



Rangahau te Korou o te Ora / Quality of Life Survey 2024

Tāmaki Makaurau/Auckland report | April 2025



QUALITY OF LIFE



Acknowledgements

Large-scale and complex research projects such as this require a combined effort. This project was undertaken by Ipsos New Zealand on behalf of the nine participating councils. A project team from four councils managed the project and worked closely with representatives from Ipsos throughout this project. The members of the Quality of Life project team were:

- Alison Reid, Trudie Cain and Ashleigh Prakash, Auckland Council
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The team at Ipsos who worked on this project included Amanda Dudding, Kania Sugandi, Hanrie Le Roux, Arabella Wiles, Heni Tupe, and Neil Tee. |

Trudie Cain and Ashleigh Prakash at Auckland Council prepared this Auckland-specific report, with support from Ipsos who prepared the charts.

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We would like to especially acknowledge and thank all those Aucklanders who took the time to complete the 2024 Quality of Life survey. This project would not be possible without your input.

Highlights

The Quality of Life Project is a partnership between nine New Zealand councils. It measures urban residents' wellbeing and their perceptions of living in large urban areas. This report presents results from the 2524 Auckland respondents who took part in the 2024 survey.



NB: **Green** denotes generally positive results while **red** denotes less positive results.

Overall Quality of Life



75% of Aucklanders rated their overall quality of life **positively**

Percentage who said their quality of life changed compared to **12 months prior**



25% said their quality of life **increased**



30% said their quality of life **decreased**

Top-3 reasons for quality of life ...

Increasing

1 Healthcare and wellbeing

2 Financial wellbeing

3 Lifestyle

Decreasing

1 Reduced financial wellbeing

2 Reduced healthcare and wellbeing

3 Work related

Housing



31% agreed their housing costs were **affordable**



72% agreed their home suited their **needs**



73% agreed their neighbourhood suited their **needs**

Economic Wellbeing

Two thirds (66%) of the Auckland respondents were in paid employment either full-time or part-time. Among this group:



55% were **satisfied** with their work-life balance



22% were **dissatisfied** with their work-life balance

The most common reasons provided for work-life balance being ...

Satisfactory

1 Workload and manageable hours

2 Time management

3 Work allows flexibility

Dissatisfactory

1 Workload and hours

2 Insufficient income

3 Not enough time for self and others



33% had **enough or more than enough money** to meet their everyday needs



22% did not have enough money to meet their everyday needs



37% were **worried** about their financial circumstances



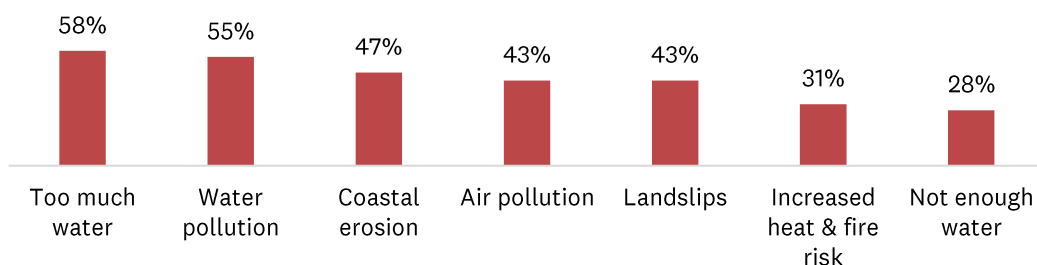
58% **could pay an unexpected \$2000 bill** within a week and without going into debt

Highlights



Natural Environment and Climate Change

Percentage who said each environmental issue had been a **problem** in their local area **in the last 12 months**



37% **were worried or very worried** about the impacts of climate change for Auckland and Auckland residents

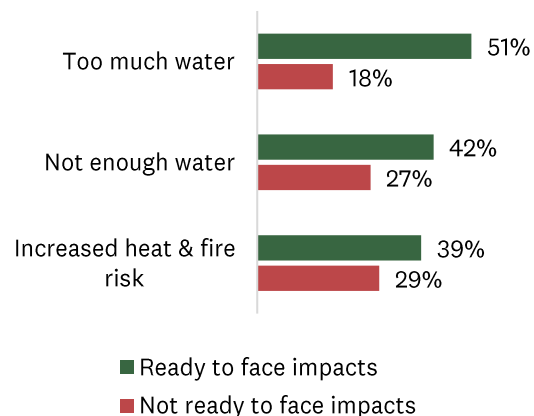
17% **were not at all worried**



60% felt they **understood** potential future impacts of climate change for Auckland

31% **felt they did not understand climate change and its potential impacts**

Percentage who said they and their household felt **ready** or **not ready** to face the impacts of:



■ Ready to face impacts

■ Not ready to face impacts

Built Environment



72% said their local area is a **great place to live**



57% **were happy** with the look and feel of their local area

Percentage who said their local area had changed compared to **12 months ago**

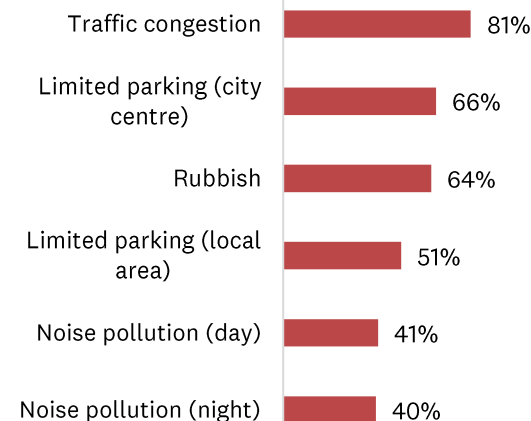


15% said their local area became **better**



33% said their local area became **worse**

Percentage who said each issue had been a **problem** in their local area or city centre **in the last 12 months**



Highlights

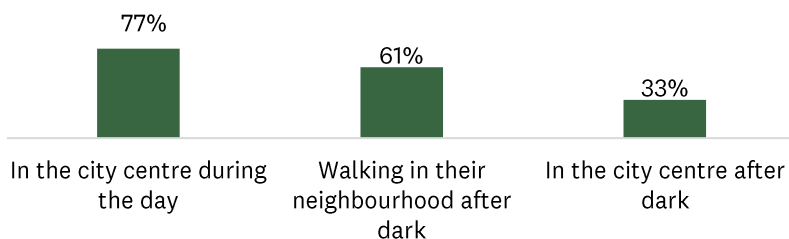


Local Issues

Percentage who said each issue had been a **social issue** in their local area **in the last 12 months**



Perceptions of safety – percentage who felt **safe** ...



Percentage who said each crime and safety-related issue had been a **problem** in their local area **in the previous 12 months**



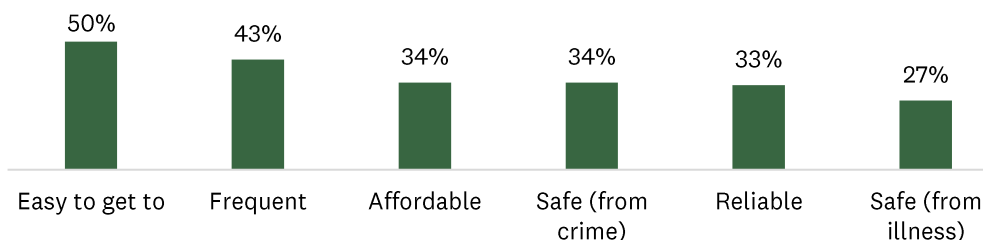
Transport



66% had **used** public transport in the last 12 months

31% had not used public transport in Auckland in the last 12 months

Perceptions of public transport – percentage who agreed public transport is ...



29% felt it was **easy to get to places without using a private vehicle**



31% thought public transport was a **practical alternative to driving**



25% agreed their **local bike network was safe**

Council Processes



29% were **confident** in Auckland Council decision-making



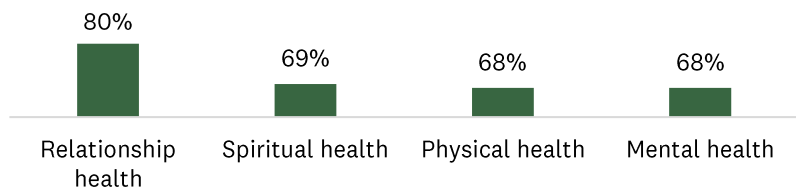
34% believed the **public has influence over council's decisions**

Highlights



Health

Percentage who self-rated each domain of health as **good, very good, or excellent** ...



29% said they had **always or most of the time felt stressed** in the last 12 months



86% said they had access to **practical support** and 85% had access to **emotional support**, in the event of a serious illness / injury

Culture and Identity



67% felt **other Aucklanders accepted and valued them**



23% said they had **experienced anger or prejudice from others** in their local area in the last 3 months



70% agreed they could **participate in, perform, or attend activities that aligned with their culture**



45% thought **racism and discrimination towards others had been a problem** in their local area in the last 12 months

Community and Social Wellbeing



61% agreed it was important to them to feel a sense of community with others in their neighbourhood



... but only 42% felt this sense of community with others



16% said they had **always or most of the time felt lonely** in the last 12 months

73% said they **participated in at least one type of social network or group** in the last 12 months

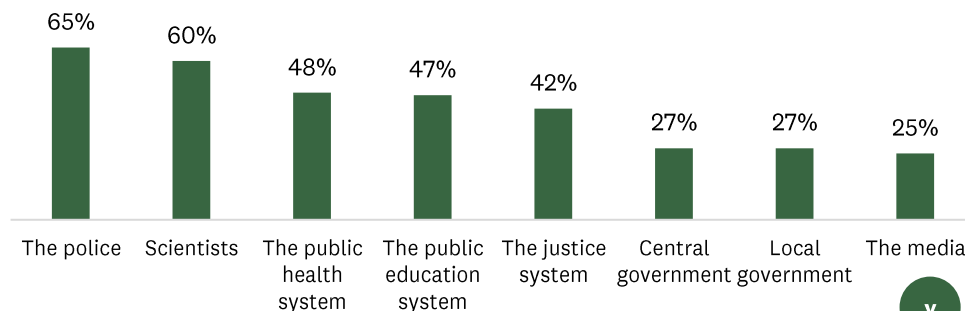
Top-3 formal social networks

- 1 Hobby / interest groups
- 2 Professional / work networks
- 3 Group fitness / movement



53% said they **trusted** other people in their local area

Percentage who said they **trusted** each of the following institutions in New Zealand:



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Background

Rangahau te Korou o te Ora / The Quality of Life Project is a collaborative local government research project in Aotearoa New Zealand.

The project was established over 20 years ago, in response to the impacts of urbanisation on the wellbeing of New Zealand residents and communities. The primary objective of the study is to measure urban residents' wellbeing and their perceptions of living in large urban areas, through a survey undertaken once every two years.

The survey provides data for councils across the country to use as part of their monitoring programmes, and to make important decisions that aim to improve life for residents and communities.

It also contributes to public knowledge and research on wellbeing issues in New Zealand.

The 2024 survey measures residents' perceptions and experiences across several domains, including:



Overall Quality of Life



Housing



Health & Wellbeing



Natural Environment &
Climate Change



Community & Social
Wellbeing



Built Environment



Culture & Identity



Local Issues



Employment & Economic
Wellbeing



Transport



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Councils involved

The number of participating councils varies each time. In 2024, nine councils participated in the Quality of Life survey:

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

The Auckland region includes several smaller towns, rural, and semi-rural areas. However, over 90 per cent of the Auckland population lives in the urban area.

Project management

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

- ▶ Auckland Council
- ▶ Wellington City Council
- ▶ Christchurch City Council
- ▶ Dunedin City Council.

The Quality of Life project team manages the project on behalf of all participating councils. This includes commissioning an independent research company and working closely with the company.

Ipsos New Zealand was commissioned to undertake the 2024 survey on behalf of the participating councils.

Quality of Life survey results are available on the Quality of Life website: <https://www.qualityoflifeproject.govt.nz/>



Method and sampling overview

Method

A different research method was used in 2024. From 2012 to 2022, the New Zealand Electoral Roll was used to sample and invite residents to participate in the Quality of Life survey. However, falling response rates, poor community reach, and increasing postage costs reduced the effectiveness of this method over time.

In 2024, the survey moved to a combined method using online panels, recontacts from the 2022 Quality of Life survey, and face-to-face (F2F) intercept interviewing. Auckland Council's People's Panel* was also used to supplement Auckland responses.

Dates of fieldwork: Fieldwork took place from 23 April to 31 July 2024. Online panel fieldwork took place first (23 April–19 May), with the recontacts and People's Panellists invited partway through (7–19 May). This was followed by the F2F interviewing phase (24 May–31 July).

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

For further detail on the research method and design, please refer to the 2024 Technical Report available on the Quality of Life website: www.qualityoflifeproject.govt.nz/survey-results/

* Auckland Council's People's Panel is an online panel of more than 80,000 Auckland residents aged 18 and over who are invited to provide feedback to Auckland Council on a range of topics.

