

# Whakahou Taketake Vital Update

TAURANGA

# 2023

Tangata whai kaha | Disabled people



Photo credit: Nikora Smith



## He mihi

# Acknowledgement

Whakahou Taketake Vital Update – Tauranga has, once again, helped give a voice to our diverse community, some of whom we don't hear from often enough. For this, we are grateful.

### Thank you for sharing your voice

First of all, we would like to thank the communities in Tauranga for taking the time to share your experiences and aspirations, and for doing it with honesty and a willingness to promote positive change.

### Contributing sponsors and organisations

The support of our sponsors is fundamental to the success of this project. Thank you to the Acorn Foundation, BayTrust, TECT and Tauranga City Council.

We would also like to acknowledge the support of Ngairo Eruera in ensuring that our research material and reporting reflects a bilingual approach and acknowledges the importance of mana whenua in Tauranga Moana.

This research would not have been completed without the following groups:

- Accessible City Interest Group
- Parafed Bay of Plenty
- Momenta
- Wish4Fish
- SILC

Thanks to their help, we have achieved a rich diversity of responses, reflecting the unique and varied population of Tauranga. We have endeavoured to ensure both inclusion and accessibility, and the information collected provides a balanced view of our community's experiences, needs and aspirations.

A special mention also goes to the Tauranga City Council Community Development Team. They put a huge effort into project management and ensured the research was focused on a range of community engagement principles bespoke to each priority group.

***Kia mātau ki ngā hāpori – kia whai take mō ngā rā kei te heke mai***

Knowing our community – to inform our future

## Rārangi take

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# Tēnā koutou katoa

*Tērā koia te tautara ki Maunganui,  
te rūpeketanga a nunui, a roroa ki te pō.  
Okioki atu rā koutou ki te pō nui,  
Takoto atu rā koutou ki te pō roa,  
Tēnei te pō, nau mai e te ao.  
E ngā rauru o Tauranga moana,  
E ngā kārure o Tauranga tangata,  
Whītiki, maranga!*

*Tēnei te pou, te pou nō Rongo,  
Te Pou Taketake e rāhiri nei,  
haere mai, nau mai, tautī mai rā.*



## He kupu whakataki

# Introduction

Whakahou Taketake Vital Update – Tauranga is a research project that looks at the geographic communities in Tauranga: who makes them up, and what their needs, wants and aspirations are for their neighbourhoods and the wider city.

Acorn Foundation, BayTrust, TECT and Tauranga City Council partnered to complete this research in 2020, and again in 2023, because we recognise that our communities and the city are evolving. We believe that by listening to our diverse communities, we can better understand how to plan and prioritise future work, and create a vision for Tauranga's tomorrow; inclusive, empowering and connected.

Through Vital Update – Tauranga, in addition to providing city-wide data that is useful to the wider community, we have also been able to make significant progress in achieving the following areas:

- Understand the current living status of the community.
- Understand the change in priorities for our community at suburban and citywide levels.
- Ensure that a community voice is reflected in Tauranga City Council's Long-term Plan.
- Ensure that a community voice is evident in Tauranga City Council's work programmes.
- Understand areas that may require further consideration, consultation and/or partnership with external agencies.

It was important to us to hear from our disabled community. These voices are not always captured in a significant way through traditional research processes and it was vital that this research did not replicate this history. One in five New Zealanders are estimated to live with a long-term impairment. In Tauranga, approx. 37,000 people (27%) are living with or caring for someone with a disability. We want to remove barriers so everyone, no matter their age or abilities, feels included and can move around our city easily and participate and bring their own value to city life.

Many people living with disabilities are unable to reach their potential or participate fully in the community because of barriers they face doing things that most people take for granted. The barriers range from the purely physical, such as access to facilities, to attitudinal.

We received 869 responses from Disabled people and Carers, or family members of disabled people aged 13 years and over. These combined represent 15% of all survey responses. The data and insights captured in this report only show some of the information provided by this community. The dashboards on [www.tauranga.govt.nz/vitalupdate2023](http://www.tauranga.govt.nz/vitalupdate2023) include all the data collected, which can be extracted in meaningful ways to suit the needs of those who require it.

We are truly grateful to everyone who participated in this project. Your input will be used to inform and influence future projects and plans – it will help shape our city's future.

***Ma te mōhio ki a tātou o āiane ka whakatata mai te pae tawhiti***

Knowing who we are today makes the distant horizon within our reach

Tauranga

# Demographic profile



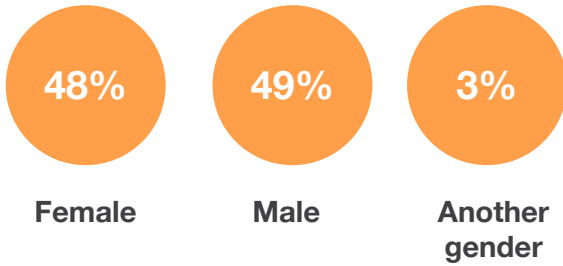
# Who responded to the survey?

## Snapshot of Disabled people

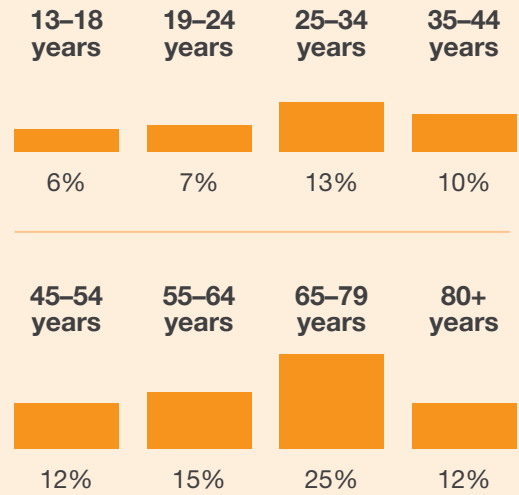
This page represents the demographics of the 631 Disabled people.\*\*



### Gender



### Age groups\*



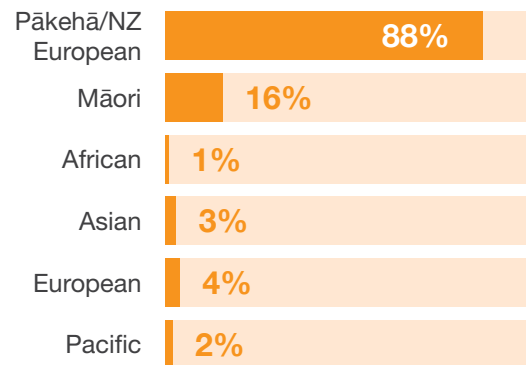
### Unemployment rate



8.0%

Unemployment rate for this priority group is higher than 4.5% for Tauranga overall.

### Ethnicity



97 out of 631 respondents identified as belonging to more than one ethnic group. As this was a multiple-choice question, the total percentages will not add up to 100.

#### NOTES:

1. Sample: Disabled people n=631

\* See 'Appendix 2. About the people' for a more detailed demographic profile of the respondents.

\* You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

\*\* Please note 78 respondents were both disabled and carers for disabled, so they have been included in both groups for analysis.

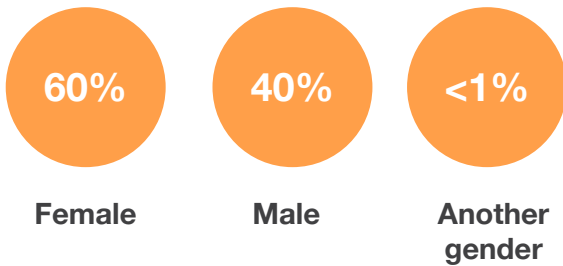
## Who responded to the survey?

### Snapshot of Carers of disabled people

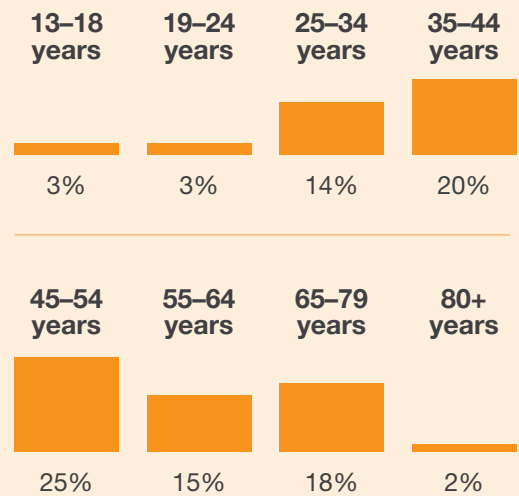
This page represents the demographics of the 316 Carers.\*\*



### Gender



### Age groups\*



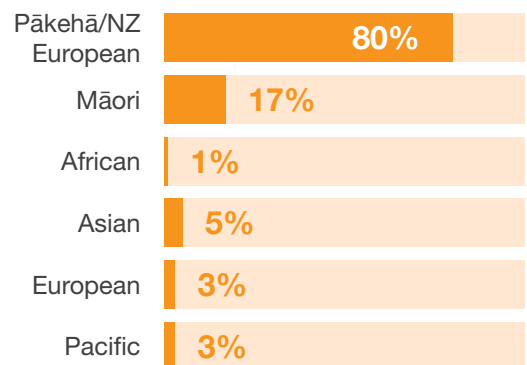
### Unemployment rate



Unemployment rate for this priority group is lower than 4.5% for Tauranga overall.

3.2%

### Ethnicity



41 out of 316 respondents identified as belonging to more than one ethnic group. As this was a multiple-choice question, the total percentages will not add up to 100.

#### NOTES:

1. Sample: Carers n=316

\* See 'Appendix 2. About the people' for a more detailed demographic profile of the respondents.

\* You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

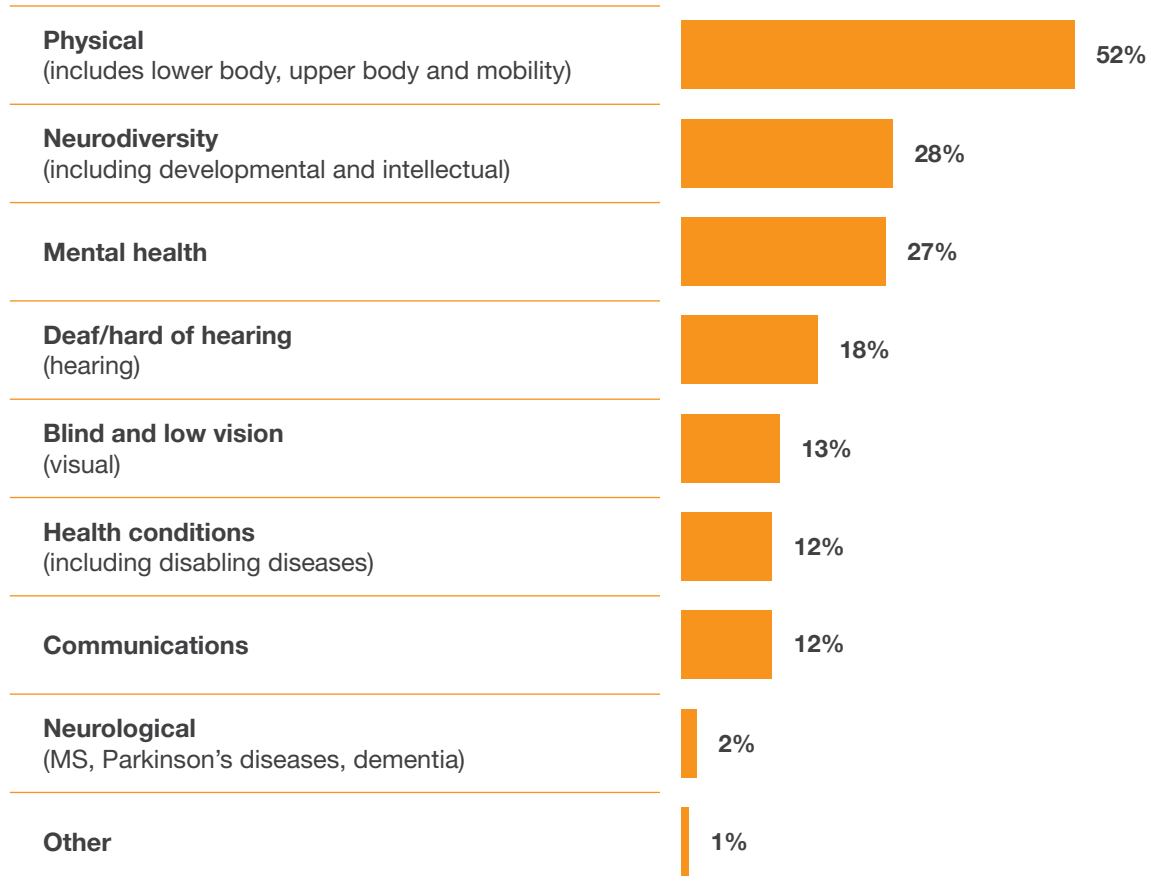
\*\* Please note 78 respondents were both disabled and carers for disabled, so they have been included in both groups for analysis.



