

# Quality of Life Survey 2022: Waikato results

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# Executive Summary

This report presents Waikato regional and territorial local authority results from a survey undertaken in parallel with the 2022 [Quality of Life Survey](#) (a collaboration between nine New Zealand councils including Hamilton). Results are presented at the overall Waikato regional and territorial local authority (TLA) levels as well as a regional breakdown by age group, gender and ethnic group. Trends for the period 2006 to 2022 are identified at the regional and TLA level for eight survey indicators reported as part of the [Waikato Progress Indicators](#).

Around 1,500 Waikato region residents aged 18 years and over completed the survey between March and June 2022, including 546 people (36%) from Hamilton city.<sup>1</sup> Questions were asked in relation to:

- Overall quality of life
- Built and natural environment
- Housing
- Transport
- Health and wellbeing
- Local issues (includes crime and safety)
- Community
- Economic
- Impact of COVID-19
- Climate change
- Council processes.

Compared to 2006, Waikato regional survey respondents in 2022 had slightly higher perceptions of safety but lower perceptions for life satisfaction, health, social connectedness, community pride, physical activity, cultural respect and community engagement.

Indicator	2006	2022	Trend 2006-22
Life satisfaction	90%	86%	Decreasing
Perceptions of safety	60%	63%	Increasing
Perceived health	90%	80%	Decreasing
Social connectedness	63%	57%	Decreasing
Community pride	70%	64%	Decreasing
Physical activity	61%	41%	Decreasing
Cultural respect	51%	39%	Decreasing
Community engagement	62%	31%	Decreasing

The results can be accessed, explored, and downloaded from:

[www.waikatoregion.govt.nz/community/waikato-progress-indicators-tupuranga-waikato/](http://www.waikatoregion.govt.nz/community/waikato-progress-indicators-tupuranga-waikato/)

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<sup>1</sup> The Hamilton survey sample was commissioned by Hamilton City Council.

# 1 Introduction

## 1.1 Report overview

This report presents Waikato regional results from a survey undertaken in parallel and consistent with the 2022 [Quality of Life Survey](#), including results by age group, gender and ethnic group. Regional trends since 2006 are identified for the eight survey indicators reported in the [Waikato Progress Indicators](#) initiative. Results for all Waikato local authority areas have been compiled separately for local councils. The report is structured as follows:

- Section 1 provides a summary background and context around the Quality of Life Survey, Waikato Progress Indicators initiative and related survey programmes.
- Section 2 presents technical notes to assist with interpretation of the survey results.
- Section 3 provides survey results for the Waikato region; and Waikato Progress Indicators regional survey results by age group, gender and ethnic group.
- Section 4 summarises Waikato Progress Indicators local results for each of the 10 district council areas in the Waikato region and, where available, the Hamilton City wards.
- Section 5 compares the latest 2022 Waikato regional results with earlier 2006, 2016, 2018 and 2020 results for the eight indicators included in the Waikato Progress Indicators.
- Section 6 concludes with a summary of findings and outline of next steps.

## 1.2 Quality of Life Survey

The [Quality of Life Project](#) was initiated in 1999 in response to growing pressures on urban communities and the effects of these on community wellbeing. It was initially a collaboration between councils represented in Local Government New Zealand's (LGNZ's) Local Government Metro Sector forum. The first Quality of Life Survey was undertaken in 2003, repeated in 2004 and has since been undertaken every two years with a varying number of participating councils. Hamilton city has participated in every survey round except 2012 and 2014. The Waikato region has previously collected data for the areas outside of Hamilton city in parallel with the 2006, 2016, 2018 and 2020 surveys.

The 2022 Quality of Life Survey was a collaboration between nine councils (eight cities and one region) as follows:

1. Auckland Council
2. Hamilton City Council
3. Tauranga City Council
4. Hutt City Council
5. Porirua City Council
6. Wellington City Council
7. Christchurch City Council
8. Dunedin City Council
9. Greater Wellington Regional Council

Waikato region (other than Hamilton City) was surveyed in parallel.<sup>2</sup>

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<sup>2</sup> The Waikato regional sample (other than Hamilton City Council) was not undertaken as part of the Quality of Life project but used the same methodology and survey company (Nielsen) and was carried out at the same time. For the data analysis and

The 2022 Quality of Life Survey measured perceptions on the following topic areas:

- Overall quality of life
- Built and natural environment
- Housing
- Transport
- Health and wellbeing
- Local issues (includes crime and safety)
- Community
- Economic
- Impact of COVID-19
- Climate change
- Council processes.

Results from the survey are used to help inform local government policy and monitor progress towards strategic social, cultural, environmental, and economic goals.

## 1.3 Waikato Progress Indicators

The [Waikato Progress Indicators](#) measure the Waikato region's progress by identifying the current situation and trends across each of 32 key economic, environmental, and social aspects. The Waikato Progress Indicators include selected key results from the Quality of Life survey (refer to section 1.4) and a wide range of other data sources.

Together, the 32 Waikato Progress Indicators provide a dashboard picture of the health of the Waikato region and the wellbeing and quality of life of its people and communities. Information was gathered and summarised from 2001 to the latest available data, with a focus on the period since 2006/07. The information is regularly updated and presented online. It is used to support strategic discussions around which aspects the Waikato is doing well in; where the region needs to improve; and how changes in one aspect are linked with or affected by changes in others. The dashboard also assists to gauge progress towards Waikato Regional Council's (WRC's) [Strategic Direction](#), and selected measures relevant to Council's activities are included in WRC's [Annual Report](#). The data and website information are refreshed annually.

## 1.4 Waikato Progress Indicators use of Quality of Life Survey data

The following eight Quality of Life Survey items are included as indicators in the Waikato Progress Indicators programme:

1. Life satisfaction – Overall quality of life
2. Perceptions of safety – Perceived safety walking alone in neighbourhood after dark
3. Perceived health – Perceived overall health
4. Social connectedness – Sense of community experienced
5. Community pride – Pride in look and feel of city/local area
6. Physical activity – Frequency of being physically active
7. Cultural respect – Perception of impact of greater cultural diversity
8. Community engagement – Perception of influence on council decisions.

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interpretation in this report, the Waikato regional sample includes the Hamilton City Council sample and all other districts in the Waikato region; and the Greater Wellington regional sample includes the Wellington City, Porirua City and Hutt City Council samples and smaller towns and rural and semi-rural areas.

## 2. Methodology

### 2.1 Sub-regional samples

A total of 1,502 Waikato region residents completed the 2022 survey. The survey sought a minimum of 50 responses for each Territorial Authority in the Waikato region, although this was not achieved in Ōtorohanga (37) and Waitomo (28). For Rotorua, only respondents living in the part of the district within the region were surveyed. For each of Waitomo and Taupō, where only a few people live in areas outside the Waikato regional boundary, the survey sampled from the whole district.

### 2.2 Data weighting

To compensate for the disproportionate sizes of different sub-samples compared to population size (as illustrated later in this section), and other reasons such as differences in response rates for certain population groups (e.g. females and older people more likely to respond), a weighting procedure was applied by Nielsen, the company that undertook the survey, based on population size by gender and ethnicity.

Of the 1,502 Waikato region residents that completed the 2022 survey, Hamilton's unweighted sample size was 546 (i.e. 36% of the Waikato regional sample size). Within the weighted adjusted sample, Hamilton's sample size is 525 (i.e. 35%, similar to the 2018 Census population of 35% compared to the region as a whole).

### 2.3 Missing data

There is a small amount of missing data where respondents have chosen not to answer specific questions. Wherever percentages are reported, the denominator is the number of respondents, hence the results typically add to 100%. Some but not all questions included a 'don't know/not applicable' response, and some of these received relatively large responses (e.g. city/local area has a broad range of arts and artistic activities). 'Don't know/not applicable' responses are included in the denominator for calculating percentages.

### 2.4 Sampling error

All data presented in this report are point estimates (means). Sub-samples with smaller groups (i.e. cross-tabs by age, gender and ethnic group) are less reliable due to higher sampling errors. For further details, refer to the [Quality of Life Survey](#) Technical Report. The table below provides a guide to how much sampling error is indicatively associated with different sample sizes (at the 95% confidence level).

**Table 1: Sample size vs sample error (indicative)**

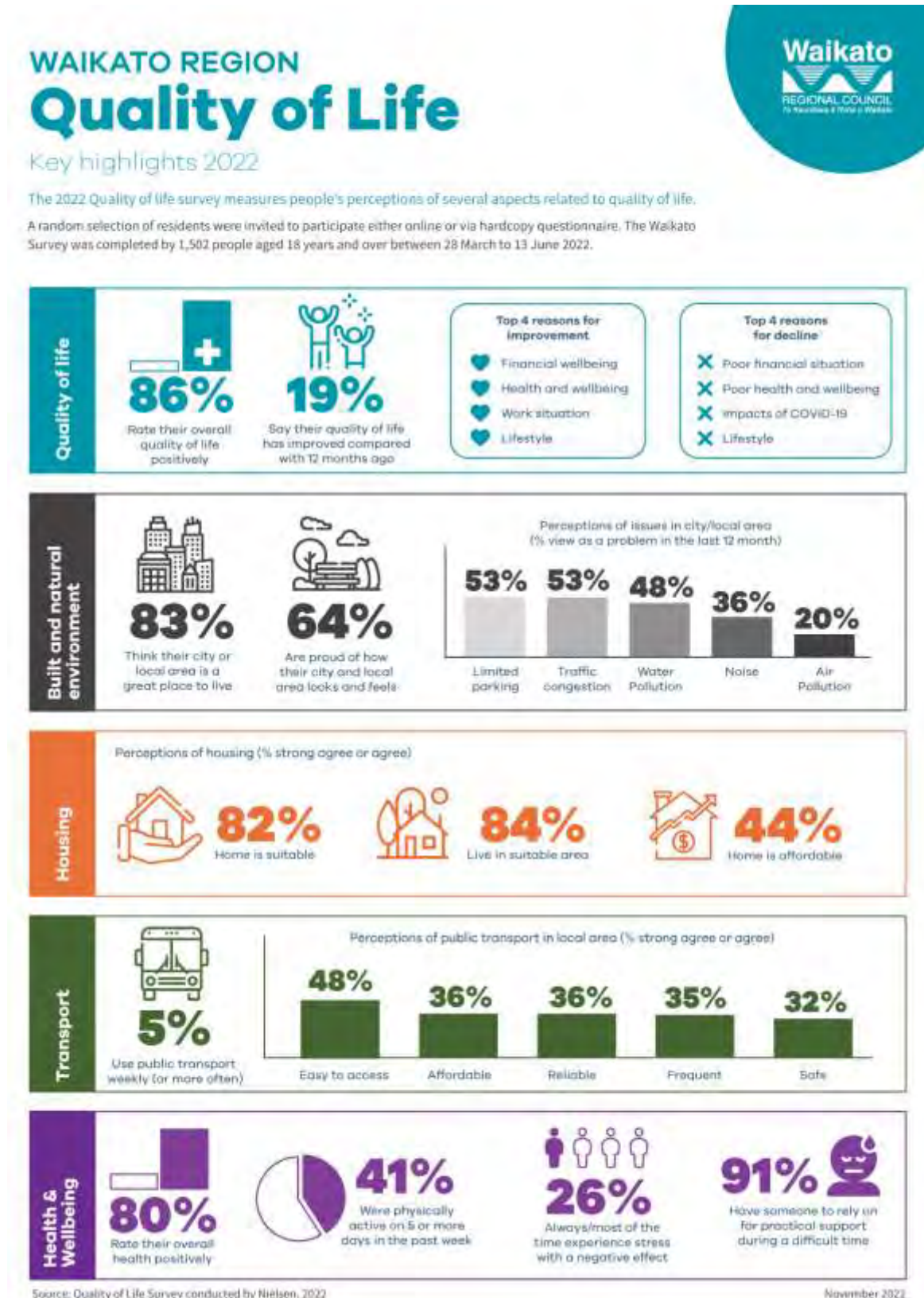
Sample size	Sample error
6,000	±1.3%
1,300	±2.8%
500	±4.4%
200	±6.9%
100	±9.8%
50	±13.8%

## 2.5 Rounding

Due to rounding, some percentages do not sum exactly to the aggregated percentage figure. These are indicated throughout the report where relevant.

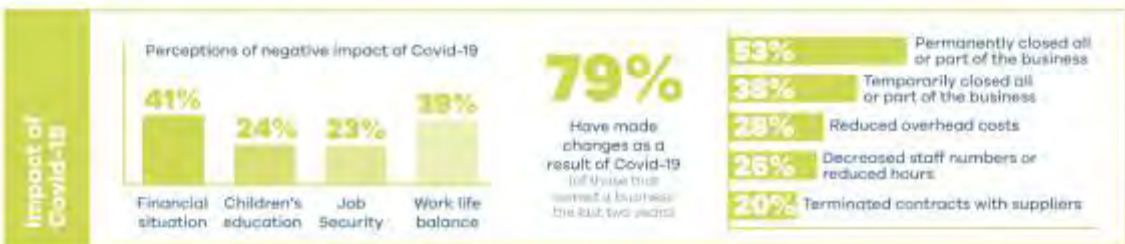
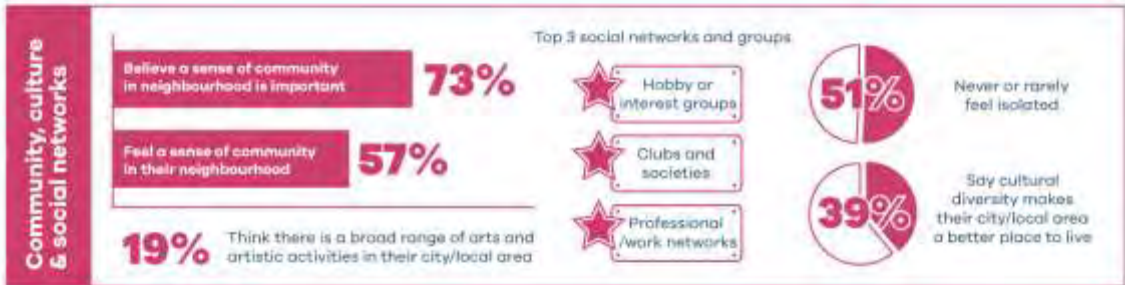
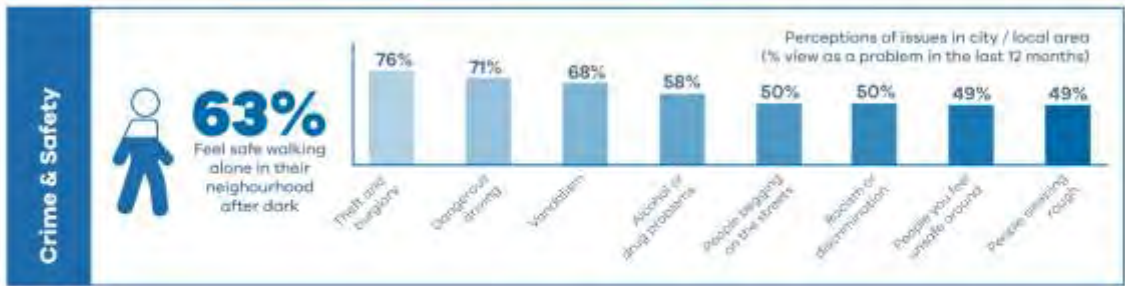
## 3. Regional results

### 3.1 Infographic summary





# WAIKATO REGION Quality of Life Key highlights 2022



## 3.2 Waikato regional results

This section presents detailed regional results. Selected results by age group, gender and ethnicity are presented in Section 3.3, and changes and trends over time are summarised in Section 4. A summary of the results is provided in Section 5. All results are based on weighted data to account for sample demographic differences. Indicators that are included in the Waikato Progress Indicators regional wellbeing monitoring initiative are **in bold**.

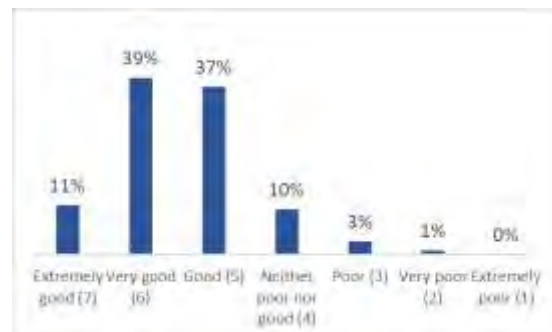
### Overall quality of life

#### Indicator – Quality of life<sup>3</sup>

**Most respondents (86%\*) rated their overall quality of life positively, with 37% rating it as 'good', 39% 'very good' and 11% 'extremely good'.**

\* percentages do not add due to rounding

Figure 1: Overall quality of life

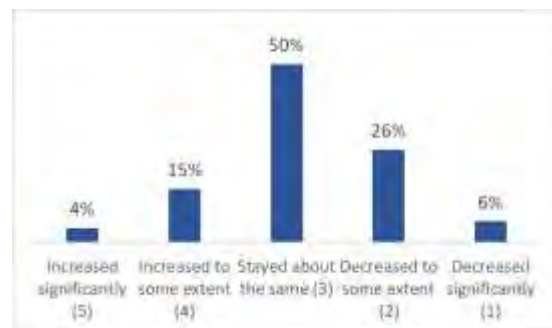


Note: Sums to more than 100% due to rounding.

#### Indicator – Quality of life vs 12 months ago

Around one fifth of respondents (19%) felt their quality of life had increased over the past year, while 32% felt their quality of life had decreased. Half the respondents (50%) felt their quality of life stayed about the same compared to 12 months ago.

Figure 2: Quality of life compared to 12 months ago



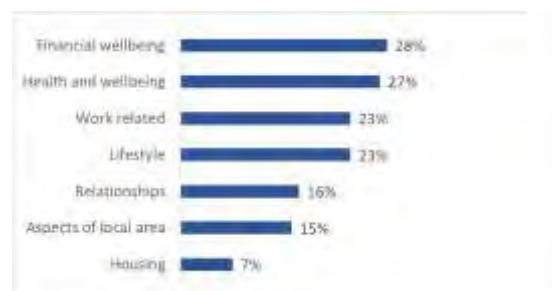
Note: Sums to more than 100% due to rounding.

#### Indicator – Reasons for improvement/decline

##### a) Reasons for improvement

Respondents' most common reasons for rating their quality of life as improved compared to 12 months before the survey related to positive financial situation (28%), general health and wellbeing (27%), work situation (e.g. good job/have work) (23%), and lifestyle (e.g. sport, regular exercise) (23%).

Figure 3: Reasons for positive change in quality of life



Notes: See below.

##### b) Reasons for decline

Most common reasons for those saying their quality of life had decreased compared to 12 months ago related to poor financial situation (50%), followed by lifestyle (e.g. loss of freedom/independence) (30%), poor health and wellbeing (30%) and negative effects of COVID-19 (30%).

Figure 4: Reasons for negative change in quality of life



Base is all respondents. Percentages may add to more than 100% as respondents could mention multiple reasons.

<sup>3</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

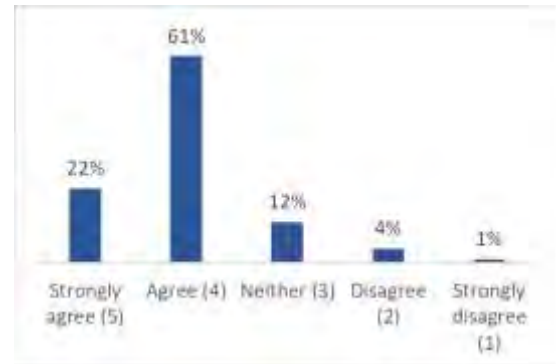


## Built and natural environment

### Indicator – City/local area is a great place to live

Most respondents (83%) agreed or strongly agreed their local area is a great place to live, including around one fifth (22%) who 'strongly agree' and three-fifths (61%) who 'agree'.

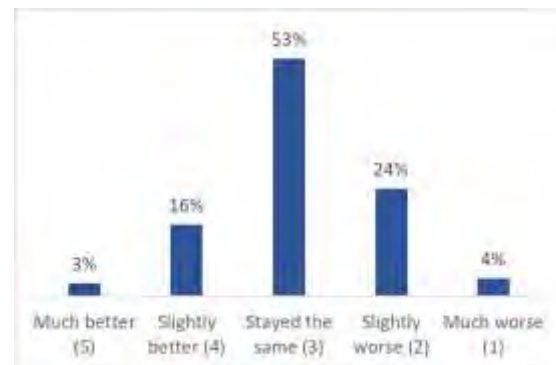
Figure 5: Perception of city/local area as a great place to live



### Indicator – City/local area has got better, worse or stayed the same

Around one fifth of respondents (19%) felt their local area improved in the last 12 months, compared to half (53%) who felt it had stayed the same and one quarter (28%) who felt it had become worse.

Figure 6: City/local area has got better, worse or stayed the same

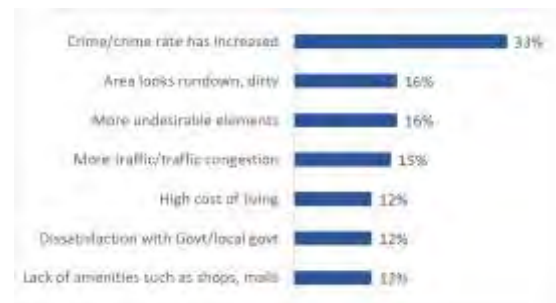


### Indicator – Why worse or better as a place to live

#### a) Why worse as a place to live

Respondents' most common reasons for feeling their local area had become worse in the last 12 months related to crime/crime rate has increased (33%), area looks rundown, dirty, untidy, rubbish littering the streets (16%), more undesirable elements (including gangs/youths loitering) (16%) and more traffic/traffic congestion (15%).

Figure 7: Why worse as a place to live

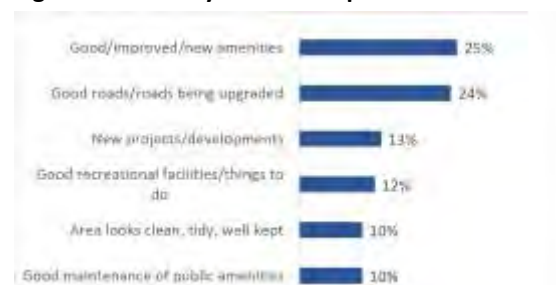


Notes: See below.

#### b) Why better as a place to live

Respondents' most common reasons for feeling their local area had become better in the last 12 months related to good/improved/new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc (25%), good roads/ roads being upgraded (24%), new projects/ developments (13%) and good recreational facilities/ lots of things to do (12%).

Figure 8: Why better as a place to live

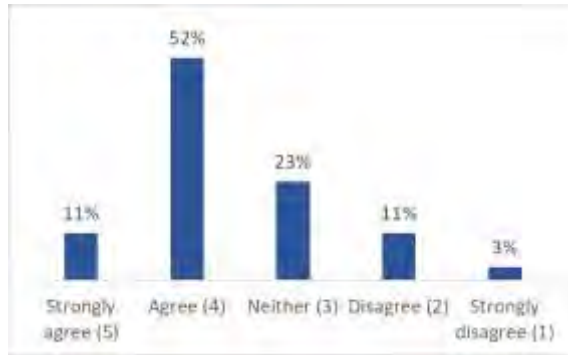


Base is all respondents. Percentages may add to more than 100% as respondents could mention multiple reasons.

**Indicator – Sense of pride in city/local area<sup>4</sup>**

Almost two-thirds of respondents (64%\*) agreed or strongly agreed they feel a sense of pride in the way their local area looks and feels, comprising 52% who 'agree' and 11% who 'strongly agree'.

**Figure 9: Sense of pride in city/local area**



\* percentages do not add due to rounding

**Indicator – Problems in the last 12 months**

Respondents were asked to what extent various issues had been a problem in their local area in the last 12 months. Results for five issues relating to the natural and built environment are reported in this section, and other issues are reported in the Crime and Safety section.

Issues most frequently identified as being either a big problem or a bit of a problem were limited parking (53%), traffic congestion (53%), and water pollution including in streams, rivers, lakes and the sea (48%).

**Figure 10: Problems in the last 12 months**



Note: Not all sum to 100% due to rounding.

<sup>4</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

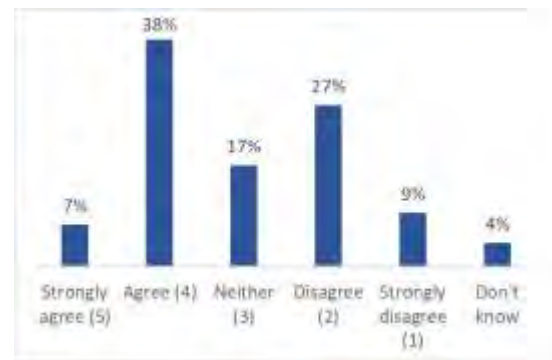
# Housing

## Indicator – Affordable

Less than half of all respondents (44%\*) agreed or strongly agreed that their current housing costs were affordable in terms of aspects such as rent or mortgage, rates, house insurance and house maintenance. Around one-third (35%\*) disagreed or strongly disagreed that their housing costs are affordable.

\* percentages do not add due to rounding

**Figure 11: Affordability of housing costs**

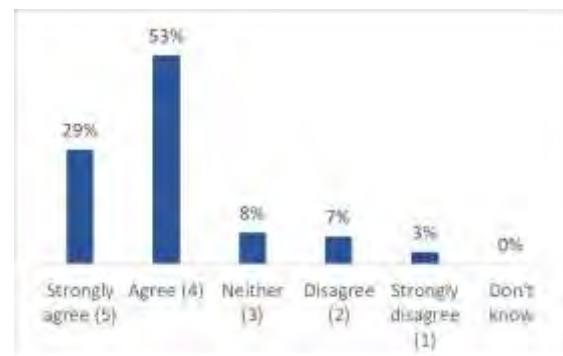


Note: Sums to more than 100% due to rounding.

## Indicator – Home suits need

Four out of five respondents (82%) agreed or strongly agreed that the type of home they lived in suited their needs and the needs of others in their household.