The final Auckland sample was n=2524.

Recruitment channels included:

Online panels: Sixty-five per cent (n=1639) of Auckland respondents were recruited through online panels (e.g. Ipsos iSay, Kantar ConsumerLink, Octopus, Dynata, Pure Profile, and Mobopinions). Online panellists were targeted by age, gender, ethnic group, and postcode (which was used to approximate geographic area).

People's Panel: Twenty-six per cent (n=646) of Auckland respondents were recruited through Auckland Council's People's Panel. Following the first wave of online panel fieldwork, the People's Panel was used to target specific groups where responses had fallen behind, e.g. males, under 35s, and non-Europeans. A total of 12,496 respondents from the People's Panel who met at least one of these criteria were invited to participate in the 2024 survey.

F2F interviewing: Seven per cent (n=178) of respondents were recruited face-to-face. Those aged under 25, Pacific and Asian peoples, and people living in southern Auckland suburbs were prioritised to meet sample targets.

Recontact sample: Two per cent (n=61) of respondents were recruited by recontacting previous respondents to the 2022 survey who had agreed to be recontacted.



Sample

The table shows the achieved sample size and the proportionate distribution of Auckland respondents in 2024. The sample is broadly representative by gender, age, ethnicity and area. Six broad areas were used for sampling and reporting (see map on the following page).

These align with local board areas as below:

- **North Auckland:** Hibiscus and Bays, Upper Harbour, Kaipātiki, Devonport-Takapuna
- **West Auckland:** Henderson-Massey, Whau, Waitākere Ranges
- **Central Auckland:** Albert-Eden, Puketāpapa, Waitematā, Waiheke, Ōrākei, Maungakiekie-Tāmaki
- **South Auckland:** Māngere-Ōtāhuhu, Ōtara-Papatoetoe, Manurewa, Papakura
- **East Auckland:** Howick
- **Rural Auckland:** Rodney, Franklin, Aotea / Great Barrier.

Note: Respondents were previously sampled by Auckland's local board areas, with the aim of achieving n=100 per local board area (Waiheke and Aotea / Great Barrier were combined) and results were displayed by local board. However, small sample sizes for some local board areas meant the results could not accurately represent the diversity within each area. In addition, the change in recruitment methods in 2024 meant that respondents' addresses were not captured and cannot be allocated with confidence to a local board area.

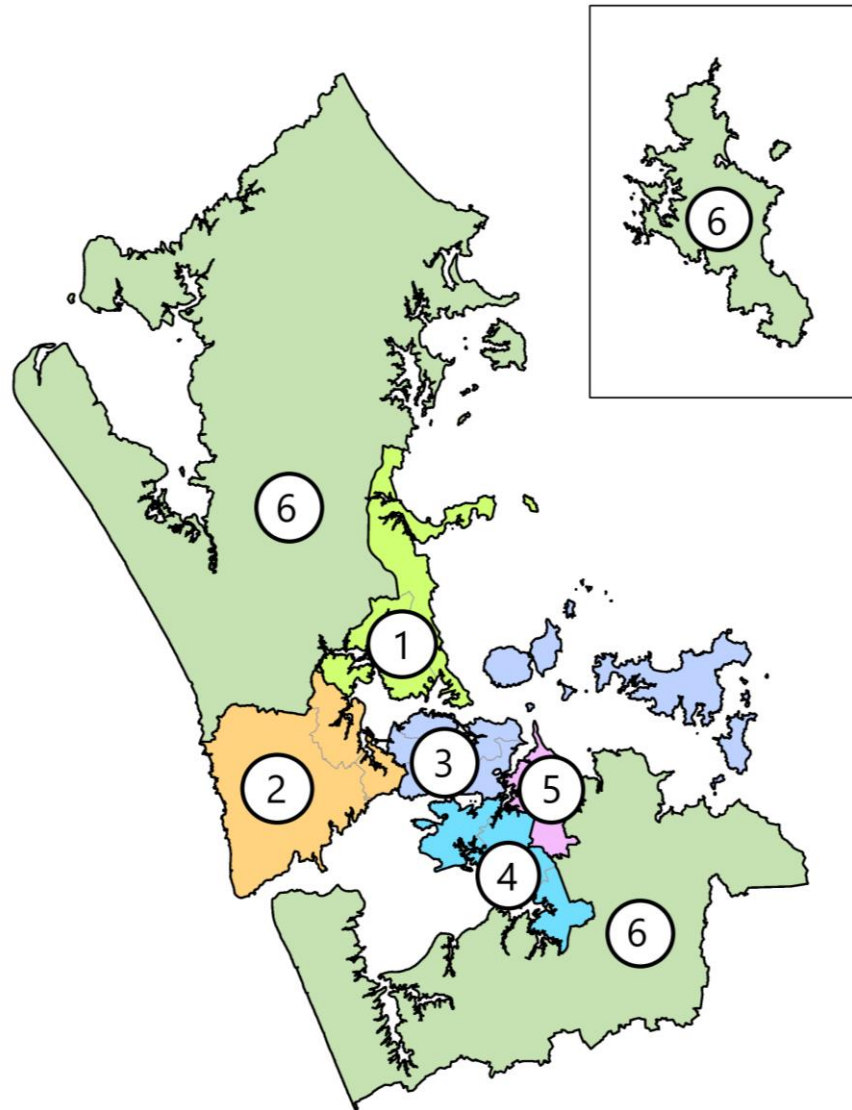
Subgroup	Sample achieved in each subgroup	Sample achieved in each subgroup	Proportion of Auckland results (n=2524)
	Weighted	Unweighted	Weighted %
Males	1233	1208	49
Females	1278	1300	51
Under 25 years	306	341	13
25–34 years	525	522	21
35–49 years	691	675	27
50–64 years	566	578	22
65+ years	436	408	17
European / Other	1326	1487	53
Māori	262	241	10
Pacific	352	305	14
Asian	790	764	31
North Auckland	521	501	21
West Auckland	392	409	16
Central Auckland	652	658	26
East Auckland	232	204	8
South Auckland	479	530	19
Rural Auckland	248	222	10
Auckland total	2524	2524	100

Note: Survey respondents were able to identify with more than one ethnic group, so the total responses may exceed 100 per cent.

Please refer to Appendix 1 for a breakdown of demographic characteristics of the Auckland sample.



Six broad geographic areas used for sampling and reporting



Code	Area
1	North Auckland
2	West Auckland
3	Central Auckland
4	South Auckland
5	East Auckland
6	Rural Auckland, including Aotea/Great Barrier (inset)



Questionnaire design

Many of the questions used in the 2024 survey were carried over from earlier surveys. However, several questions were added or refreshed (such as questions about transport, the natural environment, climate change, financial wellbeing, and the cost of living).

Questions about the impact of COVID-19 were dropped after the 2022 survey, to prioritise other important areas of wellbeing.

Differences between the 2022 and 2024 Quality of Life questionnaires are outlined in the Quality of Life survey technical report.

A full version of the Auckland questionnaire is included in [Appendix 2](#).





Margins of error

All sample surveys are subject to sampling error. Based on a total sample size of 2524 respondents, the Auckland results are subject to a maximum sampling error of plus or minus 2.0 per cent at the 95 per cent confidence level. That is, there is a 95 per cent chance that the true population value of a recorded figure of 50 per cent actually lies between 48.0 per cent and 52.0 per cent. As the sample figure moves further away from 50 per cent, the margin of error decreases.

Subgroup	Sample target	Sample achieved	Maximum margin of error (95% confidence level)
Males	1221	1208	2.8
Females	1279	1300	2.7
Under 25 years	328	341	5.3
25–34 years	529	522	4.3
35–49 years	673	675	3.8
50–64 years	569	578	4.1
65+ years	401	408	4.9
European / Other	1438	1487	2.5
Māori	237	241	6.3
Pacific	314	305	5.6
Asian	713	764	3.5
North Auckland	500	501	4.4
West Auckland	400	409	4.8
Central Auckland	650	658	3.8
East Auckland	200	204	6.9
South Auckland	500	530	4.3
Rural Auckland	250	222	6.6
Auckland total	2500	2524	2.0



This report

This report outlines the results to all questions asked in the 2024 Quality of Life survey, for Auckland respondents. The results are weighted to be broadly representative by age, gender, ethnicity, and geographic area.

Weighting: For the Auckland total, the results for each geographic area are post-weighted to their respective proportion of the Auckland population to ensure results are representative. For example, those aged 18–24 years represent 12.1 per cent of Auckland’s total population (as at 2023 Census) but 13.5 per cent (n=341) of the total sample size. An adjustment was made to the results to accommodate the higher representation of this age group in the survey.

Rounding: Due to the effects of rounding, percentages shown in charts may not always add to 100.

Counts: Results are presented in charts to indicate the sum of negative or positive responses. Counts may differ slightly from the sum of the corresponding figures, due to rounding.

Base sizes: All base sizes shown on charts and on tables are unweighted base sizes (although all results are weighted). Please note that any base size of under n=100 is considered small and under n=50 is extremely small. Therefore, these results are indicative only. Small base sizes are shown on charts with an asterisk (*).

Total response ethnicity: This approach was used to allow people to report multiple ethnicities, so percentages may exceed 100 per cent.

Statistically significant differences: Statistical differences are highlighted only when the difference is statistically significant at the 95 per cent confidence level and the difference in results is 5 percentage points or greater.

- An upward chevron (^) is used to indicate when a result is significantly higher than the rest of Auckland.
- A downward chevron (v) is used to indicate when a result is significantly lower than the rest of Auckland.



A comment on the Quality of Life – Tāmaki Makaurau/Auckland results

The results presented in this report focus on geographic area, age group and ethnicity.

There are two important considerations when reviewing the results.

First, the survey and report are primarily descriptive and are not designed to examine the underlying drivers and motivations that may influence how individuals respond to survey questions.

Second, there are intersections between the variables presented in this report, which can amplify narratives of advantage and disadvantage. For example, respondents who identified as Māori, Pacific and/or living in South Auckland were less likely than others to rate their overall quality of life positively, agree that their home suits their needs, trust other people in their local area, and rate their physical health positively. They were also more likely to identify rough sleeping, vandalism, and alcohol/drug-related problems as issues in their local area, and more likely to report their concern about the impacts of climate change.

However, as the demographic profiles indicate (see Appendix 1), Māori and Pacific respondents were more likely than other respondents to be younger (of the 343 respondents aged between 18 and 24, 18 per cent identified as Māori and 23 per cent identified as Pacific) and more likely to live in South Auckland than other parts of Auckland (18 and 38 per cent of Māori and Pacific respondents, respectively).

While age, place of residence and ethnicity can independently impact quality of life, the combination of these factors can have a compounding effect.

Given the complexity of how age, ethnicity, and geographic location intersect, these results should be interpreted with caution, as the compounded effects of these factors may skew the understanding of quality of life and potentially obscure underlying issues that require more targeted investigation.



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TE KOROU O TE ORA / QUALITY OF LIFE