## Who responded to the survey?

### Types of disabilities

This information includes responses provided from both Disabled People and Carers.



NOTES:

1. Sample: Total n=869, Disabled people n=631, Carers n=316
2. See 'Appendix 2. About the people' for a more detailed demographic profile of the respondents.

Wawatanga o Tauranga Whānui

# Aspirations for Tauranga



# He aha ō tātou whakarerekētanga ki Tauranga? What would we change in Tauranga?

Change is important. It can improve quality of life and help our city to move in the right direction.

Priorities for our Disabled people and Carers remain consistent with what we saw for all Tauranga residents:



‘Less traffic congestion/better roading infrastructure/less roadworks’ (27% for Disabled people and their carers vs 35% for Tauranga overall).



‘Revitalised CBD/better CBD/shops/restaurants/bars’ (12% for Disabled people and 14% for Tauranga overall).



‘Parking’ was mentioned by a further 11% of Disabled people.

Other ideas included:

- Better public transport/more transport options (9%)
- Progressive council/listen to the community (9%)
- Inclusivity/attitudes/less racism (7%)

## What else?

32% of those aged 45-64 years would like to see ‘less traffic congestion/better roading infrastructure/less roadworks’, compared to 17% for those aged 13-24 and 19% for 25-44.

‘Revitalised CBD/better CBD/shops/restaurants/bars’ is the most common aspiration for those aged 25-44 years (14%), compared to 12% for those aged 13-24 and 65 years and over.

### NOTES:

1. AS2. If you could change one thing about Tauranga, what would it be? And why?  
Total n=652; Disabled people n=465 left a comment, Carers n=235 left a comment.

“

More accessible parking for disabled people and their needs taken into account in constructing new public spaces including the need for vehicle accessibility.

More education about diversity and inclusion especially of neurodiversity and multiculturalism. A lot needs to be done to increase acceptance of those different to us, not just LGBTQ. There is way more to diversity. Tauranga is a very racist place. We need to break those barriers down. We need to build an environment that is welcoming to all cultures and all abilities. That all starts with education and places that make all these demographics feel welcomed.

Infrastructure, more so in the health system! We need a bigger hospital to cater to a hugely growing city. My daughter frequently visits the pediatric ward and it’s always full.

How conservative it is. It limits many communities including Māori, Rainbow and many others.

Remove all the road cones. I would like the council to finish one project before starting another. Tauranga looks worse than Christchurch after the earthquake.

”

## What is Tauranga missing when compared to other cities?

“

Action centre that has movies/mini golf/bowling/laser/playground/ice rink all in one place.

A number of much smaller cities and towns in NZ have impressive botanical gardens. The same could be said of sports facilities although Blake Park is becoming a greatly admired venue through development and enhancement, especially for cricket. We could also make much better use of our city waterfront. Its tragic that it is so neglected.

Better public transport systems. Whoever designs ours, doesn't know what they are doing. Wellington is on to it.

A decent museum would be good. More shows. More carpark buildings that don't cost the earth. An actual township, now that would be novel instead of the main street in town having more empty shops than filled ones. Attract people back into town, with decent shops (on the cheaper side) to even get them back in, although I fear it's a bit late for that. Parking is an issue there in town, so not worth even trying.

Tauranga is beautiful, let's keep it that way. Keep our green space.

”

We asked if there was anything in another city that Tauranga should have. A total of 525 participants who are Disabled people and/or Carers have shared their opinions with us.

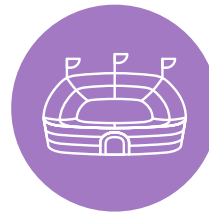
Some of the most common ideas included:



Green spaces/parks **(14%)**



Better/improved public transportation (buses, trains, trams etc) **(12%)**



Stadium/theme park/aquarium/large events **(12%)**

Other ideas included:

- Museum/theatre/arts centre (12%)
- Better/improved roading infrastructure/traffic (8%)
- More public activities/facilities (7%)
- Thriving/busy CBD/city centre (7%)

### What else?

19% of those aged 65 years and over mentioned wanting to see 'green spaces/parks', whereas just 7% of those aged 13-24 years mentioned this as something that they would like to see.

A stadium/theme park/aquarium/large events was mentioned by one in five (20%) respondents aged 13-24 years. This decreases with age as 6% of those aged 65 years and over mentioned it.

#### NOTES:

1. AS3. Have you seen something in another city that you think Tauranga should have? Total n=525; Disabled people n=368, Carers n=194 left a comment.

Ngā whare me ngā paerewa oranga

# Housing and standards of living



## Housing and living standards – what is most important?

While there are perceived affluent communities in Tauranga, the results of Vital Update 2023 tell us many people are struggling to meet their everyday needs and worry about their financial situation.

### Homeownership

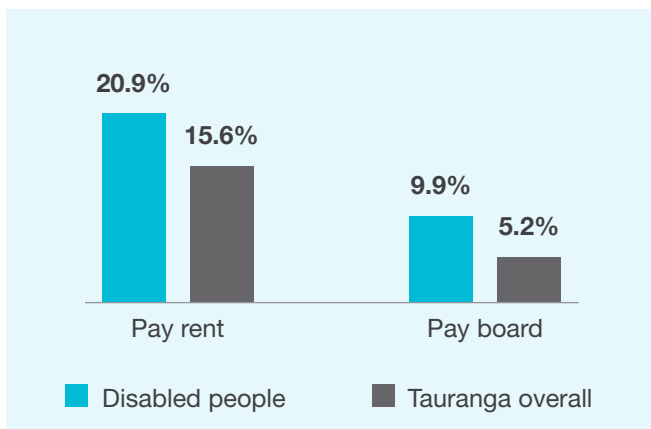
46.1%

of Disabled people own a house in Tauranga.

This is lower than the 60.8% of homeowners in Tauranga overall, based on the survey responses.

### Renters and boarders

Disabled people have higher proportions of renters and boarders:



### Homelessness

The proportion of Disabled people (8.7%) and Carers (9.7%) experiencing homelessness is considerably higher than for Tauranga overall (2.8%).

### Working and studying

More than half of the Disabled people who responded indicated that they can work (53%) and 38% are currently working or studying. Carers answering on behalf of their disabled dependant reported that 38% can work, while 45% are currently working or studying.

### Household incomes

30% of Disabled people who participated reported having 'nowhere near enough' or 'not enough' household income to meet their everyday needs, compared with 16% for Tauranga overall and 22% for Carers.

76% of Disabled people worry about how much income their household has.

79% of Carers worry about how much income their household has.

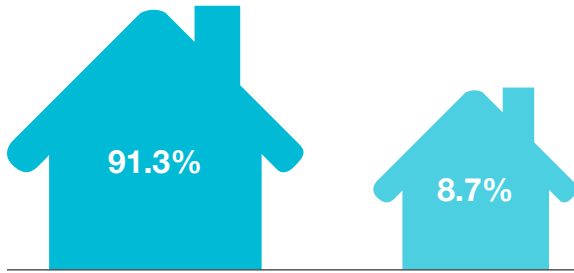
When trying to keep household expenses down, around half of Disabled people (48%) and Carers (54%) spend less on hobbies 'often' or 'all of the time' compared to 34% for Tauranga as a whole.

### What else?

While 45% of Disabled people and Carers reported that there are no barriers in accessing housing that meets their needs, others mentioned the following barriers:

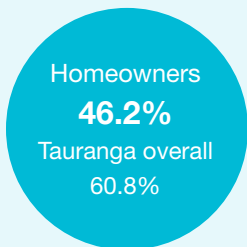
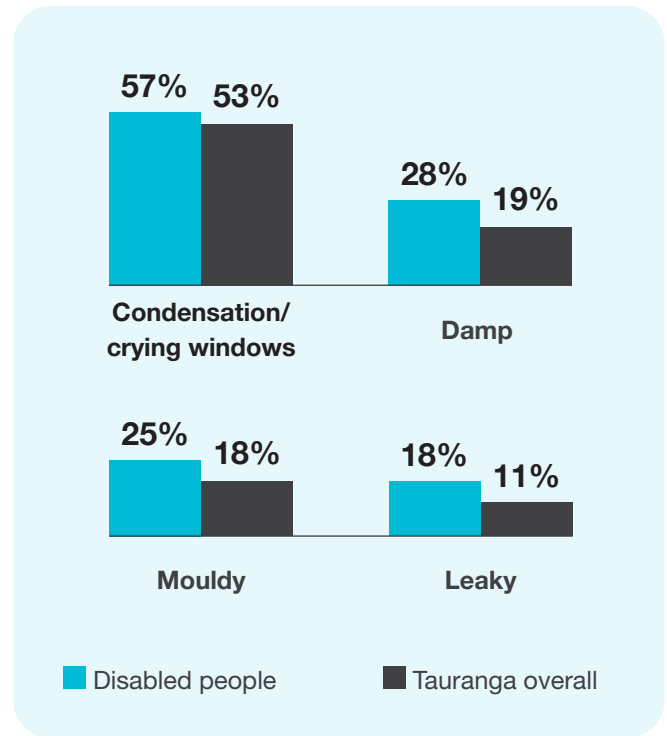
- Price (46%)
- Availability of housing (25%)
- Location (18%)

## What is our housing situation?



Living in a house, flat, unit or apartment that is stable and/or unassisted housing

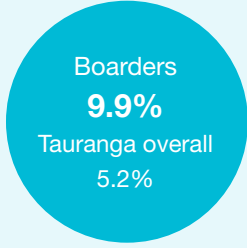
Homeless



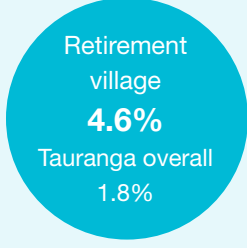
Those who own a house (including in a trust, with or without a mortgage, and co-owning models) and pay all relevant costs.



Those who rent the house and pay rent.



Those who board/stay with family, friends or other adults and pay for the stay.



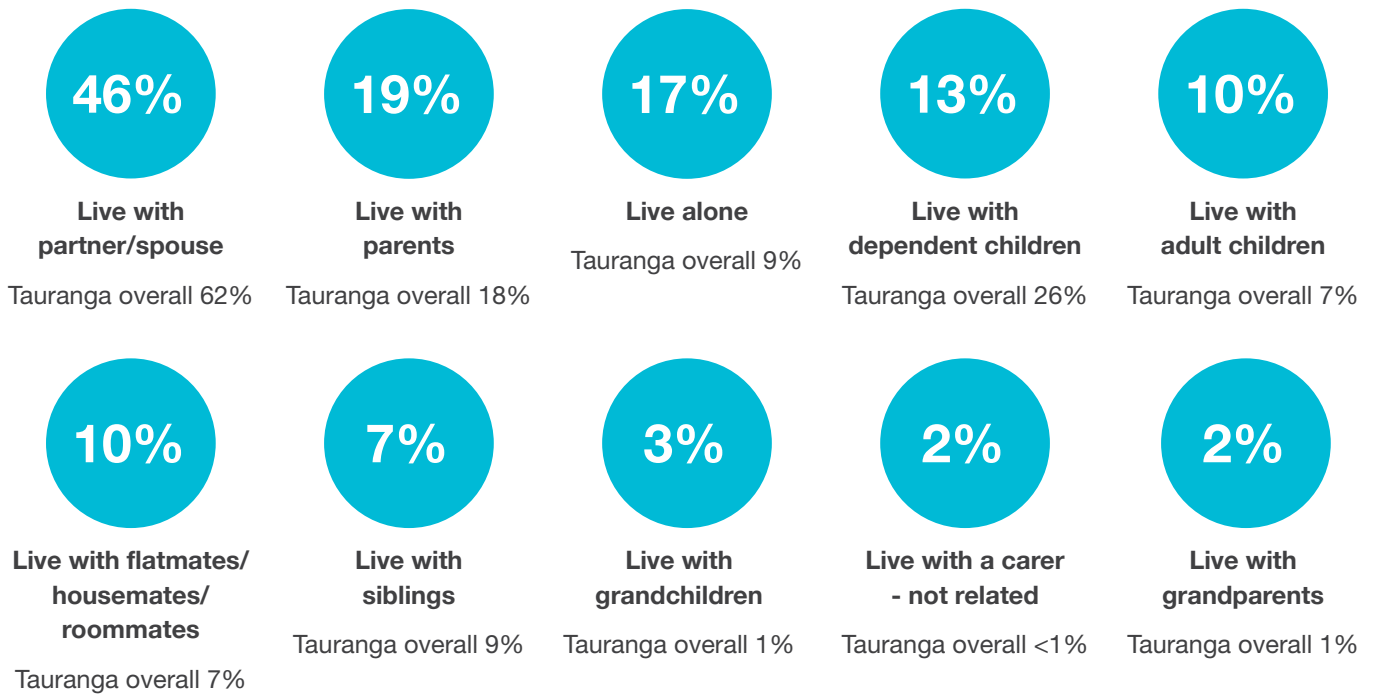
Those who live in a retirement village.

