whangarei-meth-problem/>
- 15 https://www.nzherald.co.nz/northern-advocate/property/news/article.cfm?c_id=1503439&objectid=12037389
- 16 <https://www.citylab.com/equity/2015/10/the-nursing-home-thats-also-a-dorm/408424/>

Executive Summary Overarching Themes in 2018

The New Zealand Story? Christian Reflection

Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

Executive Summary
Overarching Themes in 2018

The New Zealand Story?
Christian Reflection
Methodology & Analysis

Locations

Points of difference

Questions in the survey

How we analysed the responses

Demographics of Survey Respondents

Completed surveys

Key demographic results

KAITĀIA

WHANGĀREI

MANUREWA

NEW PLYMOUTH

HORNBY

TĪMARU

Endnotes

Publishing Details

ISBN 978-0-9941296-3-5 (Electronic)

Authorised and approved by Commissioner Andrew Westrupp, Territorial Commander, as an official publication of The Salvation Army New Zealand, Fiji and Tonga Territory.

'The State of Our communities: Linwood | Papakura | Porirua' by Ronji Tanielu & Alan Johnson was produced by The Salvation Army Social Policy and Parliamentary Unit, 16B Bakerfield Place, Manukau 2104, New Zealand. Director Lieut-Colonel Ian Hutson.

This report is available for viewing or download from
www.salvationarmy.org.nz/OurCommunities2018