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



Overall quality of life

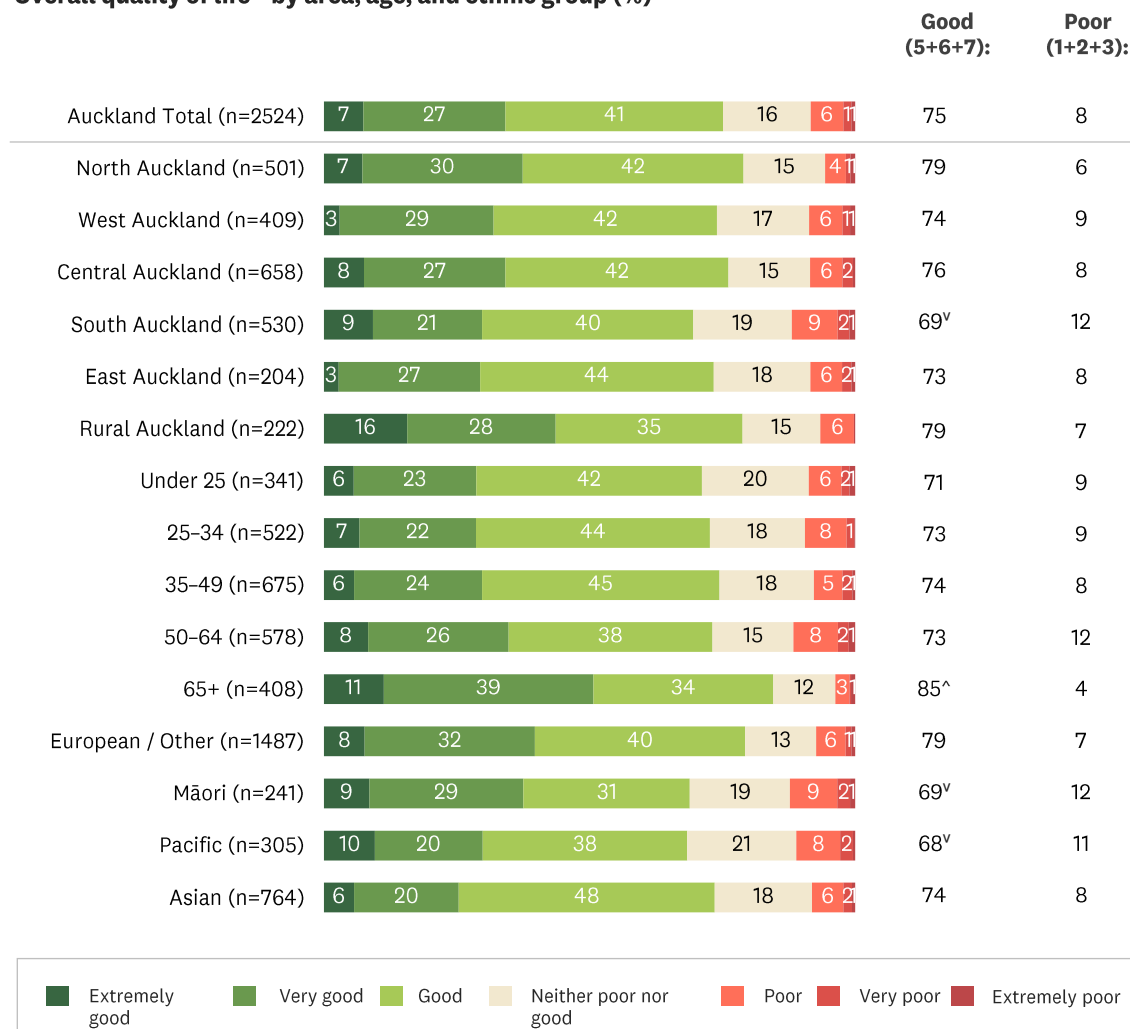
Three-quarters (75%) of Auckland respondents rated their quality of life positively, with 7 per cent rating it as 'extremely good', 27 per cent rating it as 'very good' and 41 per cent rating it as 'good'. Just 8 per cent rated their quality of life negatively.

A smaller proportion of respondents living in South Auckland (69%) rated their quality of life positively, although only 12 per cent rated their quality of life poorly.

Respondents aged 65 and over (85%) were more likely than other age groups to rate their quality of life positively.

Māori (69%) and Pacific (68%) respondents were less likely than other ethnic groups to rate their quality of life positively.

Overall quality of life – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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

(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)



Change in quality of life compared with 12 months prior

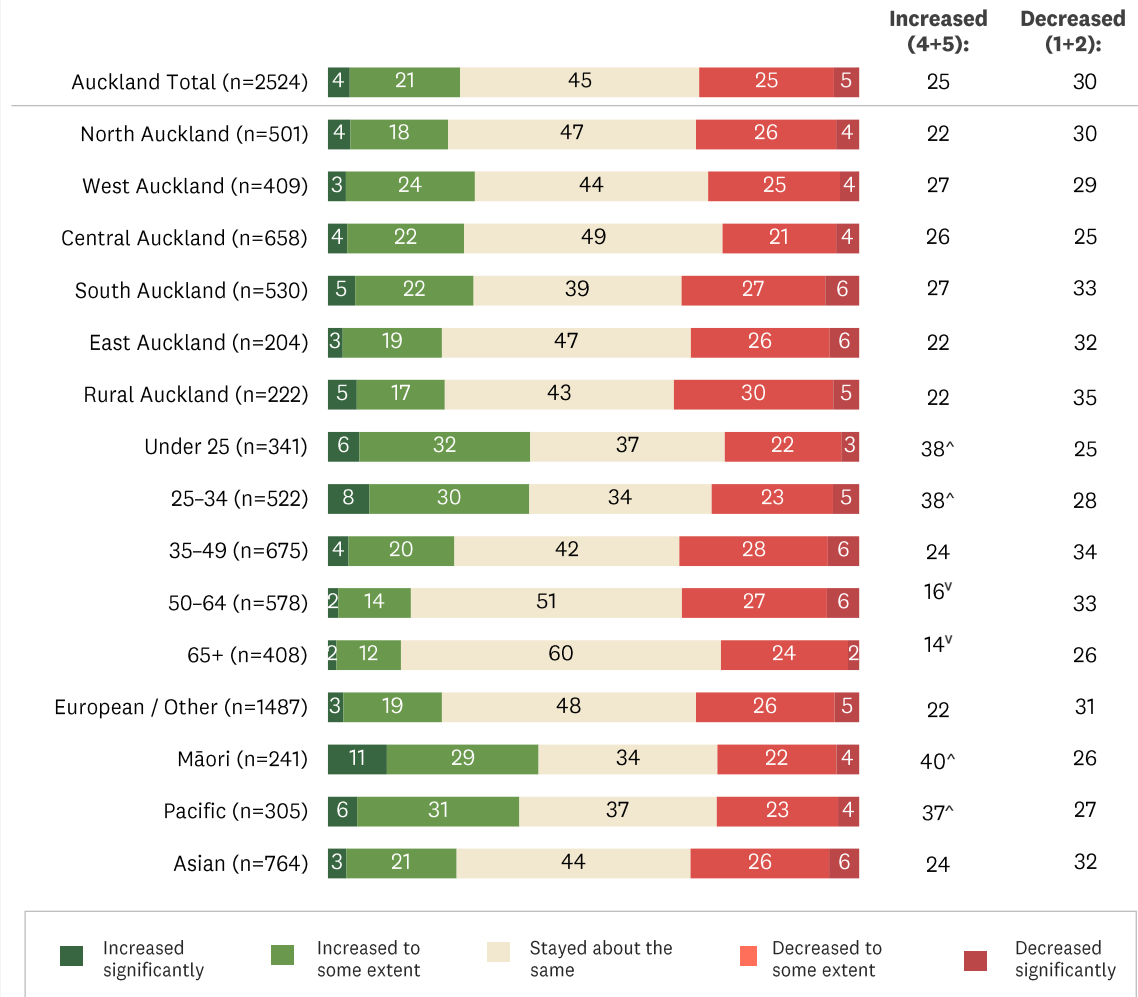
Three in ten respondents (30%) felt their quality of life had decreased over the previous year, while 25 per cent felt it had increased.

Auckland respondents aged under 35 (38%) were significantly more likely to report that their quality of life increased over the previous 12 months, while those aged between 50 and 64 (16%) and 65 and over (14%) were less likely to do so.

Māori (40%) and Pacific respondents (37%) were significantly more likely to report that their quality of life had increased in the previous 12 months, compared with other ethnic groups.

There were no significant differences by geographic area.

Change in quality of life – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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

(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)



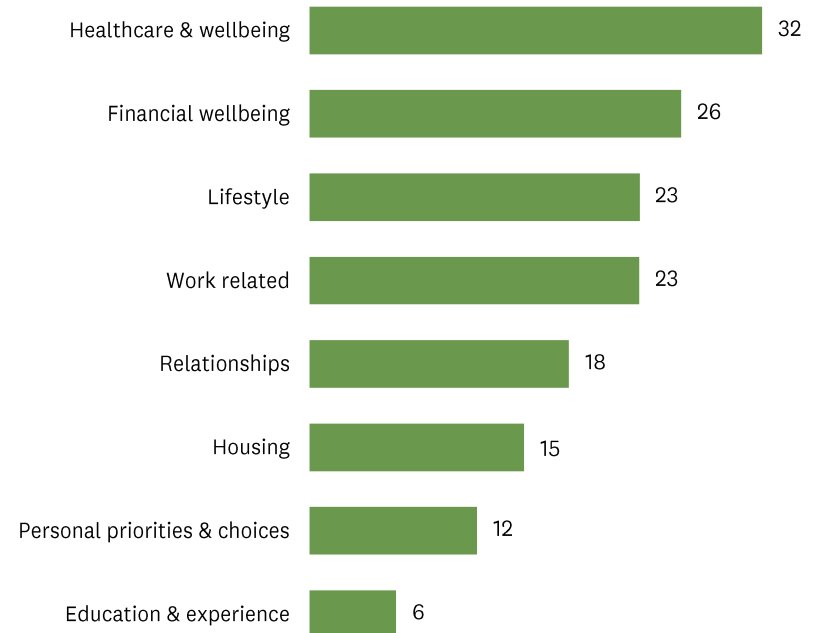
Reasons for positive changes in quality of life

Twenty-five percent of Auckland respondents felt their quality of life had improved compared to 12 months prior. Respondents were asked to explain why this was, in their own words, and results were coded into themes.

The most common themes related to healthcare and wellbeing (32%), financial wellbeing (26%), lifestyle (23%) and work (23%).

Relationships (18%), personal priorities and choices (12%), and education and experience (6%) were also cited as reasons for improved quality of life.

Reasons for increased quality of life – Auckland total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who said their quality of life 'increased' in the last 12 months (n=597)

Source: Q4: Why do you say your quality of life has changed in the last 12 months?

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



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Reasons for positive changes in quality of life – examples of verbatim comments

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

Female, 50–64 years

“I have become engaged to a lovely woman ... Moved into a new home with my fiancée and [our new-born] son. Life has come together collectively for me in the past year, as upon reflection I see how much I’ve changed for the better in my life.”

Male, 18–24 years

“I moved into a nicer house with better flatmates in a better area. My income went up so I could afford these changes and feel less stressed about them.”

Female, 18–24 years

“I am looking after myself better. Going for walks, exercising and eating healthy. I am also prioritising myself and my work which decreases my stress levels.”

Female, 18–24 years

“I’ve since gotten Permanent Residency which opens a lot of doors for me professionally. This has also lifted a huge mental strain on me - I feel much more free now. It’s a great feeling. I can now focus on what I WANT to do and not what I HAVE to do to be happy in life.”

Male, 35–49 years

“I was struggling with my mental and physical health following multiple traumatic events but I have since made progress in terms of my well-being and been getting more involved in my community again.”

Female, 35–49 years



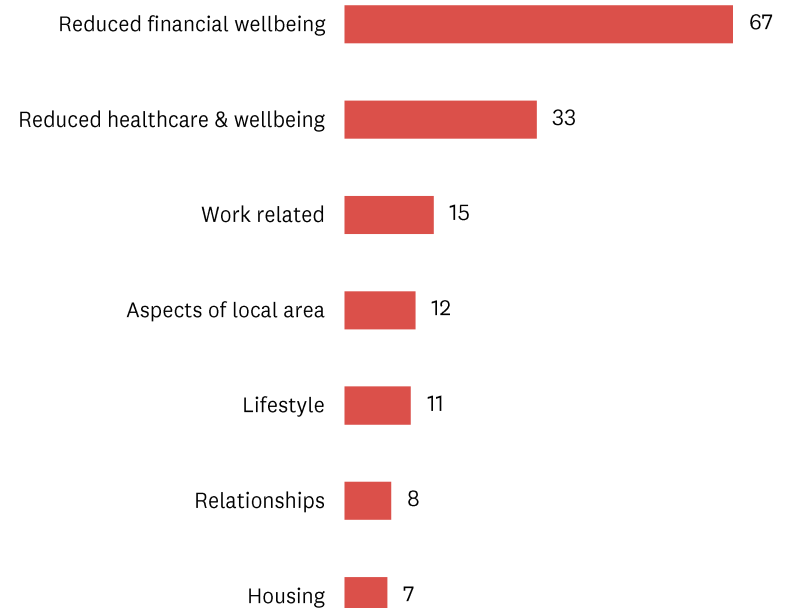
Reasons for negative changes in quality of life

Thirty percent of Auckland respondents felt their quality of life had decreased compared to 12 months prior. Respondents were asked to explain why this was, in their own words, and results were coded into themes.

The most common themes related to reduced financial wellbeing (67%) and reduced healthcare and wellbeing (33%).

Other reasons cited were related to work (15%), aspects of their local area (12%), lifestyle (11%), relationships (8%), and housing (7%).

Reasons for decreased quality of life – Auckland total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who said their quality of life 'decreased' in the last 12 months (n=754)

Source: Q4: Why do you say your quality of life has changed in the last 12 months?

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



Reasons for negative changes in quality of life – examples of verbatim comments

“The cost of living is high and as an international student the tuition fee is very high.”

Female, 18–24 years

“Prices have skyrocketed in the last 12 months and because of that I have had to change some of my spending habits especially when it comes to food, leisure, and health.”

Female, 25–34 years

“The cost of living has made my day to day life harder. Every time I leave the house I feel like I spend a minimum of \$50. I am strict with spending however the cost of everything has increased but my wages haven’t. I work a 40 hour week and I am living pay check to pay check. I live with multiple people to make rent cheaper. The cost of living has forced me to buy less nutritious food and that has affected my health. I do not see friends or family as often due to the cost of activities and food. That has ultimately affected my mental health. As a young person of 21 without any parental guidance I live in constant fear that I will not be able to pay my bills or eat.”