**Figure 12: Home suits needs**

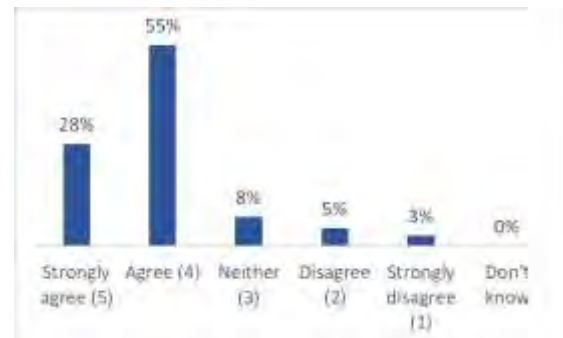


## Indicator – Area/neighbourhood suits needs

More than four out of five respondents (84%\*) agreed or strongly agreed the general area or neighbourhood their home is in suits their needs and the needs of others in their household.

\* percentages do not add due to rounding

**Figure 13: Area/neighbourhood suits needs**



Note: Sums to less than 100% due to rounding.

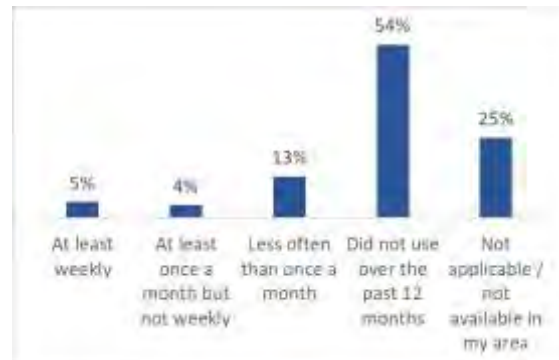
## Transport

### Indicator – Frequency of use of public transport

Around 5% of respondents had used public transport at least weekly during the previous 12 months.

Over half (54%) had not used public transport in the last 12 months and a further quarter (25%) said this question was not applicable as no public transport was available in their area.

Figure 14: Frequency of use of public transport



Note: Sums to more than 100% due to rounding.

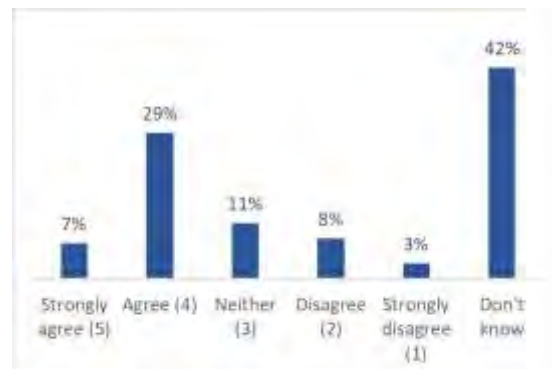
### Indicators – Perceptions of public transport

Excluding the approximately one-quarter of respondents who said they have no public transport in their area, all other respondents were asked about their perceptions of public transport with respect to affordability, safety, ease of access, frequency, and reliability.

#### Indicator – Affordable

Around one third (36%) of respondents with access to public transport agreed or strongly agreed it was affordable, while 11% disagreed or strongly disagreed and 42% said they did not know.

Figure 15: Affordability of public transport

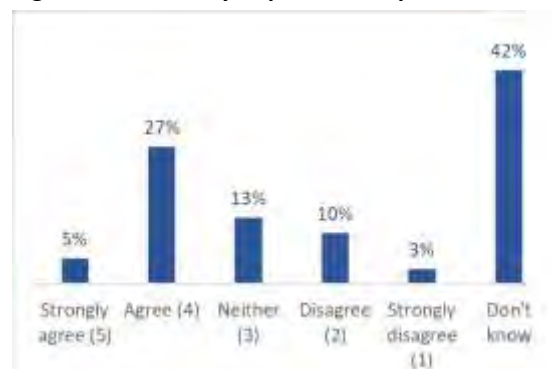


Notes: Denominator is all respondents who had access to public transport (excluding not answered).

#### Indicator – Safe

Around one third (32%) of respondents with access to public transport agreed or strongly agreed it was safe from crime or harassment, while 13% disagreed or strongly disagreed and 42% said they did not know.

Figure 16: Safety of public transport

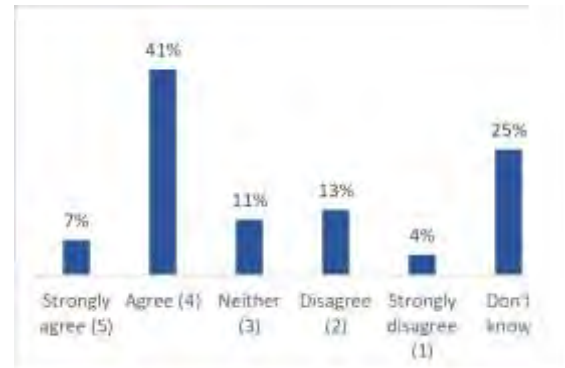


Notes: Denominator is all respondents who had access to public transport (excluding not answered).

**Indicator – Easy to get to**

Around half (48%) of respondents with access to public transport agreed or strongly agreed it was easy to get to, while 17% disagreed or strongly disagreed and 25% said they did not know.

**Figure 17: Ease of access to public transport**

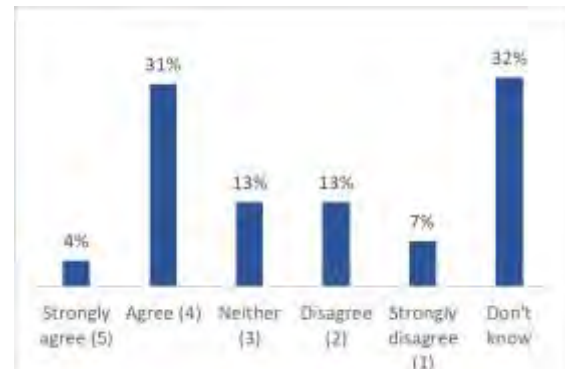


Notes: Denominator is all respondents who had access to public transport (excluding not answered). Sums to more than 100% due to rounding.

**Indicator – Frequent**

Around one third (35%) of respondents with access to public transport agreed or strongly agreed it was frequent, while 20% disagreed or strongly disagreed and 32% said they did not know.

**Figure 18: Frequency of public transport**

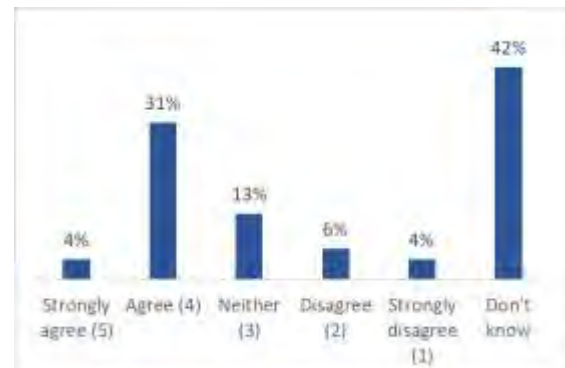


Note: Denominator is all respondents who had access to public transport (excluding not answered).

**Indicator – Reliable**

Around one third (36%\*) of respondents with access to public transport agreed or strongly agreed it was reliable (i.e. comes when it says it will), while 10% disagreed or strongly disagreed and 42% said they did not know.

**Figure 19: Reliability of public transport**



Note: Denominator is all respondents who had access to public transport (excluding not answered).

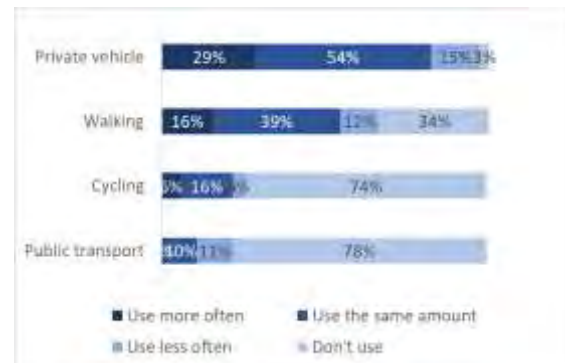
\* percentages do not add due to rounding

**Indicator – COVID-19 changes to transport use**

The 2022 survey asked all respondents whether COVID-19 had changed their use of transport.

Almost one third (29%) said that they used a private vehicle more often due to COVID-19, while 15% said they used a private vehicle less often and 54% said they used a private vehicle the same amount as usual.

**Figure 20: COVID-19 changes to transport use**



Note: Not all sum to 100% due to rounding.

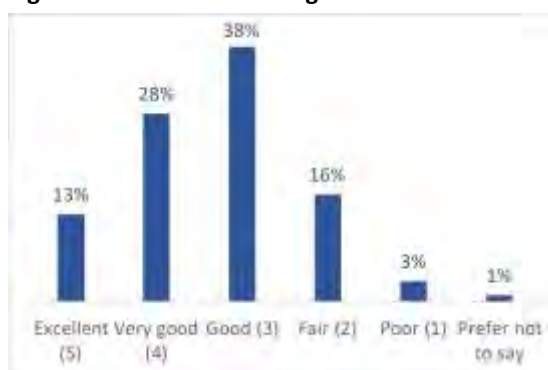
## Health and wellbeing

### Indicator – Overall health<sup>5</sup>

Across the Waikato region, four in five respondents (80%\*) rated their overall physical and mental health positively. This included 38% who rated their health as 'good', 28% 'very good' and 13% 'excellent'.

\* percentages do not add due to rounding

Figure 21: General rating of health



Note: Sums to less than 100% due to rounding.

### Indicator – Frequency of doing physical activity<sup>6,7</sup>

When respondents were asked how many of the previous seven days they had been physically active, around two fifths (41%\*) said they had been active five or more days. One in ten (9%) said they had not been active on any days in the previous week.

\* percentages do not add due to rounding

Figure 22: Frequency of doing physical activity

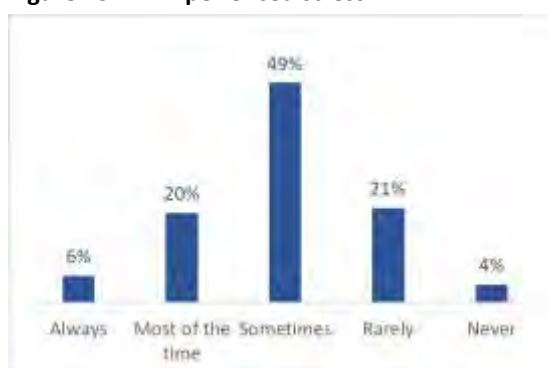


Note: Sums to less than 100% due to rounding.

### Indicator – Experienced stress

One quarter of respondents (26%) said they always or most of the time experienced stress that had a negative impact on them, while a similar number (25%) rarely or never experienced stress and around half (49%) said they experienced stress 'sometimes'.

Figure 23: Experienced stress

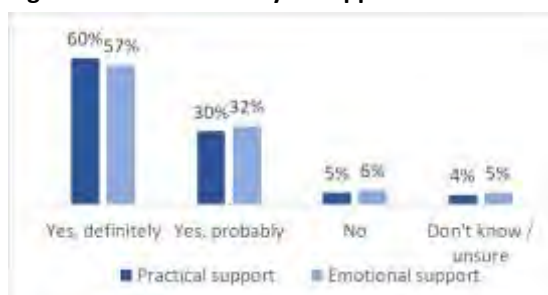


### Indicator – Availability of support

When respondents were asked about whether they felt they had availability of support, 91%\* said they 'definitely' or 'probably' had practical support (e.g. shopping, meals, transport) and 89% said they had emotional support (e.g. listening to you, giving advice).

\* percentages do not add due to rounding

Figure 24: Availability of support



Note: Not all sum to 100% due to rounding.

<sup>5</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

<sup>6</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

<sup>7</sup> In the survey questionnaire, 'active' days were defined as those involving 30 minutes or more of physical activity that raised the respondent's breathing rate.



**Indicator – Emotional Wellbeing**

**a) I have felt cheerful and in good spirits**

When asked to what extent they felt cheerful or in good spirits over the last two weeks, 4% said all of the time, 40% most of the time, 31% more than half the time, 14% less than half the time, 10% some of the time, and 1% at no time.

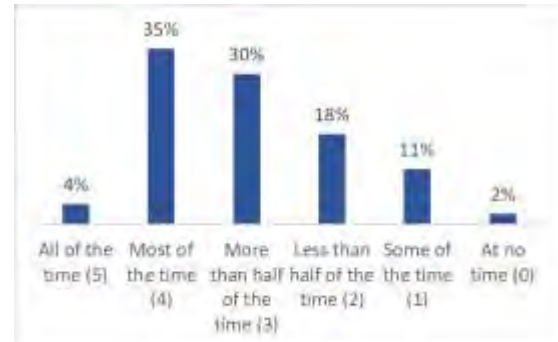
**Figure 25: I have felt cheerful and in good spirits**



**b) I have felt calm and relaxed**

When asked to what extent they felt calm and relaxed over the last two weeks, 4% said all of the time, 35% most of the time, 30% more than half the time, 18% less than half the time, 11% some of the time, and 2% at no time.

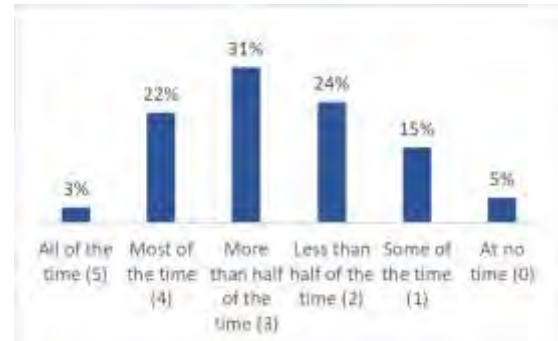
**Figure 26: I have felt calm and relaxed**



**c) I have felt active and vigorous**

When asked to what extent they felt active and vigorous over the last two weeks, 3% said all of the time, 22% most of the time, 31% more than half the time, 24% less than half the time, 15% some of the time, and 5% at no time.

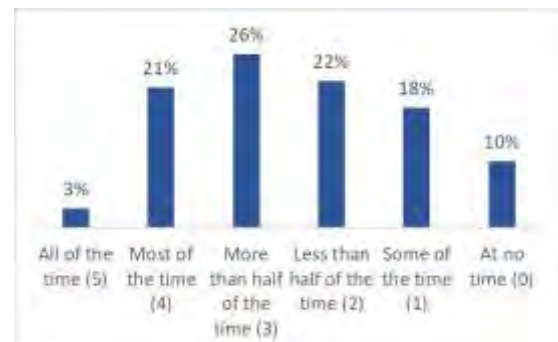
**Figure 27: I have felt active and vigorous**



**d) I woke up feeling fresh and rested**

When asked to what extent they woke up feeling fresh and rested over the last two weeks, 3% said all of the time, 21% most of the time, 26% more than half the time, 22% less than half the time, 18% some of the time, and 10% at no time.

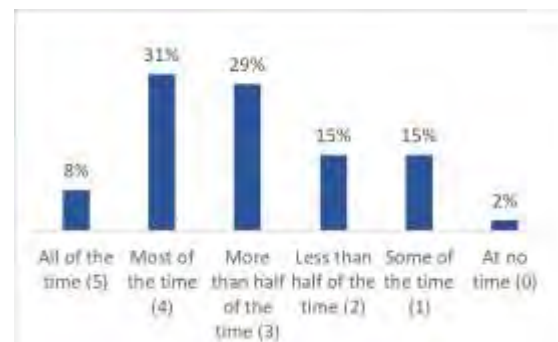
**Figure 28: I woke up feeling fresh and rested**



**e) My daily life has been filled with things that interest me**

When asked to what extent their daily life had been filled with things that interest them over the last two weeks, 8% said all of the time, 31% most of the time, 29% more than half the time, 15% less than half the time, 15% some of the time, and 2% at no time.

**Figure 29: My daily life has been filled with things that interest me**



## Local issues

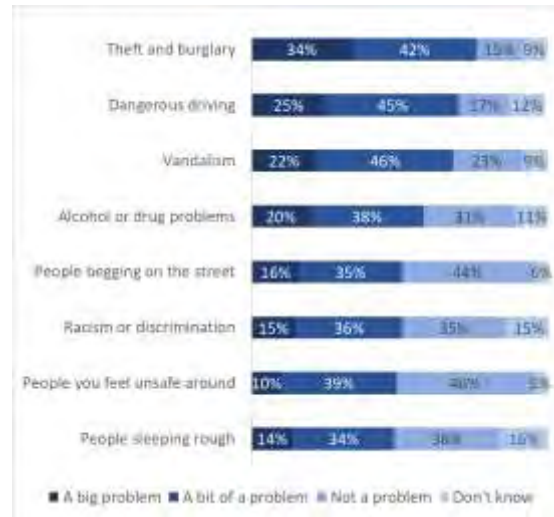
### Indicator – Problems of crime and safety in the last 12 months

Respondents were asked to indicate the extent to which they perceived various possible issues had been a problem in their local area in the last 12 months.

Around one third (34%) perceived theft and burglary to a big problem, and a further 42% thought it was a bit of a problem. Similarly, 25% of respondents perceived dangerous driving to be a big problem, and a further 45% thought it was a bit of a problem.

Near the other end of the scale, 46% of respondents felt that people you feel unsafe around was not a problem, 44% felt that people begging on the street was not a problem, and 36% felt that people sleeping rough was not a problem.

Figure 30: Problems of crime and safety in the last 12 months



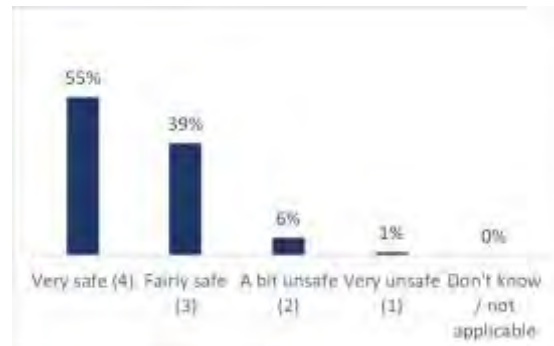
Note: Not all sum to 100% due to rounding.

### Indicator – Perceived safety in home after dark

More than nine in ten respondents (93%\*) reported that they felt fairly or very safe in their home after dark.

\* percentages do not add due to rounding

Figure 31: Perceived safety in home after dark

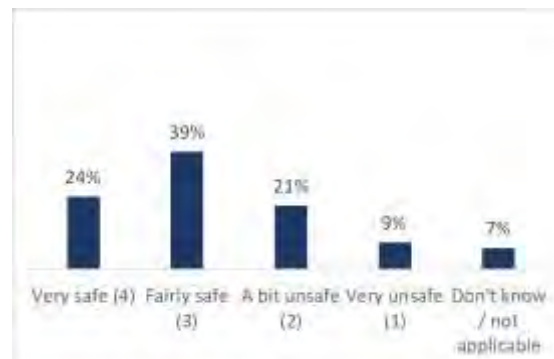


Note: Sums to more than 100% due to rounding.

### Indicator – Perceived safety walking alone in neighbourhood after dark<sup>8</sup>

Almost two thirds of respondents (63%) felt fairly or very safe walking alone in their neighbourhood after dark while 30% felt a bit or very unsafe.

Figure 32: Perceived safety walking alone in neighbourhood after dark



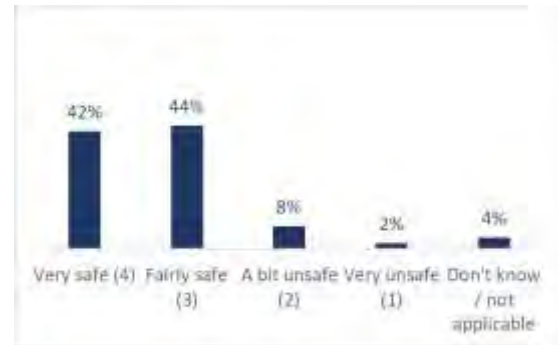
<sup>8</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.



**Indicator – Perceived safety in city centre during the day**

Almost nine in ten respondents (86%) felt fairly or very safe in their city centre during the day.

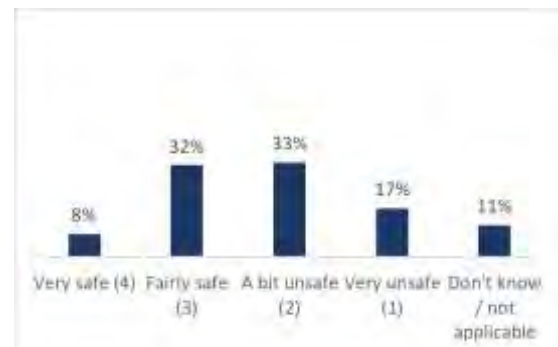
**Figure 33: Perceived safety in city centre during day**



**Indicator – Perceived safety in city centre after dark**

Around two fifths of respondents (39%\*) felt fairly or very safe in their city centre after dark, while half (50%) felt a bit or very unsafe.

**Figure 34: Perceived safety in city centre after dark**



\* percentages do not add due to rounding

Note: Sums to more than 100% due to rounding.

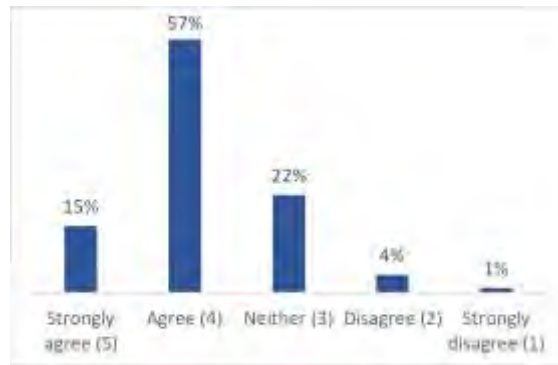
# Community

## Indicator – Importance of sense of community

Almost three quarters of respondents (73%\*) considered it important to feel a sense of community with people in their neighbourhood.

\* percentages do not add due to rounding

Figure 35: Importance of sense of community

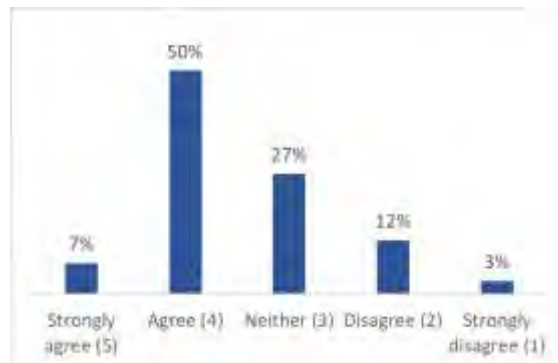


Note: Sums to less than 100% due to rounding.

## Indicator – Feel sense of community<sup>9</sup>

Almost three fifths (57%) agreed they experienced a sense of community with others in their neighbourhood.

Figure 36: Sense of community experienced

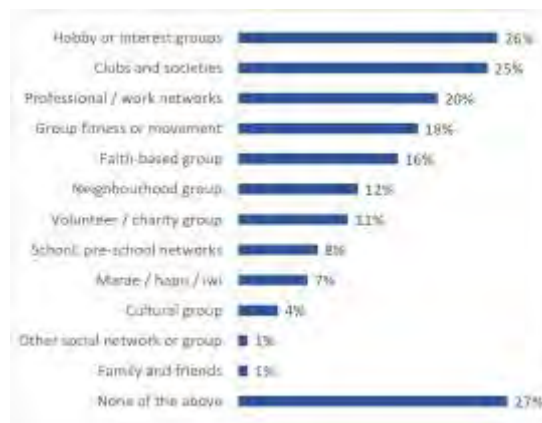


Note: Sums to less than 100% due to rounding.

## Indicator – Social networks belonged to

Hobby or interest groups (e.g. book clubs, craft, gaming, online forums, etc) were the most common social networks (26%), followed by clubs and societies (e.g. sports clubs, Lions Club, RSA, etc) (25%) and professional/work networks (e.g. network of colleagues or professional association) (20%). Around one quarter of respondents (27%) said they did not belong to any of these social networks or groups.

Figure 37: Participation in social networks and groups

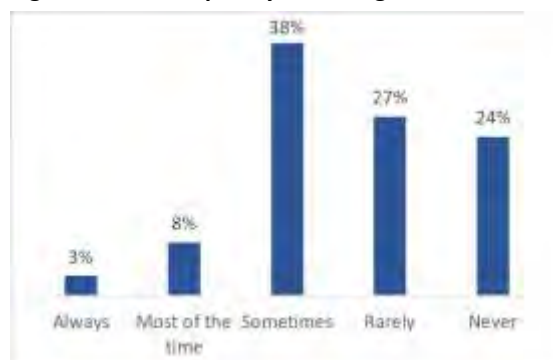


Note: Multiple response question. Percentages sum to more than 100%.

## Indicator – Feeling of isolation

Around one in ten respondents (11%) said they felt lonely or isolated either always or most of the time in the past 12 months, whereas half (51%) said they had never or rarely felt isolated.

Figure 38: Frequency of feeling isolated



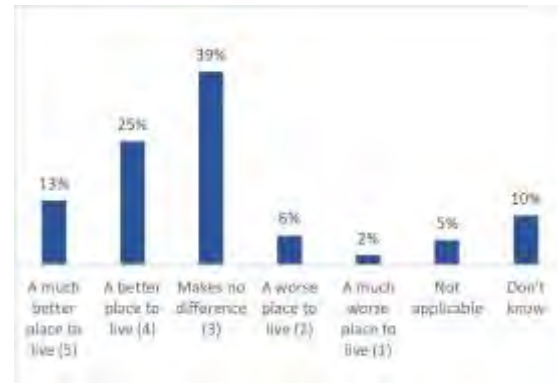
<sup>9</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

**Indicator – Impact of greater cultural diversity<sup>10</sup>**

Around two fifths of respondents (39%\*) considered that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries made their city or local area a better place to live. A further two fifths (39%) said it makes no difference, and less than one in ten (8%) thought it makes their city or local area a worse place to live.