Amenities	% who have access - Disabled people	% who have access - Tauranga
Cooking facilities	95%	97%
Electricity supply	94%	97%
Bath or shower	94%	97%
Fridge	94%	97%
Tap water that is safe to drink	93%	96%
Toilet	93%	97%
Heating (including heat pump, wood burner, or built-in gas fireplace)	88%	93%
Extractor fan in bathroom	77%	86%
Extractor fan in kitchen	77%	85%
Additional bedroom heaters	56%	66%

NOTES:

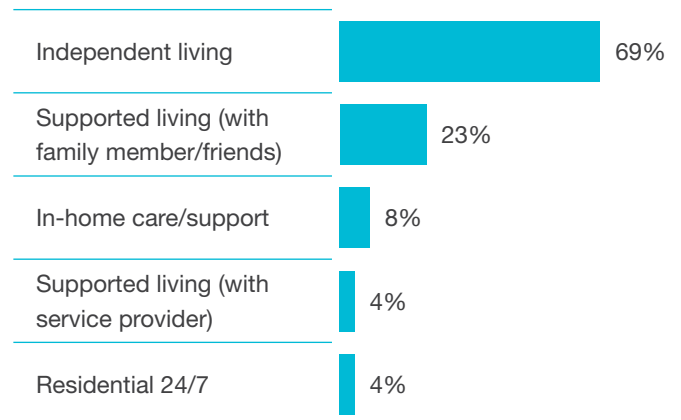
1. HS1. What best describes your living situation? Please select all that apply. Disabled people n=631
  2. HS2. If you LIVE in a house, flat, unit or apartment which of the following best describes your current housing situation? Disabled people n=631
  3. Proportion of homeowners, renters, boarders is calculated based on the total number of responses from Disabled people n=631
  4. HS3. Please review the statements below regarding the place you are currently living. Disabled people n=615
  5. HS4. Which of the following are available at the place you are currently living. Don't include anything that is disconnected or broken. Disabled people n=621
- \* 'Don't know' responses were excluded for more accurate data presentation.

Ko wai ō tātou hoa noho?  
Who do we live with?



What have we learnt?

- 1 Seven in ten (69%) of Carers live with their partner/spouse. This number is significantly lower for Disabled people at 46%.
- 2 6% of Disabled people who responded indicated they were single parents. This number is significantly higher for Carers (12%).
- 3 Carers are much less likely (2%) to live alone when compared to Disabled people (17%) and Tauranga overall (9%).



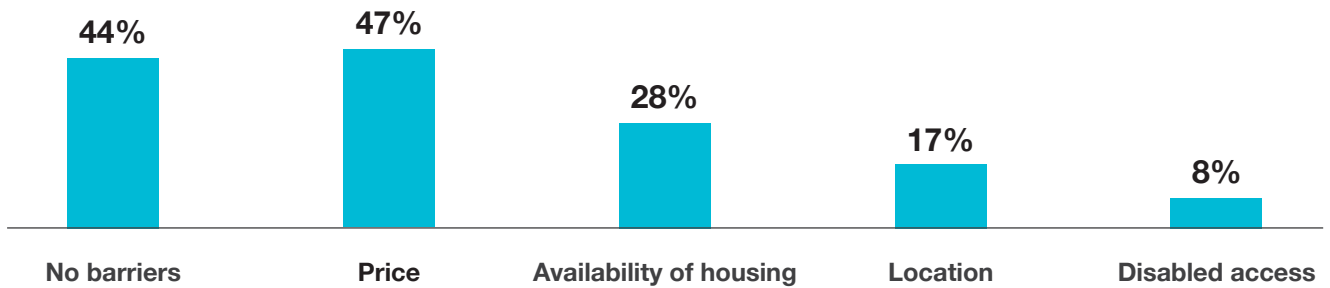
NOTES:

1. HS5. Which of the following best describes who you live with? If you don't live alone please select all that apply. Disabled people n=617, Carers n=313
2. D3. How would you describe your (or your dependant's) current living status? Please select all that apply. Disabled people n=568, Carers n=294



He aha ngā tairo ki te noho kāinga?  
**What are our barriers to housing?**

**Housing barriers**



**Are we able to work?**

53% of Disabled people answered that they were able to work and Carers answering on behalf of their dependant reported that 38% are able to work.

**Are we currently working or studying?**

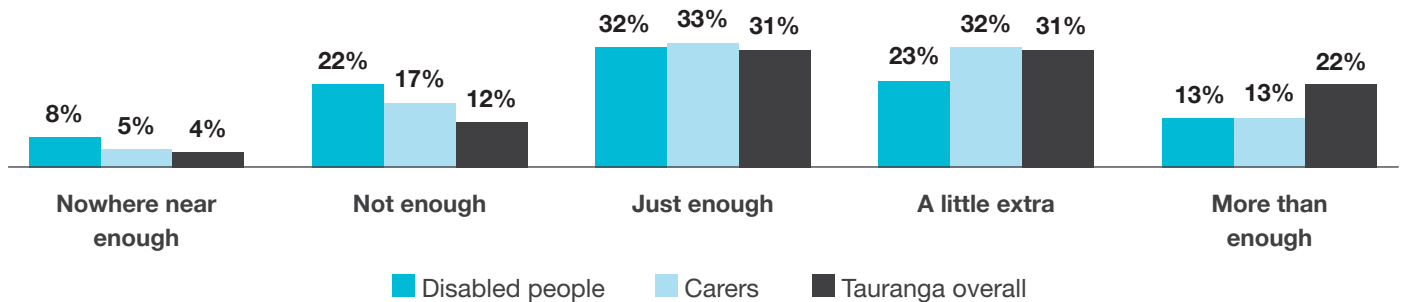
38% of Disabled people who responded answered that they are currently working or studying and Carers answering on behalf of their dependant reported that 45% are currently working or studying.

NOTES:

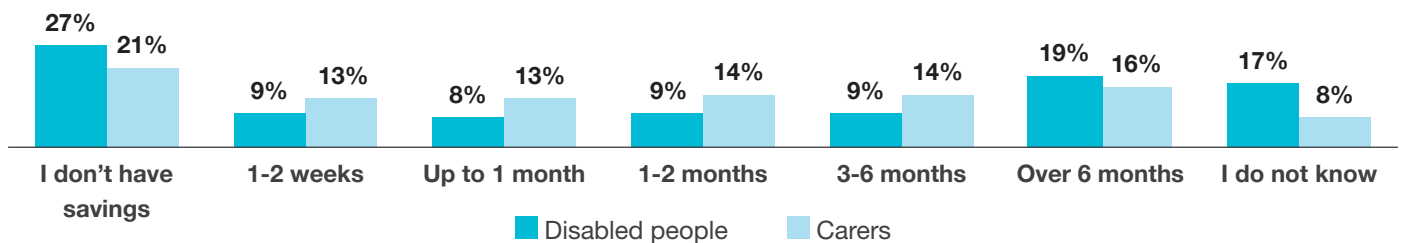
1. D10. What are the barriers for you in accessing housing that meets your needs? Please select all that apply. Disabled people n=399.
2. D4. Are you (if you are disabled yourself) or your dependant who is disabled able to work? Disabled people n=576, Carers n=291
3. D5. Are you (if you are disabled yourself) or your dependant who is disabled currently working or studying? Disabled people n=576, Carers n=291

## What are our household incomes, and do they meet our needs?

### How does our household income meet everyday needs?



### How long can we get by using our savings?



### What have we learnt?\*

- 1 The proportion of those who do not have enough income to meet everyday needs is higher for Carers than Tauranga overall (22% compared with 16%). This number is significantly larger for Disabled people, with 30% of respondents not having enough income to meet their everyday needs.
- 2 The survey responses for Disabled people reveal that those aged 25-44 years struggle the greatest financially, with 40% reporting not having enough income to meet their everyday needs.
- 3 Overall, one quarter (27%) of Disabled people who participated in the survey do not have savings to fall back on in a change of circumstances or an emergency. This is compared with 15% for everyone aged over 18 years in Tauranga overall.
- 4 Three quarters (76%) of Disabled people worry about how much money their household has at least 'sometimes'. This number is similar to the proportion of Carers who worry about their household income (79%).
- 5 Disabled people aged between 25-44 years worry the most about their household's financial wellbeing (87%), followed closely by 45-64-year-olds at 81%.

NOTES:

1. HS9. Thinking about how well your household income meets your everyday needs (including accommodation, food, clothing) – money wise would you say you have... Disabled people n=624, Carers n=316
2. HS10. If you were to have a change in circumstances that affected your income (car breakdown, school camps, loss of job) how long would you be able to get by using your savings or passive income? Disabled people n=620, Carers n=315
3. HS12. Do you worry about how much money your household has? Disabled people n=624, Carers n=313

\* 'Don't know' responses were excluded from HS12 for more accurate data presentation.

\* We combined responses for 'Nowhere near enough' and 'Not enough' to identify at risk communities that might struggle more than others.

Me pēhea e whakaheke ai i ngā nama?  
**How do we keep our expenses down?\***

**What are the most common ways people keep their expenses down?**

- **Spend less on hobbies and entertainment than you would like**  
(48% of Disabled people and 54% of Carers do this 'often' or 'all the time')
- **Go without/cut back on trips to the shops/ other local places**  
(40% of Disabled people and 41% of Carers do this 'often' or 'all the time')
- **Put off buying clothing/footwear for as long as possible**  
(39% of Disabled people and 40% of Carers do this 'often' or 'all the time')

**What are people not wanting to compromise to keep expenses down?**

- **Groceries**  
Have accessed community meals and/or food parcels  
(11% of Disabled people and 9% of Carers do this 'often' or 'all the time')
- **Paying the bills**  
Not paid or put off paying bills (including rent, mortgage, power, school expenses, car related cost)  
(11% of Disabled people and 9% of Carers do this 'often' or 'all the time')
- **School trips**  
Not go on school trips/sent your children on school trips to keep expenses down  
(13% of Disabled people and 12% of Carers do this 'often' or 'all the time')



Photo credit: Alan Gibson

NOTES:

1. HS11. In the last 12 months have you done any of the following? Disabled people n=618, Carers n=313  
\* 'Don't know' responses were excluded for more accurate data presentation.

Oranga hapori

# Social wellbeing



Photo credit: Hunter Studios

## Social wellbeing – what is most important?

### Feeling connected to friends, family and wider community is integral to social wellbeing.

54% of Disabled people and 46% of Carers surveyed feel lonely at least 'some' of the time.

In the last four weeks, 15% of Disabled people and 11% of Carers 'never' or 'rarely' had contact with relatives or friends who they don't live with.

The most common reasons for having less contact with family and friends are:

- The cost of travelling being too high (Disabled people 37%, Carers 32%)
- Distance (Disabled people 37%, Carers 34%)
- Poor health (Disabled people 20%, Carers 10%)

### Local event attendance

34%

of Disabled people and Carers attend events at least once a month.

Local events are a way in which the community can come together.