Male, 18–24 years

“Over the past 12 months, my quality of life has significantly decreased because I had to move from house-sitting to renting a small room in a shared house. The only affordable option was a converted storage space measuring 1.5x2.5 meters next to a garage, with inadequate ventilation and no room for a wardrobe. I share the house with eight other people and have access to only one bathroom, which has been challenging. This change was financially necessary, and I could only afford it with help from friends and family.”

Female, 25–34 years

“I live on the government pension only. The increases of costs on everything, utilities/registration/food/insurance are becoming increasingly unaffordable. The pension is just a kick in the face, after faithful hard work done for 50 yrs.”

Male, 65+ years

“Feel unsafe due to rising crime. Ratepayers in our areas have sent numerous complaints to Papakura local board and Auckland Council about boy racers on Wairoa Road & Cars speeding at 70–90 km on 50 Zone in our area with no speed bumps, rumblers installed and no speed cameras.”

Male, 35–49 years



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TE WHARE NOHO / HOUSING

This section reports on respondents' views of their housing situation – perceptions of affordability of housing costs, as well as suitability of their housing type and neighbourhood for their needs.



Affordability of housing costs

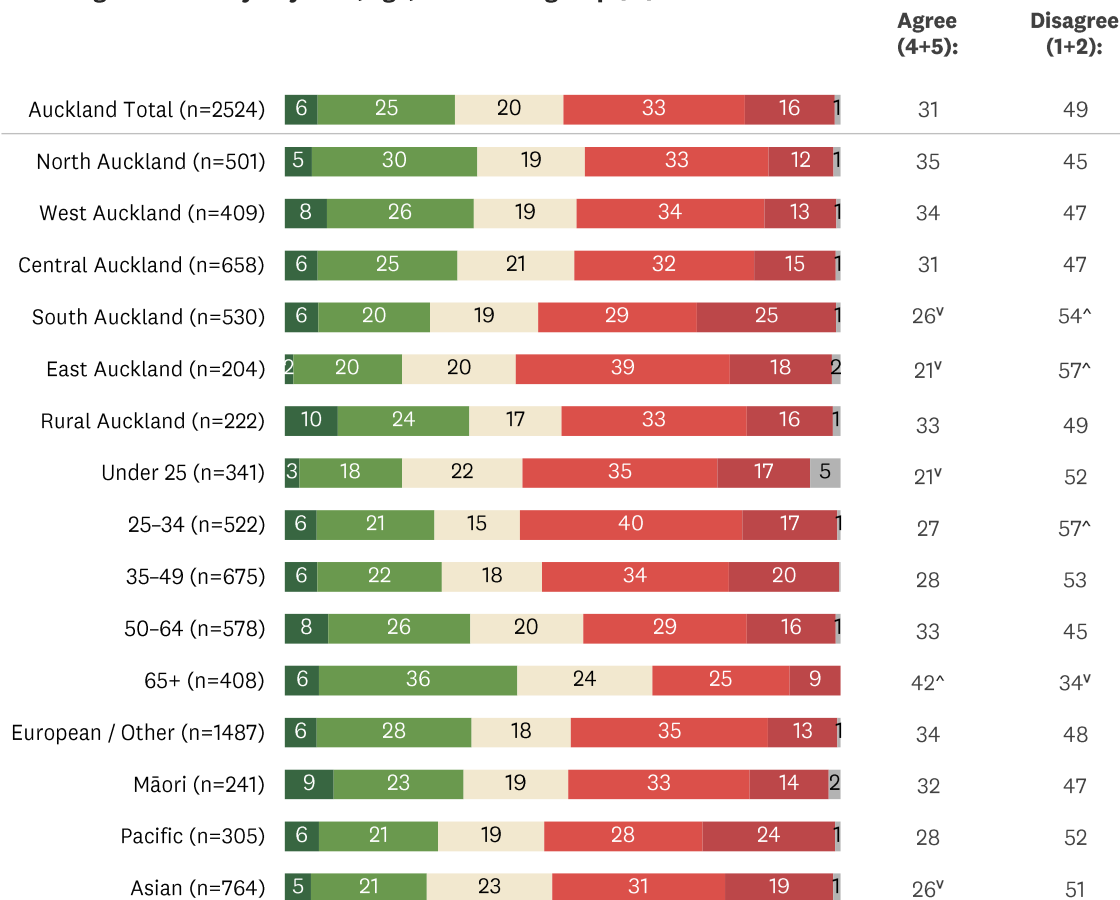
Nearly half (49%) of Auckland respondents disagreed that their current housing costs (e.g. rent or mortgage, rates, house insurance and house maintenance) were affordable. Less than one-third (31%) agreed that their housing costs were affordable.

Respondents living in South (26%) and East Auckland (21%) were less likely than others to agree their housing costs were affordable.

Respondents aged 65 and older (42%) were more likely to agree that their housing costs were affordable, while those aged 18 to 24 (57%) were less likely to agree.

Asian respondents (26%) were less likely than other ethnic groups to agree that their housing costs were affordable.

Housing affordability – by area, age, and ethnic group (%)



■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree
 ■ Don't know

Base: All respondents (excluding not answered)

Source: Q8: This question is about the home you currently live in. How much do you agree or disagree that: *Your housing costs are affordable*

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



Housing suitability

Nearly three-quarters (72%) of Auckland respondents agreed that the home they live in suited their needs and the needs of others in their household.

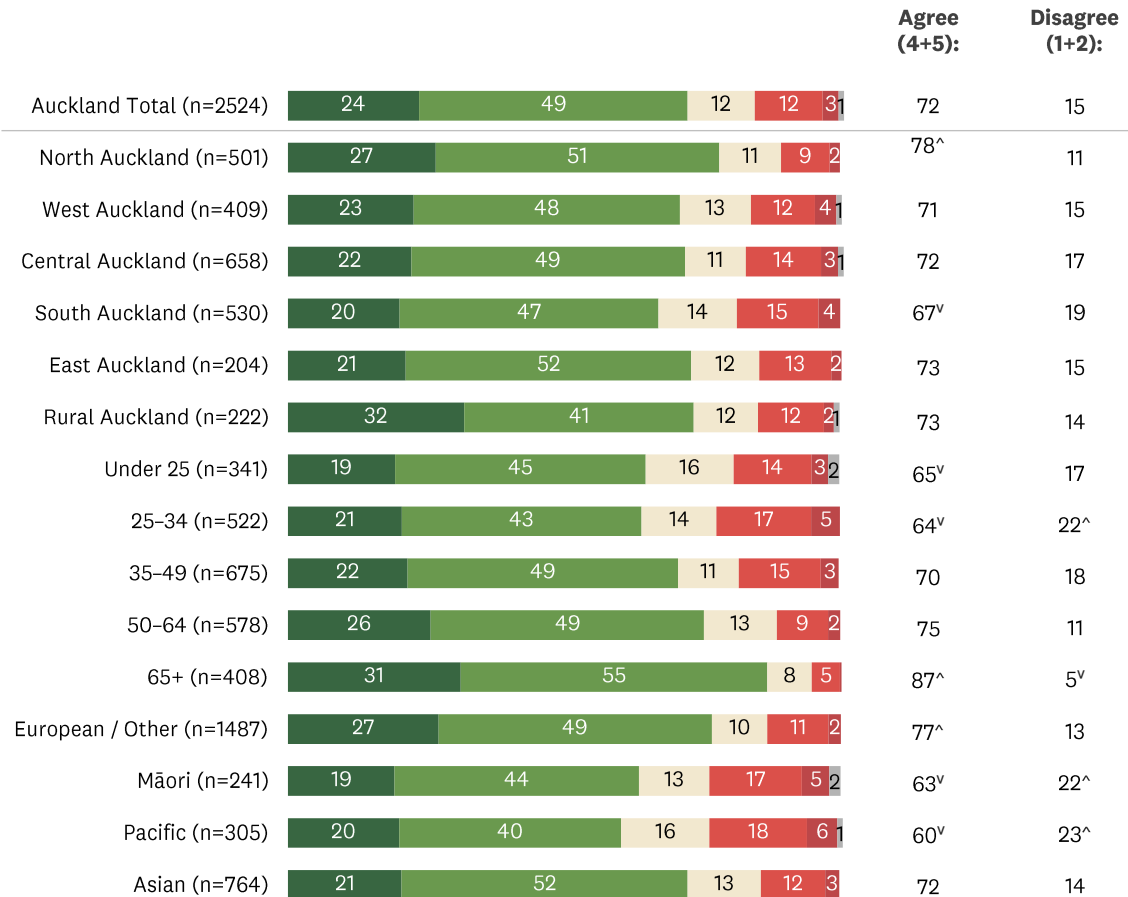
Those who lived in North Auckland (78%) were more likely to agree that their home was suitable to the needs of their household, while those living in South Auckland (67%) were less likely to agree.

Auckland respondents aged between 18 and 24 (65%) and 25 and 34 (64%) were less likely to agree that their home met their needs and those of their household. In contrast, those aged 65 and older (87%) were more likely to agree that their housing met their household needs.

Māori and Pacific respondents (63% and 60%, respectively) were significantly less likely to report that their housing met the needs of their household.

Note: The wording of this question was changed in 2024.

Housing suitability – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q8: This question is about the home you currently live in. How much do you agree or disagree that: *The home you live in suits the needs of everyone in your household*

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



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Neighbourhood suitability

Just under three-quarters (73%) of Auckland respondents agreed that the general area or neighbourhood they currently live in suits the needs of everyone in their household.

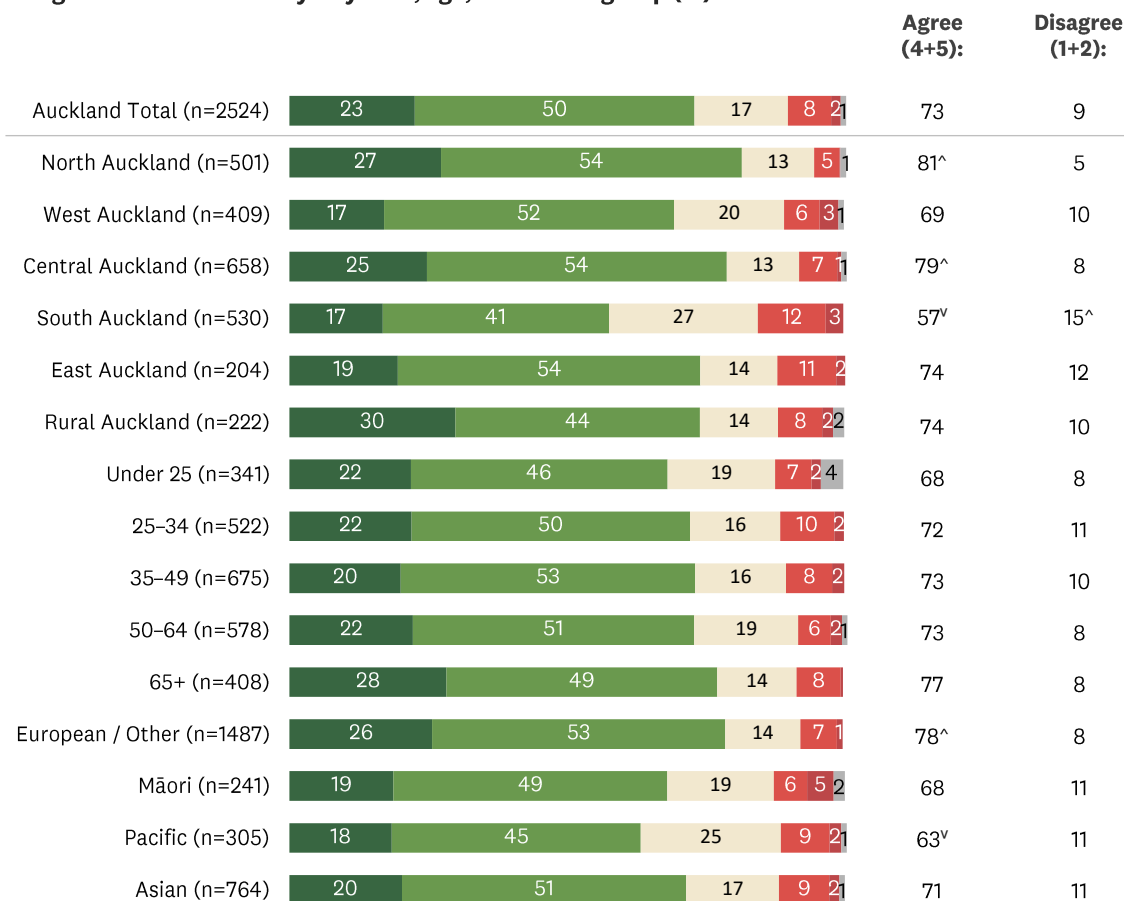
Respondents living in North (81%) and Central Auckland (79%) were more likely to agree that their neighbourhood met their needs, while those living in South Auckland (57%) were less likely to agree. A further quarter (27%) of those living in South Auckland neither agreed nor disagreed.