\* percentages do not add due to rounding

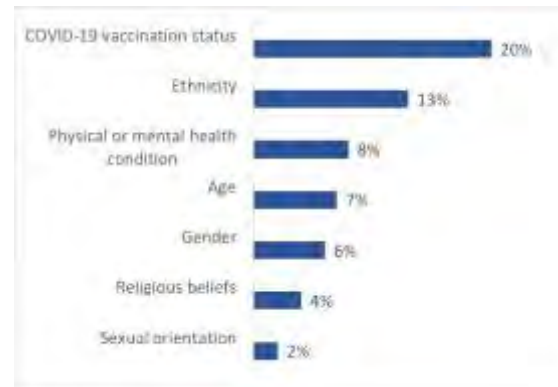
**Figure 39: Perception of impact of greater cultural diversity**



**Indicator – Experienced prejudice**

One in five respondents (20%) felt that in the last three months in their local area they had personally experienced prejudice or intolerance, or been treated unfairly or excluded, because of their COVID-19 vaccination status. The second most frequently cited personal experience of prejudice related to ethnicity (13%).

**Figure 40: Experienced prejudice**

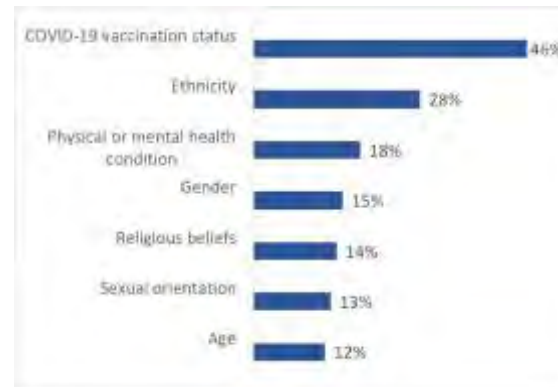


Note: Base for each item is all respondents (excluding not answered). Respondents could select multiple options.

**Indicator – Witnessed prejudice**

Almost half of all respondents (46%) said that in the last three months in their local area they had witnessed someone showing prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their COVID-19 vaccination status. The second most frequently cited witnessing of prejudice related to ethnicity (28%).

**Figure 41: Witnessed prejudice**



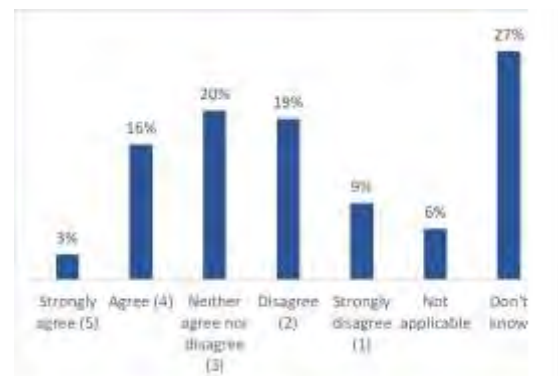
Note: See above.

**Indicator – Broad range of arts and activities**

Around one fifth of respondents (19%) agreed or strongly agreed that their local area has a broad range of arts and artistic activities, whereas around one quarter (27%\*) disagreed or strongly disagreed.

\* percentages do not add due to rounding

**Figure 42: Broad range of arts and activities**



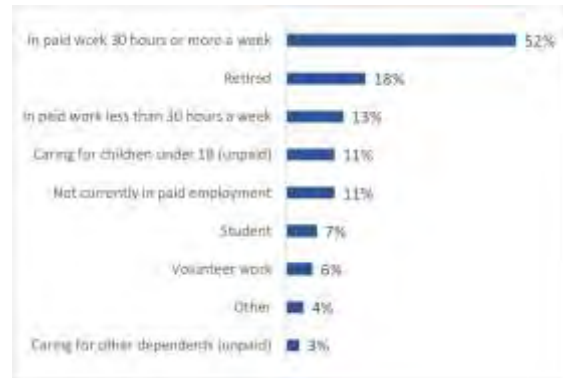
<sup>10</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

## Economic

### Indicator – Employment/Labour force status

Around two thirds of respondents (65%) were employed in either full-time (52%) or part-time work (13%), and a further 11% said they were not currently in paid employment. Of the total respondents, 18% were retired, 11% caring for children under 18 (unpaid), 7% students, 6% doing volunteer work and 3% caring for other dependents (unpaid). Respondents could select multiple options.

Figure 43: Employment/Labour force status

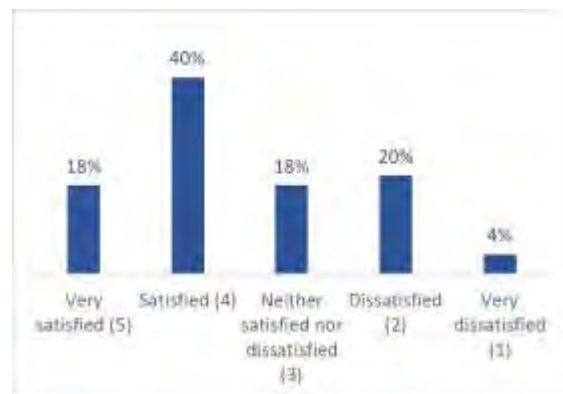


Note: Base for each item is all respondents (excluding not answered). Sums to more than 100%. Respondents could select multiple options.

### Indicator – Balance between work and other aspects of life

Around three fifths of the respondents who were employed (58%) were satisfied or very satisfied with the balance of work and other aspects of their life, while 24% were dissatisfied or very dissatisfied.

Figure 44: Balance between work and other aspects of life

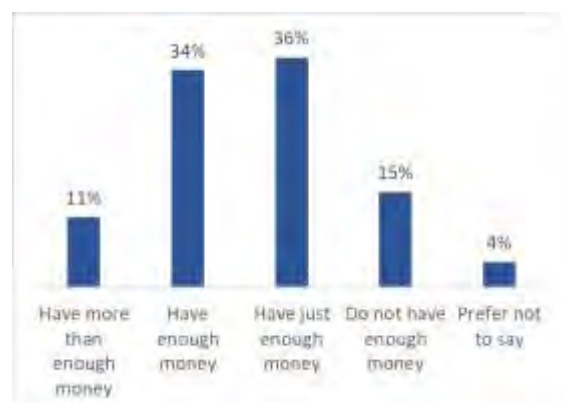


Notes: Base is all respondents in paid employment.

### Indicator – How well income meets everyday needs

Almost half the respondents (46%\*) said they have enough or more than enough money to meet their everyday needs for things such as accommodation, food, clothing and other necessities. Around one third (36%) said they have 'just enough money', and more than one in ten (15%) felt they did not have enough money.

Figure 45: How well income meets everyday needs



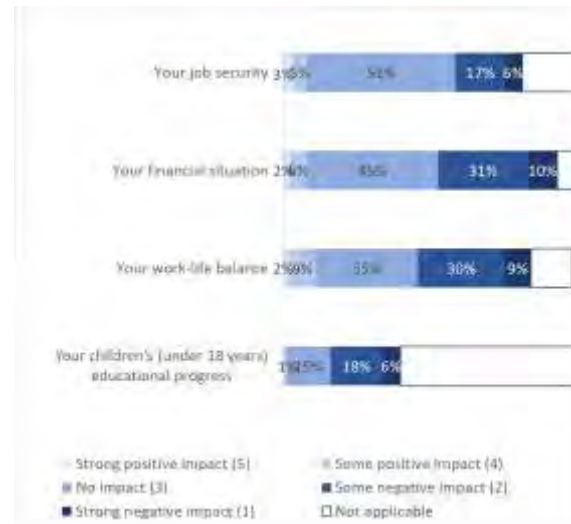
\* percentages do not add due to rounding

## Impact of COVID-19

### Indicator – Impact of COVID-19

Around two fifths of respondents (41%) said that, thinking about the last year, COVID-19 had a negative or strong negative impact on their financial situation and 39% on their work-life balance.

Figure 46: Impact of COVID-19

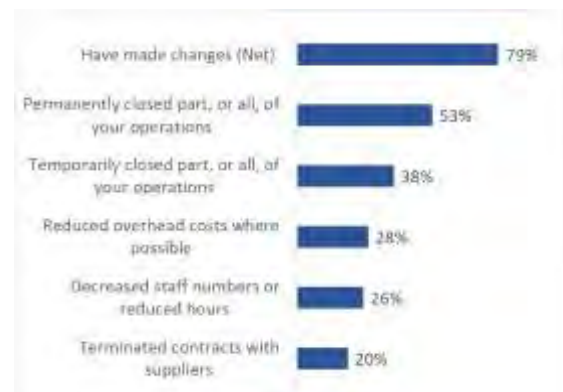


Note: Not all sum to 100% due to rounding.

### Indicator – Made changes as a result of COVID-19 (business owners)

Amongst a sub-sample of 23 respondents who owned or part-owned a business in the last two years (i.e. since COVID-19 began), 79% said they had made changes to their business. The most frequently cited changes made were: permanently closed part, or all, of your operations (53%), temporarily closed part, or all, of your operations (outside of lockdown) (38%), reduced overhead costs where possible (28%), decreased staff numbers or reduced hours (26%) and terminated contracts with suppliers (20%).

Figure 47: Changes as a result of COVID-19



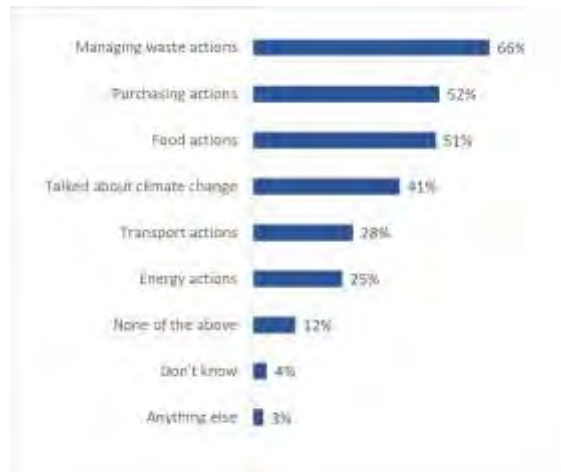
Note: Base for each item is those who owned a business in the last 2 years (excluding not answered). Sums to more than 100%. Respondents could select multiple options.

## Climate change

### Indicator – Climate actions

The 2022 survey asked: ‘Over the last 12 months, what climate actions (if any) have you taken on an ongoing basis?’ Around two-thirds of respondents (66%) undertook managing waste actions (e.g. reducing food/organic waste going to landfill), half (52%) purchasing actions (e.g. buying fewer products, buying less plastics or single use disposable products) and half (51%) food actions (e.g. eating more plant-based foods, growing your own food, shopping locally and seasonally, composting).

Figure 48: Climate actions

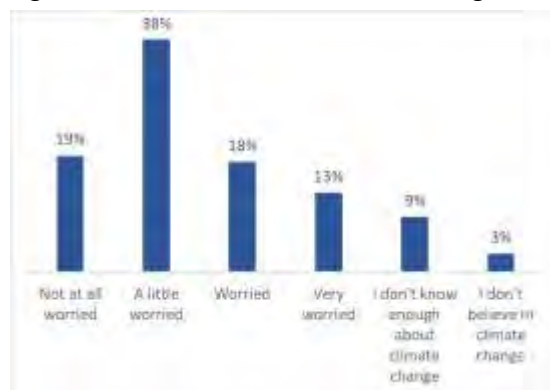


Note: Base for each item is all respondents (excluding not answered). Sums to more than 100%. Respondents could select multiple options.

### Indicator – Worried about climate change

The 2022 survey asked: ‘To what extent do you personally worry about the impact of climate change on the future of your local area and residents of your local area’. The results showed around one fifth (19%) were not at all worried, 38% were a little worried, 18% were worried and 13% were very worried. A further 9% said they did not know enough to answer the question, and 3% did not believe in climate change.

Figure 49: Worried about climate change



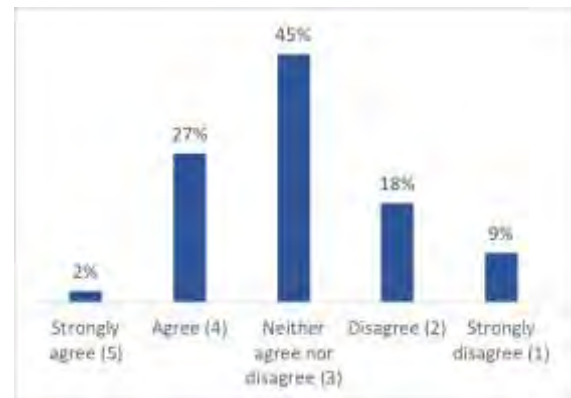
## Council processes

### Indicator – Confidence in Council decision-making

Around one quarter of respondents (28%\*) agreed or strongly agreed that they have confidence their local Council makes decisions in the best interests of their area, while 27% disagreed or strongly disagreed, and 45% neither agreed nor disagreed.

\* percentages do not add due to rounding

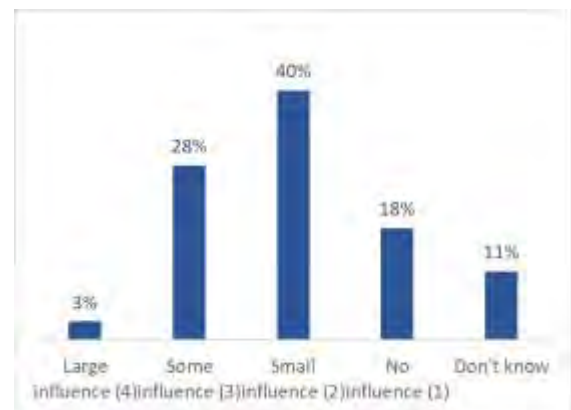
Figure 50: Confidence in Council decision-making



### Indicator – Perception of public's influence on Council decision making<sup>11</sup>

Around one third of respondents (31%) said the public have some or large influence over the decisions their local Council makes, while 40% perceive the public to have a small influence and 18% no influence.

Figure 51: Perception of public's influence on Council decision making



<sup>11</sup> This indicator is included in the Waikato Progress Indicators regional wellbeing monitoring programme.

### 3.3 Waikato Progress Indicators results by age, gender and ethnicity

This sub-section provides a summary of statistically significant key results by age group, gender and ethnicity at the regional level for the eight 2022 survey items that are included in the Waikato Progress Indicators (Section 1.4). These results have larger sampling errors than the overall regional results.

#### Age group

Respondents **aged under 25** ( $N = 124$ ) were:

- Less likely to agree their quality of life was good, very good or extremely good (78% compared to 86% for all ages combined).
- More likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (31% compared to 15% for all ages combined); and less likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (40% compared to 57% for all ages combined).
- While not statistically significant at the 95% confidence level (due to the relatively small sample size of this age group), it is also notable that respondents aged under 25 years were more likely to agree they had been physically active on five of the past seven days (48% compared to 41% for all ages combined).

Respondents **aged 25 to 49** ( $N = 535$ ) were:

- More likely to agree that they feel a bit unsafe or very unsafe walking alone in neighbourhood after dark (36% compared to 30% for all ages combined).
- More likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (18% compared to 15% for all ages combined); and less likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (52% compared to 57% for all ages combined).
- Less likely to agree or strongly agree that they feel a sense of pride in the way their city or local area looks and feels (60% compared to 64% for all ages combined); and more likely to say they neither agree nor disagree that they feel a sense of pride in the way their city or local area looks and feels (26% compared to 23% for all ages combined).
- Less likely to agree they had been physically active on five or more of the past seven days (35% compared to 41% for all ages combined); and more likely to agree that they had been physically active on 1-2 of the past seven days (25% compared to 22% for all ages combined).



Respondents **aged 50 to 64** (*N* = 382) were:

- Less likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (10% compared to 15% for all ages combined).
- More likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live (11% compared to 8% for all ages combined).

Respondents **aged 65 plus** (*N* = 461) were:

- More likely to agree their quality of life was good, very good or extremely good (91% compared to 86% for all ages combined).
- Less likely to agree that they feel a bit unsafe or very unsafe walking alone in neighbourhood after dark (20% compared to 30% for all ages combined).
- More likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (73% compared to 57% for all ages combined); and less likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (6% compared to 15% for all ages combined).
- More likely to agree or strongly agree that they feel a sense of pride in the way their local area looks and feels (73% compared to 64% for all ages combined).
- More likely to agree they had been physically active on five of the past seven days (45% compared to 41% for all ages combined); and less likely to agree that they had been physically active on 1-2 of the past seven days (17% compared to 22% for all ages combined).
- Less likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a better or much better place to live (31% compared to 39% for all ages combined).
- Less likely to agree the public have no influence or a small influence over the decisions their local Council makes (51% compared to 58% for all ages combined).

Figure 52: Waikato Progress Indicators results by age group



## Gender

Female respondents ( $N = 810$ ) were:

- More likely to agree that their quality of life was extremely good (13% compared to 11% for all respondents).
- More likely to agree that they feel unsafe walking alone in their neighbourhood after dark (37% compared to 30% for all respondents); and less likely to agree that they feel safe walking alone in their neighbourhood after dark (55% compared to 63% for all respondents).
- More likely to agree that their overall health is very good or excellent (44% compared to 41% for all respondents).
- More likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (60% compared to 57% for all ages combined).
- Less likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live (5% compared to 8% for all ages combined).

Male respondents ( $N = 691$ ) were:

- Less likely to agree that their quality of life was extremely good (8% compared to 11% for all respondents).
- More likely to agree that they feel safe walking alone in their neighbourhood after dark (71% compared to 63% for all respondents); and less likely to agree that they feel unsafe walking alone in their neighbourhood after dark (23% compared to 30% for all respondents).
- Less likely to agree that their overall health is very good or excellent (38% compared to 41% for all respondents).
- More likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live (10% compared to 8% for all ages combined).

Figure 53: Waikato Progress Indicators results by gender



## Ethnic group

Respondents who identified with the **New Zealand European ethnic group** ( $N = 1,242$ ) were:<sup>12</sup>

Respondents who identified with the **NZ European/other ethnic group** ( $N = 1,242$ ) were:

- More likely to agree that their quality of life was good, very good or extremely good (89% compared to 86% for all respondents); and less likely to agree that their quality of life was poor, very poor or extremely poor (3% compared to 4% for all respondents).
- More likely to agree that their overall health is good, very good or excellent (82% compared to 80% for all respondents); and less likely to agree that their overall health is fair or poor (17% compared to 19% for all respondents).
- Less likely to report having been physically active on five or more of the last seven days (39% compared to 41% for all respondents).
- Less likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live (7% compared to 8% for all ages combined).
- More likely to agree that the public have no influence or only a small influence over the decisions that their local Council makes (61% compared to 58% for all respondents); and less likely to agree that the public have some influence or large influence over the decisions that their local Council makes (28% compared to 31% for all respondents).

Respondents who identified with the **Māori ethnic group** ( $N = 400$ ) were:

- Less likely to agree that their quality of life was good, very good or extremely good (76% compared to 86% for all respondents); and more likely to agree that their quality of life was poor, very poor or extremely poor (8% compared to 4% for all respondents).
- More likely to agree that they feel very safe walking alone in their neighbourhood after dark (30% compared to 24% for all respondents).
- More likely to agree that their overall health is fair or poor (27% compared to 19% for all respondents); and less likely to agree that their overall health is good, very good or excellent (71% compared to 80% for all respondents).
- More likely to disagree or strongly disagree that they feel a sense of pride in the way their city or local area looks and feels (17% compared to 13% for all respondents).
- More likely to report having been physically active on five or more of the last seven days (47% compared to 41% for all respondents); and less likely to report having been physically active on 1-2 of the last seven days (17% compared to 22% for all respondents).
- More likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live (15% compared to 8% for all ages combined).

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<sup>12</sup> Due to the large number of New Zealand European / Other ethnic group respondents in the sample, even small differences in results compared to the total sample average can meet the threshold for statistical significance.

Respondents who identified with the **Pacific ethnic group** ( $N = 36$ ) were:

- Less likely to agree that their quality of life was good, very good or extremely good (70% compared to 86% for all respondents).
- Less likely to agree that their overall health is very good or excellent (22% compared to 41% for all respondents).
- Less likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (40% compared to 57% for all respondents); and more likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (34% compared to 15% for all respondents).
- Less likely to agree that the public have no influence or only a small influence over the decisions that their local Council makes (39% compared to 58% for all respondents).

Respondents who identified with the **Asian/Indian ethnic group** ( $N = 73$ ) were:

- Less likely to agree that their quality of life was very good or extremely good (30% compared to 49% for all respondents).
- Less likely to agree that they feel very safe walking alone in their neighbourhood after dark (0% compared to 24% for all respondents).
- Less likely to agree that their overall health is very good or excellent (24% compared to 41% for all respondents).
- Though not statistically significant, more likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a better or much better place to live (64% compared to 39% for all respondents).
- More likely to agree that the public have some influence or large influence over the decisions that their local Council makes (43% compared to 31% for all respondents); and less likely to agree that the public have no influence or only a small influence over the decisions that their local Council makes (40% compared to 58% for all respondents)

**Figure 54: Waikato Progress Indicators results by ethnic group**



## 4. Territorial local authority results

This section provides summary results from selected survey items for territorial local authority (TLA) areas in the Waikato region and the West and East wards of Hamilton city. All results are based on weighted data to account for sample demographic differences. Further analysis of Hamilton results is available from Hamilton City Council.

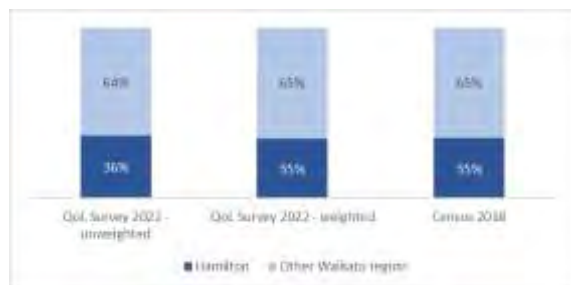
The purpose of this supplementary information is to help inform policy makers. Due to smaller sample sizes these results have a larger sampling error than the overall results. For territorial local authority areas where the unweighted survey sample size is below 100, the results are indicative only and caution is advised when interpreting the results.

### 4.1 City vs non-city sample size

Of the 1,502 Waikato regional residents who responded to the 2022 Quality of Life survey, 546 (36%) were from Hamilton and the remainder were from other parts of the Waikato region. This provided a sufficient sample size for both the city and other regional results to enable meaningful population inferences.

The sampling error for the overall Waikato region including Hamilton was  $\pm 2.3\%$  (at the 95% confidence interval) and for the city of Hamilton  $\pm 4.1\%$ .<sup>13</sup> For other districts, the disaggregated survey results (cross-tabs) are less reliable, with sampling errors ranging from approximately  $\pm 7\%$  (Waikato District) to  $\pm 18\%$ . High sampling errors were associated particularly with the Waitomo and Ōtorohanga districts.

**Figure 55: Sample size percentages for Hamilton and other Waikato region (vs Census results)**



Source: Quality of Life Survey 2022 and Statistics New Zealand Census 2018 (with Waikato region total (denominator) based on regional council boundary).

**Table 2: Sample size by Territorial Authority in the Waikato region – weighted**

Territorial Authority	Sample No.	Sample %
Hamilton:	546	36%
<i>West Ward</i>	279	19%
<i>East Ward</i>	267	18%
Thames-Coromandel	75	5%
Hauraki	59	4%
Waikato	187	12%
Matamata-Piako	86	6%
Waipa	150	10%
Ōtorohanga	37	2%
South Waikato	76	5%
Waitomo	28	2%
Taupō	100	7%
Rotorua	158	11%
<b>Total Waikato region</b>	<b>1502</b>	<b>100%</b>

Note: Denominator based on total of all TAs including Rotorua District sub-sample.

<sup>13</sup> Refer to [www.sphanalytics.com/sample-error-calculator/](http://www.sphanalytics.com/sample-error-calculator/) for online calculator.



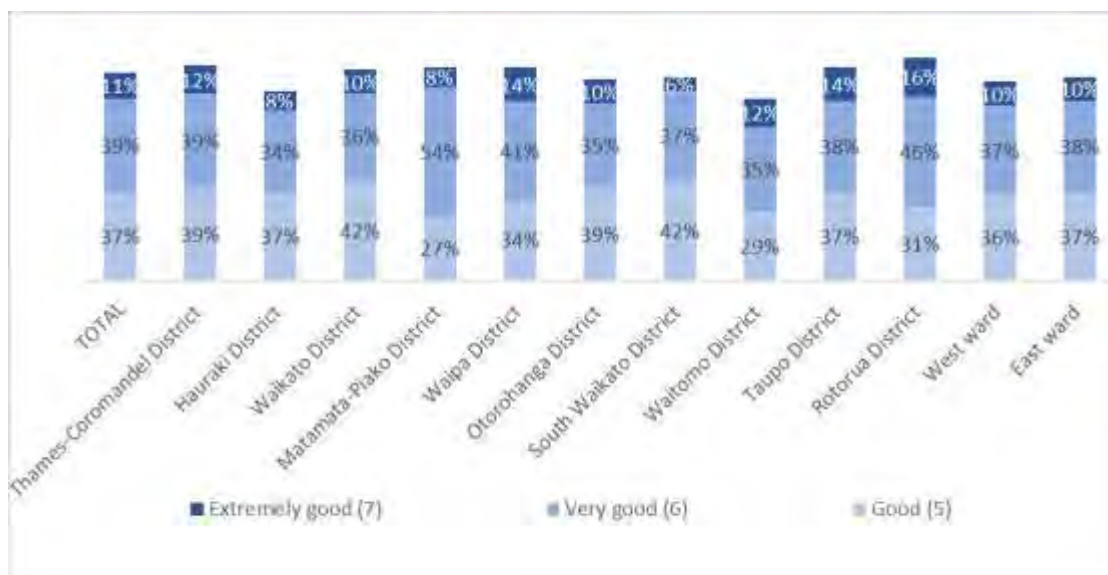
## 4.2 QoL 2022 survey results by location (graphs)

Graphs below present summary results for the majority of items in the Quality of Life Survey. Not all columns sum to 100% due to rounding differences.

The caveats regarding high sampling errors for some local council areas should be kept in mind when interpreting these graphs. Results for the West Ward and East Ward of Hamilton are reported separately. Further analysis of Hamilton results is available from Hamilton City Council.

Where the full scale of results is shown, figures do not always sum to 100% because responses could also include “not applicable/don’t know”.