For those not attending, the main reasons among those surveyed include:

- Too expensive to attend
- Health related issues
- Types of events
- Parking/traffic congestion



There is a strong desire in the wider Tauranga community for more events such as music, festivals and concerts.

37% of Disabled people and 27% of Carers would like to see more music, festivals and concerts. Both would like to see more free and cost-effective events (12% and 11%). However, Carers are eager to see more sports (19%).

### Moving around the city

Driving a car, truck or van is the most common way people move around the city, whether it to be to school, work or generally getting around.

Walking or jogging is the second most common way for those who responded to the survey to get around the city, with 42% of Disabled people and 44% Carers reporting this as their preferred transportation method.

Around two in ten (24% Disabled people, 21% Carers) use public transport or a school bus to get to school or work. This figure slightly increases to 26% for Disabled people getting around the city.

### Accessibility and transport

One quarter of Disabled people and Carers who were surveyed stated that all places are accessible to them.

The main place reported as being inaccessible were 'parking areas/a lack of appropriate parking'.

92% of Disabled people and 95% of Carers have access to transportation that meets their needs.

For those who don't have access, the main barriers reported include:

- Public transport does not meet needs due to timing (61%)
- Unable to drive a private car (47%)
- Public transport does not meet needs due to location (39%)

### Key household issues

For Disabled people, the main issue affecting their households is health. This was mentioned by 45% of respondents. Financial pressures are the second largest issue for Disabled people, with 42% of households affected.

The main household issue for Carers is financial pressures (43%) and the second largest issue for this group is their health, with 42% of Carers indicating they were affected.

### An accepting and welcoming city

60%

of both Disabled people and Carers believe that the city is 'fairly welcoming', 'welcoming' or 'very welcoming'.

Kei te pēhea koe? Te mokemoke me te whanaungatanga  
**How are we feeling? Loneliness and connection**

**54%** of Disabled people feel lonely 'all', 'most' or 'some' of the time.

46% of Carers surveyed feel lonely 'all', 'most' or 'some' of the time.

This is higher when compared with 36% for Tauranga overall.

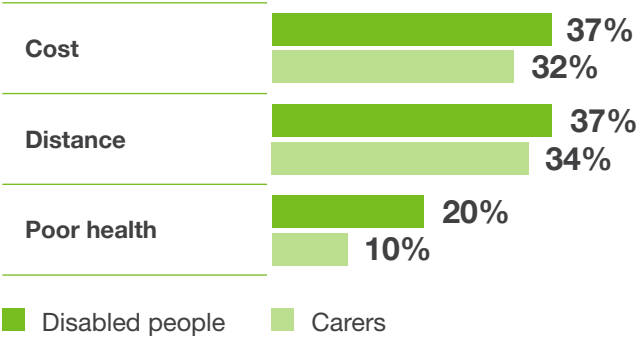
**Who is most at risk?**

Disabled people aged 13-24 years are the most at risk of feeling lonely, with 83% reporting feeling lonely 'all' 'most' or 'some' of the time.

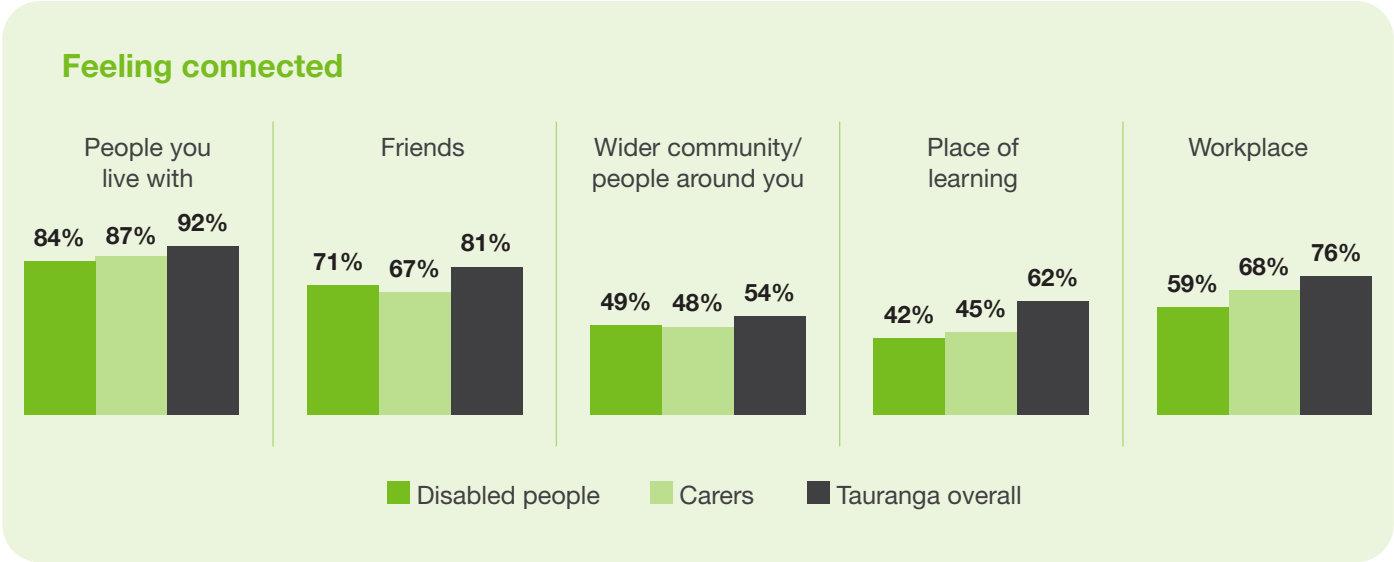
**Having contact with family & friends**

In the last four weeks, 15% of Disabled people and 11% of Carers 'never' or 'rarely' have contact with relatives or friends who they don't live with.

**Most common reasons for having less contact with family and friends**



Four in ten Disabled people and Carers (43%) who responded stated that there was nothing preventing them from contacting family and friends.



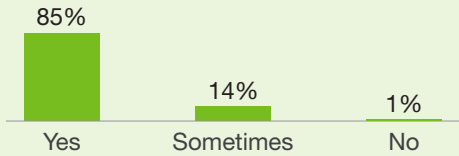
NOTES:

- SW1. In the last four weeks, how often have you felt lonely? Disabled people n=621, Carers n=312
- SW2. In the last four weeks, how often have you had contact with relatives or friends who don't live with you? Disabled people n=625, Carers n=314
- SW3. What makes it hard to have contact with family or friends who don't live with you? Please select all that apply. Disabled people n=604, Carers n=308
- SW4. How well-connected do you feel with... Disabled people n=618, Carers n=311

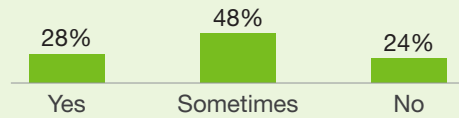
\* 'Don't know' responses were excluded for more accurate data presentation.

**In my life...**

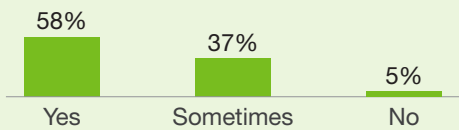
**I can make decisions for myself**



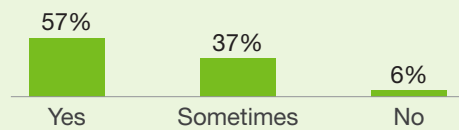
**I feel fit and healthy**



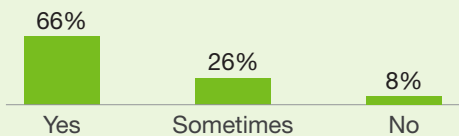
**I feel respected and loved**



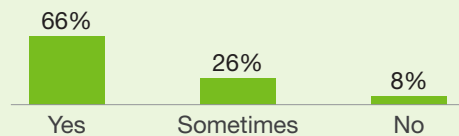
**I have a good life**



**I am proud of who I am**

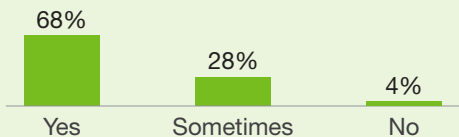


**I am proud of my culture**

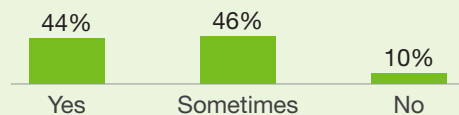


**Where I live...**

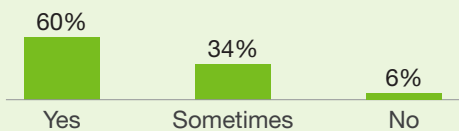
**People will help me**



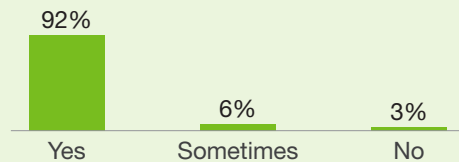
**We live in a fun environment**



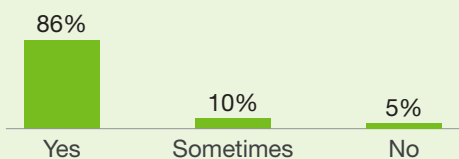
**We spend time together**



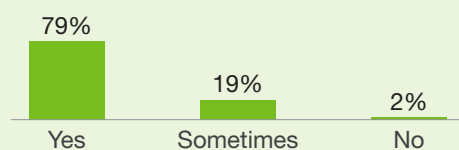
**Everyone has their own bed**



**People would notice if I didn't come home**



**People are accepted and included**



NOTES:

1. SW5. In my life... Disabled people n= 629

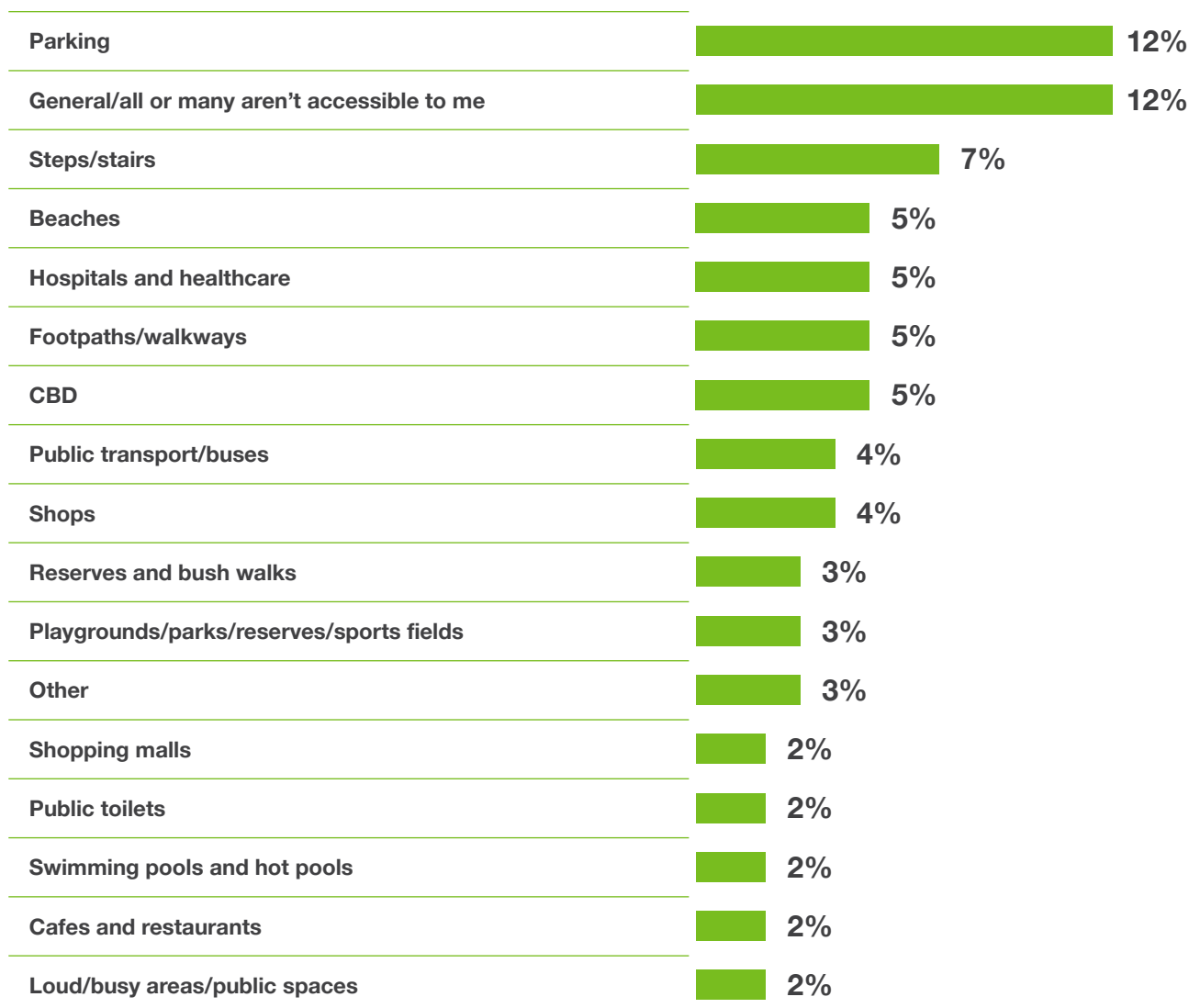
2. SW6. Where I live... Disabled people n= 521

\* 'Don't know' responses were excluded for more accurate data presentation.