There were no significant differences in perceptions of neighbourhood suitability by age group.

European respondents (78%) were more likely to agree that their neighbourhood suited the needs of their household, while Pacific respondents (63%) were less likely to agree.

Note: The wording of this question was changed in 2024.

Neighbourhood suitability – by area, age, and ethnic group (%)



Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Don't know

Base: All respondents (excluding not answered)

Source: Q8: This question is about the home you currently live in. How much do you agree or disagree that: *The general area or neighbourhood your home is in suits the needs of everyone in your household* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)



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TE TAI AO, TAIRARU ĀHUARANGI / NATURAL ENVIRONMENT AND CLIMATE CHANGE

This section reports on respondents' views of aspects of the natural environment, as well as their attitudes towards, and understanding of, climate change.



Knowledge of climate change impacts for Auckland

Six out of ten (60%) Auckland respondents thought they understood climate change and its potential impact on Auckland over the next 5 years either 'very' or 'fairly' well.

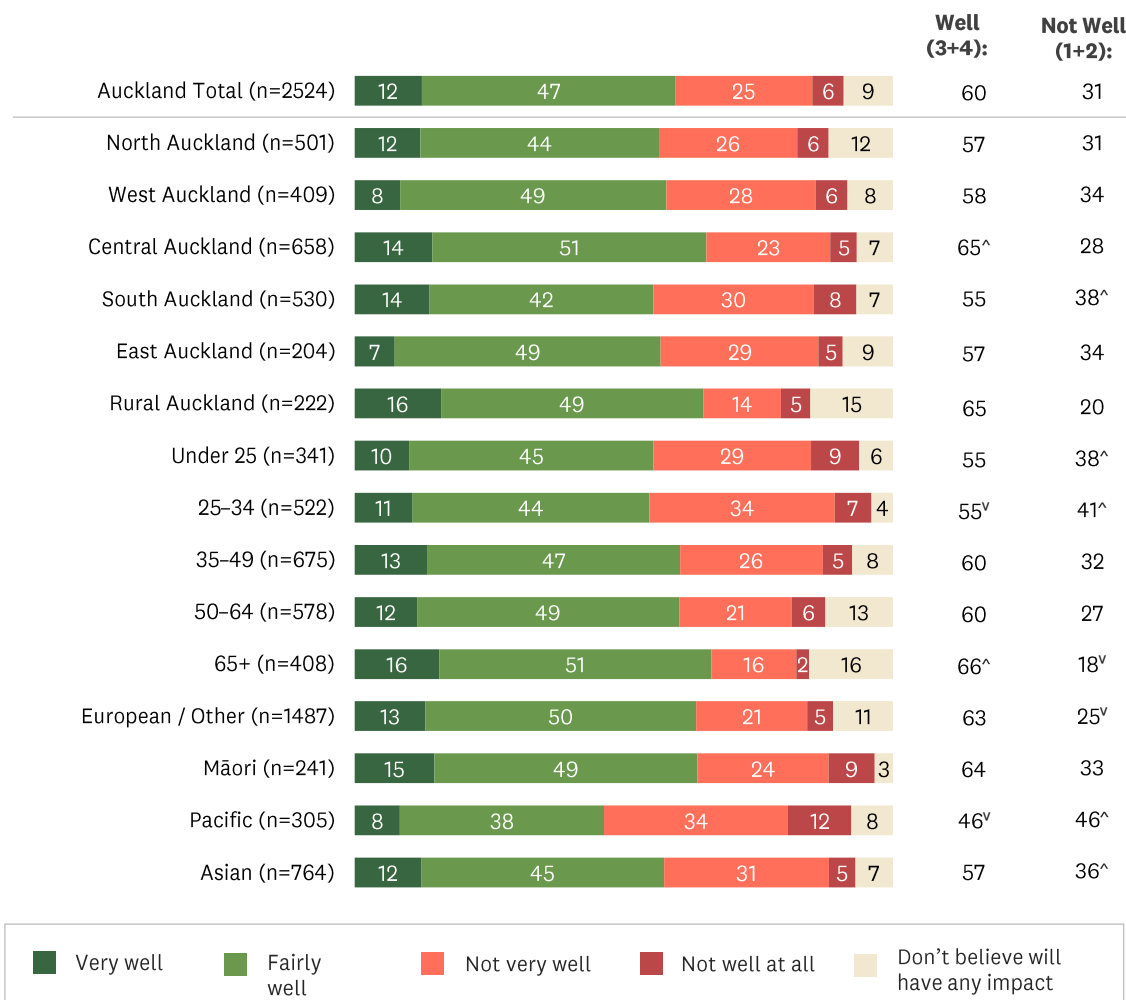
Those living in Central Auckland (65%) were more likely to say they understood the impacts well, while those living in South Auckland (38%) were more likely to report that they did not.

Two-thirds of Auckland respondents aged 65 and older (66%) said they understood the impacts well, while younger Auckland respondents between 18 and 34 were more likely to say they did not.

Pacific Aucklanders (46%) were less likely to say they understood climate change and its potential risks for Auckland 'very' or 'fairly' well, when compared with other ethnic groups.

Note: This is a new question added in 2024.

Knowledge of climate change impacts – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q39: How well do you think you understand climate change and the impacts it could have on Auckland in the next 5 years?

(1 – Not well at all, 2 – Not very well, 3 – Fairly well, 4 – Very well, 5 – I don't believe climate change will have any impacts on Auckland in the next 5 years)



Worry about climate change impacts for Auckland

Two-thirds of Auckland respondents (64%) said they were ‘not at all worried’ or only ‘a little worried’ about the impact of climate change on the future of Auckland and its residents, while one-third (37%) said they were ‘worried’ or ‘very worried’.

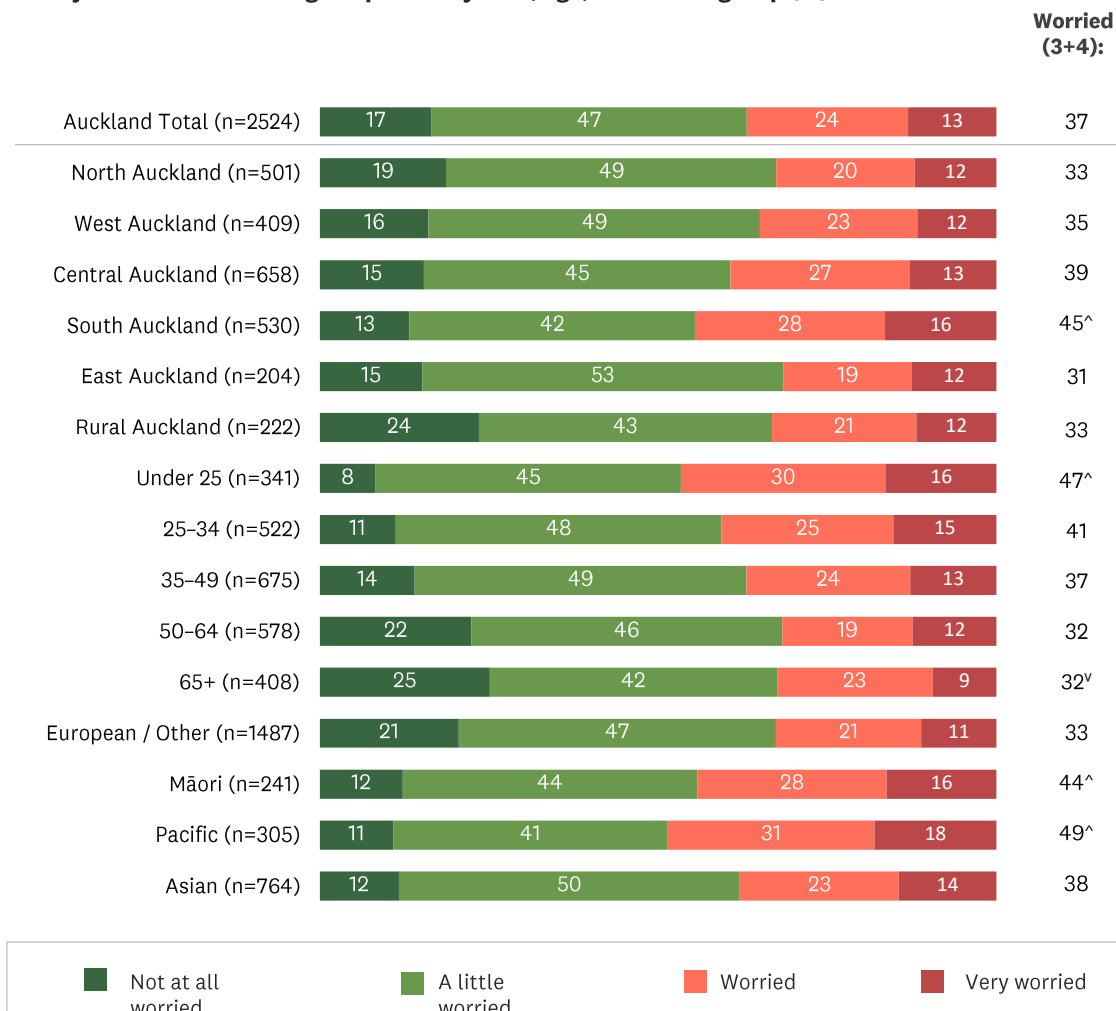
Those living in South Auckland (45%) were more likely than other groups to report their concern.

Nearly half (47%) of respondents aged between 18 and 24 reported their concern about the impacts of climate change, while one-third (32%) of those aged 65 and older did so.

Pacific (49%) and Māori (44%) respondents were more likely than the rest of the sample to report that they were worried or very worried about the impacts of climate change on the future of Auckland and its residents.

Note: Previous QoL surveys included answer options: “I don’t know enough about climate change” and “I don’t believe in climate change”. These were removed in 2024.

Worry about climate change impacts – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q40: To what extent do you personally worry about the impact of climate change on the future of Auckland and residents of Auckland?

(1 – Not at all worried, 2 – A little worried, 3 – Worried, 4 – Very worried)



Perceptions of environmental problems

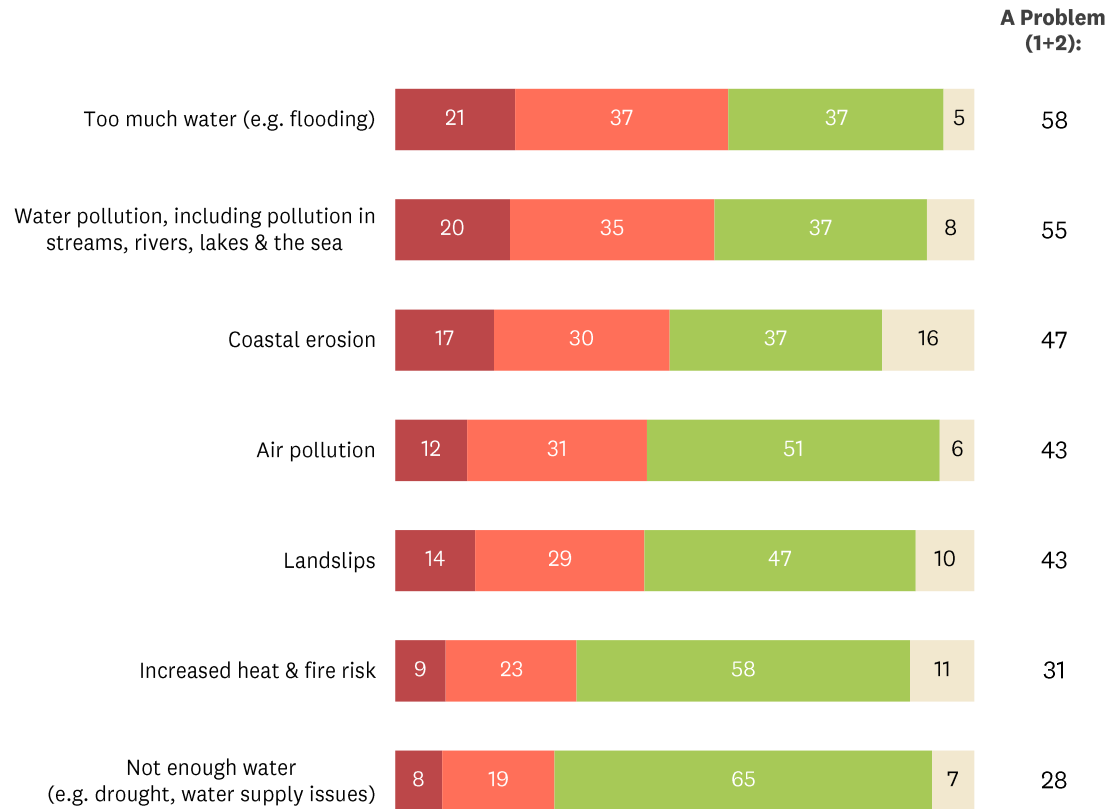
Respondents were asked to indicate whether they perceived a number of specific issues had been a problem in their local area in the previous 12 months.