**Figure 56: Quality of life – Waikato region and TLAs**



**Figure 57: Quality of life compared to 12 months ago – Waikato region and TLAs**

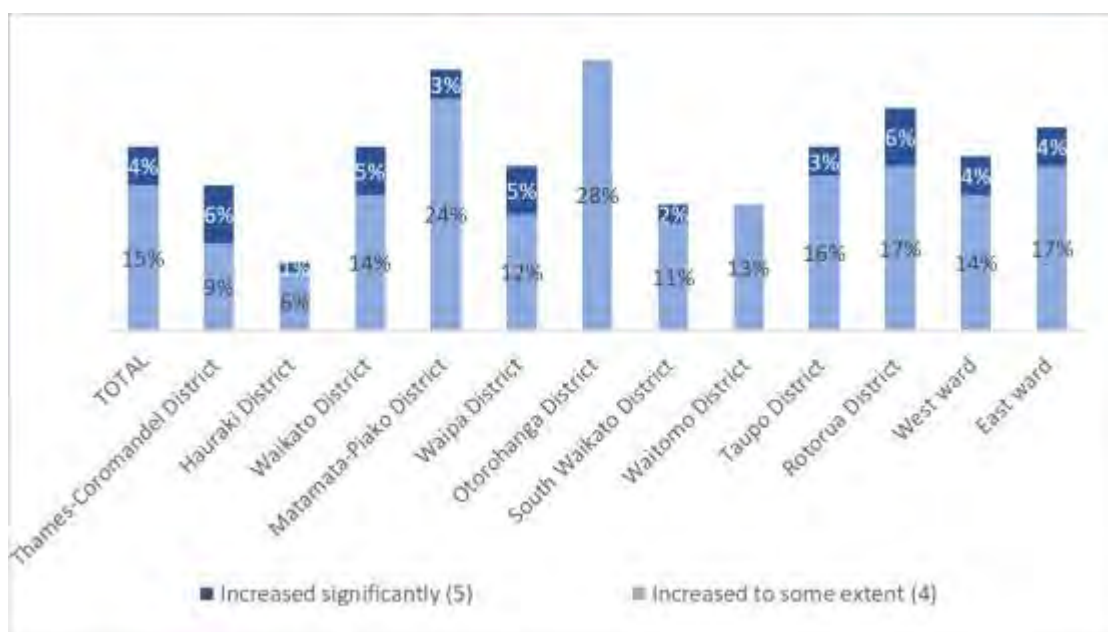


Figure 58: City/local area is a great place to live – Waikato region and TLAs

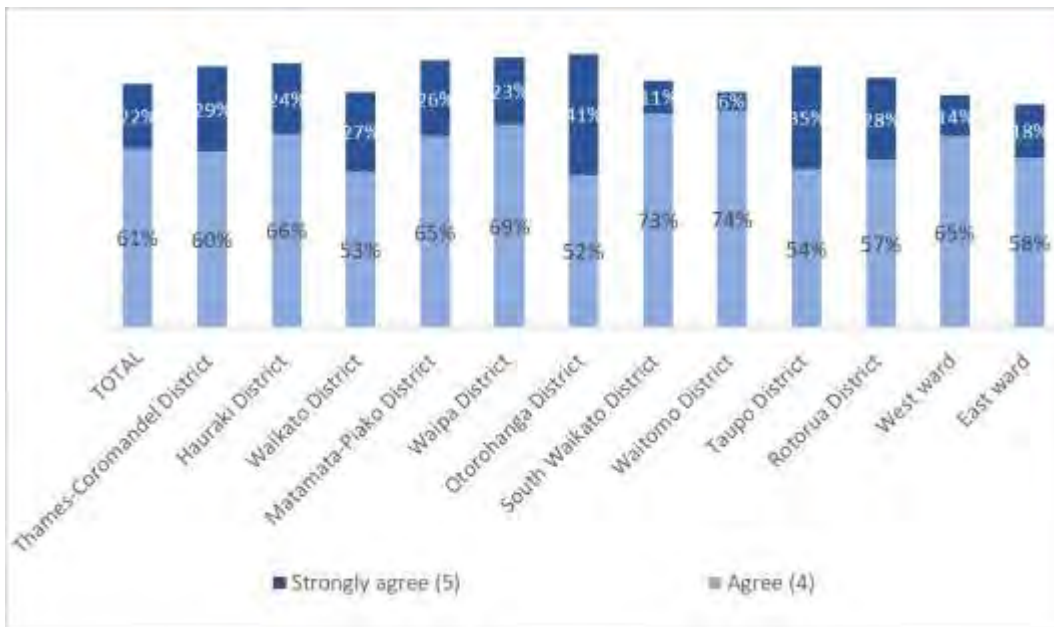


Figure 59: City/local area has got better, worse or stayed the same – Waikato region and TLAs

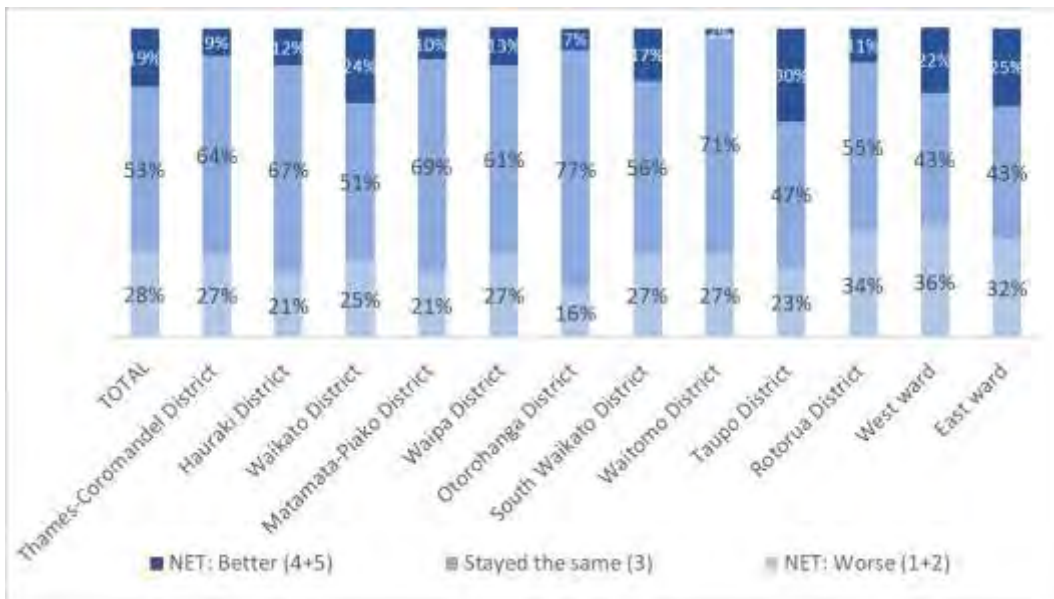
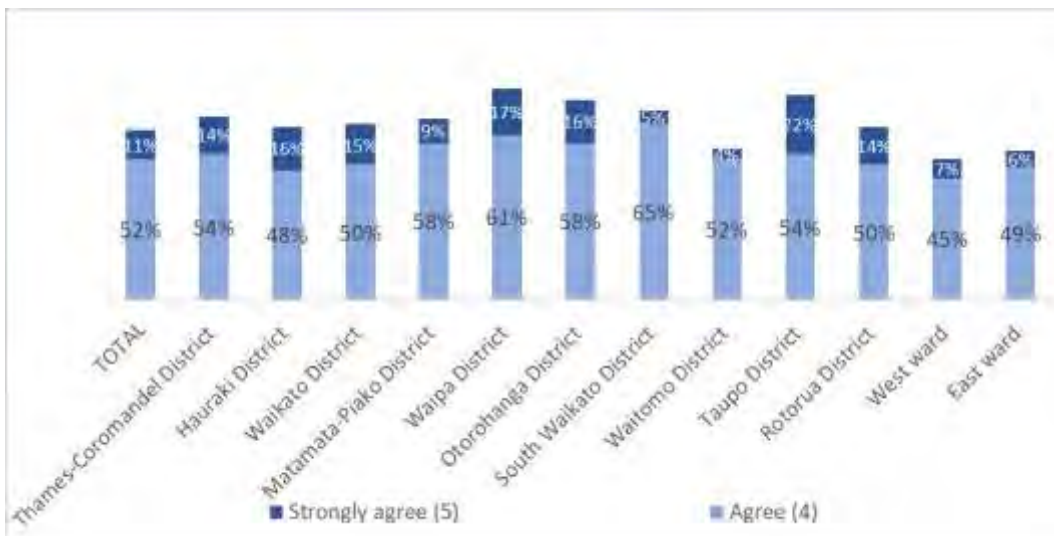
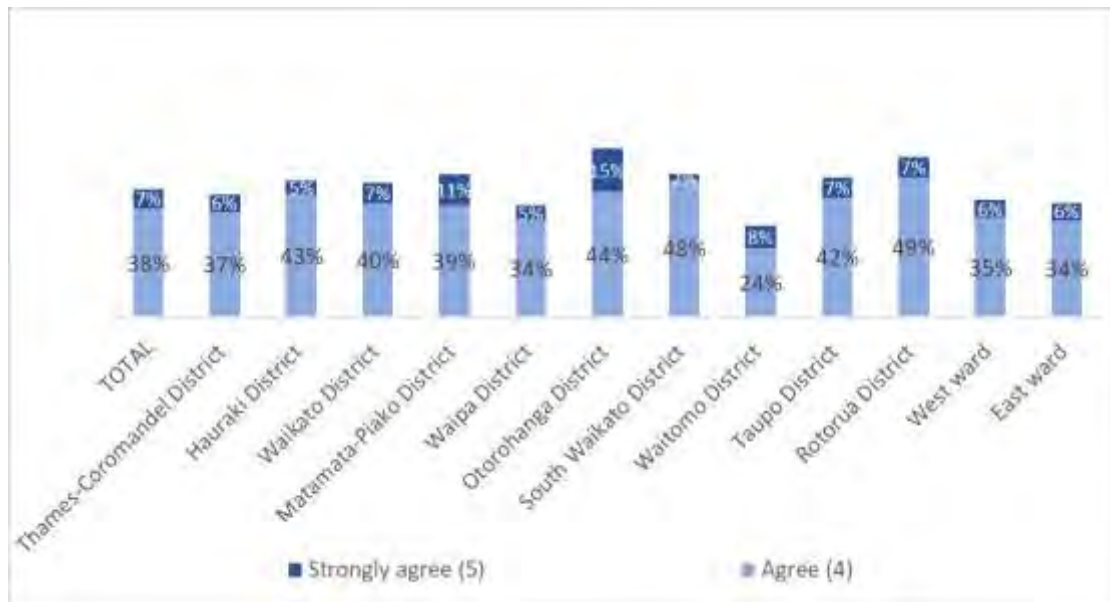


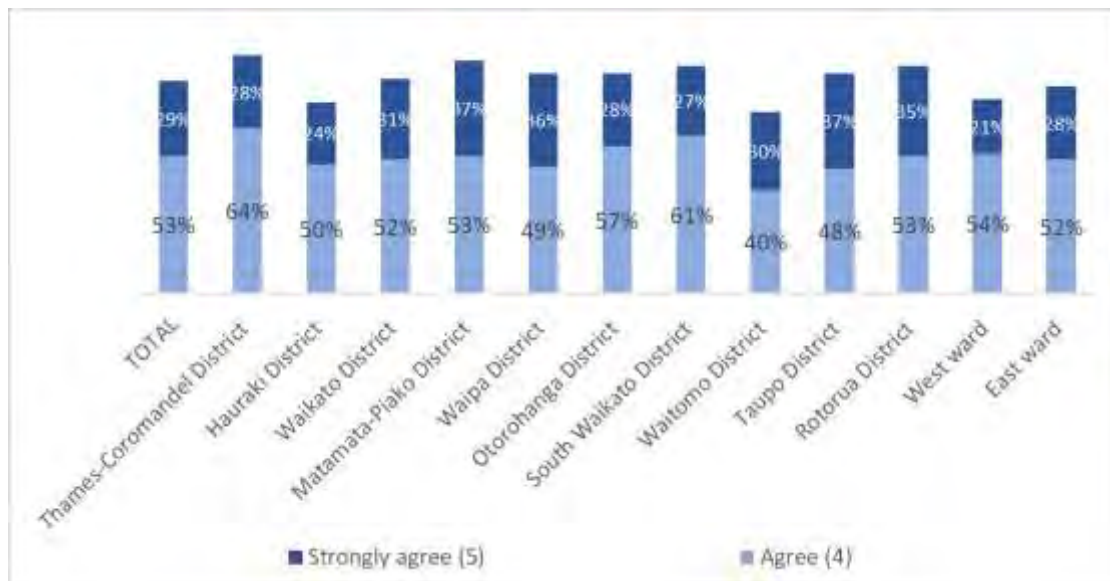
Figure 60: Sense of pride in city/local area – Waikato region and TLAs



**Figure 61: Affordability of housing costs – Waikato region and TLAs**



**Figure 62: Home suits needs – Waikato region and TLAs**



**Figure 63: Area/neighbourhood suits needs – Waikato region and TLAs**

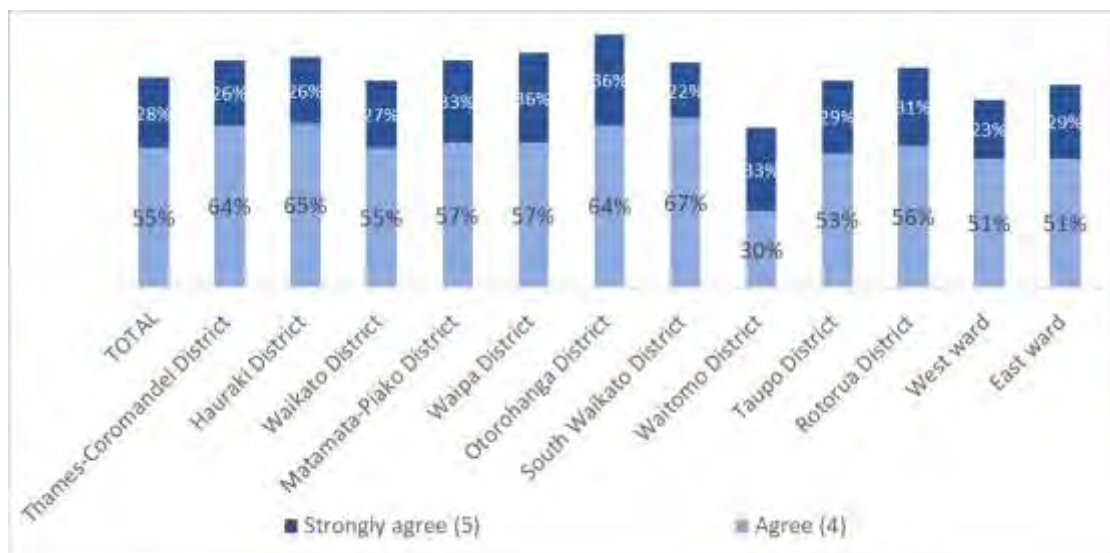




Figure 64: Frequency of use of public transport – Waikato region and TLAs

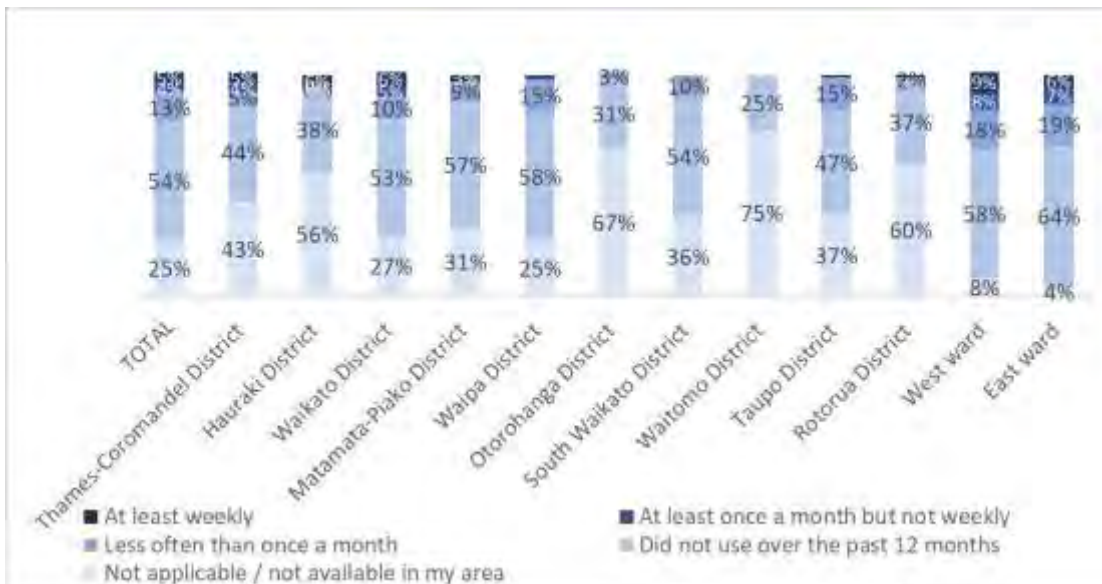


Figure 65: Agree that public transport is affordable – Waikato region and TLAs

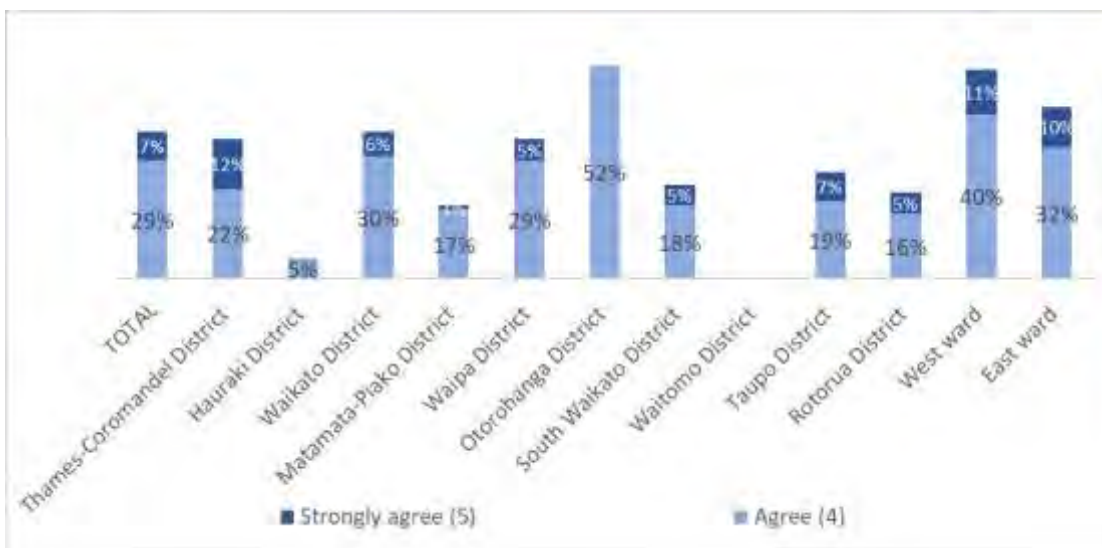


Figure 66: Agree that public transport is safe – Waikato region and TLAs

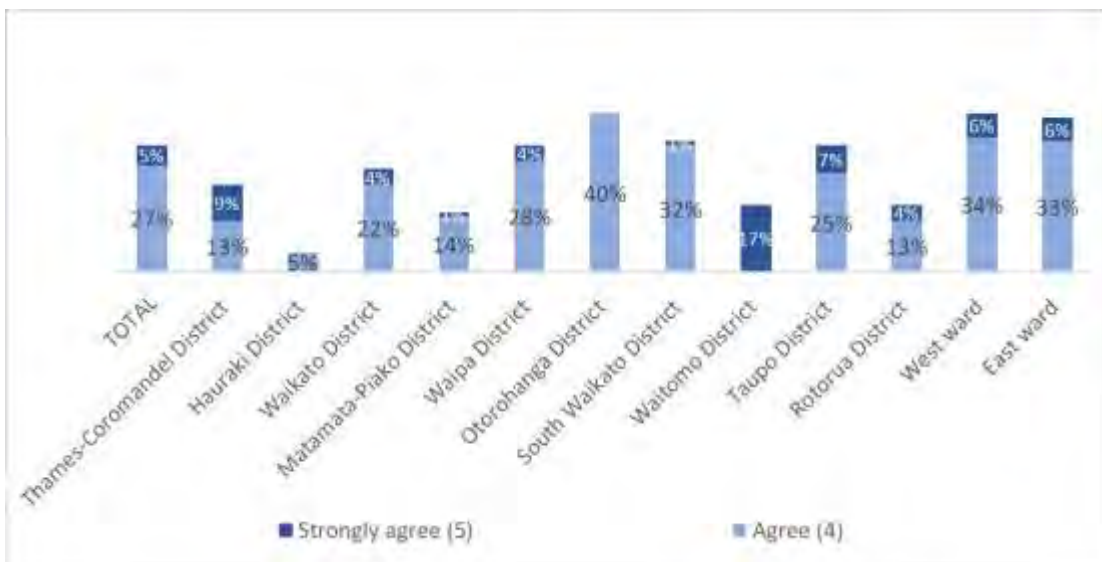


Figure 67: Agree that public transport is easy to get to – Waikato region and TLAs