\* You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

## Is Tauranga accessible?

### What places are not accessible in Tauranga?



### What have we learnt?

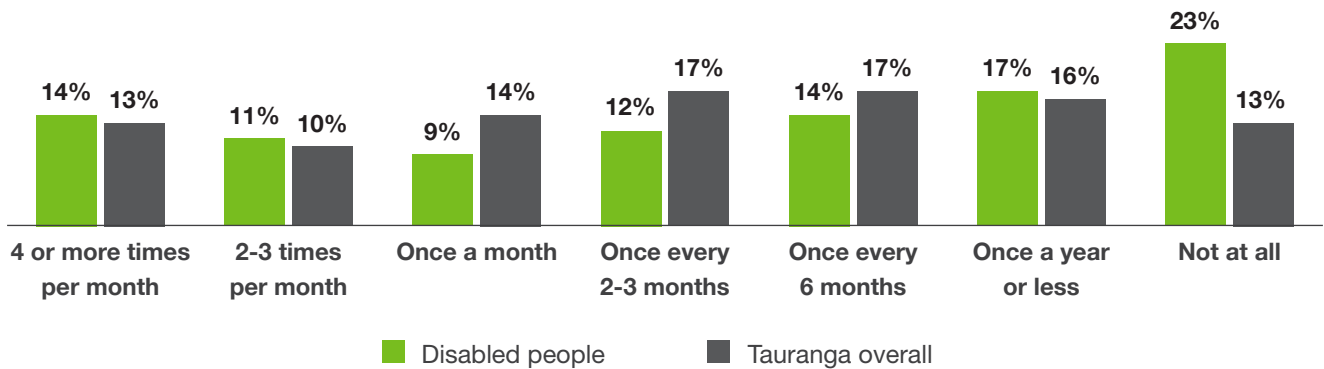
- 1 One quarter of Disabled people and Carers (26%) who were surveyed stated that all places are accessible to them.
- 2 Out of those who have experienced accessibility issues in Tauranga, the most common issue mentioned was a lack of appropriate parking (12%).
- 3 Disabled people were more likely to mention that general areas, all areas, or many areas are not accessible to them (14% vs 9% for Carers).

NOTES:

1. D6. What place(s) in Tauranga are not accessible or easily accessible due to your disability? (Be as specific as possible). Disabled people n=284, Carers n= 134  
 \* 'Don't know' responses were excluded for more accurate data presentation.



Kei te haere ki ngā tākUNETANGA tūmatanui? He aha ngā tākUNETANGA e hiahiatia ana ki Tauranga?  
**Are we attending community events? What events would we like in Tauranga?**



**What are the barriers?**

- 1 For Disabled people and Carers, the most common reason for not attending events is that it is 'too expensive' to attend (50% and 48% respectively).
- 2 The second most common barrier for Disabled people is health related issues (39%).  
  
For Carers, the second most common barrier is that the 'types of events do not interest them' (44%). This is consistent with the Tauranga overall result of 48%, but is higher than that of Disabled people (39%).
- 3 Other common reasons for not attending events include 'problems with parking or traffic congestion' (36% for Disabled people and Carers), 'unaware of events held' (29% and 27%) and 'too tired or can't be bothered' (28% and 34%).

**What are the events that respondents would like to attend?**

A total of 339 Disabled people and 138 Carers responded leaving a comment with suggestions as to the events they would like to see in Tauranga. Their suggestions are important, as one of the the most common reasons for not attending events currently is because they are not appealing to some people.

**Desired events**

- Music/festival/concerts (Disabled people 37% and Carers 27%)
- Free/cost effective events (Disabled people 12% and Carers 11%)
- Sports (Disabled people 12% and Carers 19%)

“

Sole parent, so can only go if children go. I've stopped going to some things due to overcrowding/COVID-19.

Not suitable for kids or can't afford babysitting.

”

“

More market days and cheaper activities for seniors. Speedway. And shows, stunts and parades with not the normal floats.

Tauranga needs less events and more infrastructure.

”

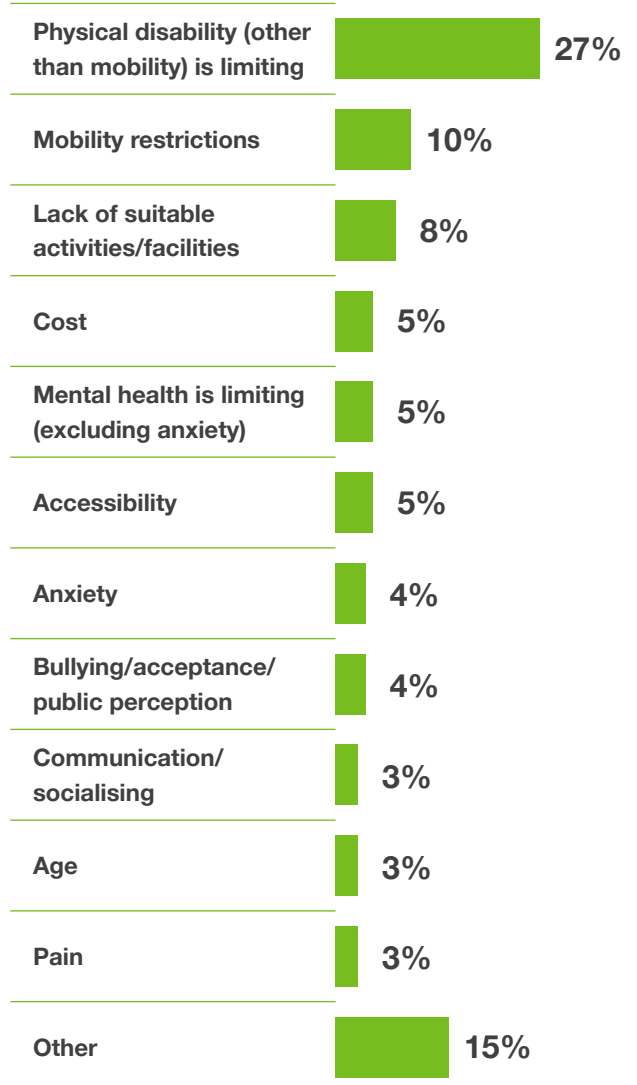
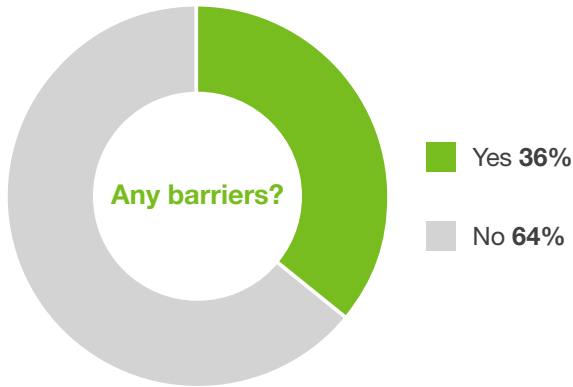
NOTES:

1. SW7. On average, how often do you attend and/or participate in events in your community, such as festivals, concerts, sports events? Disabled people n=602, n=320 mentioned barriers, Carers n=309, n=154 mentioned barriers.
2. SW9. What kinds of events would you like to see more of in your community? Disabled people n=339 left a comment, Carers n=189 left a comment.

\* Percentages represent the survey respondents who indicated they attended events and excluded the response "Don't know".

He tairo ki te uru ki te hākinakina, ki ngā mahi rēhia rānei?

## Are there barriers to participating in sports and leisure activities?



Others include: Parking, unsure of what is available, sensory issues, too busy, overcrowding, not interested in participating, traffic and COVID-19.

### What have we learnt?

- 1 Almost two thirds (64%) of Disabled people and Carers who were surveyed reported that they have not experienced any barriers in participating in sports and leisure activities.
- 2 For those who do experience barriers, the most common barrier mentioned is that they (or their dependant) have a physical disability that is limiting. This was reported by 32% of the Disabled People who responded and 18% of Carers.

NOTES:

1. D11 Do either you, or your disabled dependant, experience any barriers in participating in sport and leisure activities? Disabled people n=545, n=177 mentioned barriers, Carers n=276, n=86 mentioned barriers.

\* 'Don't know' responses were excluded for more accurate data presentation.

## What are the key issues affecting our community?

### What have we learnt?

- 1** 78% of Disabled people and 84% of Carers surveyed indicated that there are one or more issues affecting their household.
- 2** For Disabled people, the main issue affecting their household is health. This was mentioned by 45% of respondents.  
  
Financial pressures are the second most common issue at 42%.
- 3** The main household issue for Carers is financial pressures (43%).  
  
Health is the second most common issue at 42%.
- 4** Other issues mentioned include:
  - Mental wellbeing (Disabled people 31%, Carers 40%)
  - Food (Disabled people 17%, Carers 13%)
  - Access to support services (Disabled people 16%, Carers 26%)
  - Isolation/lack of understanding (Disabled people 12%, Carers 14%)

“

Unreliable/unavailable public transport.

Traffic noise from expressway, especially trucks' engines braking in the early hours of the morning.

Restricted attending functions, events, etc through lack of progress sorting State Highway 29's traffic issues.

Roaming dogs in the neighbourhood along with intimidating members of our community left to do as they please.

”

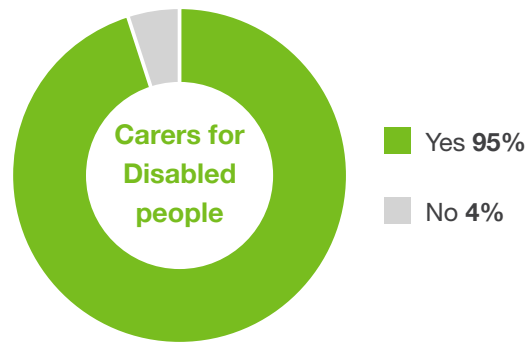
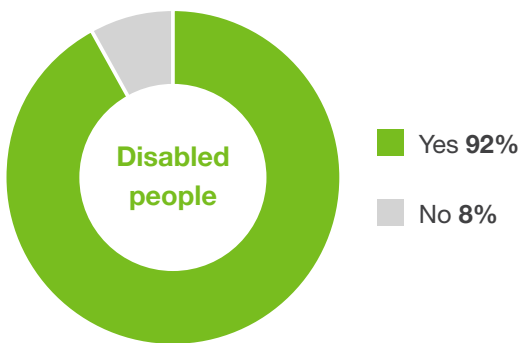
#### NOTES:

1. SW10. What are the key issues affecting your household? Please select all that apply. Disabled people n=612, Carers n=314

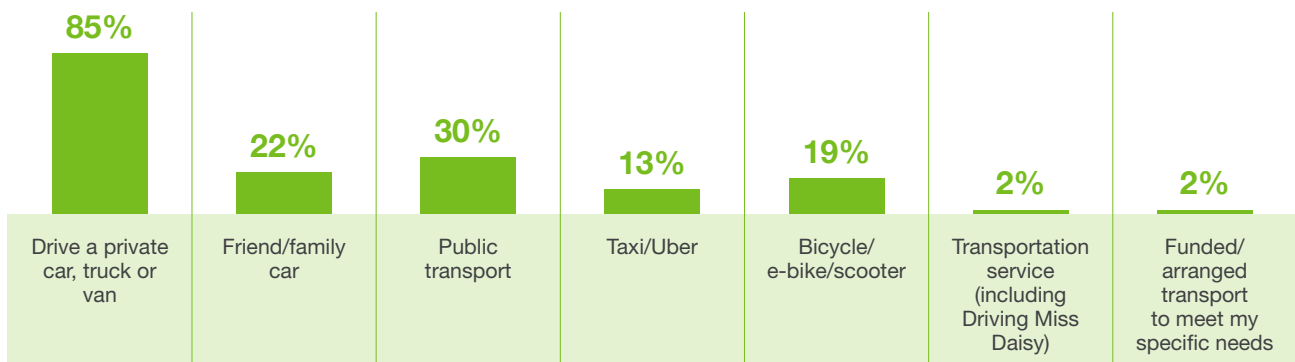
\* 'Don't know' responses were excluded for more accurate data presentation.