Water-related environmental issues were most commonly reported as having been a problem. Over half (58%) said that ‘too much water’ was an issue and 55 per cent said that ‘water pollution’ was an issue.

Coastal erosion (47%) was the third most common response, followed by air pollution (43%) and landslips (43%).

This question is an expansion of the ‘local issues’ question asked in 2022. New issues were added in 2024.

Rating of environmental issues as a problem in local area (summary) – Auckland total (%)



A big problem



A bit of a problem



Not a problem



Don't know

Base: All respondents (excluding not answered) (n=2,524)

Source: Q37: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months?

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Too much water

Fifty-eight per cent of Auckland respondents said that ‘too much water’ had been a ‘big problem’ or a ‘bit of a problem’ in their local area in the previous 12 months.

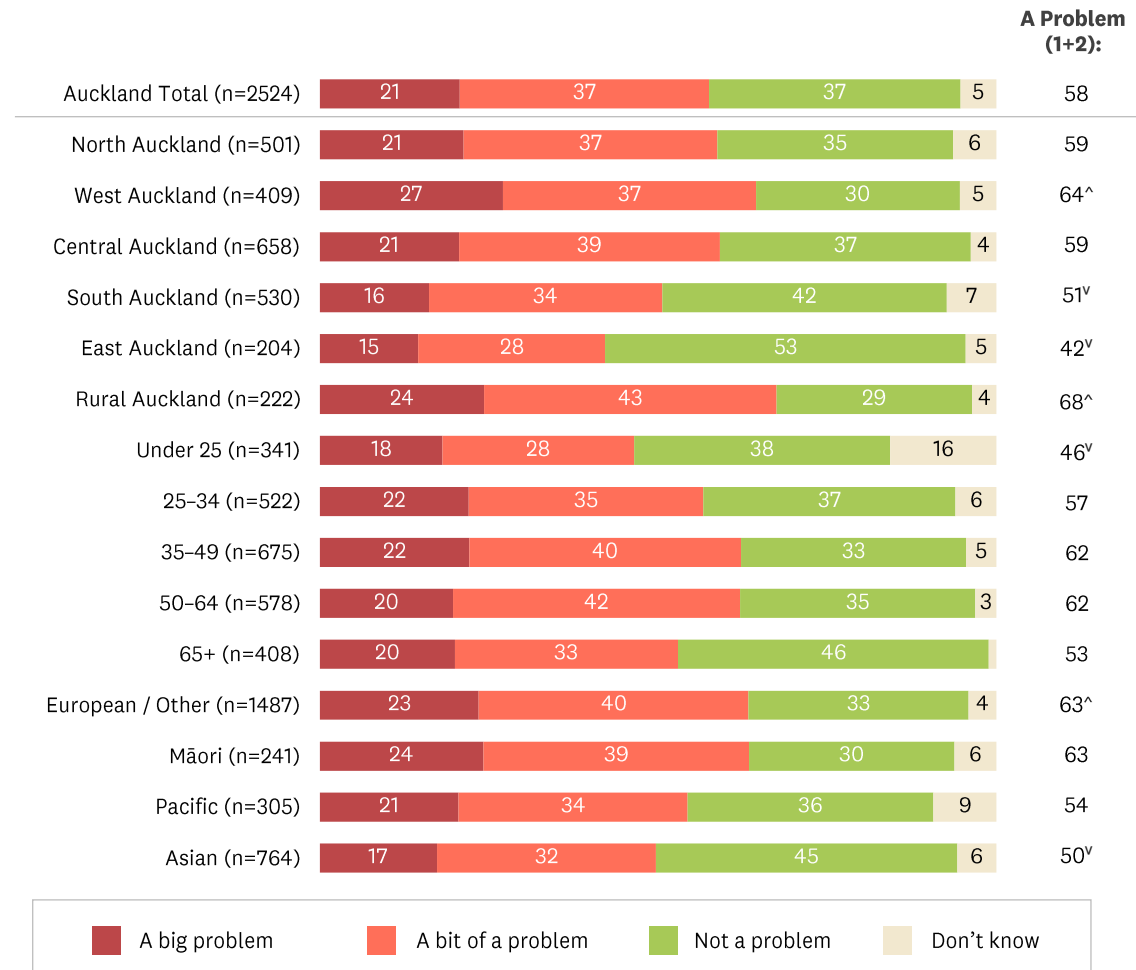
Those who were living in Rural (68%) and West Auckland (64%) were more likely to report that too much water had been a problem, while those in South (51%) and East Auckland (42%) were less likely to report that this had been a problem.

People under 25 years of age (46%) were less likely to report that too much water had been a problem in their local area.

European (63%) respondents were more likely to report that too much water was an issue, while Asian (50%) respondents were less likely.

Note: This is a new question added in 2024.

Perceived ‘too much water’ – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_4: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Too much water (e.g. flooding)*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Water pollution

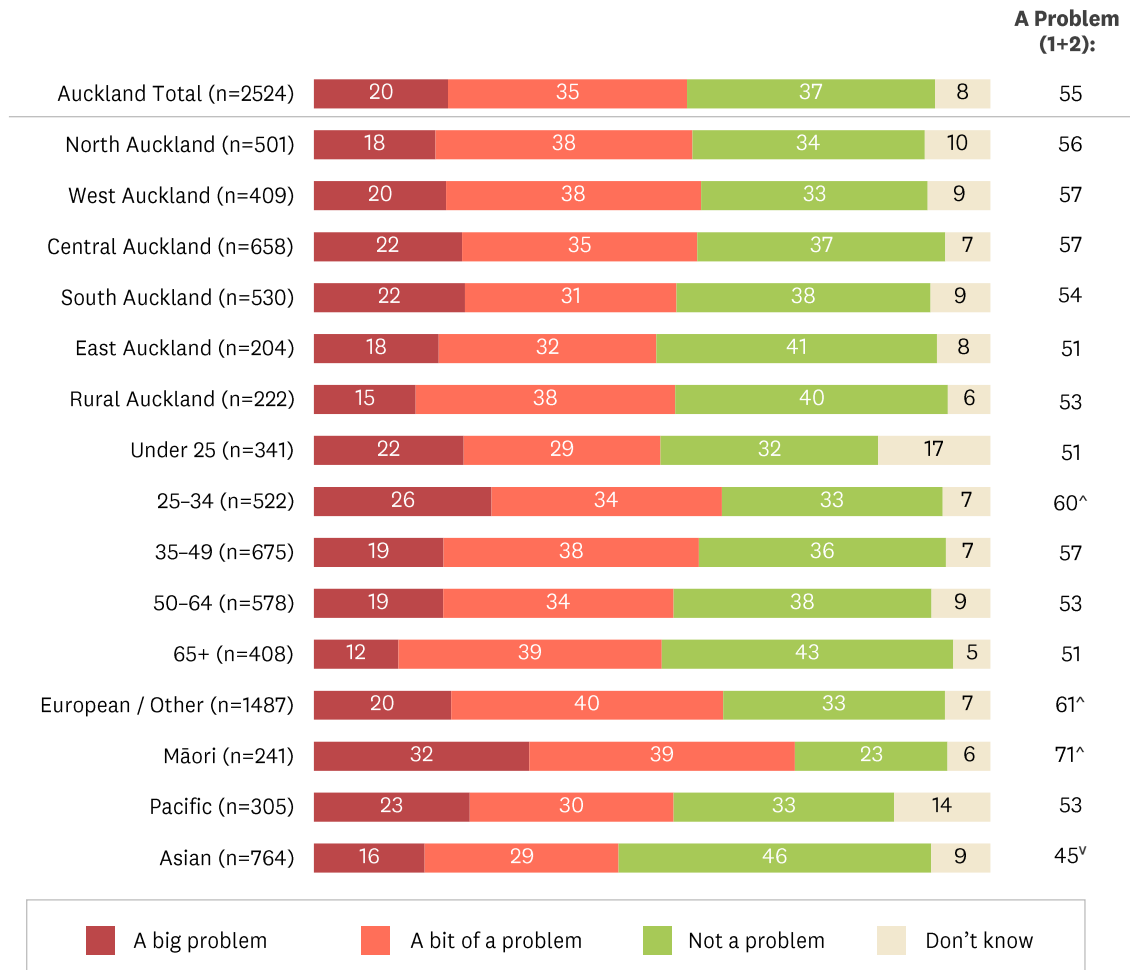
Fifty-five per cent of Auckland respondents reported that water pollution had been a 'big problem' or a 'bit of a problem' in their local area in the previous 12 months.

There were no significant differences between different areas across Auckland.

Respondents aged between 25 and 34 (60%) were more likely to report that water pollution had been a problem in their local area, while 17 per cent of respondents under 25 years of age said they didn't know whether it had been a problem.

Māori (71%) and European (61%) respondents were more likely to report that water pollution had been a problem in their local area, while Asian respondents (45%) were less likely.

Perceived water pollution – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_2: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Water pollution*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Coastal erosion

Nearly half (47%) of all Auckland respondents reported that coastal erosion had been a ‘big problem’ or a ‘bit of a problem’ in their local area in the previous 12 months.

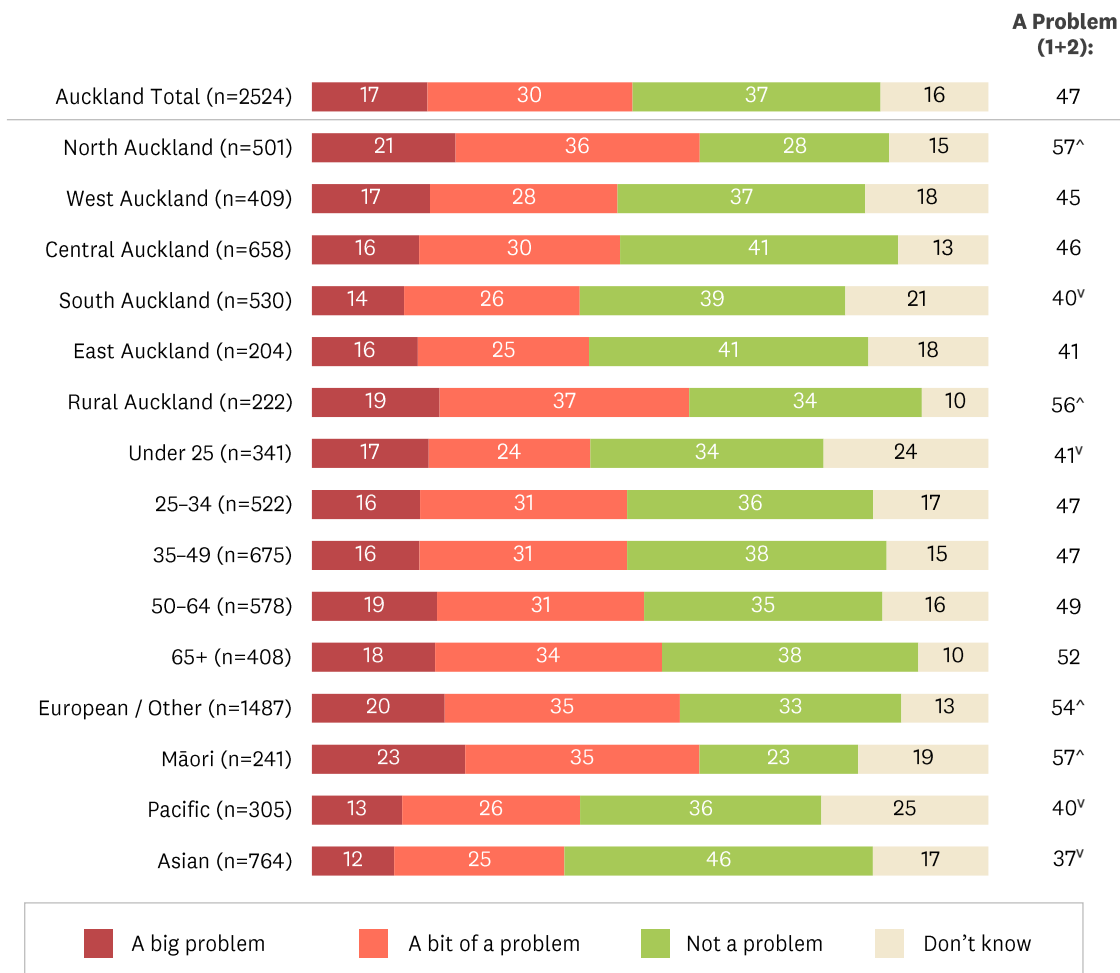
Respondents living in North (57%) and Rural Auckland (56%) were more likely to say that coastal erosion had been a problem, while those in South Auckland (40%) were less likely to do so.