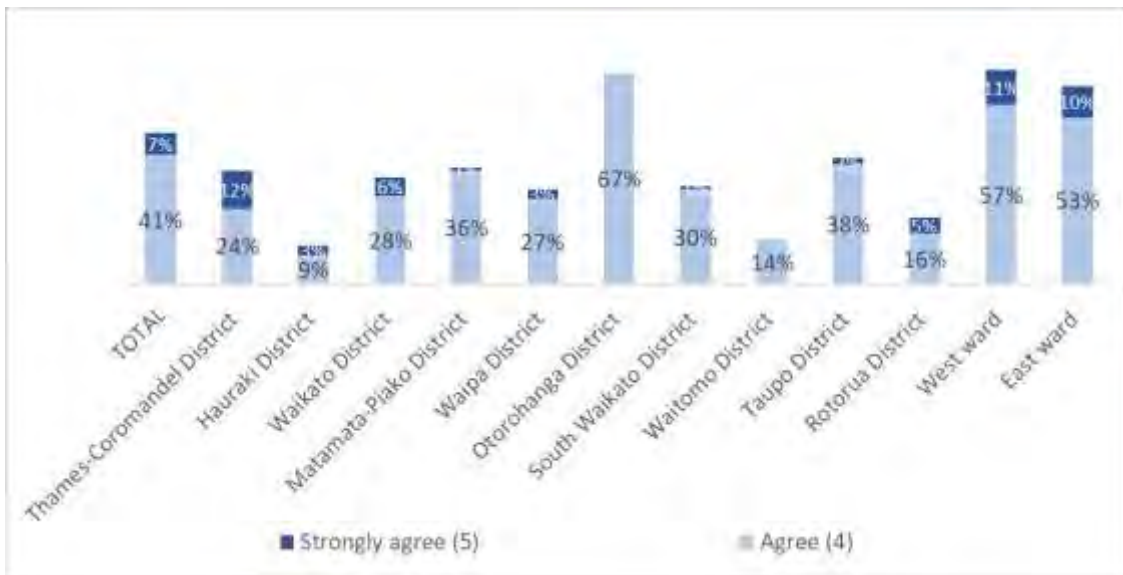


Figure 68: Agree that public transport is frequent – Waikato region and TLAs

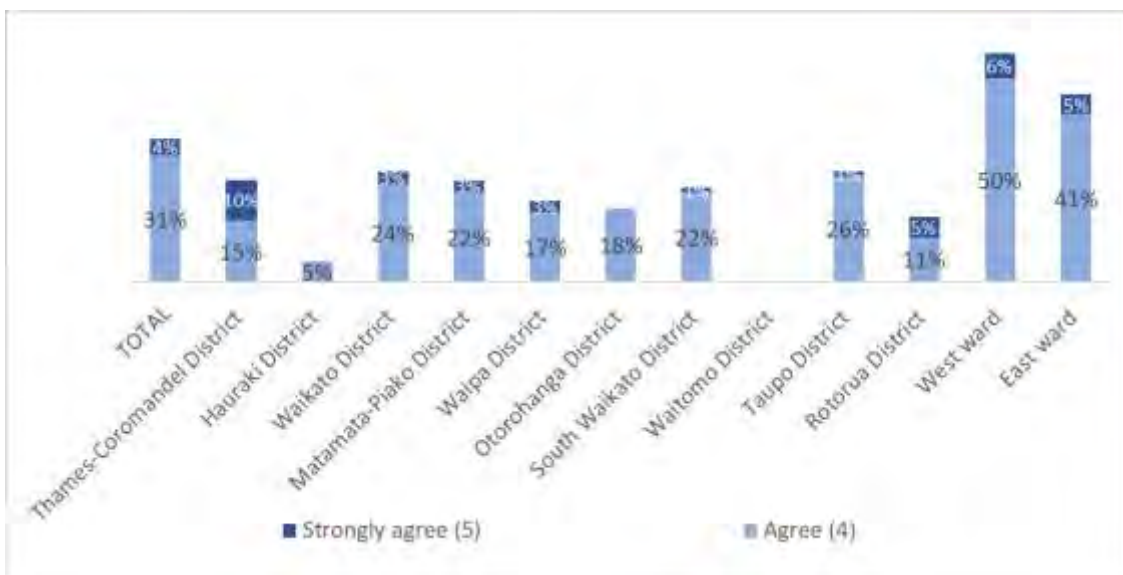


Figure 69: Agree that public transport is reliable – Waikato region and TLAs

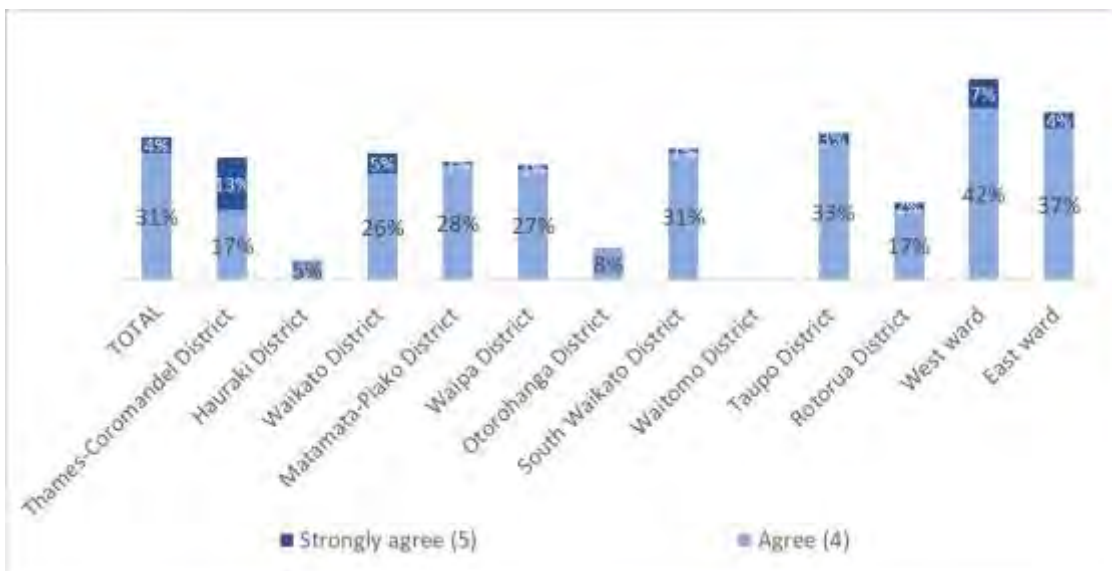


Figure 70: Overall health – Waikato region and TLAs

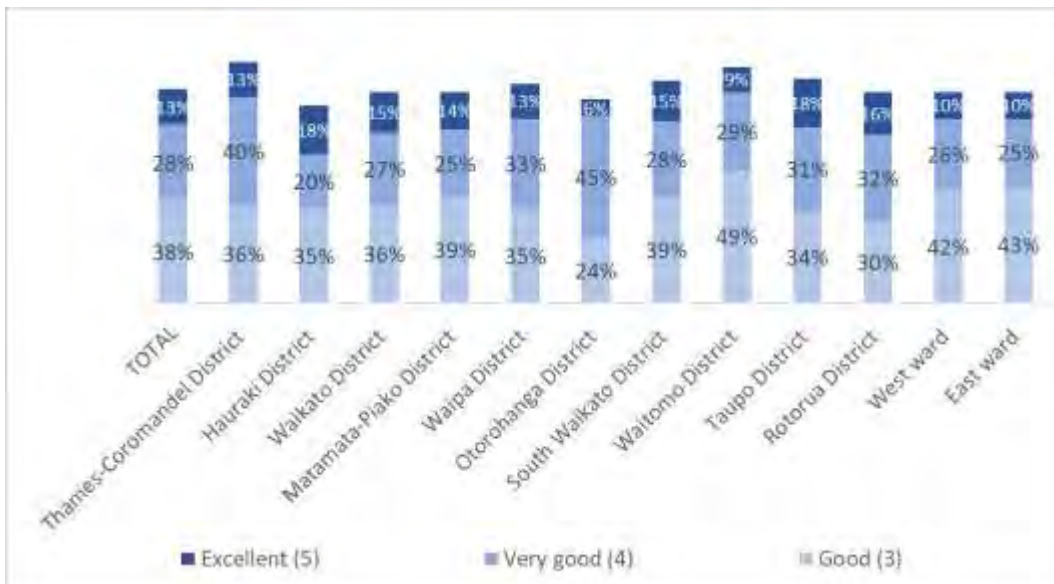


Figure 71: Frequency of doing physical activity – Waikato region and TLAs

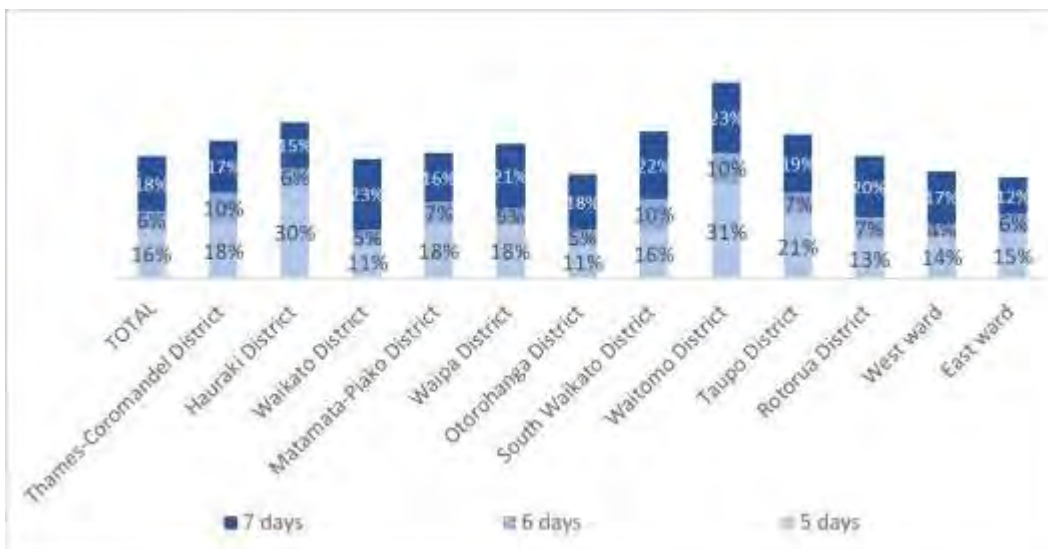


Figure 72: Experienced stress – Waikato region and TLAs

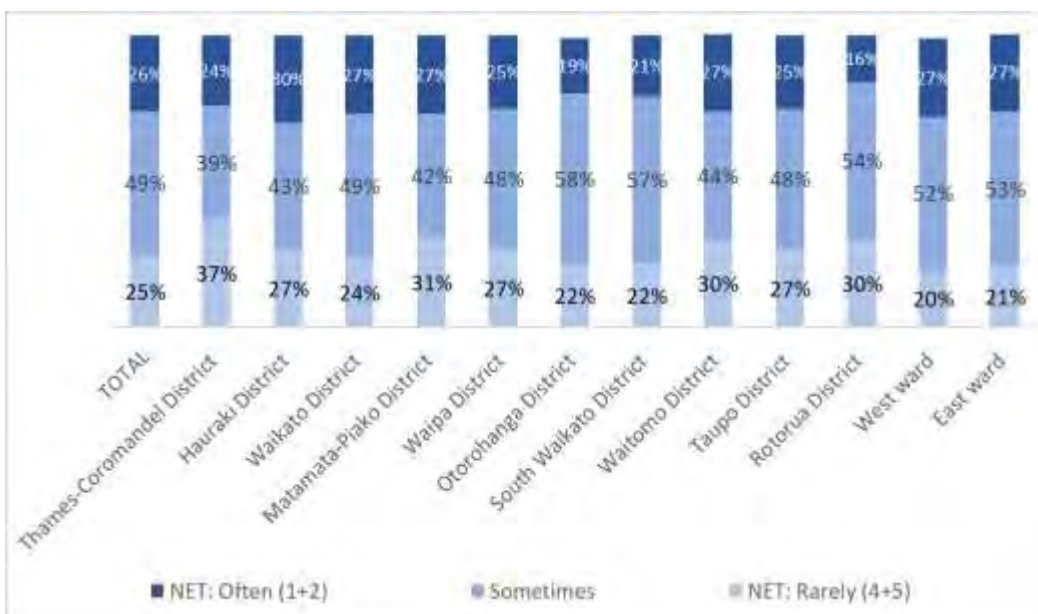




Figure 73: Availability of practical support – Waikato region and TLAs

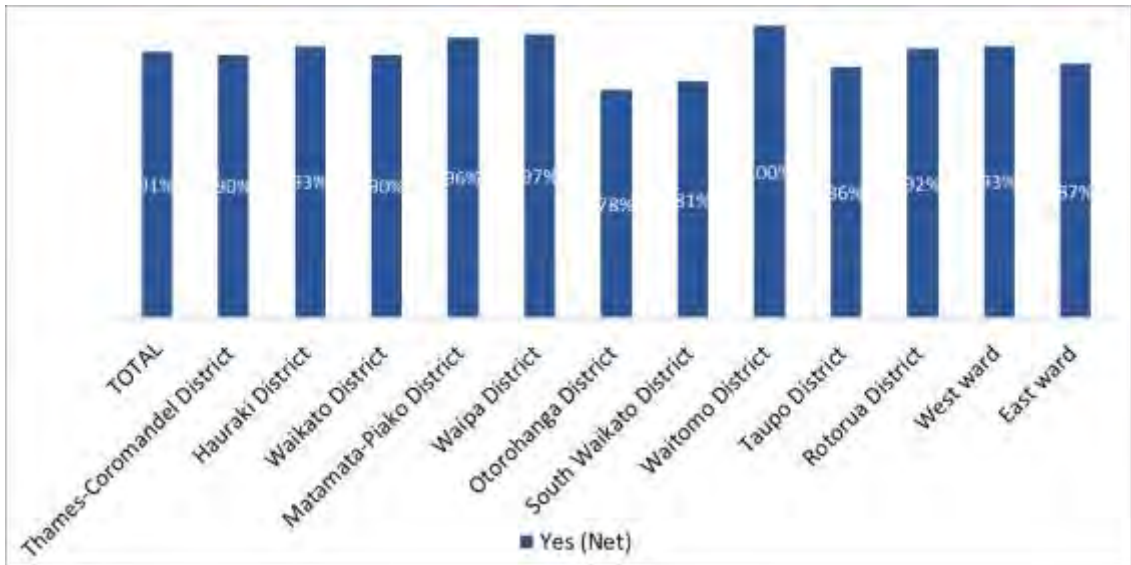


Figure 74: Availability of emotional support – Waikato region and TLAs

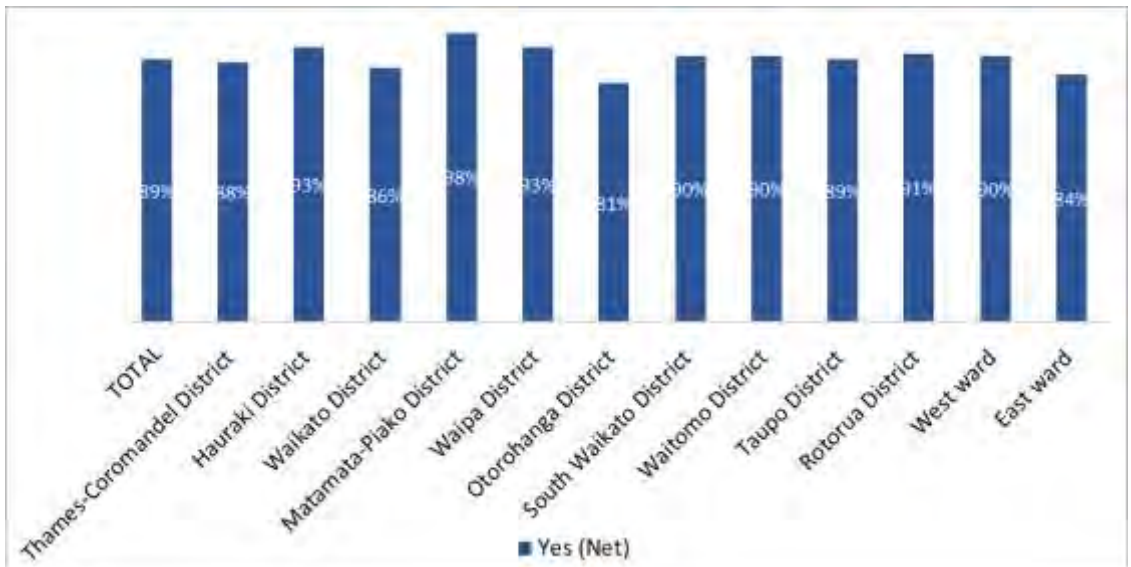


Figure 75: I have felt cheerful and in good spirits – Waikato region and TLAs

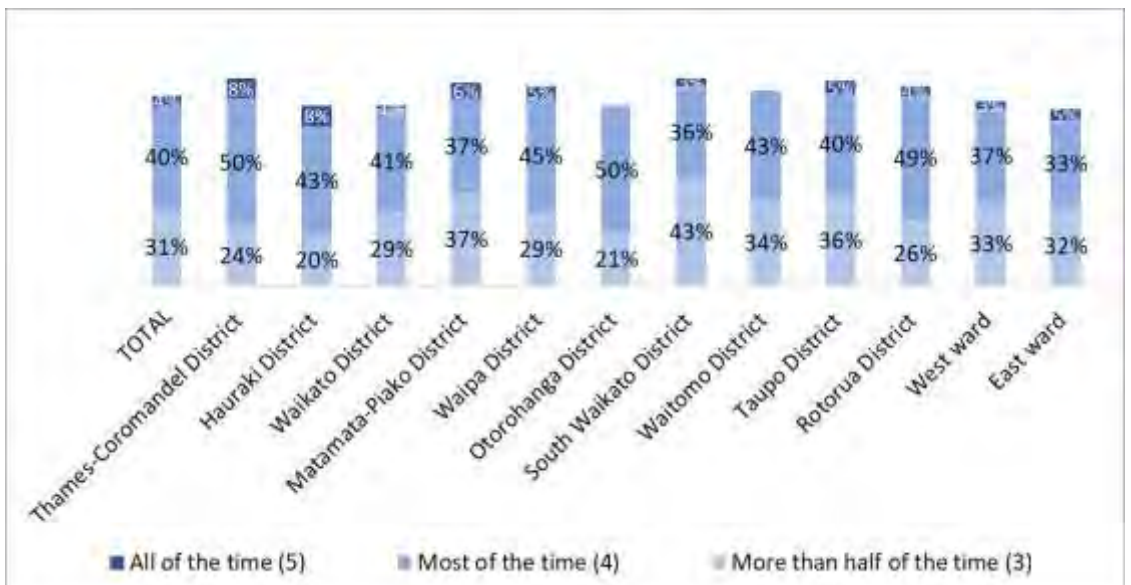


Figure 76: I have felt calm and relaxed – Waikato region and TLAs

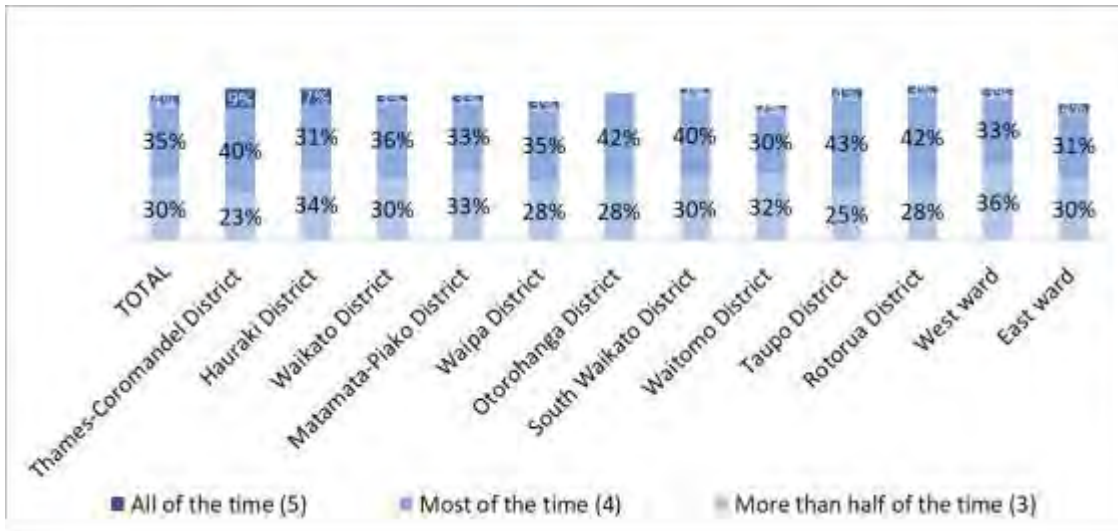


Figure 77: I have felt active and vigorous – Waikato region and TLAs

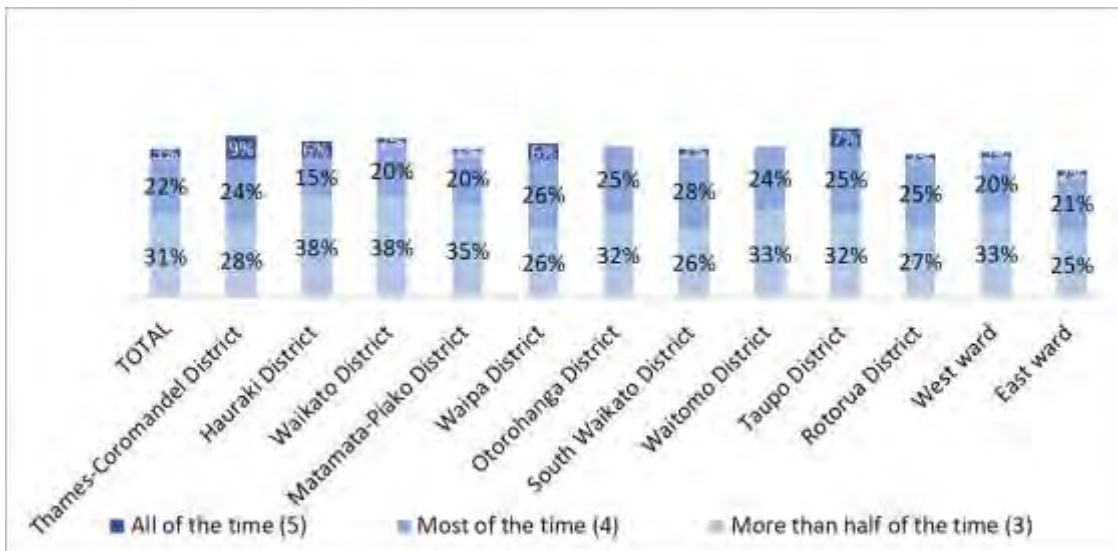


Figure 78: I woke up feeling fresh and rested – Waikato region and TLAs

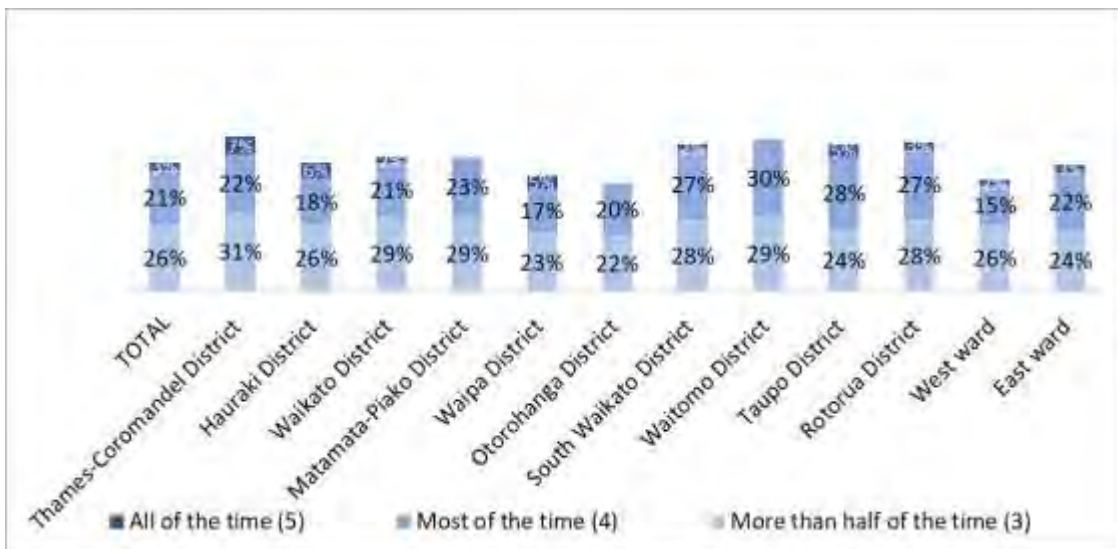




Figure 79: My daily life has been filled with things that interest me – Waikato region and TLAs

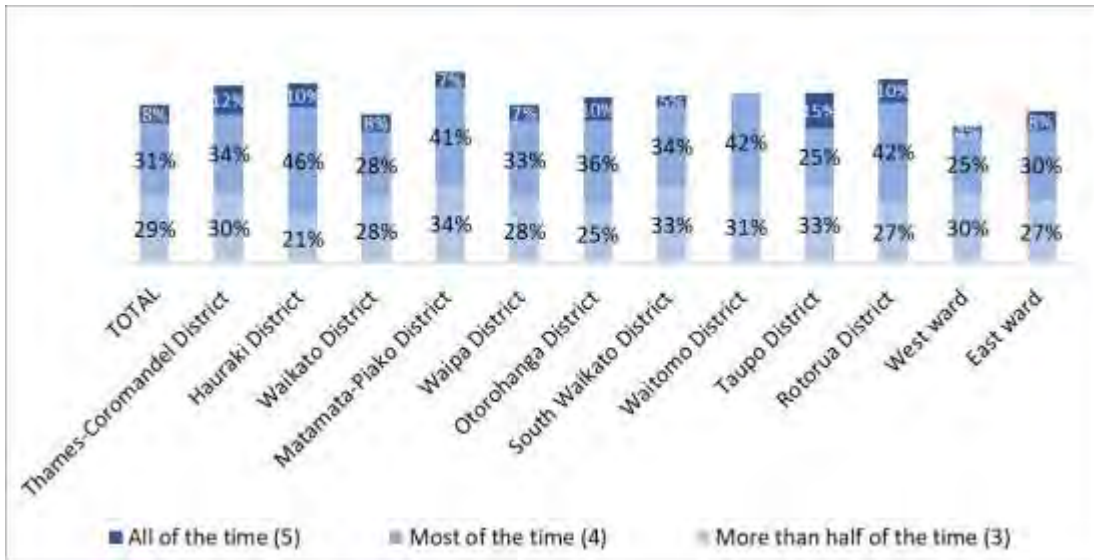


Figure 80: Perceived safety in own home after dark – Waikato region and TLAs

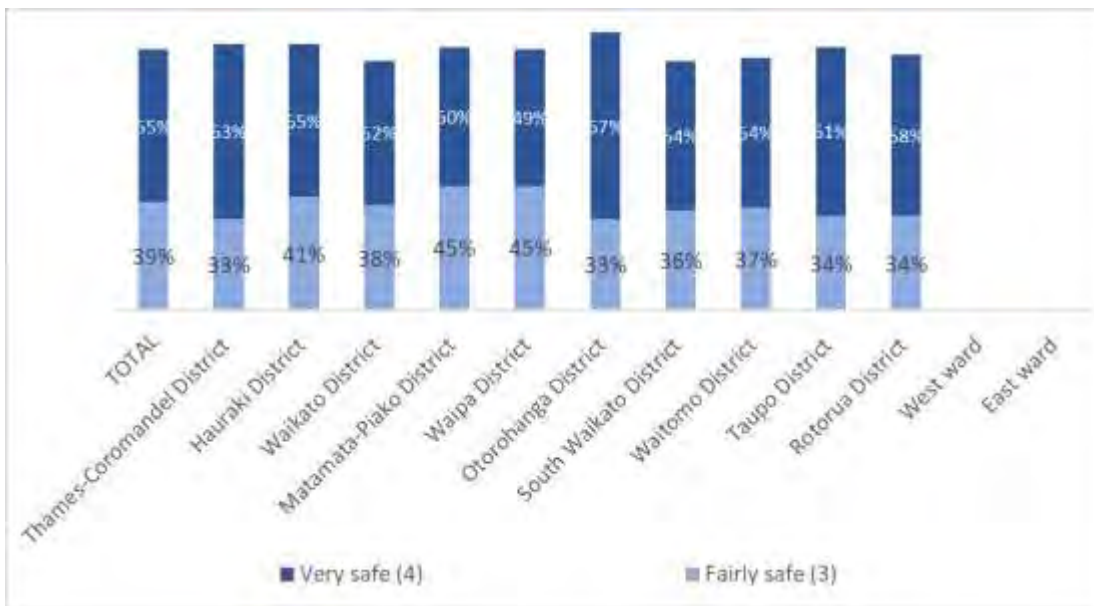
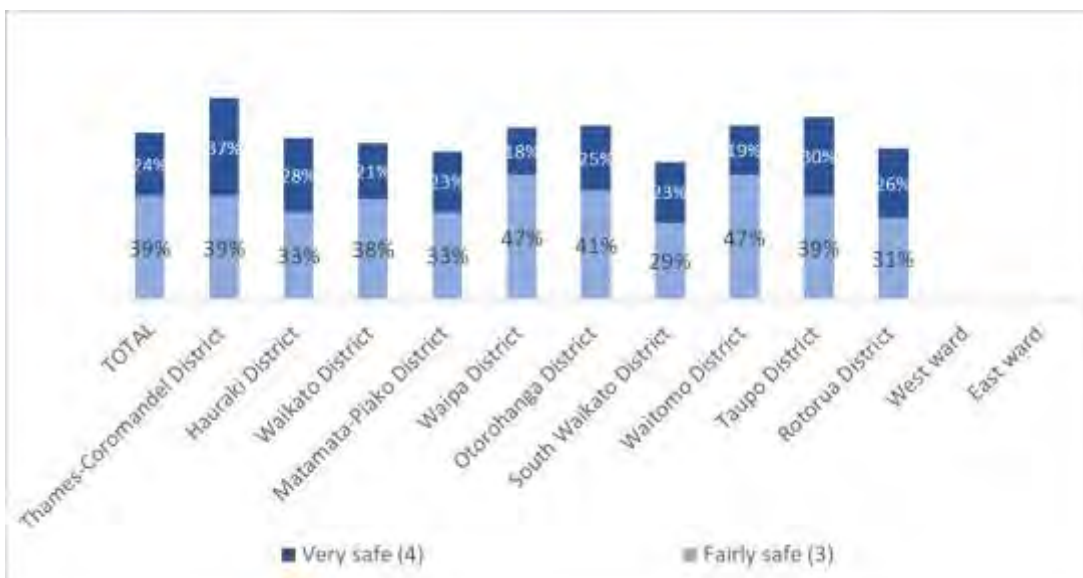
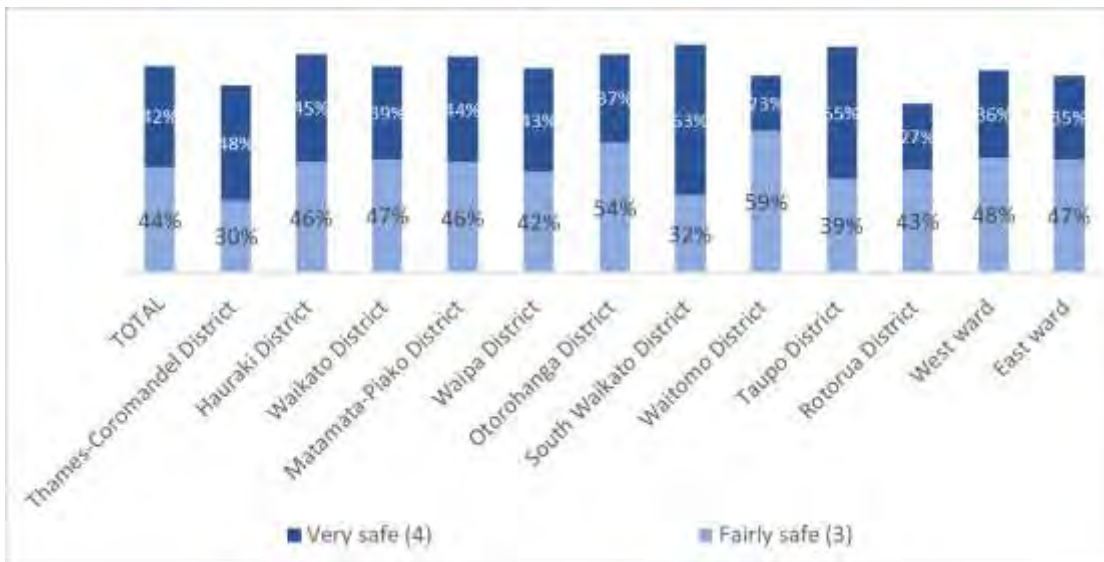