## Do we have access to transport that meets our needs?

### Have access to transportation that meets our needs



### What transport do we use?



### What have we learnt?

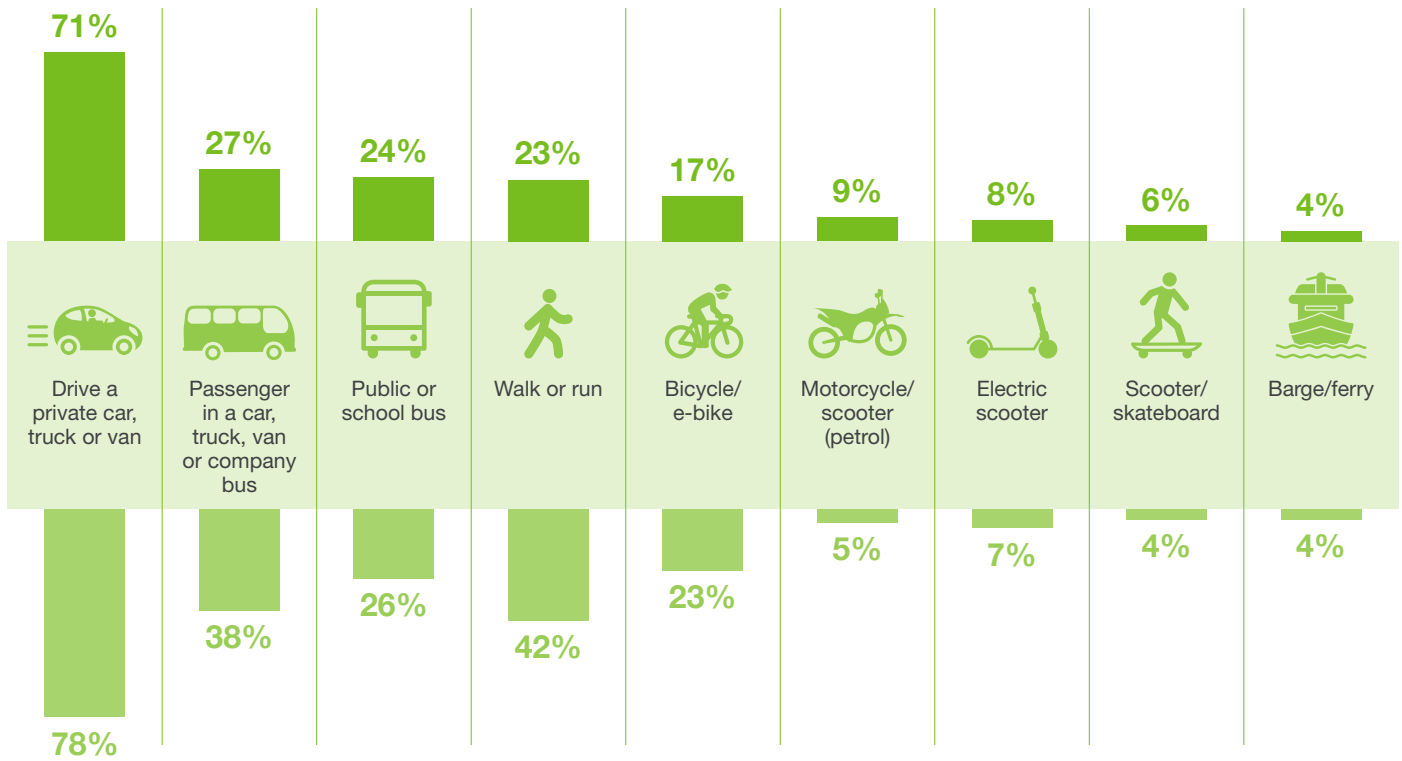
- 1 The most common means of transportation is to drive a car, truck or van (85%).
- 2 Three in ten Disabled people and carers use public transport and one in ten use a taxi or Uber.
- 3 92% of Disabled people and 95% of Carers have access to transportation that meets their needs.
- 4 For those who do not have access to transportation that meets their needs, the most common barriers mentioned were:
  - Public transport doesn't meet my needs due to timing (Disabled people 61%, Carers 61%)
  - Unable to drive private car (Disabled people 47%, Carers 33%)
  - Public transport doesn't meet my needs due to location (Disabled people 39%, Carers 52%)
  - Too expensive (Disabled people 31%, Carers 24%)
  - Not enough people to help me (Disabled people 18%, Carers 49%)
  - Unable to use bike/scooter (Disabled people 24%, Carers 19%)

NOTES:

1. SD7. Do you (or your dependant) have access to transportation that meets your needs? Disabled n= 574, n=517 mentioned barriers, Carers n=292, n=269 mentioned barriers

Mā hea tātou nekeneke haere ai?  
**How do we move around?**

✓ **Transport to place of learning/work**



^ **Getting around the city**

**What have we learnt?**

- 1 The most popular way to commute to school or work is driving a car, a truck or a van (Disabled people 71%, Carers 89%).
- 2 Around two in ten (24% Disabled people, 21% Carers) use public transport or a school bus to get to school or work. This figure slightly increases to 26% for Disabled people getting around the city.
- 3 Walking or running is a popular way of getting around the city, with 42% of Disabled people and 44% of Carers choosing this as their preferred mode of transport.

NOTES:

1. SW13. What mode(s) of transport do you usually use to get to school or work? Please select all that apply. Disabled people n=561
  2. SW13. What mode(s) of transport do you usually use to get around the city? Please select all that apply. Disabled people n=561
- \* 'Don't know' responses were excluded for more accurate data presentation.

## Does Tauranga reflect a strong sense of culture and heritage?

### In events



29%

believe that events **do** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

14% of respondents **do not** think that the events in the city reflect a strong sense of culture and heritage.

### In buildings

18%

of survey participants believe that buildings **do** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

26% of survey participants **do not** think that the buildings in the city reflect a strong sense of culture and heritage.

### In public spaces



27%

believe that public spaces **do** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

17% of those surveyed **do not** think that the public spaces in the city reflect a strong sense of culture and heritage.

#### NOTES:

1. SW14. Do you think Tauranga reflects a strong sense of culture and heritage? Disabled people and Carers combined n=806
2. SW15. What types of arts and culture do you want to see more of in Tauranga? Disabled people and Carers combined n=433 left a comment.
3. SW16. Is Tauranga an accepting and welcoming place to live? Disabled people n=599, Carers n=307

\* 'Don't know' responses were excluded for more accurate data presentation.

### As a city overall

25%

believe that the city overall **does** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

17% **do not** believe that Tauranga reflects a strong sense of culture and heritage.

### Arts and culture that people want to see more of in Tauranga

- 1 Māori art and culture (19%)
- 2 Museums (14%)
- 3 Multicultural/Pasifika/European (13%)

Six in ten survey participants (60%) who are either Disabled people or caring for someone with a disability believe that the city is 'fairly welcoming', 'welcoming' or 'very welcoming'.

“

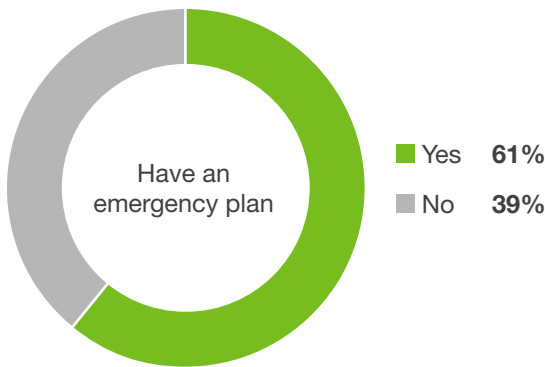
More art and more emphasis on Māori history. Marking the contribution of good influences in the making of Tauranga's true history, not from an individual eye but an overall look from Māori tribes plus early farmers, Oropi settlers, Katikati settlers and Matata history for example.

Honestly, we're all just trying to survive. I'd rather see money put into mental health and housing, people getting employment with criminal records than spending money on wants not needs.

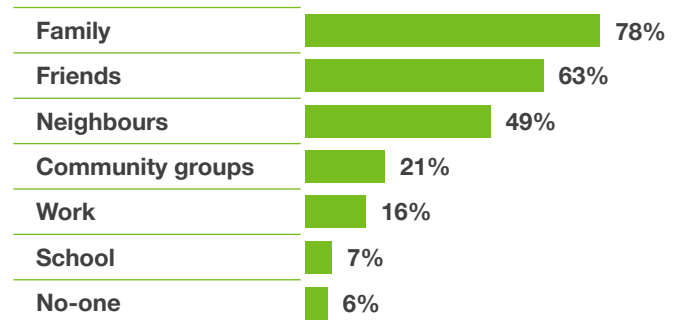
”

# Kua rite tātou ki tētahi aituā Whakamaru Ohotata? Are we ready for a Civil Defence emergency?

After several severe weather events affecting the region and the country over the past year, many people now have a better understanding of emergency services, their importance, their role and their availability. However, it is also important to be ready and prepared in case civil defence emergencies occur.



## Support networks in an emergency



### What have we learnt?

- 61% of Disabled people who responded have an emergency plan, which is higher than the 50% for Tauranga overall. However, Carers have a slightly lower proportion of those who have an emergency plan (48%).
- When we asked about availability of various support networks, most survey participants for both Disabled people and Carers will turn to family (78% for both), friends (63%, 67%) and neighbours (49%, 51%).  
  
However, 6% have selected that they have no-one.



NOTES:

- Do you/your family have an emergency plan? Disabled people n=617, Carers n=314
- EM2. If there was an emergency, what support networks do you have available to you? Please select all that apply. Disabled people n=609, Carers n=313

Haumarutanga

# Safety





### Crime in Tauranga

32% of Disabled people and 29% of Carers reported that they have been the victim of a crime in the last 18 months. This is higher than the 23% recorded Tauranga wide.

Survey participants indicated that the ‘CBD/downtown Tauranga’ area is the most unsafe place, with 60% of Disabled people feeling ‘somewhat unsafe’ and ‘very unsafe’ during the night.

Mental health (40%), discrimination (39%) and racism (35%) are issues that Disabled people are extremely concerned about.

Mental health is the greatest concern to Carers (43%).

### Alcohol, nicotine and drug consumption

- 71% of Disabled people and 79% of Carers surveyed consume alcohol.
- 11% of Disabled people and Carers smoke cigarettes/ tobacco, 14% vape and 13% use cannabis.

### Family violence

The proportion of survey participants who have experienced family violence among Disabled people is 26%. For Carers this is 33%.