Respondents aged 18 to 24 (42%) were less likely than other age groups to say that coastal erosion had been a problem in their local area in the previous 12 months.

Māori (57%) and European respondents (54%) were more likely to report that coastal erosion had been a problem, while Pacific (40%) and Asian respondents (37%) were less likely to report that coastal erosion had been a problem in their local area in the previous 12 months.

Note: This is a new question added in 2024.

Perceived coastal erosion – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_3: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Coastal erosion*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Air pollution

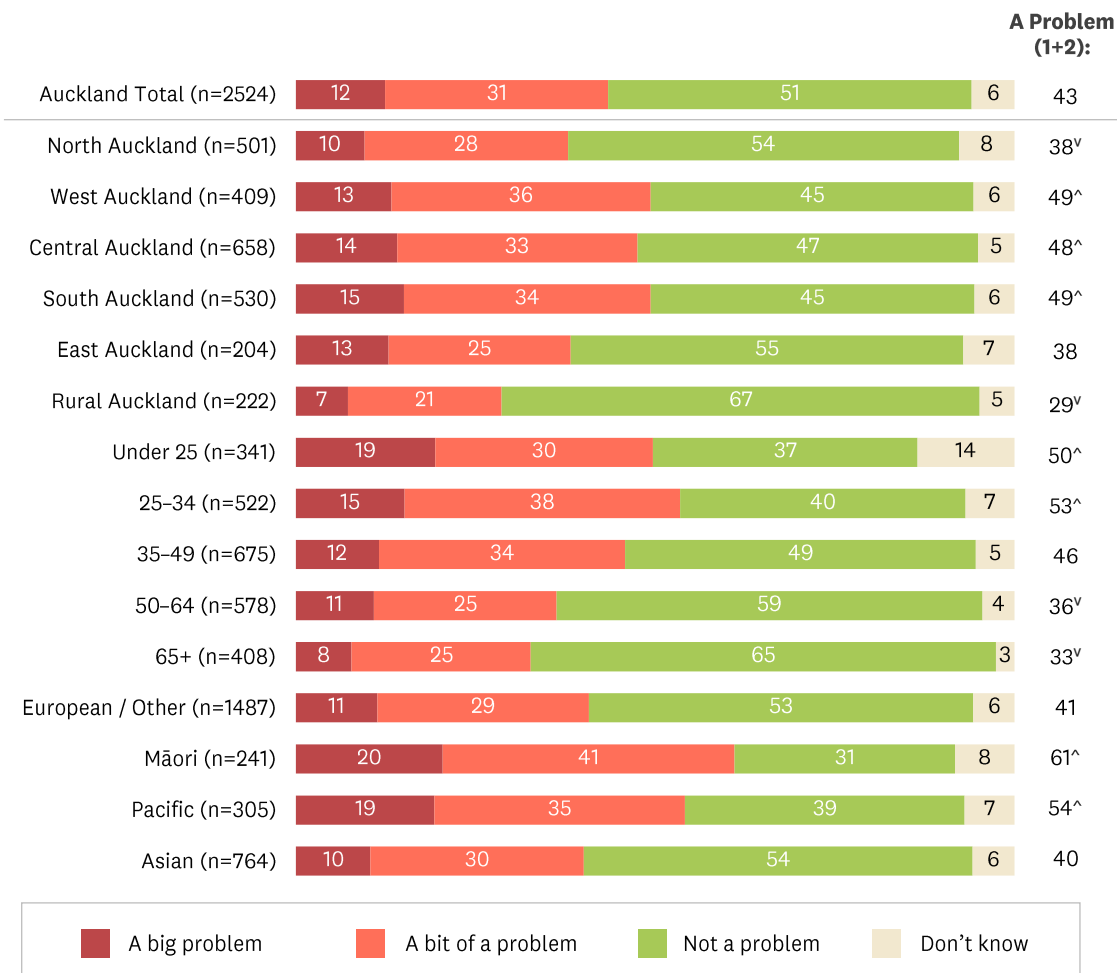
Forty-three per cent of Auckland respondents said that air pollution had been a 'big problem' or a 'bit of a problem' in their local area in the previous 12 months.

Responses varied across the region, with those living in West (49%), South (49%) and Central Auckland (48%) more likely to rate air pollution as a problem.

Younger age groups were more likely than older age groups to report that air pollution had been a problem. Half (50%) of those respondents aged between 18 and 24, and 53 per cent of those aged between 25 and 34 said air pollution was a 'big' or a 'bit' of a problem.

Māori (61%) and Pacific respondents (54%) were more likely to report that air pollution had been a problem in their local area in the previous 12 months.

Perceived air pollution – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_1: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Air pollution*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Landslips

Forty-three per cent of Auckland respondents said that landslips had been a problem in their local area in the previous 12 months.

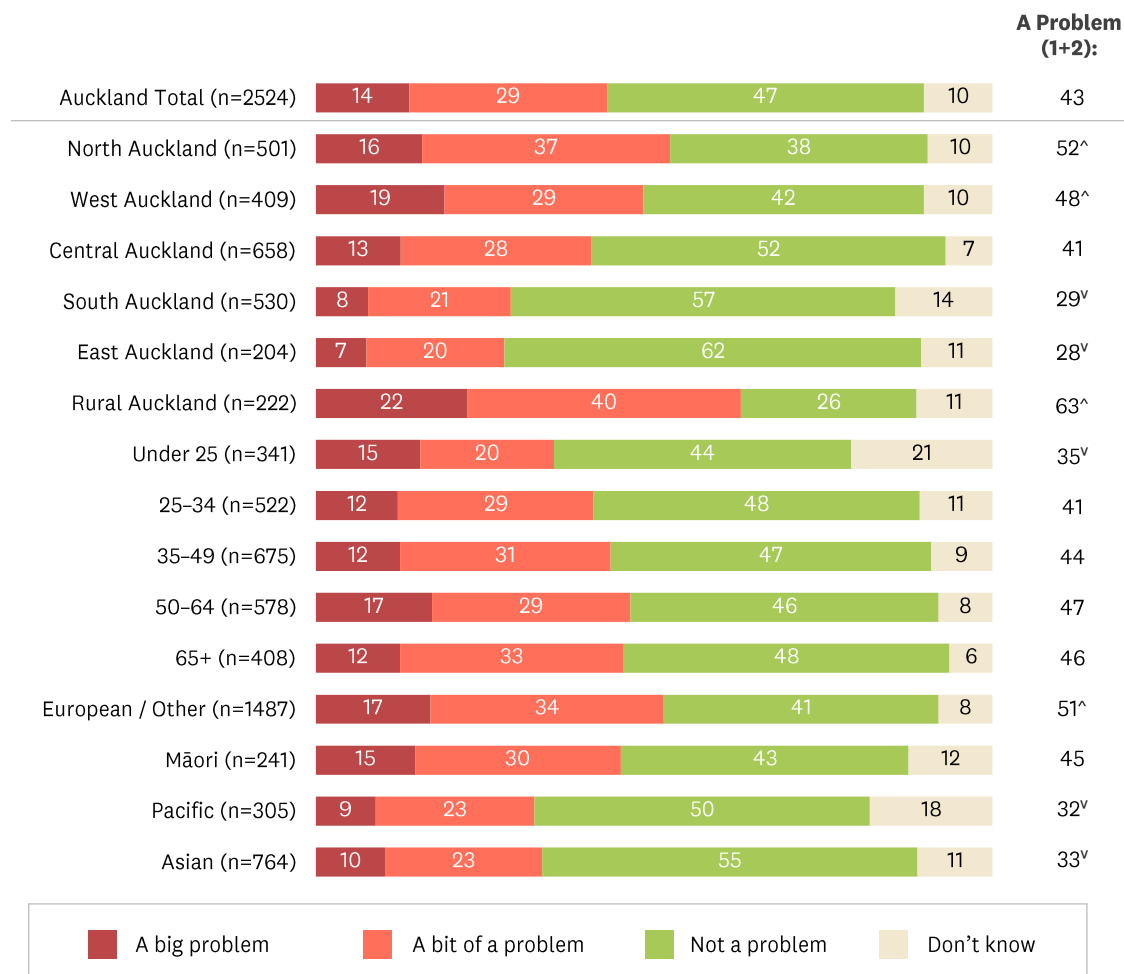
Respondents living in Rural (63%), North (52%) and West Auckland (48%) were more likely to report that landslips had been a problem, while those living in South (29%) and East Auckland (28%) were less likely to report that landslips had been a problem in their local area in the previous 12 months.

Respondents aged under 25 (35%) were less likely to report that landslips had been a problem in the previous 12 months.

European Aucklanders (51%) were more likely to report that landslips had been a problem, while Asian (33%) and Pacific Aucklanders (32%) were less likely to report that this had been a problem.

Note: This is a new question added in 2024.

Perceived landslips – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_6: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Landslips*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Increased heat and fire risk

More than half (58%) of Auckland respondents said that increased heat and fire risk had not been a problem in their local area in the past 12 months, and more than one in ten (11%) said they didn't know if it had or not. Nearly one-third (31%) said that it had been a problem.

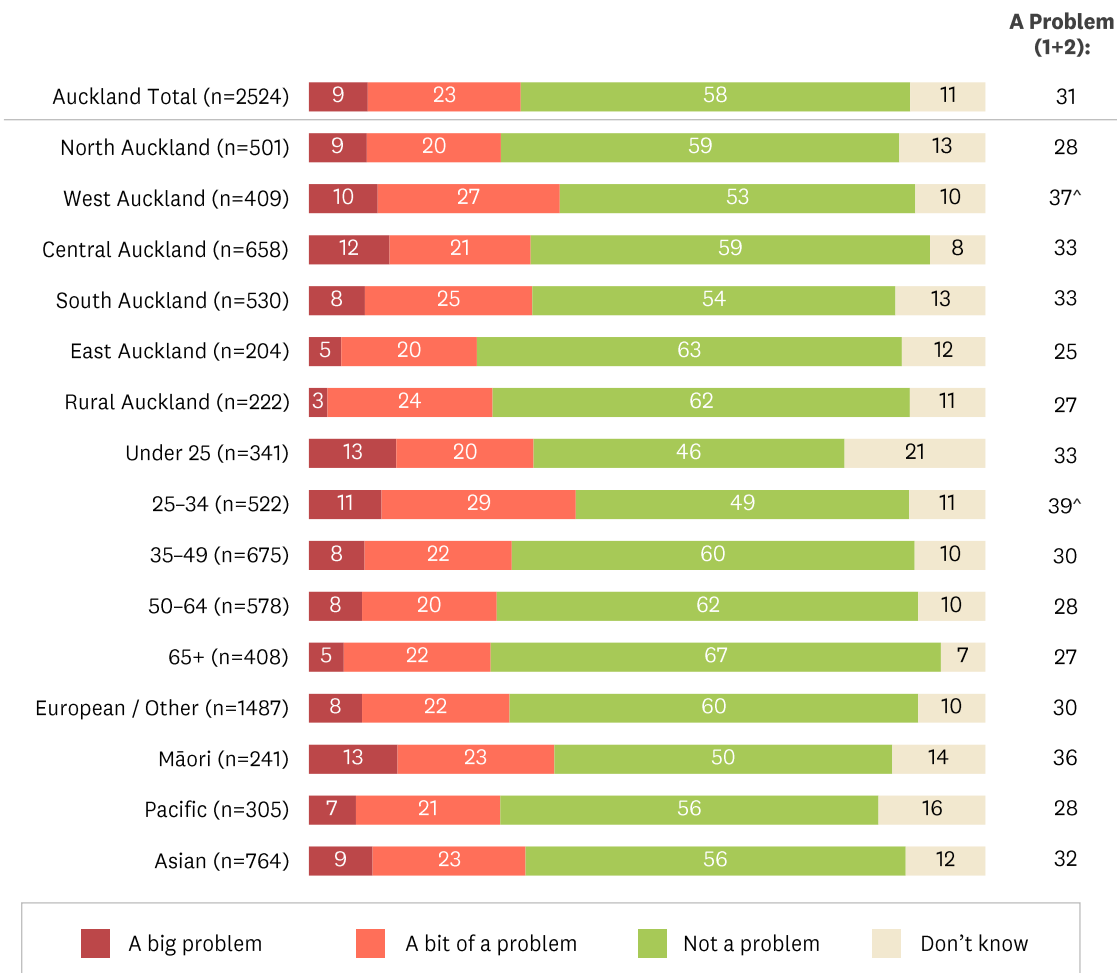
West Auckland-based (37%) respondents were more likely than those who lived in other areas across Auckland to perceive that this had been a problem.

People aged between 25 and 34 (39%) were more likely than other age groups to say that increased heat and fire risk had been a problem in their area in the previous 12 months.

There were no significant differences by ethnicity.

Note: This is a new question asked in 2024.