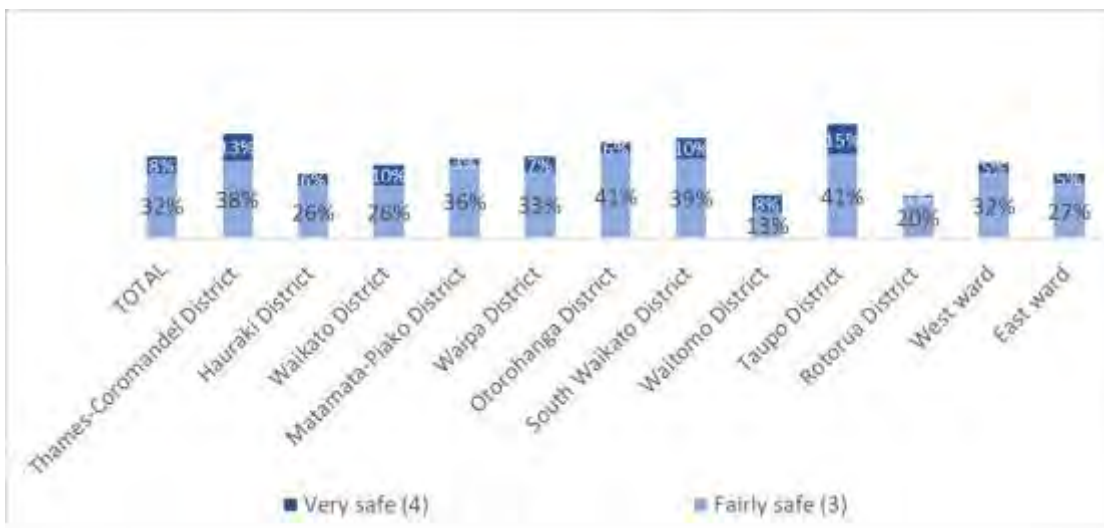
Figure 81: Perceived safety walking alone in neighbourhood after dark – Waikato region and TLAs



**Figure 82: Perceived safety in city centre during the day – Waikato region and TLAs**



**Figure 83: Perceived safety in city centre after dark – Waikato region and TLAs**



**Figure 84: Importance of sense of community – Waikato region and TLAs**

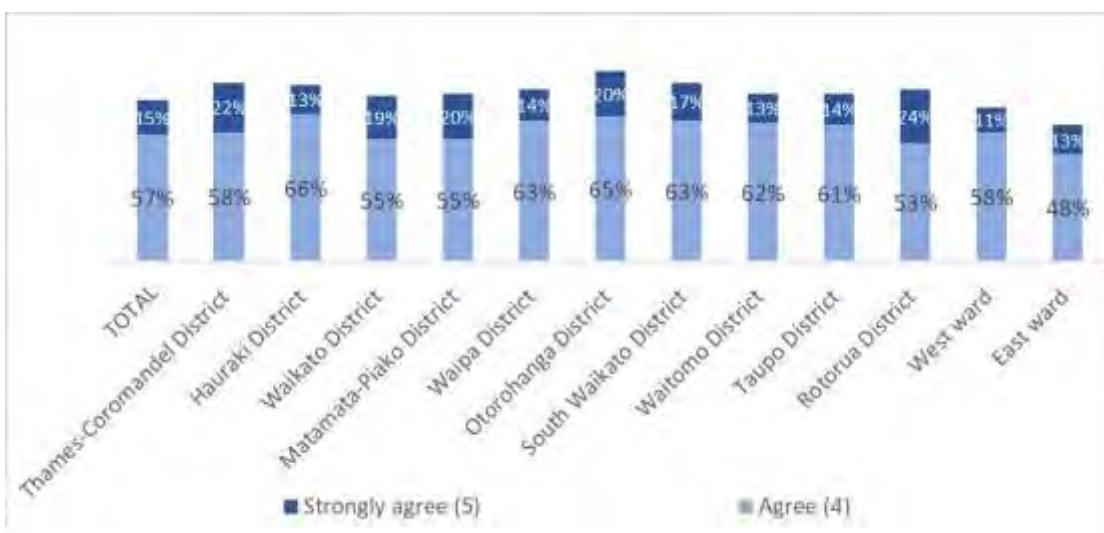


Figure 85: Feel sense of community – Waikato region and TLAs

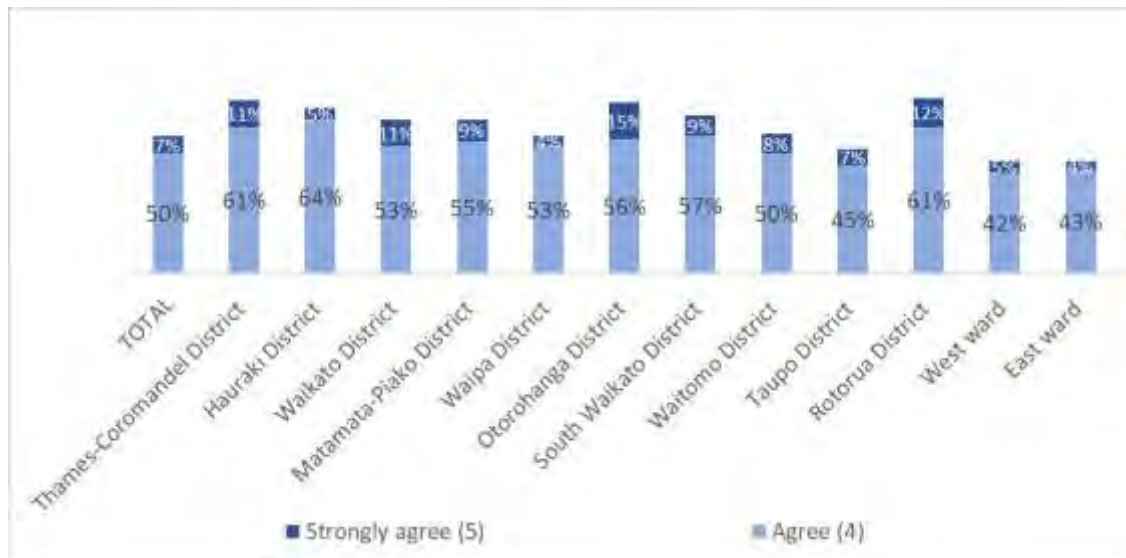


Figure 86: Feeling of isolation – Waikato region and TLAs

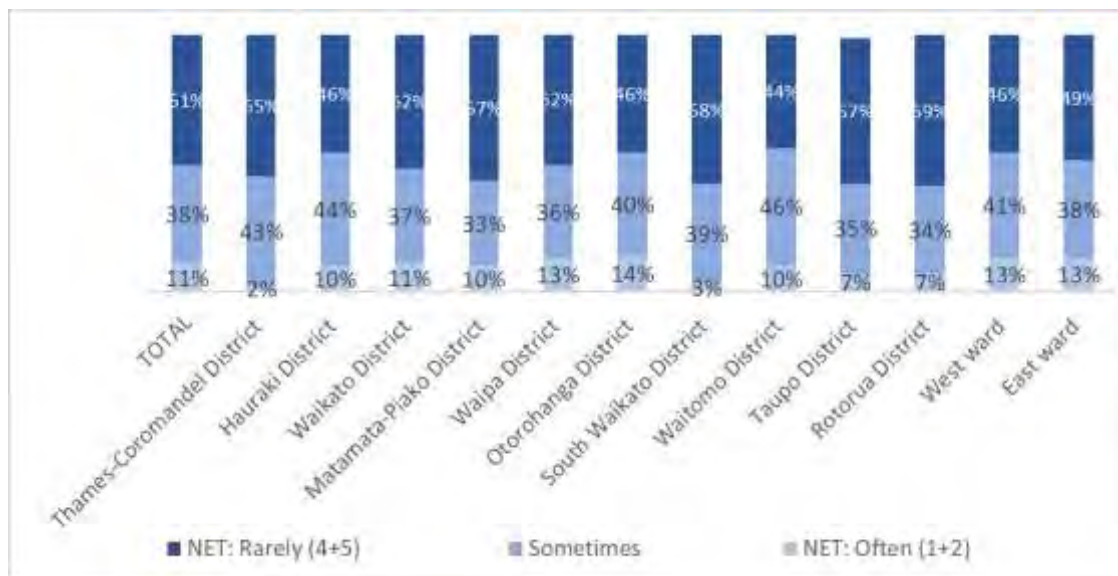


Figure 87: Impact of greater cultural diversity – Waikato region and TLAs

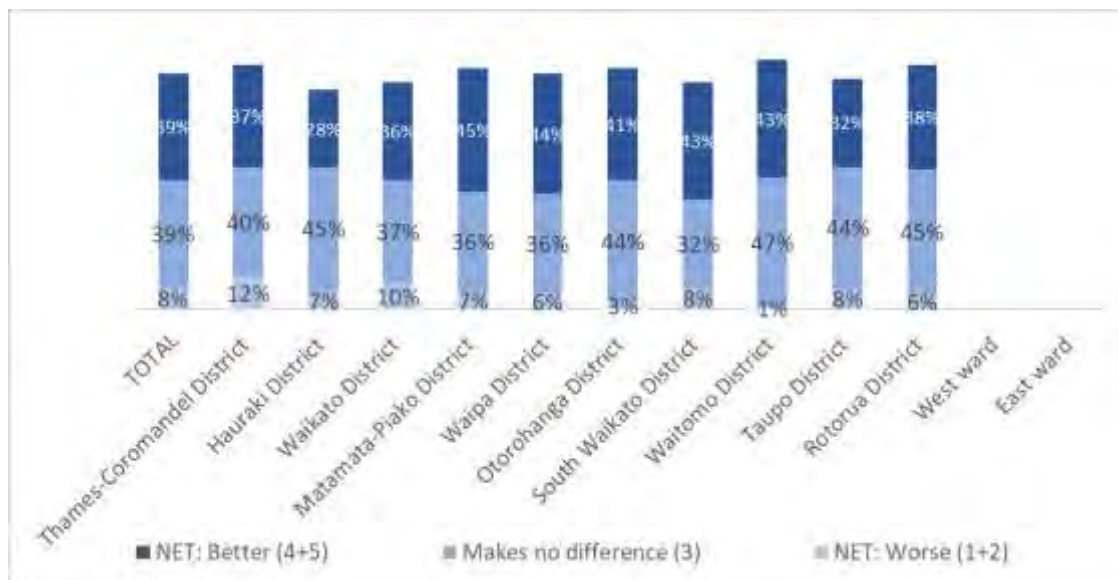




Figure 88: City/local area has a broad range of arts and artistic activities – Waikato region and TLAs

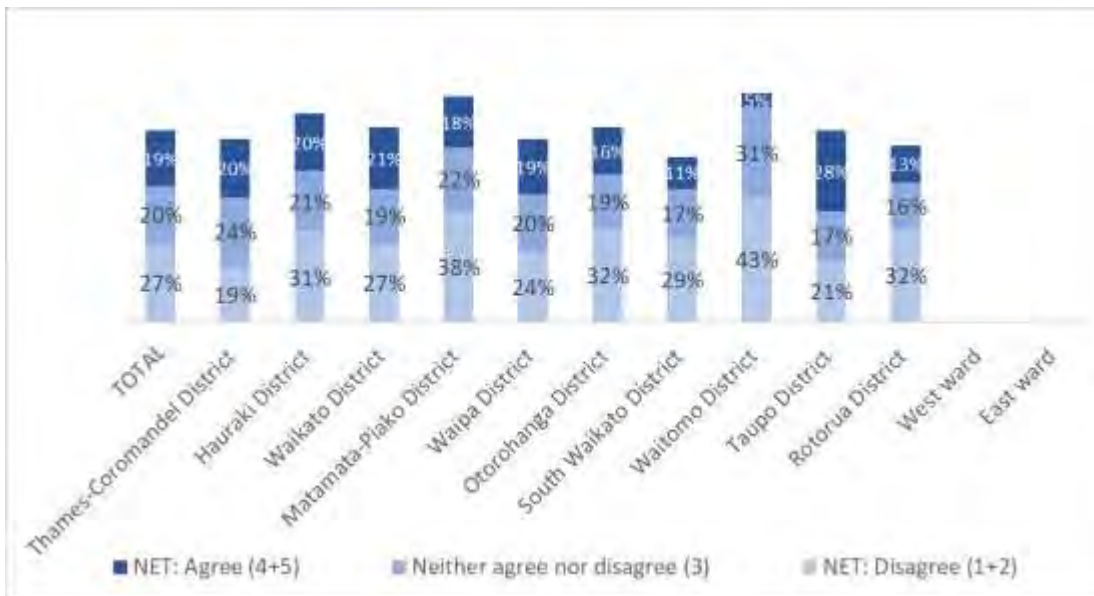


Figure 89: Extent worried about impact of climate change – Waikato region and TLAs

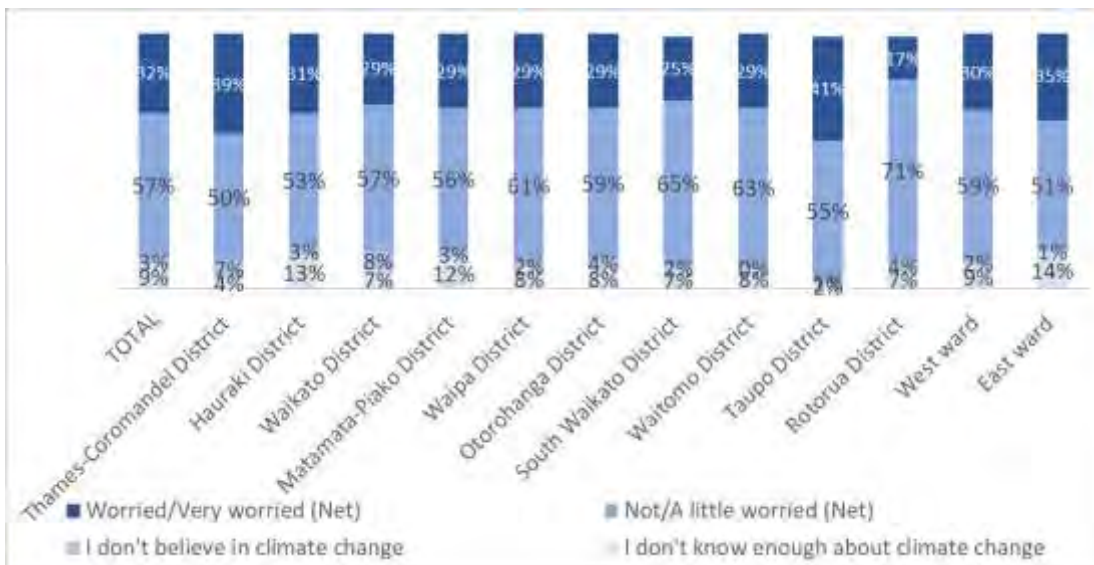


Figure 90: Satisfaction with work-life balance

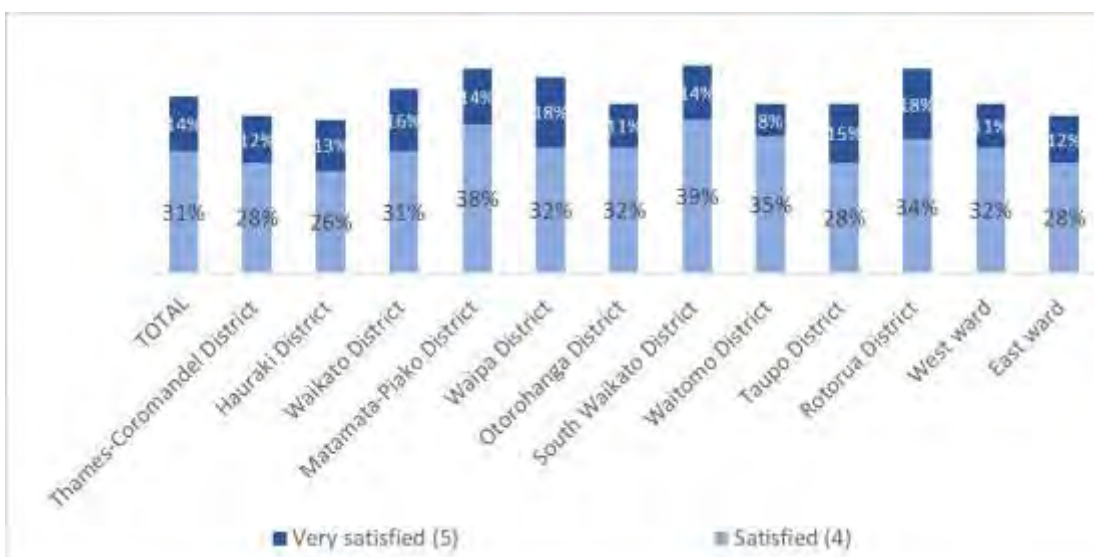


Figure 91: How well income meets everyday needs – Waikato region and TLAs

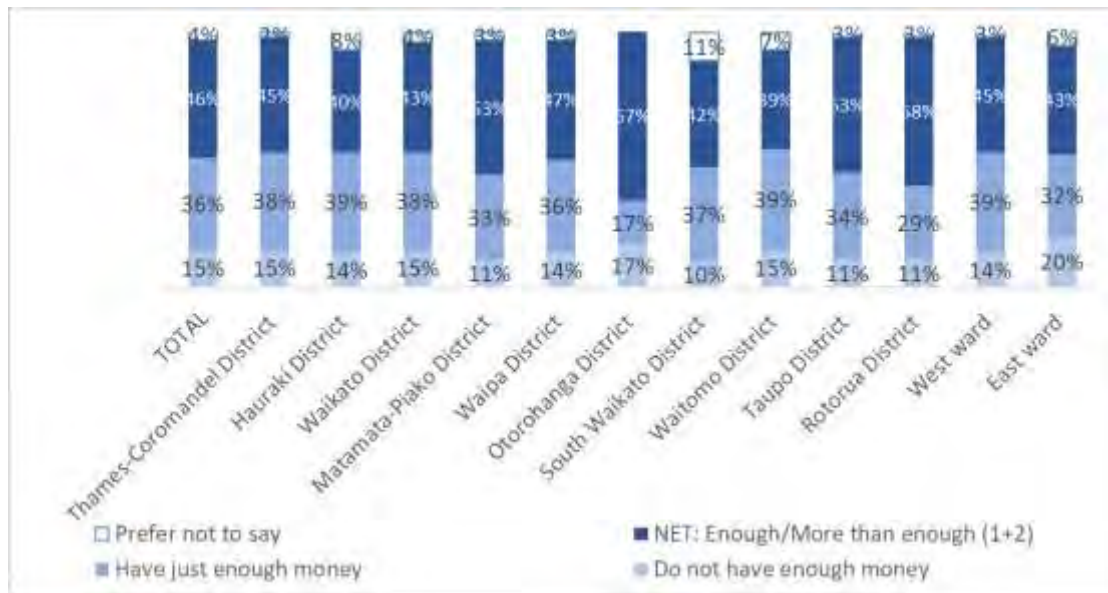


Figure 92: Confidence in Council decision-making – Waikato region and TLAs

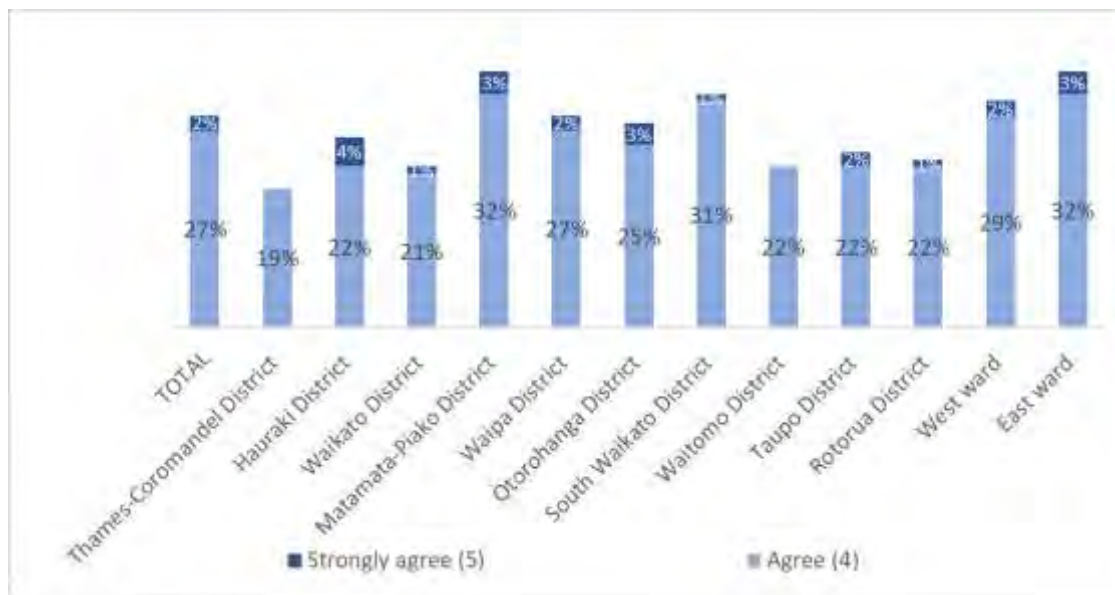
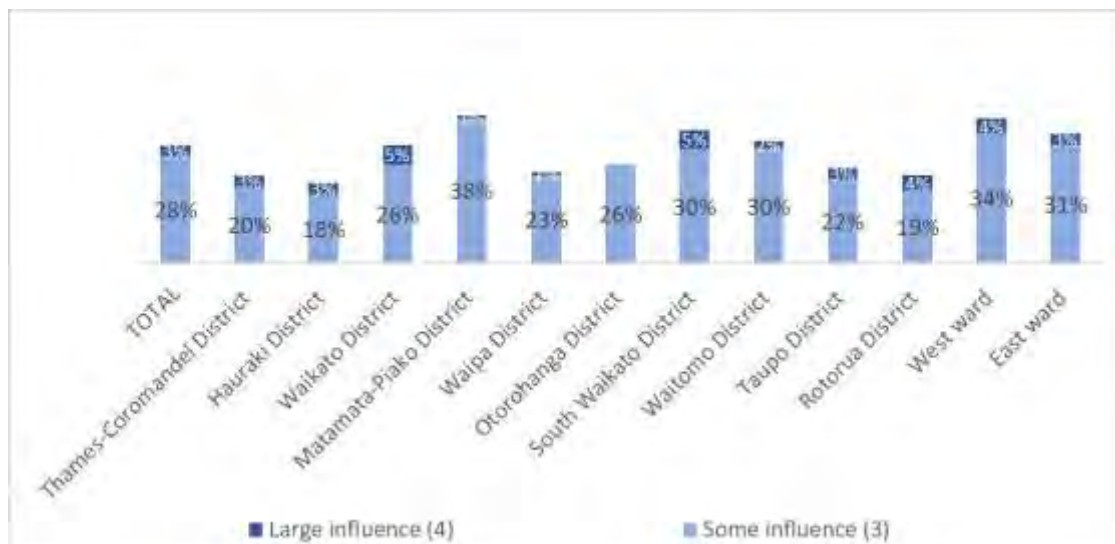


Figure 93: How much influence public has on Council decisions – Waikato region and TLAs



## 4.3 WPI 2022 survey results by location (tables)

Figures below relate specifically to the eight WPI items in the Quality of Life Survey.

The caveats regarding high sampling errors for some local council areas should be kept in mind when interpreting these tables. Results for the West Ward and East Ward of Hamilton are reported separately. Further analysis of Hamilton results is available from Hamilton City Council.