The most reported instances of family violence, occurring to the respondent or someone close to them, in this study are:

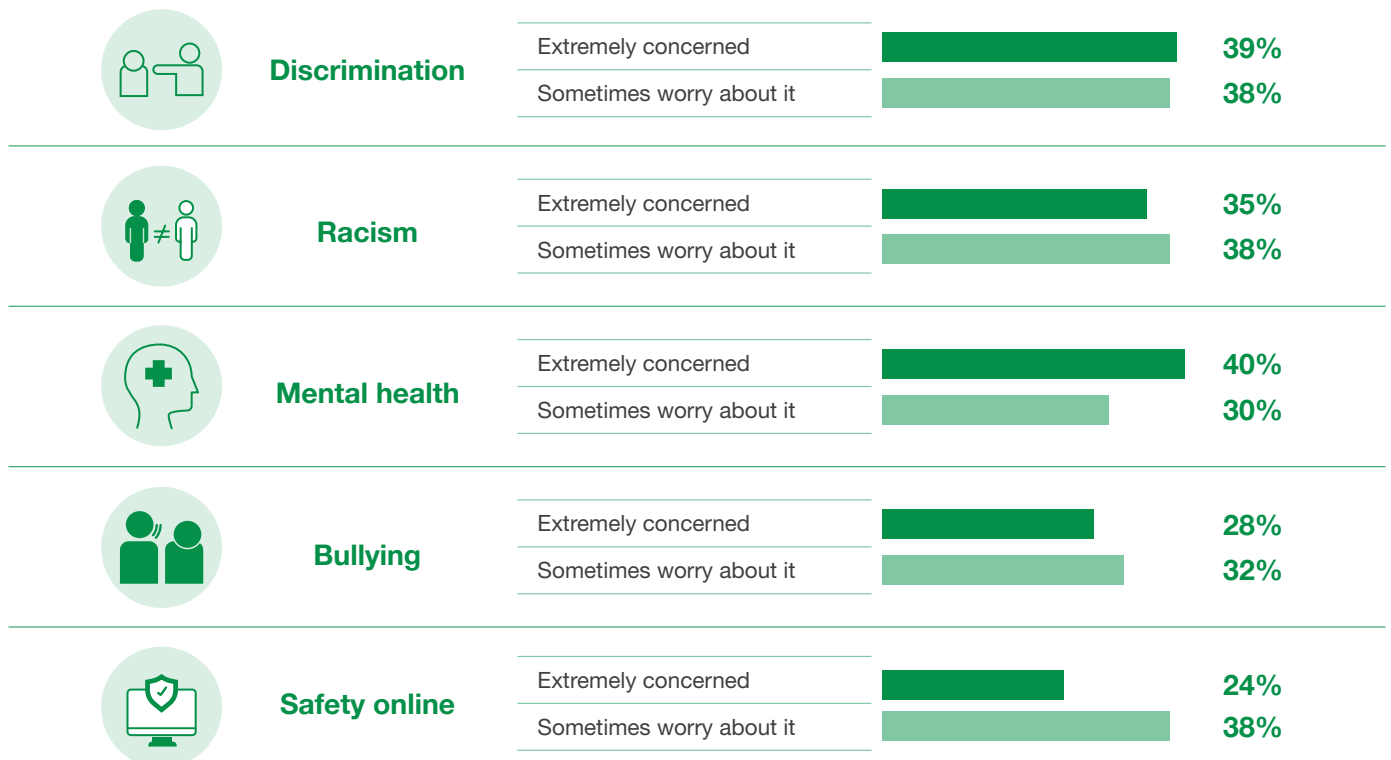
- Verbal abuse/arguments (92%)
- Domestic violence (85%)
- Child abuse/neglect (79%)
- Sexual assault (78%)
- Intimate partner harm (77%)
- Harm from carer/support worker (50%)

Support to enable victims to come forward and seek help is required. While 57% of Disabled people who responded reported family violence, 54% of those affected had sought help.

56% of Carers reported family violence and 57% of those affected sought help.

### What are we concerned about?

#### Disabled people:



NOTES:

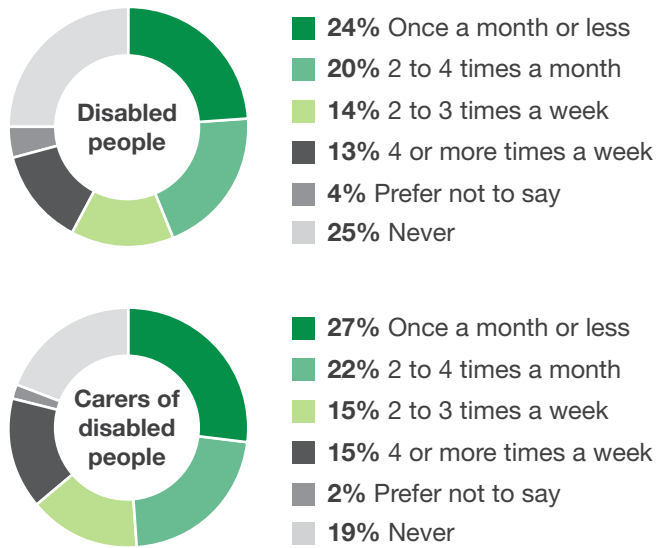
1. SAF10. Please let us know if any of the following are a concern for you...n=582

Me aha i te taihara, i te waipiro, i te kai pūroi hoki?  
**What about crime, alcohol and drug consumption?**

**32%**  
of Disabled people surveyed have had crimes committed against them

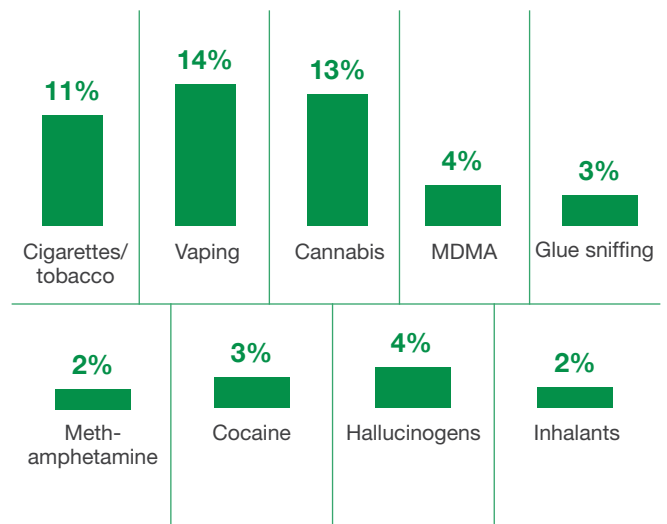
Verbal abuse	14%
Harassment	11%
Theft	10%
Vandalism	7%
Assault	3%

**Frequency of alcohol consumption**



**Nicotine and drug consumption\***

(includes Disabled people and Carers)



**What have we learnt?**

- 1 While 23% of respondents Tauranga wide experienced crime, 32% of Disabled people and 29% of Carers reported that they have been the victim of a crime in the last 18 months.
- 2 71% of Disabled people and 79% of Carers surveyed consume alcohol.
- 3 11% of survey participants smoke cigarettes/tobacco, 15% vape and 13% use cannabis.
- 4 Almost one third of those who responded (32%) do not feel that there are any barriers in accessing support services for alcohol or drug addiction. A further 23% never needed those services, so they are unsure if there are any barriers. However, 14% have mentioned a shortage of support services and long wait lists.

NOTES:

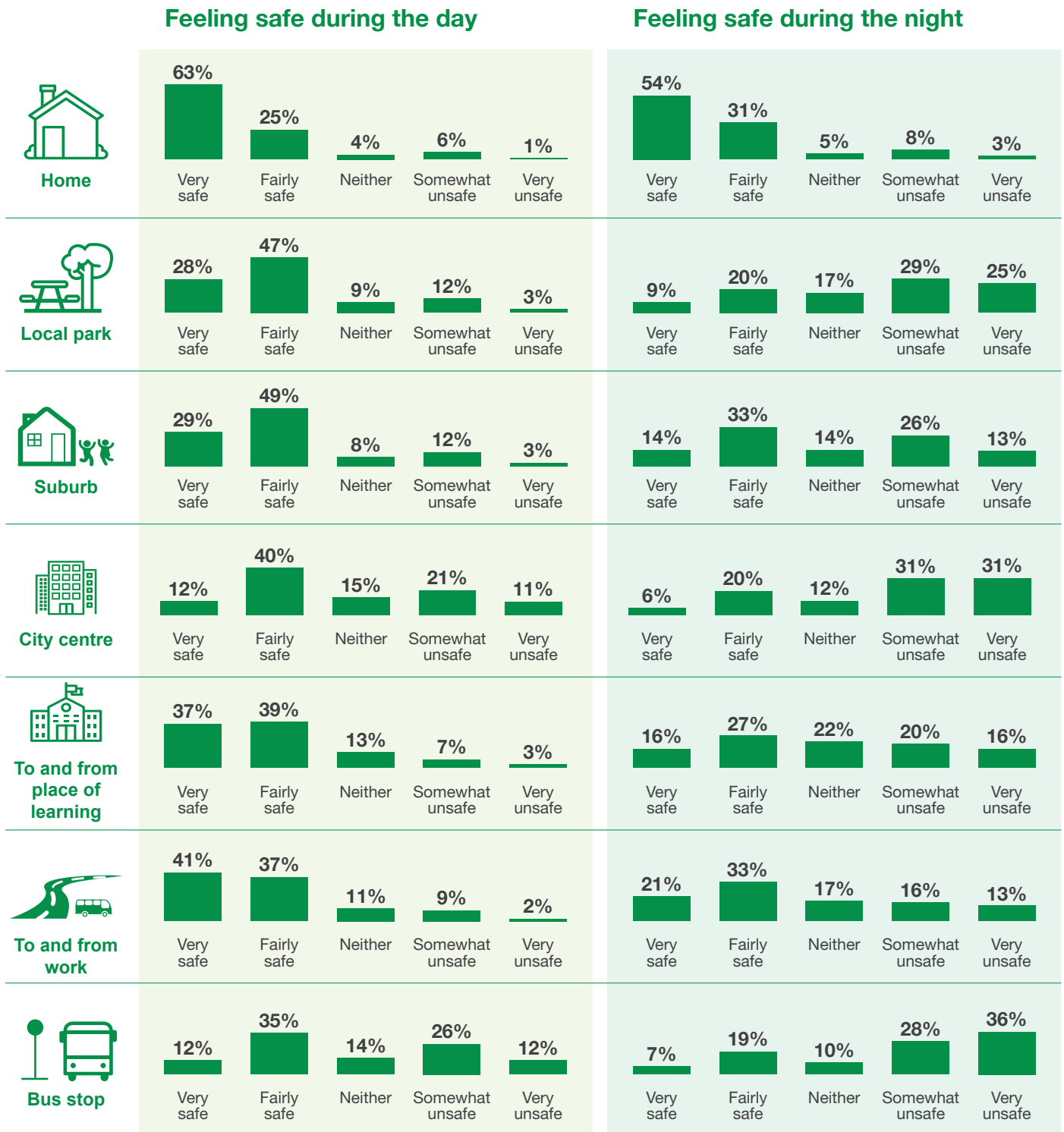
1. SAF1. In the last 18 months, have you been the victim of a crime? Disabled people n= 611
2. SAF5. How often do you have a drink containing alcohol? By a 'drink' we mean more than a sip. We respect your privacy, and your responses will not be connected with you personally. Disabled people n= 602, Carers n=304
3. SAF6. When was the last time you have used/tried any of the following? We respect your privacy, and your responses will not be connected with you personally. n=851.
4. SAF6A. Do you feel that there are any barriers to accessing support services for drugs/alcohol/smoking? If yes, what are they? n=124

\* You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

\*\* Chart represents combined data for those who have used a certain substance within past 6 months.

# He kāinga haumarū a Tauranga? Awatea vs. Pō

## How safe is Tauranga? Day vs. night



During the day, Disabled people and Carers feel the safest in their homes (88%) and in their neighbourhood or when going to and from work (78%).

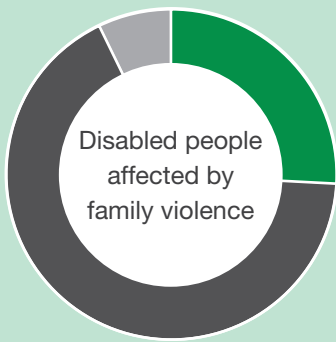
At night, Disabled people and Carers feel the safest in their homes (85%) and when going to and from work (54%). The city centre and the bus stop are reported as being less safe at night, with 62% and 64% respectively feeling somewhat unsafe and very unsafe.

NOTES:

- SAF2. Overall, how safe do you feel being alone in the following spaces during the day? Disabled n=617 Carers n= 312
- SAF3. Overall, how safe do you feel being alone in the following spaces during the night? SAF3. Disabled n=615 Carers n= 313

\* 'Don't know' responses were excluded for more accurate data presentation.