**Table 3: Waikato Progress Indicators results by location (2022 Territorial Authority Summary)**

	<b>Life satisfaction</b>	<b>Perceptions of safety</b>	<b>Perceived health</b>	<b>Social connectedness</b>
	good, very good or extremely good overall quality of life	fairly or very safe walking alone in neighbourhood after dark	good, very good or excellent overall health	agree or strongly agree sense of community experienced
Waikato Region	86%	63%	80%	57%
Thames-Coromandel District	91%	76%	89%	73%
Hauraki District	80%	61%	73%	69%
Waikato District	89%	59%	79%	63%
Matamata-Piako District	89%	57%	78%	64%
Waipa District	89%	65%	81%	57%
Ōtorohanga District	84%	66%	75%	71%
South Waikato District	85%	52%	82%	66%
Waitomo District	76%	67%	88%	58%
Taupō District	89%	69%	82%	52%
Rotorua District	93%	57%	78%	73%
Hamilton West ward	83%	n/a	78%	47%
Hamilton East ward	85%	n/a	78%	47%

	<b>Community pride</b>	<b>Physical activity</b>	<b>Cultural respect</b>	<b>Community engagement</b>
	agree or strongly agree feel a sense of pride in look and feel of city/ local area	five or more days of physical activity in the last week	increasing number of people with different lifestyles/ cultures makes my city/ local area a better or much better place to live	public has some or large influence on council decisions
Waikato Region	64%	41%	39%	31%
Thames-Coromandel District	68%	46%	37%	23%
Hauraki District	64%	51%	28%	21%
Waikato District	65%	39%	36%	30%
Matamata-Piako District	67%	42%	45%	39%
Waipa District	78%	43%	44%	25%
Ōtorohanga District	74%	35%	41%	26%
South Waikato District	69%	48%	43%	36%
Waitomo District	56%	64%	43%	32%
Taupō District	76%	47%	32%	25%
Rotorua District	64%	40%	38%	23%
Hamilton West ward	52%	36%	n/a	38%
Hamilton East ward	55%	33%	n/a	34%

## 4.4 WPI 2022 statistically significant results by location

The following differences from the Waikato regional average were statistically significant at the 95% confidence level for the eight WPI items in the survey.

**Thames-Coromandel district** respondents ( $N = 75$ ) were:

- less likely to agree that their overall health was fair or poor (9% compared to 19%)
- more likely to report feeling fairly or very safe walking alone in their neighbourhood after dark (76% compared to 63%); and less likely to report feeling a bit or very unsafe walking alone in their neighbourhood after dark (19% compared to 30%)
- more likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (73% compared to 57%)

**Hauraki district** respondents ( $N = 59$ ) were:

- more likely to agree (but not strongly agree) that they experience a sense of community with others in their neighbourhood (64% compared to 50%)

**Waikato district** respondents ( $N = 187$ ) were:

- more likely to report having been physically active on 1-2 days only over the last week (30% compared to 22%)

**Matamata-Piako district** respondents ( $N = 86$ ) were:

- more likely to agree that their quality of life was very good or extremely good (62% compared to 49%)

**Waipa district** respondents ( $N = 150$ ) were:

- more likely to agree or strongly agree that they feel a sense of pride in the way their city/local area looks and feels (78% compared to 64%); and less likely to disagree or strongly disagree that they feel a sense of pride in the way their city/local area looks and feels (4% compared to 13%)
- more likely to agree that the public has no or only small influence on Council decisions (67% compared to 58%)

**Ōtorohanga district** respondents ( $N = 37$ ) were:

- not statistically significantly different from the regional average any of the eight Waikato Progress Indicators

**South Waikato district** respondents ( $N = 76$ ) were:

- more likely to agree (but not strongly agree) that they feel a sense of pride in the way their city/local area looks and feels (65% compared to 52%)
- more likely to report feeling a bit or very unsafe walking alone in their neighbourhood after dark (42% compared to 30%)

**Waitomo district** respondents ( $N = 28$ ) were:

- more likely to strongly disagree that they feel a sense of pride in the way their city/local area looks and feels (12% compared to 3%)
- more likely to report having been physically active on five or more of the last seven days (64% compared to 41%)

**Taupō district** respondents ( $N = 100$ ) were:

- more likely to agree or strongly agree that they feel a sense of pride in the way their city/local area looks and feels (76% compared to 64%)
- less likely to disagree or strongly disagree that they feel a sense of community with others in their neighbourhood (7% compared to 15%)

**Rotorua district** respondents ( $N = 158$ ) were:

- more likely to agree that their quality of life was very good or extremely good (62% compared to 49%)
- more likely to disagree or strongly disagree that they feel a sense of pride in the way their city/local area looks and feels (21% compared to 13%)
- more likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (73% compared to 57%); and less likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (8% compared to 15%)
- less likely to agree that the public has some or large influence on Council decisions (23% compared to 31%)

**Hamilton West ward** respondents ( $N = 279$ ) were:

- more likely to disagree or strongly disagree that they feel a sense of pride in the way their city/local area looks and feels (19% compared to 13%); and less likely to agree or strongly agree that they feel a sense of pride in the way their city/local area looks and feels (52% compared to 64%)
- less likely to agree that their overall health was very good or excellent (36% compared to 41%)
- less likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (47% compared to 57%); and more likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (23% compared to 15%)
- more likely to agree that the public has some or large influence on Council decisions (38% compared to 31%); and less likely to agree that the public has no or only small influence on Council decisions (48% compared to 58%)

**Hamilton East ward** respondents ( $N = 267$ ) were:

- more likely to disagree or strongly disagree that they feel a sense of pride in the way their city/local area looks and feels (19% compared to 13%); and less likely to agree or strongly agree that they feel a sense of pride in the way their city/local area looks and feels (55% compared to 64%)
- less likely to agree that their overall health was very good or excellent (35% compared to 41%)



- less likely to report having been physically active on five or more of the last seven days (33% compared to 41%); and more likely to report having been physically active on none of the last seven days (15% compared to 9%)
- less likely to agree or strongly agree that they experience a sense of community with others in their neighbourhood (47% compared to 57%); and more likely to disagree or strongly disagree that they experience a sense of community with others in their neighbourhood (26% compared to 15%)

## 4.5. WPI 2006-2022 time series by location (tables)

The caveats regarding high sampling errors for some local council areas should be kept in mind when interpreting these tables. Results for the West Ward and East Ward of Hamilton are reported separately. Further analysis of Hamilton results is available from Hamilton City Council.

**Table 4: Quality of life positive**

	2006	2016	2018	2020	2022
Waikato Region	90%	84%	87%	88%	86%
Thames-Coromandel District	-	84%	95%	95%	91%
Hauraki District	-	71%	81%	92%	80%
Waikato District	-	84%	83%	91%	89%
Matamata-Piako District	-	78%	89%	84%	89%
Waipa District	-	89%	92%	93%	89%
Otorohanga District	-	-	87%	88%	84%
South Waikato District	-	93%	84%	82%	85%
Waitomo District	-	-	91%	81%	76%
Taupo District	-	91%	91%	93%	89%
Rotorua District	-	-	95%	93%	93%
West ward	-	-	85%	84%	83%
East ward	-	-	84%	86%	85%
Hamilton city	91%	82%	84%	85%	84%

**Table 5: Perceived safety walking alone in neighbourhood after dark - Fairly or very safe**

	2006	2016	2018	2020	2022
Waikato Region	60%	65%	64%	62%	63%
Thames-Coromandel District	-	78%	81%	78%	76%
Hauraki District	-	66%	73%	53%	61%
Waikato District	-	71%	57%	68%	59%
Matamata-Piako District	-	60%	64%	59%	57%
Waipa District	-	75%	80%	76%	65%
Otorohanga District	-	-	77%	68%	66%
South Waikato District	-	51%	61%	40%	52%
Waitomo District	-	-	62%	61%	67%
Taupo District	-	75%	74%	60%	69%
Rotorua District	-	-	73%	57%	57%
West ward	-	-	52%	51%	-
East ward	-	-	57%	63%	-
Hamilton city	58%	58%	55%	57%	-

**Table 6: Overall health - Good, very good or excellent**

	2006	2016	2018	2020	2022
Waikato Region	90%	84%	79%	79%	80%
Thames-Coromandel District	-	75%	81%	90%	89%
Hauraki District	-	74%	69%	74%	73%
Waikato District	-	79%	74%	80%	79%
Matamata-Piako District	-	86%	80%	76%	78%
Waipa District	-	86%	82%	87%	81%
Otorohanga District	-	-	85%	84%	75%
South Waikato District	-	86%	80%	66%	82%
Waitomo District	-	-	91%	80%	88%
Taupo District	-	96%	81%	82%	82%
Rotorua District	-	-	87%	86%	78%
West ward	-	-	81%	72%	78%
East ward	-	-	77%	79%	78%
Hamilton city	89%	82%	79%	76%	78%

**Table 7: Sense of community experienced - Agree or strongly agree**

	2006	2016	2018	2020	2022
Waikato Region	63%	65%	62%	56%	57%
Thames-Coromandel District	-	70%	83%	67%	73%
Hauraki District	-	63%	67%	63%	69%
Waikato District	-	68%	64%	66%	63%
Matamata-Piako District	-	68%	74%	47%	64%
Waipa District	-	71%	68%	62%	57%
Otorohanga District	-	-	74%	75%	71%
South Waikato District	-	77%	64%	59%	66%
Waitomo District	-	-	71%	76%	58%
Taupo District	-	72%	67%	54%	52%
Rotorua District	-	-	71%	66%	73%
West ward	-	-	45%	45%	47%
East ward	-	-	51%	49%	47%
Hamilton city	50%	56%	48%	47%	47%

**Table 8: Pride in look and feel of city/local area - Agree or strongly agree**

	2006	2016	2018	2020	2022
Waikato Region	70%	68%	62%	67%	64%
Thames-Coromandel District	-	72%	75%	64%	68%
Hauraki District	-	61%	58%	68%	64%
Waikato District	-	65%	51%	63%	65%
Matamata-Piako District	-	70%	77%	69%	67%
Waipa District	-	87%	83%	84%	78%
Otorohanga District	-	-	84%	76%	74%
South Waikato District	-	67%	47%	48%	69%
Waitomo District	-	-	60%	65%	56%
Taupo District	-	84%	77%	76%	76%
Rotorua District	-	-	70%	62%	64%
West ward	-	-	50%	61%	52%
East ward	-	-	55%	67%	55%
Hamilton city	69%	60%	52%	64%	53%

**Table 9: Frequency of doing physical activity in past week - Five or more days**

	2006	2016	2018	2020	2022
Waikato Region	61%	47%	40%	35%	41%
Thames-Coromandel District	-	49%	50%	33%	46%
Hauraki District	-	57%	41%	47%	51%
Waikato District	-	44%	35%	28%	39%
Matamata-Piako District	-	45%	39%	33%	42%
Waipa District	-	48%	49%	38%	43%
Otorohanga District	-	-	43%	36%	35%
South Waikato District	-	58%	39%	41%	48%
Waitomo District	-	-	31%	48%	64%
Taupo District	-	49%	44%	48%	47%
Rotorua District	-	-	53%	43%	40%
West ward	-	-	37%	31%	36%
East ward	-	-	37%	34%	33%
Hamilton city	58%	45%	37%	32%	34%

**Table 10: Impact of greater cultural diversity - Better/much better place to live**

	2006	2016	2018	2020	2022
Waikato Region	51%	43%	41%	47%	39%
Thames-Coromandel District	-	31%	33%	47%	37%
Hauraki District	-	16%	39%	42%	28%
Waikato District	-	36%	35%	44%	36%
Matamata-Piako District	-	29%	28%	41%	45%
Waipa District	-	40%	46%	42%	44%
Otorohanga District	-	-	28%	49%	41%
South Waikato District	-	38%	38%	41%	43%
Waitomo District	-	-	32%	33%	43%
Taupo District	-	44%	40%	36%	32%
Rotorua District	-	-	27%	35%	38%
West ward	-	-	47%	53%	-
East ward	-	-	51%	62%	-
Hamilton city	56%	55%	49%	58%	-

**Table 11: Perception of public's influence on Council decision making - Some or large influence**

	2006	2016	2018	2020	2022
Waikato Region	62%	46%	36%	37%	31%
Thames-Coromandel District	-	45%	37%	40%	23%
Hauraki District	-	52%	27%	43%	21%
Waikato District	-	40%	39%	28%	30%
Matamata-Piako District	-	49%	37%	39%	39%
Waipa District	-	52%	46%	40%	25%
Otorohanga District	-	-	40%	59%	26%
South Waikato District	-	44%	36%	23%	36%
Waitomo District	-	-	43%	37%	32%
Taupo District	-	56%	41%	30%	25%
Rotorua District	-	-	30%	25%	23%
West ward	-	-	27%	44%	38%
East ward	-	-	32%	35%	34%
Hamilton city	67%	45%	30%	39%	36%

## 5. Results over time – 2006 to 2022

The Waikato region participated previously in the 2006 Quality of Life Survey through a regional booster sample, and subsequently in 2016, 2018 and 2020.<sup>14</sup> So long as the 2006 and later results are comparable, this enables regional trends to be identified for the eight indicators included in the Waikato Progress Indicators regional wellbeing monitoring initiative.

A comparison of survey items over time is included in [Waikato Regional Council Technical Report 2017/11](#) (March 2017). This concluded that overall, there should be a relatively high level of validity in comparing 2006 and later Waikato regional results for the Waikato Progress Indicators items.

### 5.1 Changes to the quality of life measure

There have been two key changes in the overall quality of life item used as a proxy for life satisfaction in the Waikato Progress Indicators monitoring programme.

From 2018, results for this item relate to a 7-point satisfaction scale rather than a 5-point scale. Analysis by Nielsen Research indicates comparability with prior results.

From 2020, Waikato Progress Indicators results for this item relate to a question asked at the beginning of the survey questionnaire, in contrast to prior results based on a question near the end of the survey which may have been influenced by responses to other questions. Comparative analysis from the 2018 survey suggests this gives a slightly higher measure from 2020 compared to prior Waikato Progress Indicators life satisfaction results.

### 5.2 Sample demographics 2006 to 2022

The table below shows that each survey wave has had sufficient sample size and demographic representation to make strong inferences. Other methodology aspects were also similar as described in the earlier survey reports.

**Table 12: Comparison of 2006, 2016, 2018, 2020 and 2022 Waikato regional samples**

	2006		2016		2018		2020		2022	
	#	%	#	%	#	%	#	%	#	%
<b>Sample size</b>										
Hamilton	237	34%	457	36%	572	40%	500	41%	546	36%
Other Waikato Region	455	66%	823	64%	844	60%	706	59%	956	654%
Total Waikato Region	692	100%	1,280	100%	1,416	100%	1,206	100%	1,502	100%
<b>Age groups</b>	#	%	#	%	#	%	#	%		
18 to 24	64	9%	188	15%	189	13%	147	12%	124	8%
25 to 49	343	50%	393	31%	578	41%	485	40%	535	36%
50 to 64	172	25%	329	26%	348	25%	322	27%	382	25%
65 plus	113	16%	370	29%	300	21%	252	21%	461	31%
Total age groups	692	100%	1,280	100%	1,415	100%	1,206	100%	1,502	100%
<b>Ethnic groups*</b>	#	%	#	%	#	%	#	%		
NZ European / Other	499	72%	1,131	88%	1,176	83%	961	80%	1,242	83%
Māori	147	21%	179	14%	314	22%	330	27%	400	27%
Pacific	26	4%	24	2%	28	2%	29	2%	36	2%
Asian / Indian	19	3%	39	3%	82	6%	75	6%	73	5%

Notes: All figures are unweighted. \* Denominator for ethnic groups is total respondents (i.e. can add to more than 100% due to people identifying with more than one ethnic group).

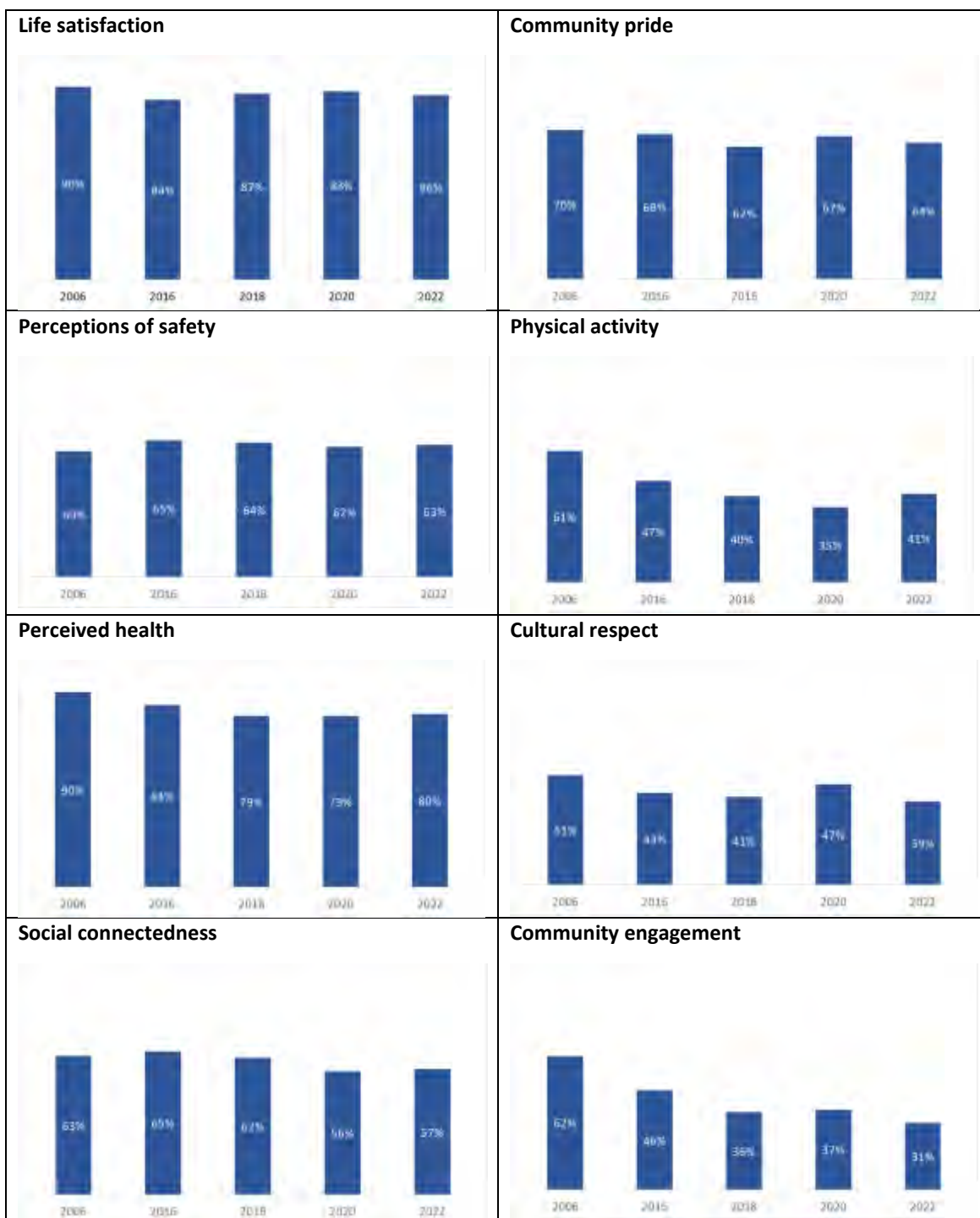
<sup>14</sup> Although the Waikato regional survey data were collected in 2006 by TNS researchers, they were not incorporated into the 2006 Quality of Life Report. Rather, the booster sample was commissioned by Waikato Regional Council for comparison with a regional Perception Survey undertaken jointly with territorial local authorities in the region.

## 5.3 WPI regional trends 2006 to 2022

Table 13: Summary of WPI regional trends 2006 to 2022

Indicator	2006	2022	Trend 2006-22
Life satisfaction	90%	86%	Decreasing
Perceptions of safety	60%	63%	Increasing
Perceived health	90%	80%	Decreasing
Social connectedness	63%	57%	Decreasing
Community pride	70%	64%	Decreasing
Physical activity	61%	41%	Decreasing
Cultural respect	51%	39%	Decreasing
Community engagement	62%	31%	Decreasing

Figure 94: Waikato Progress Indicators results – Waikato region 2006 to 2022



## 6. Key survey findings for the Waikato region

### Quality of life

- A large majority rate their overall quality of life positively.
- Around one fifth felt their quality of life had improved over the past year, and one third felt their quality of life had decreased.
- For people who considered their quality of life improved, most common reasons related to positive financial situation, health and wellbeing, work-related and lifestyle (e.g. regular exercise).
- For people who considered their quality of life decreased, common reasons related to poor financial situation, lifestyle (e.g. loss of freedom), poor health and wellbeing and negative effects of COVID-19.

### Built and natural environment

- Most agreed their local area is a great place to live.
- Around one fifth agreed their local area improved in the last 12 months, and one quarter felt it had become worse.
- The most common reasons for feeling that their local area became worse in the last 12 months related to crime, area looks rundown, more undesirable elements and more traffic congestion.
- The most common reasons for feeling that their local area had improved in the last 12 months related to improved amenities, good roads, new development and good recreational facilities.
- Almost two-thirds agreed they feel a sense of pride in the way their local area looks and feels.
- Issues most frequently identified as being either a big problem or a bit of a problem with the natural or built environment in the last 12 months were limited parking, traffic congestion and water pollution.

### Housing

- Less than half agreed their current housing costs were affordable, and one-third disagreed.
- Four out of five agreed the type of home they lived in suited their needs and the needs of others in their household.
- More than four out of five agreed that the general area or neighbourhood suited their needs and the needs of others in their household.

### Transport

- Around 5% had used public transport weekly or more often over the previous 12 months. Over half had not used public transport in the last 12 months and a further quarter did not have public transport available.
- Around one third of those who had access to public transport agreed that public transport was affordable.
- Around one third agreed that public transport was safe.

- Around half agreed that public transport was easy to get to.
- Around one third agreed that public transport is frequent.
- Around one third agreed that public transport was reliable.
- Almost one third said that they used a private vehicle more often due to COVID-19.

### **Health and wellbeing**

- Four in five rated their health positively.
- When asked how many days in the previous seven days they had been physically active, around two fifths said they had been active five or more days.
- While one quarter said they had regularly experienced stress, a similar number said they rarely or never experienced stress.
- Nine in ten feel they have someone to rely on for practical support during a difficult time, and a similar proportion feel have someone to rely on for emotional support.
- More than two fifths said they felt cheerful or in good spirits all or most of the time.
- Two-fifths said they felt calm and relaxed all or most of the time.
- One quarter said they felt active and vigorous all or most of the time.
- One quarter said they woke up feeling fresh and rested all or most of the time.
- Two-fifths said their daily life had been filled with things that interest them all or most of the time.

### **Local issues**

- Around one third perceived theft and burglary to a big problem, and a further two fifths thought it was a bit of a problem. Similarly, one quarter perceived dangerous driving to be a big problem, and more than two fifths thought it was a bit of a problem.
- Near the other end of the scale, almost half felt that people you feel unsafe around was not a problem, more than two fifths felt that people begging on the street was not a problem, and around one third felt that people sleeping rough was not a problem.
- More than nine in ten reported that they feel safe in their home after dark.
- Almost two thirds felt safe walking alone in their neighbourhood after dark.
- Almost nine in ten felt safe in their city centre during the day.
- Around two fifths felt safe in their city centre after dark.

### **Community**

- Almost three quarters considered it important to feel a sense of community with people in their neighbourhood.
- Almost three fifths agreed they experience a sense of community with others in their neighbourhood.
- Hobby or interest groups were the most common social networks, followed by clubs and societies and professional/work networks.
- Around one in ten said they felt lonely or isolated either always or most of the time in the past 12 months.

- Around two fifths considered that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city or local area a better place to live.
- One in five said they had personally experienced prejudice in the last three months.
- Almost half said they had witnessed someone showing prejudice in the last three months.
- Around one fifth considered their local area to have a diverse and culturally rich arts scene, and one quarter disagreed.

### **Economic**

- Around two thirds were employed in either full-time or part-time work, and a further one in ten were currently seeking work.
- Around three fifths of the employed respondents said they were satisfied with the balance of work and other aspects of their life.
- Almost half the respondents felt they have enough or more than enough money to meet their everyday needs for things. More than one in ten felt they did not have enough money.

### **Impacts of COVID-19**

- Around two fifths said that, thinking about the last year, COVID-19 had a negative or strong negative impact on their financial situation and work-life balance.
- Amongst a sub-sample of 23 respondents who owned or part-owned a business in the last two years, 79% said they had made changes to their business (e.g. permanent or temporary closures).

### **Climate change**

- Over the last 12 months, around two-thirds of respondents undertook managing waste actions (e.g. reducing organic waste going to landfill), half undertook purchasing actions (e.g. buying less plastics) and half undertook food actions (e.g. composting).
- Around half were not particularly worried about the impact of climate change, one in ten said they did not know enough to answer this question, a minority did not believe in climate change, and one third were worried or very worried.

### **Council processes**

- Around one quarter have confidence that their local Council makes decisions in the best interests of their area.
- Around one third perceive the public have 'large' or 'some' influence over the decisions their local Council makes.

### **Waikato Progress Indicators results by age group**

- Respondents aged under 25 were statistically significantly more likely to rate their quality of life positively, and less likely to agree they experience a sense of community with others in their neighbourhood.
- Respondents aged 25 to 49 were statistically significantly more likely to agree that they feel unsafe walking alone in neighbourhood after dark, less likely to agree they experience a sense of community with others in their neighbourhood, less likely to agree they feel a



sense of pride in the way their city or local area looks and feels, and less likely to agree they had been physically active on five or more of the past seven days.

- Respondents aged 50 to 64 were statistically significantly less likely to disagree they experience a sense of community with others in their neighbourhood, and more likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse place to live.
- Respondents aged 65 plus were statistically significantly more likely to agree their rate their quality of life positively, less likely to agree they feel unsafe walking alone in neighbourhood after dark, more likely to agree they experience a sense of community with others in their neighbourhood, more likely to agree they feel a sense of pride in the way their local area looks and feels, more likely to agree they had been physically active on five of the past seven days, less likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a better or much better place to live, and less likely to agree the public have no influence or a small influence over the decisions their local Council makes.

#### **Waikato Progress Indicators results by gender**

- Females were statistically significantly more likely to agree that their quality of life was extremely good, more likely to agree they feel unsafe walking alone in their neighbourhood after dark, more likely to agree that their overall health is very good or excellent, more likely to agree they experience a sense of community with others in their neighbourhood, and less likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live.
- Males were statistically significantly less likely to agree that their quality of life was extremely good, more likely to agree they feel safe walking alone in their neighbourhood after dark, less likely to agree their overall health is very good or excellent, and more likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live.

#### **Waikato Progress Indicators results by ethnic group**

- Respondents who identified with the New Zealand European ethnic group were statistically significantly more likely to rate their quality of life positively, more likely to rate their overall health positively, less likely to report having been physically active on five or more of the last seven days, less likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live, and more likely to agree that the public have no influence or only a small influence over the decisions that their local Council makes.
- Respondents who identified with the Māori ethnic group were statistically significantly less likely to rate their quality of life positively, more likely to agree they feel very safe walking alone in their neighbourhood after dark, less likely to rate their overall health positively, more likely to disagree that they feel a sense of pride in the way their city or local area looks and feels, more likely to report having been physically active on five or more of the last seven days, and more likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a worse or much worse place to live.

- Respondents who identified with the Pacific ethnic group were statistically significantly less likely to rate their quality of life positively, less likely to agree that their overall health is very good or excellent, less likely to agree they experience a sense of community with others in their neighbourhood, and less likely to agree that the public have no influence or only a small influence over the decisions that their local Council makes.
- Respondents who identified with the Asian/Indian ethnic group were statistically significantly less likely to agree that their quality of life was very good or extremely good, less likely to agree their overall health is very good or excellent, more likely to agree that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city/area a better or much better place to live, and more likely to agree that the public have some influence or large influence over the decisions that their local Council makes.

## Waikato Progress Indicators results by location

There was considerable diversity in responses to some items between locations. Statistically significant differences from the Waikato regional average include the following general selection, amongst many others, in no particular order:

- Thames-Coromandel respondents were more likely to report their overall health was good, very good or excellent.
- Hauraki district respondents were more likely to agree (but not strongly agree) that they experience a sense of community with others in their neighbourhood.
- Waikato district respondents were more likely to report having been physically active on 1-2 days only over the last week.
- Matamata-Piako district respondents were more likely to agree that their quality of life was very good or extremely good.
- Waipa district respondents were more likely to agree or strongly agree that they feel a sense of pride in the way their city/local area looks and feels.
- Ōtorohanga district survey results were based on a small sample of 37 respondents, and were not statistically significantly different from the regional average on any of the eight Waikato Progress Indicators.
- South Waikato district respondents were more likely to agree (but not strongly agree) that they feel a sense of pride in the way their city/local area looks and feels.
- Waitomo district respondents were more likely to strongly disagree that they feel a sense of pride in the way their city/local area looks and feels.
- Taupō district respondents were more likely to agree or strongly agree that they feel a sense of pride in the way their city/local area looks and feels.
- Rotorua respondents were more likely to agree that their quality of life was extremely good.
- Hamilton respondents were more likely to disagree or strongly disagree that they feel a sense of pride in the way their city/local area looks and feels.

## Waikato region 2006 to 2022 trends

Compared to 2006, Waikato regional survey respondents in 2022 had slightly higher perceptions of safety but lower perceptions for life satisfaction, health, social connectedness, community pride, physical activity, cultural respect and community engagement.

## 7. Next steps

The 2022 Quality of Life survey results give valuable information on public perceptions, attitudes, and behaviours. These results will help inform regional and local government policy and support monitoring towards strategic social, economic, environmental and cultural goals.

The latest Waikato regional survey results have already been incorporated into the Waikato Progress Indicators regional wellbeing monitoring update for selected indicators (refer [Waikato Progress Indicators](#)). An interactive dashboard has been created to access, explore and download the data from the 2022 Waikato Quality of Life survey, see: [www.waikatoregion.govt.nz/community/waikato-progress-indicators-tupuranga-waikato/](http://www.waikatoregion.govt.nz/community/waikato-progress-indicators-tupuranga-waikato/)

# Appendix 1: Questionnaire used for 2022 Waikato Quality of Life survey

Thank you for agreeing to take part in this confidential survey.

### INSTRUCTIONS FOR COMPLETING THE SURVEY

You will need to circle an answer like this

Or like this.

Please circle **one** answer

Please circle **one** answer for each statement

Yes	1	Question...	1	2	3	4	5
No	2	Question...	1	2	3	4	5

When there is an instruction to go to a certain question, please make sure you circle the correct answer **before** going to the question as instructed

If you change your mind after circling a number just cross it out and circle the correct number for your answer.

Please circle **one** answer

Yes	1	→ Go to Q1	1	<del>2</del>	3
No	2				

This survey is being distributed to a selection of households throughout the entire Waikato region. If you are living in a semi-rural or rural area you might feel that some of the questions are not relevant, or are difficult to answer. Please try to complete the survey to the best of your ability and circle the 'don't know' or 'not applicable' boxes as appropriate.

**Q1** In which of the following local council areas do you live?

Please circle **one** answer

Hamilton City	1
Hauraki district	2
Matamata-Piako district	3
Ōtorohanga district	4
Rotorua district	5
South Waikato district	6
Taupō district	7
Thames-Coromandel district	8
Waikato district	9
Waipā district	10
Waitomo district	11
None of the above	12

→ Go to Q2

**If you selected "None of the above" you do not need to answer any more questions. You can still enter the prize draw by filling in your details at Q54. After doing so, please return your survey in the pre-paid envelope.**

**Q2** And how long have you lived in your local area?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

### QUALITY OF LIFE

Firstly, just a few questions about your quality of life in general.

**Q3** Would you say that **your** overall quality of life is...

Please circle **one** answer

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

**Q4** Compared to 12 months ago, would you say your quality of life has...

Please circle **one** answer

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

→ Go to Q6

**Q5** Why do you say your quality of life has changed?

Please be as detailed as possible

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### THE CITY / AREA YOU LIVE IN

Now some questions about what it has been like living in your local area over the past 12 months.

**Q6** How much do you agree or disagree with the following statements?

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I feel a sense of pride in the way my local area looks and feels	1	2	3	4	5
My local area is a great place to live	1	2	3	4	5

**Q7** And in the last 12 months, do you feel your local area has become better, worse or stayed the same as a place to live?

Please circle **one** answer

Much worse	1
Slightly worse	2
Stayed the same	3
Slightly better	4
Much better	5

→ Go to Q9

**Q8** Why do you say your local area has changed as a place to live?  
Please be as detailed as possible

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**Q9** This question is about the home you currently live in.

How much do you agree or disagree that: Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Your housing <b>costs are affordable</b> (by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance)	1	2	3	4	5	6
The <b>type of home</b> you live in <b>suits your needs</b> and the needs of others in your household	1	2	3	4	5	6
The <b>general area or neighbourhood</b> your home is in <b>suits your needs</b> and the needs of others in your household	1	2	3	4	5	6

## LOCAL ISSUES

**Q10** In general how safe or unsafe do you feel in the following situations...

Please circle **one** answer for each situation

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know / not applicable
In your home after dark	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5
In your nearest city centre during the day	1	2	3	4	5
In your nearest city centre after dark	1	2	3	4	5

**Q11** To what extent, if at all, has each of the following been a problem in your local area over the **past 12 months**?

Please circle **one** answer for each statement

	A big problem	A bit of a problem	Not a problem	Don't know
Vandalism such as graffiti or tagging, or broken windows in shops and public buildings	1	2	3	4
Theft and burglary (e.g. car, house etc.)	1	2	3	4
Dangerous driving, including drink driving and speeding	1	2	3	4
Traffic congestion	1	2	3	4
People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	4
Air pollution	1	2	3	4
Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	4
Noise pollution	1	2	3	4
Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	1	2	3	4
People begging on the street	1	2	3	4
People sleeping rough on the streets / in vehicles	1	2	3	4
Racism or discrimination towards particular groups of people	1	2	3	4
Limited parking in the nearest city centre	1	2	3	4

## TRANSPORT

**Q12** In the **last 12 months**, how often have you used **public** transport?

For public transport, please include cable cars, ferries, trains and buses, including school buses. Taxis / Uber are not included as public transport.

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

Please circle **one** answer

At least weekly	1
At least once a month but not weekly	2
Less often than once a month	3
Did not use over the past 12 months	4
Not applicable / not available in my area	5

→ Go to Q14

**Q13** Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following.  
Public transport is...

Please circle **one** answer for each aspect

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Affordable ((before the temporary fare cuts introduced by government in April)	1	2	3	4	5	6
Safe, from crime or harassment	1	2	3	4	5	6
Safe, from catching COVID-19 and other illnesses	1	2	3	4	5	6
Easy to get to	1	2	3	4	5	6
Frequent (comes often)	1	2	3	4	5	6
Reliable (comes on time)	1	2	3	4	5	6

**Q14** Because of COVID-19, would you say that you use each of the following types of transport more often or less often?

Please circle **one** answer for each aspect

	Use more often	Use the same amount	Use less often	Don't use
A private vehicle (yours or someone else's)	1	2	3	4
Cycling as a form of transport	1	2	3	4
Walking as a form of transport	1	2	3	4
Public transport (e.g. trains, buses)	1	2	3	4

## COUNCIL DECISION MAKING

**Q15** How much do you agree or disagree with the following statement?  
*"Overall, I have confidence that Waikato Regional Council makes decisions that are in the best interests of my area / district."*

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

**Q16** Overall, how much influence do you feel the public has on the decisions Waikato Regional Council makes?

Would you say the public has...

Please circle **one** answer

No influence	1
Small influence	2
Some influence	3
Large influence	4
Don't know	5

## YOUR LIFE AND WELLBEING

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

Please circle **all** that apply

In paid work 30 hours or more a week	1
In paid work less than 30 hours a week	2
Not currently in paid employment	3
Caring for children under 18 (unpaid)	4
Caring for other dependents (unpaid)	5
Volunteer work	6
Student	7
Retired	8
Other (please specify)	9

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

Please circle **one** answer

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

**Q19** At any time over the last two years (i.e. since COVID-19 began) have you owned or part-owned a business that employs or employed staff in New Zealand, including yourself?

Please circle **all** that apply

Yes, I currently own / part-own a business that employs staff, including myself	1	→	Go to Q20
Yes, but I no longer own this business	2	→	Go to Q21
No	3	→	Go to Q23

**Q20** **If currently own a business**  
Including yourself, how many staff do you currently employ? (This includes full and part time/casual contractors).

Please circle **one** answer

1 to 5 employees	1
6 to 19 employees	2
20 to 49 employees	3
50 employees or more	4

**Q21** **If no longer own the business**  
Including yourself, how many staff did you employ? (This includes full and part time/casual contractors).

Please circle **one** answer

1 to 5 employees	1
6 to 19 employees	2
20 to 49 employees	3
50 employees or more	4

**Q22** Please answer if you currently own a business or have owned one in the last two years, or both  
Have you made or did you make any of the following changes to your business as a result of the COVID-19 pandemic?

	Please circle <b>all</b> that apply	
	Currently own	Have owned in last 2 years
Reduced overhead costs where possible	1	1
Extended or increased contracts with suppliers	2	2
Terminated contracts with suppliers	3	3
Increased staff numbers or hours	4	4
Decreased staff numbers or reduced hours	5	5
Temporarily closed part, or all, of your operations (outside of lockdown)	6	6
Permanently closed part, or all, of your operations	7	7
Something else (please specify)	8	8
<hr/>		
Haven't made any changes as the result of the COVID-19 pandemic	9	9

**Q23** In general, how would you rate your...? Please circle **one** answer for each aspect

	Poor	Fair	Good	Very good	Excellent	Prefer not to say
<b>Overall</b> health	1	2	3	4	5	6
<b>Physical</b> health	1	2	3	4	5	6
<b>Mental</b> health	1	2	3	4	5	6

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

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

Please circle **one** answer

0 days	1 day	2 days	3 days	4 days	5 days	6 days	7 days
0	1	2	3	4	5	6	7

**Q25** Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other necessities?

Please circle **one** answer

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

**Q26** How much do you agree or disagree with the following statements?

	Please circle <b>one</b> answer for each statement				
	Strongly disagree	Disagree	Neither	Agree	Strongly agree
It's important to me to feel a sense of community with people in my neighbourhood	1	2	3	4	5
I feel a sense of community with others in my neighbourhood	1	2	3	4	5

**Q27** Thinking about the social networks and groups you are part of or have been part of in the last 12 months (whether online or in person), do you belong to any of the following?

	Please circle <b>all</b> that apply
Faith-based group / church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Marae / hapū / iwi participation (e.g. Land Trust)	3
Neighbourhood group (e.g. Residents' Association, play groups)	4
Clubs and societies (e.g. sports clubs, Lions Club, RSA, etc.)	5
Group fitness or movement (e.g. yoga, tai chi, gym class, etc.)	6
Hobby or interest groups (e.g. book clubs, craft, gaming, online forums, etc.)	7
Volunteer / charity group (e.g. SPCA, Hospice, environmental group)	8
School, pre-school networks (BOT, PTA, organising raffles, field trips, etc.)	9
Professional / work networks (e.g. network of colleagues or professional association)	10
Other social network or group (please specify)	11
<hr/>	
None of the above	12

**Q28** Over the past 12 months how often, if ever, have you felt lonely or isolated?

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

**Q29** If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for...?

	Please circle <b>one</b> answer for each statement			
	Yes, definitely	Yes, probably	No	Don't know / unsure
Practical support (e.g. shopping, meals, transport)	1	2	3	4
Emotional support (e.g. listening to you, giving advice)	1	2	3	4



**Q30** At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

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

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

**Q31** Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

Higher numbers mean better well-being (example: If you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 3 below).

Please circle **one** answer for each statement

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time
I have felt cheerful and in good spirits	5	4	3	2	1	0
I have felt calm and relaxed	5	4	3	2	1	0
I have felt active and vigorous	5	4	3	2	1	0
I woke up feeling fresh and rested	5	4	3	2	1	0
My daily life has been filled with things that interest me	5	4	3	2	1	0

**Q32** Do you have any long-term and persistent difficulty with any of the following activities?

Please circle **one** answer for each statement

	No difficulty	Some difficulty	A lot of difficulty	Cannot do at all	Prefer not to say
Seeing, even if wearing glasses	1	2	3	4	5
Hearing, even if using a hearing aid	1	2	3	4	5
Walking or climbing steps	1	2	3	4	5
Remembering or concentrating	1	2	3	4	5
Self-care, like washing all over or dressing	1	2	3	4	5
Communicating in your everyday language, understanding or being understood by others	1	2	3	4	5

**Q33** Overall, thinking about the last year, what impact has COVID-19 had on...? Please circle **one** answer for each aspect

	Strong negative impact	Some negative impact	No impact	Some positive impact	Strong positive impact	Not applicable
Your physical health	1	2	3	4	5	6
Your mental health	1	2	3	4	5	6
Your job security	1	2	3	4	5	6
Your financial situation	1	2	3	4	5	6
Your work-life balance	1	2	3	4	5	6
Your relationships	1	2	3	4	5	6
Your children's (under 18 years) educational progress	1	2	3	4	5	6
Your children's (under 18 years) overall wellbeing	1	2	3	4	5	6

**Q34** Have you, or has anyone in your household, delayed seeking any health-related treatment or advice due to the COVID-19 pandemic?

Yes	1	No	2	Go to Q36
	Go to Q35	Don't know	3	

**Q35** For what reasons did you, or did someone in your household delay seeking this treatment or advice? Please circle **all** that apply

Concerned about catching COVID-19	1
Were self isolating because exposed to / had COVID-19	2
Wanted to avoid putting pressure on health services	3
Concerned about leaving home	4
Concerned about the financial cost	5
Did not know how to access help	6
Was not able to access help	7
Thought help was unavailable	8
My health provider had to postpone my appointment or treatment	9
Other (please specify) _____	10

**CULTURE AND IDENTITY**

**Q36** Thinking about living in your local area, how much do you agree or disagree with the following statements? Please circle **one** answer for each statement

	Strongly disagree	Dis-agree	Neither	Agree	Strongly agree	Prefer not to say
People in my local area accept and value me and others of my identity (e.g., sexual, gender, ethnic, cultural, faith)	1	2	3	4	5	9
I feel comfortable dressing in a way that expresses my identity in public (e.g., sexual, gender, ethnic, cultural, faith)	1	2	3	4	5	9
I can participate, perform, or attend activities or groups that align with my culture	1	2	3	4	5	9

**Q37** How much do you agree or disagree with the following?

*"Over the past 12 months, my local area has had a broad range of arts and artistic activities that I can experience or participate in."*

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Not applicable	6
Don't know	7

**Q38** New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think this makes the area you live in...

Please circle **one** answer

A much worse place to live	1
A worse place to live	2
Makes no difference	3
A better place to live	4
A much better place to live	5
Not applicable, few cultures here	6
Don't know	7

**Q39** In the last three months in your local area, have you personally experienced prejudice or intolerance, or been treated unfairly or excluded, because of your...

Please circle **one** answer for each statement

	Yes	No	Prefer not to say
Gender	1	2	3
Age	1	2	3
Ethnicity	1	2	3
Physical or mental health condition	1	2	3
Sexual orientation	1	2	3
Religious beliefs	1	2	3
COVID-19 vaccination status	1	2	3

**Q40** In the last three months in your local area, have you witnessed anyone showing prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their...

Please circle **one** answer for each statement

	Yes	No	Prefer not to say
Gender	1	2	3
Age	1	2	3
Ethnicity	1	2	3
Physical or mental health condition	1	2	3
Sexual orientation	1	2	3
Religious beliefs	1	2	3
COVID-19 vaccination status	1	2	3

## CLIMATE CHANGE

**Q41** Over the last 12 months, what climate actions (if any) have you taken on an ongoing basis?

Please circle **all** that apply

Transport actions (e.g., choosing to walk, bike or bus, flying less, driving an electric vehicle, car sharing)	1	Food actions (e.g., eating more plant-based foods, growing your own food, shopping locally/ seasonally, composting)	5
Managing waste actions (e.g., reducing food/organic waste going to landfill)	2	Talked about climate change issues or solutions (e.g. friends, family, colleagues)	6
Purchasing actions (e.g., buying fewer products, buying less plastics or single use disposable products)	3	Anything else (please specify)	7
Energy actions (e.g., upgrading your home to reduce electricity use)	4	None of these	8
		Don't know	9

**Q42** To what extent do you personally worry about the impact of climate change on the future of your local area and residents of your local area?

Please circle **one** answer

Not at all worried	1
A little worried	2
Worried	3
Very worried	4
I don't know enough about climate change	5
I don't believe in climate change	6

## DEMOGRAPHICS

Lastly, a few questions about you. This is so we can ensure we hear from a diverse range of people who live in Aotearoa New Zealand.

**Q43** Are you...

Please circle **one** answer

Male	1
Female	2
Another gender (please specify)	3
Prefer not to say	4

**Q44** Do you consider yourself to be transgender?

Please circle **one** answer

Yes	1
No	2
I don't know	3
Prefer not to say	4

**Q45** Which of the following options best describes how you think about yourself...

Please circle **one** answer

Heterosexual or straight	1
Gay or lesbian	2
Bisexual	3
Other (please specify)	4
I don't know	5
Prefer not to say	6

**Q46** Were you born in New Zealand?

Please circle **one** answer

Yes	1	→ Go to Q48
No	2	→ Go to Q47

**Q47** How many years have you lived in New Zealand?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

**Q48** Which ethnic group, or groups, do you belong to?

Please circle **all** that apply

New Zealand European	1
Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Filipino	9
Korean	10
Other (please specify)	11
Prefer not to say	12
Don't know	13

**Q49** Are you...

Please circle **one** answer

Less than 18 years	1
18-19 years	2
20-24 years	3
25-29 years	4
30-34 years	5
35-39 years	6
40-44 years	7
45-49 years	8
50-54 years	9
55-59 years	10
60-64 years	11
65-69 years	12
70-74 years	13
75+ years	14

**Q50** What type of home do you currently live in?

Please circle **one** answer

Stand-alone house on a section	1	High-rise apartment block (8 storeys or higher)	5
Town house or terraced house (houses side by side)	2	Lifestyle block or farm homestead	6
Low-rise apartment block (2 or 3 storeys)	3	Other (please specify)	7
Mid-rise apartment block (4 to 7 storeys)	4		

**Q51** Who owns the home that you live in?

Please circle **one** answer

I personally or jointly own it with a mortgage	1	A local authority or city council owns it	6
I personally or jointly own it without a mortgage	2	Kāinga Ora (Housing New Zealand) owns it	7
A family trust owns it	3	Other State landlord (such as Department of Conservation, Ministry of Education) owns it	8
Parents / other family members or partner own it	4	A social service agency or community housing provider (e.g. the Salvation Army, New Zealand Housing Foundation) owns it	9
A private landlord who is NOT related to me owns it	5	Don't know	10

**Q52** How many people live in your household, including yourself?

*By live in your household we mean anyone who lives in your house, or in sleep-outs, Granny flats etc. on the same property. If you live in a retirement village, apartment building or hostel, please answer for how many people live in your unit only.*

Please write the number in the box alongside.

**Q53** Which best describes your household's annual income (from all sources) before tax?

Please circle **one** answer

\$20,000 or less	1	\$100,001 - \$150,000	6
\$20,001 - \$40,000	2	\$150,001 - \$200,000	7
\$40,001 - \$60,000	3	\$200,001 or more	8
\$60,001 - \$80,000	4	Prefer not to say	9
\$80,001 - \$100,000	5	Don't know	10

**Q54** OPTIONAL: Please fill in your contact details below so that we are able to contact you if you are one of the prize draw winners or if we have any questions about your questionnaire (e.g. if we can't read your response).

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

**Q55** It is likely that more research will be carried out by your council on the sorts of topics covered in this survey. Are you willing to provide your contact details so that your council (or a research company on their behalf) could contact you and invite you to take part in future research?

Please note that providing your contact details does not put you under any obligation to participate.

Please circle **one** answer

Yes	1
No	2

**Thank you for taking the time to complete this survey.**

**Please check that you have completed all pages of the questionnaire and then put the completed questionnaire in the Freepost envelope provided or any envelope (no stamp required) and post it to:**

FreePost Authority Number 196397  
Survey Returns Team, NielsenIQ  
Private Bag 93500  
Takapuna, Auckland 0740  
New Zealand

**If you have any questions please call 0800 400 402**

If you, or someone you know, needs help there are a number of support services available.

**For COVID-19 health advice and information** visit <https://covid19.govt.nz/> or if you have COVID-19 symptoms, call the dedicated COVID-19 Healthline for free on 0800 358 5453. For any other health concerns, call the general Healthline number on 0800 611 116.

**Need to talk?** For support with anxiety, distress or mental wellbeing, call or text 1737 to talk with a trained counsellor for free, 24 hours a day, 7 days a week. For more information visit <https://1737.org.nz/>

**Or you can call Lifeline** on 0800 543 354 or **Samaritans** on 0800 726 688. For more helplines visit <https://covid19.govt.nz/health-and-wellbeing/mental-wellbeing/where-to-go-for-help/>

#### Waikato Regional Council 2020 – Prize Draw Terms and Conditions of Entry

1. Information on how to enter the promotion forms part of these Terms and Conditions of Entry. Entry into the promotion is deemed acceptance of the following terms and conditions.
2. The promotion commences on 24 March 2022 and closes on 30 May 2022 (“Promotional Period”).
3. To enter Eligible Respondents must complete and submit the Survey of New Zealanders within the Promotional Period by:
  - a. filling out the online survey at [www.nlsn.online/waikato](http://www.nlsn.online/waikato) (using your personalised username and password, provided in the letter sent to you informing you of the survey) including your contact details, or
  - b. returning a completed hard copy of the survey (if this has been provided) with your contact details to the Promoter.
4. Entry is only open to “Eligible Respondents”, being individuals who: (i) are residents of New Zealand aged 18 years or older; and (ii) are not employees of the Promoter or the Waikato Regional Council; and (iii) are not a spouse, de facto partner, parent, child, sibling (whether natural or by adoption) or household member of such an employee; and (iv) are not professionally connected with the promotion.
5. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent, except in accordance with paragraph 6, below.
6. Each completed survey that is received on or before 11:59pm (NZT) 1 April 2022 will receive two (2) additional entries into the prize draw for a total of three (3) entries.
7. The Promoter reserves the right, at any time, to verify the validity of the entry and Eligible Respondent (including a respondent’s identity, age and place of residence) and to disqualify any respondent who submits a response that is not in accordance with these Terms and Conditions of Entry. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
8. The prize draw will take place on 13 June 2022. The winners will be notified within 10 working days of the draw by telephone or email.
9. The first valid entry drawn at random will be deemed the winner. The prize is \$250 which can be redeemed as a Prezzy card. The winners are responsible for any tax associated with the prize.
10. A secondary prize draw for respondents aged 18-35 will also occur on 12 June 2022 with,
  - a. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, and where the respondent is aged 18-35 will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent.
  - b. The first two (2) valid entries drawn at random will be deemed the winners. There are two (2) prizes of \$50, which can be redeemed as a Prezzy card. The winners are responsible for any tax associated with the prize.
11. The prize is not transferable or exchangeable. No responsibility is accepted for late, lost, misdirected or illegible entries.
12. The Promoter’s decision is final and no correspondence will be entered into.
13. If after 10 working days following the Promoter attempting to contact a winner at the contact details provided the Promoter has been unable to make contact with the winner, that winner will automatically forfeit the prize, and the Promoter will randomly select one further entry who will be contacted by the Promoter by telephone or email and will be the winner of the prize.
14. The winner permits the Waikato Regional Council, the Promoter and their affiliates to use the winner’s name and biographical information for advertising and promotional purposes, without any compensation.
15. All personal details of the respondents will be stored securely at the office of the Promoter and used to operate and administer the prize draw or to contact the respondent, if necessary, to clarify responses to questions in any hard copy of the survey. A request to access, update or correct any personal information should be directed to the Promoter.
16. The Promoter is ACNielsen (NZ) ULC, L5 150 Willis Street, Te Aro, Wellington, 6011, New Zealand. Phone 0800 400 402.
17. The Promoter reserves the right to amend or modify these Terms and Conditions of Entry at any time.
18. The Promoter will not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or sustained as a consequence of participation in the promotion or as a consequence of the use and enjoyment of the prize.
19. The promotion is governed by New Zealand law and all respondents agree to submit to the exclusive jurisdiction of the Courts of New Zealand with respect to any claim or matter arising out of or in connection with this promotion