Whakarekerekere whānau – ko wai ka mamaetia?  
**Family violence – who is likely to be impacted?**



■ Yes **26%**  
■ No **67%**  
■ Prefer not to say **7%**

	Myself	Someone close to me	Prefer not to say
<b>Sexual assault</b>	38%	40%	22%
<b>Intimate partner harm</b>	42%	35%	23%
<b>Child abuse and/or neglect</b>	41%	38%	22%
<b>Domestic violence</b>	41%	44%	15%
<b>Verbal abuse/arguments</b>	62%	30%	8%
<b>Harm from a carer/ support worker</b>	17%	33%	50%

**What have we learnt?**

- 1 26% of Disabled people and 33% of Carers answered that someone in their family has experienced family violence. This is higher than 15% who has experienced family violence for Tauranga overall. 7% of Disabled people and 6% of Carers indicated they preferred not to answer the question.
- 2 Support to enable victims to come forward and seek help is required. 57% of Disabled people who responded reported family violence, 54% of those affected had sought help.
- 3 56% of Carers reported family violence and 57% of those affected sought help.

NOTES:

1. SAF7A. Has anyone in your family experienced family violence? Disabled people n=615, Carers n=316
2. SAF7. Which of the following have your family experienced? n=248
3. SAF8. Have you or your immediate family member ever reported to Police any incidents of family violence? Disabled people n=183, Carers n=105
4. SAF9. Have you or your immediate family member ever sought help from health and social services in relation to family violence? Disabled people n=183, Carers n=105

Oranga hinengaro

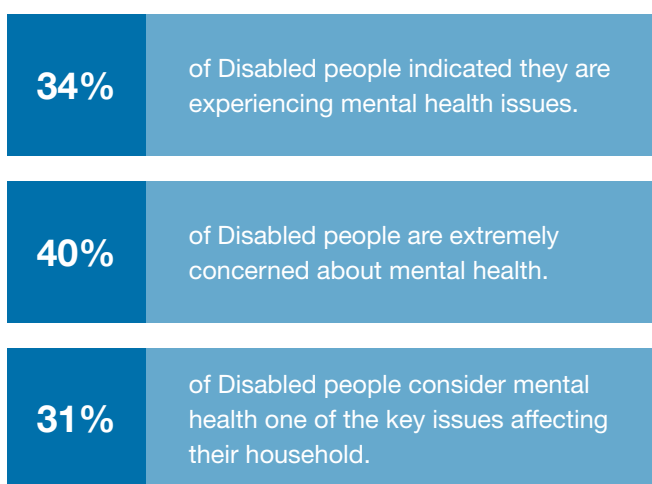
# Mental Health



**Mental health is a crucial part of wellbeing; however, this is an area in which many people can struggle and may be unable to get the right support.**

This study has shown that 17% of survey participants in Tauranga are currently experiencing mental health issues. For Disabled people these results are significantly higher than for the citywide population.

40% of Disabled people are extremely concerned about this issue and 39% consider it to be an issue affecting their household.



Almost three quarters of respondents (72% Disabled people, 72% Carers) have a support person, someone they can talk to. However, this means that over a quarter of respondents do not have someone they can talk to when needed.

### Changes and triggers

Overall, in Tauranga, one quarter of participants have reported that their mental health has improved in the last 12 months. For Disabled people, 23% have reported an increase in their mental health. Carers have a significantly higher reported increase of 31%.

There has also been a decrease in mental health for some of this community (21% for Disabled people and 23% for Carers).

The main triggers for changes in people’s mental health (up or down) are:

- Health/healthcare/family health (Disabled people 27%, Carers 32%)
- Self help/change of mindset/better lifestyle/religion (Disabled people 11%, Carers 7%)
- Support/access to support services/mental health help (Disabled people 10%, Carers 9%)
- Work (Disabled people 8%, Carers 14%)

### Barriers

While one quarter of Disabled people surveyed (26%) believe there are no barriers to accessing support services for mental health, 18% of Carers believe this to be the case.

The main barriers mentioned are:

- Costs/financial barriers (Disabled people 20%, Carers 17%)
- Lack of referrals/support to access services/lack of resources or services/difficult to access (Disabled people 21% and Carers 28%)
- Wait lists/waiting time/timing (Disabled people 15%, Carers 16%)

NOTES:

1. MH1. Are you currently experiencing mental health issues? Disabled people n=620, Carers n=315
2. MH2. When you need to talk to someone, have you got a support person? Disabled people n=619, Carers n=312
3. MH3. Thinking about now and 12 months ago, how would you describe your mental health? Disabled people n=580, Carers n=299
4. MH4. What has triggered the change? Disabled people n=214, Carers n=123
5. MH5. Do you feel that there are any barriers to accessing support services for mental health? If yes, what are they? Disabled people n=303, Carers n=157

Āpitihanga

# Appendices



Photo credit: Simon Dawson

## Method

- Quantitative research to ensure that the communities' voice is heard regarding their needs and aspirations.
- Data collection took place from 27 April 2023 to 30 June 2023.
- In total 6,432 responses were collected of which 6,036 were respondents from suburbs within Tauranga. The sample of n=6036 is statistically robust and yields a small margin of error of  $\pm 1.24\%$  at the 95% confidence interval.
- Mail-out: An invitation letter, containing an embedded link to the online survey was sent in three waves over the data collection period with a total of 30,000 randomly selected residents from the Electoral Roll. Quotas were applied according to age, ethnicity and suburb to ensure that a representative sample of Tauranga's population was achieved.
- Invitation to participate from partners: On the day of initial mail-out, partners started promoting the research through their websites, social media, media releases and radio advertisements.
- Organisations: Many organisations participated in the data collection. They were critical to reaching the priority groups: People experiencing homelessness, Disabled people, Ethnic communities, Youth, Ageing population, Māori, Pacific communities, the Rainbow community, Parents and caregivers and Children.

## Analysis

- Post collection, the data was weighted based on Census 2018 to ensure that the results were reflective of Tauranga's population.
- The cross weighting based on age, gender, suburbs and ethnicity was applied. Weighting allows us to look at the people who took part in our research and be able to extrapolate it to all of Tauranga.
- Our margin of error is just  $\pm 1.24\%$  at the 95% confidence interval. This report is based on the respondents who identified as disabled or carers for disabled. Our margin of error for this priority group is  $\pm 3.23\%$  at 95% confidence interval.
- Where the report presents data on ethnicity, please note that respondents were able to respond with affiliation to more than one ethnicity. Therefore, the data does not always add up to 100%.
- Responses from people who indicated they do not live in Tauranga were excluded.
- More detailed information on overall data, the geographic communities as well as priority groups is available from separate reports and dashboard (links are provided after 'appendices' section).
- We thought that people might not be able to choose an answer from the suggested options for some of the questions. We added 'Other' throughout the survey so people could tell us exactly what their situation was. Sometimes 'Other' would make up a large proportion of the responses and sometimes it was very small. If you see 'Other' on the charts, we have explained what people have mentioned in there.
- Sometimes 'Other' is a higher proportion than some of the responses, and a lot of people wrote similar answers. When this occurred, we included this in the report. If the proportion of responses under "Other" is very small, you will be able to find some details in our footnotes.
- Some additional analysis, including average rent/mortgage/board payment, has been calculated for report insights only and may not be available in the dashboard. If data is required for any particular demographic, and it cannot be found in the main report or a priority report, please contact the Community Development team at Tauranga City Council.



## Appendix 2. About the people

TOTAL RESPONDENTS	TAURANGA RESIDENTS
Disabled people: 631	10%
Carers: 316	5%

LENGTH OF TIME LIVED IN TAURANGA	DISABLED PEOPLE	CARERS
Less than 1 year	2.4%	1.6%
1-2 years	4.6%	3.7%
3-5 years	10.0%	9.8%
6-10 years	11.5%	15.3%
More than 10 years	51.6%	49.8%
I have lived here on and off throughout my life	20.0%	19.8%

SUBURB	DISABLED PEOPLE	CARERS
Mt Maunganui, Omanu	3.8%	4.5%
Arataki (Bayfair), Matapihi	10.7%	12.6%
Pāpāmoa Beach, Wairākei (Pāpāmoa East), Te Tumu	17.6%	20.8%
Kairua, Pāpāmoa Hills (Waitao), Mangatawa	0.4%	0.6%
Welcome Bay, Hairini, Maungatapu	13.8%	9.9%
Poike, Oropi, Greerton, Ohauti	6.0%	7.8%
Gate Pā, Merivale (Parkvale)	5.2%	5.9%
Pyes Pā, Omanawa, Tauriko, The Lakes	5.5%	6.9%
Bethlehem	7.2%	4.5%
Brookfield, Judea	8.2%	8.4%
Bellevue, Otūmoetai, Matua	12.6%	12.5%
Tauranga South, City Centre, Avenues, Sulphur Point	9.0%	5.7%

GENDER	DISABLED PEOPLE	CARERS
Female	48.4%	59.7%
Male	48.8%	59.7%
Another gender	2.8%	0.4%

AGE	DISABLED PEOPLE	CARERS
13-18	6.3%	3.3%
19-24	7.1%	3.2%
25-34	13.1%	13.8%
35-44	9.6%	19.6%
45-54	12.1%	24.8%
55-64	14.9%	15.3%
65-79	24.8%	18.0%
80+	12.2%	2.1%

AGE	DISABLED PEOPLE	CARERS
Pākehā/NZ European	87.6%	79.7%
Māori	16.1%	16.5%
African	0.7%	0.7%
Asian	2.5%	5.0%
European	4.1%	3.5%
Latin American	0.3%	0.2%
Middle Eastern	0.2%	0.0%
Pacific	2.1%	2.8%
Other	0.7%	0.9%

\* The numbers represent the unweighted percentages of respondents among Disabled people and Carers.

## Appendix 2. About the people

Employment status (multiple choice)	DISABLED PEOPLE	CARERS
At school/study	9.2%	6.4%
Government benefit or income support	17.8%	7.4%
Parental leave	0.6%	2.5%
Internship	0.4%	1.2%
Apprenticeship	0.5%	0.2%
Unemployed	8.0%	3.2%
Work full-time	17.9%	39.7%
Work part-time	15.4%	25.9%
Casual/seasonal worker	3.1%	2.4%
Self-employed/business owner	8.6%	12.6%
Collecting interest/dividends/rent/other investments	6.9%	8.2%
Collecting ACC payments	5.7%	1.2%
Retired	26.2%	12.9%
Superannuation/pension	27.2%	14.1%

\* The numbers represent the unweighted percentages of respondents among Disabled people and Carers.

You can find more information about individual suburbs by reading the full reports at [www.tauranga.govt.nz/vitalupdate2023](http://www.tauranga.govt.nz/vitalupdate2023) or click on the links below:

[Mount Maunganui, Omanu](#)

[Arataki \(Bayfair\), Matapihi](#)

[Pāpāmoa Beach, Wairākei \(Pāpāmoa East\), Te Tumu](#)

[Kairua, Pāpāmoa Hills \(Waitao\)](#)

[Welcome Bay, Hairini, Maungatapu](#)

[Poike, Oropi, Greerton, Ohauiti](#)

[Gate Pā, Merivale \(Parkvale\)](#)

[Pyes Pā, Omanawa, Tauriko, The Lakes](#)

[Bethlehem](#)

[Brookfield, Judea](#)

[Bellevue, Otūmoetai, Matua](#)

[Tauranga South, City Centre, Avenues, Sulphur Point](#)

You can find more information about our priority groups by reading the full reports at [www.tauranga.govt.nz/vitalupdate2023](http://www.tauranga.govt.nz/vitalupdate2023) or click on the links below:

[Rangatahi – Youth \(13-24 years\)](#)

[Taupori pakeke haeretanga – Ageing population \(65+ years\)](#)

[Tangata whai kaha – Disabled people \(including carers\)](#)

[Māori](#)

[Ngā mātāwaka – Ethnic communities](#)

[Hāpori nui ā-Kiwa – Pacific communities](#)

[Ranga Āniwaniwa – Rainbow community](#)

[Ngā tāngata noho kāinga kore – People experiencing homelessness](#)

[Ngā mātua me ngā kaitiaki – Parents & caregivers](#)

[Rangahau Oranga Tamariki – Child Wellbeing Survey](#)

The full Vital Update - Tauranga report is available here:

[Pūrongo Matua - Main report](#)

If you have any questions or concerns, please reach out. We are happy to help:

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Key Research NZ Ltd: [info@keyresearch.co.nz](mailto:info@keyresearch.co.nz)

Tauranga City Council (Community Development): [comdev@tauranga.govt.nz](mailto:comdev@tauranga.govt.nz)

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WhakahouTaketake  
**VitalUpdate**  
TAURANGA  
**2023**