Perceived increased heat and fire risk – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_7: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Increased heat and fire risk*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Not enough water

More than one-quarter (28%) of Auckland respondents said that ‘not enough water’ had been a problem in their local area in the previous 12 months.

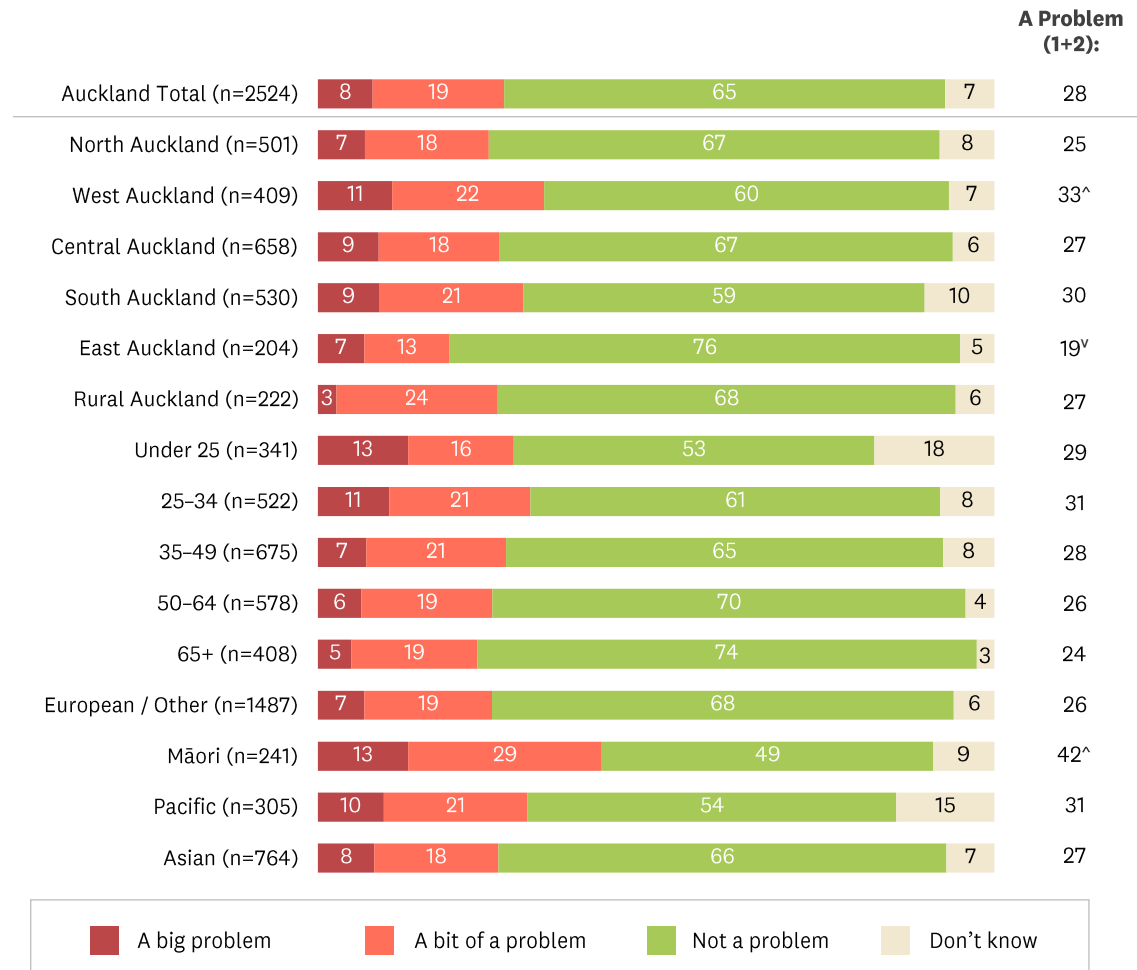
Respondents living in West Auckland (33%) were more likely to report this was a problem, while those living in East Auckland (19%) were less likely to report that ‘not enough water’ had been a problem in their local area.

There were no significant differences by age.

Māori were more likely than other ethnic groups to report that ‘not enough water’ had been a problem in their local area in the previous 12 months.

Note: This is a new question added in 2024.

Perceived ‘not enough water’ – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q37_5: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Not enough water* (e.g. drought, water supply issues)

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Readiness to face impacts of natural hazards

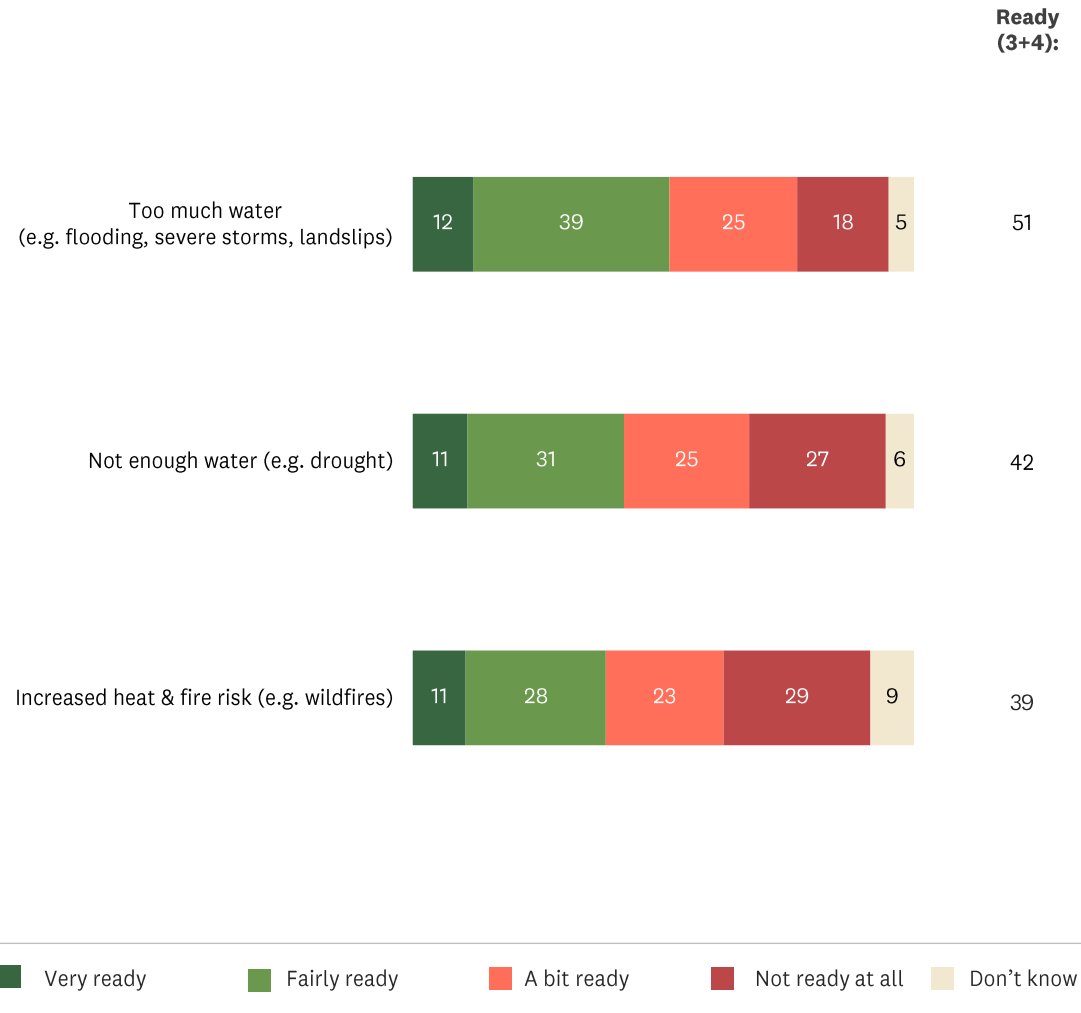
Half (51%) of Auckland respondents felt they were ‘very ready’ or ‘fairly ready’ to face the impacts of too much water.

Forty-two per cent of respondents overall felt they were ‘very ready’ or ‘fairly ready’ to face the impacts of not enough water.

More than one-third (39%) of Auckland respondents felt ‘very ready’ or ‘fairly ready’ to face the impacts of increased heat and fire risk.

Note: This is a new question added in 2024.

Readiness to face impacts of natural hazards (summary) – Auckland total (%)



Base: All respondents (excluding not answered) (n=2,524)

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



Readiness to face impacts – too much water

Half (51%) of Auckland respondents felt they were prepared to face the risks of too much water, such as flooding, severe storms and subsequent landslips.

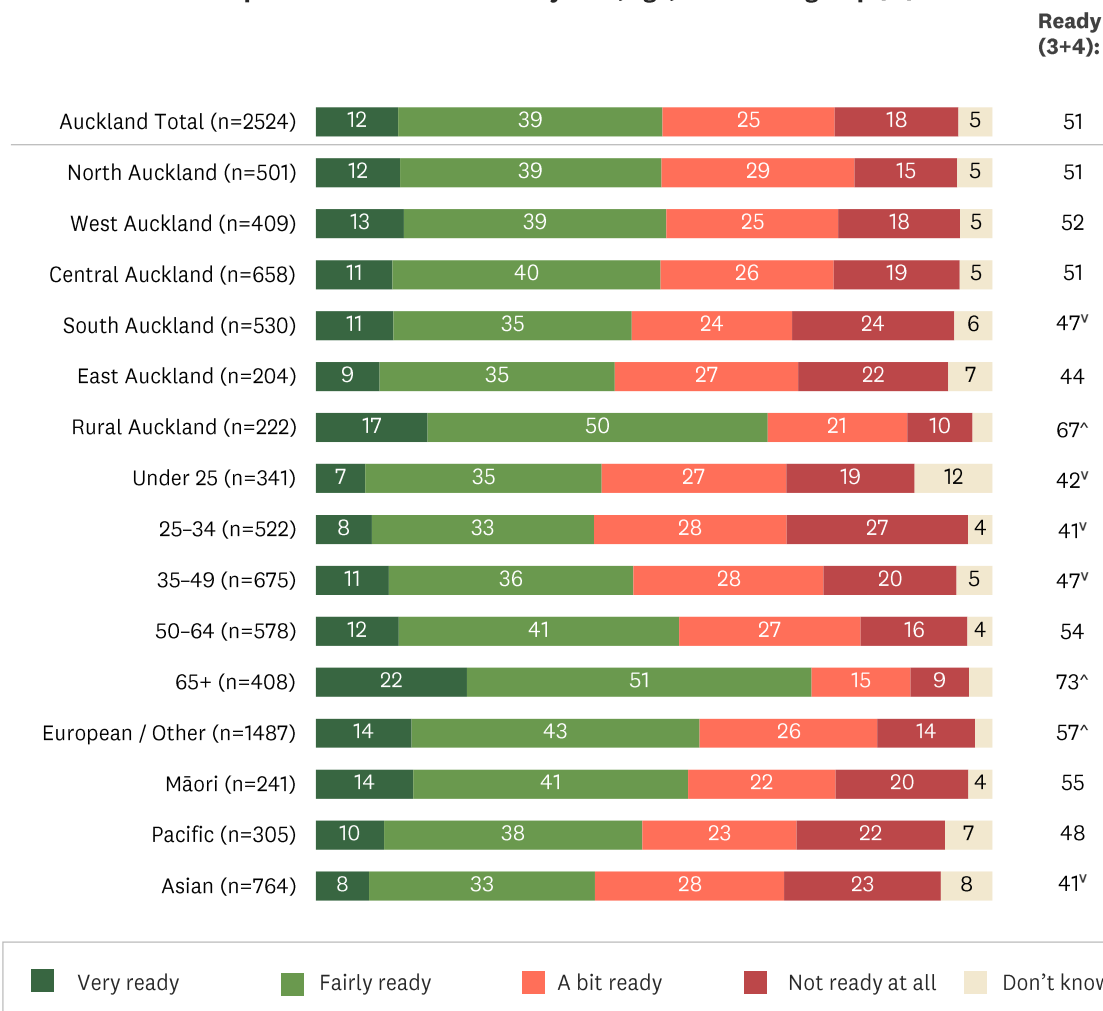
Two-thirds (67%) of Rural Aucklanders reported that they were very/fairly ready to face the risks of too much water, while those living in South Auckland (47%) were less likely to report that they were very/fairly ready.

Nearly three-quarters (73%) of people aged 65 and older said they felt very or fairly ready to face the impacts of too much water, while people under 50 years of age were significantly less likely to report they felt prepared.

European (57%) respondents were more likely to report their readiness to face the impacts of too much water, while Asian (41%) respondents were less likely.

Note: This is a new question added in 2024.

Readiness to face impacts of too much water – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q38_1: How ready do you and your household feel to face the impacts of the following issues? *Too much water* (e.g. flooding, severe storms, landslips)

(1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)



Readiness to face impacts – not enough water

Forty-two per cent of Auckland respondents said they felt ‘very ready’ or ‘fairly ready’, to face the impacts of not enough water.

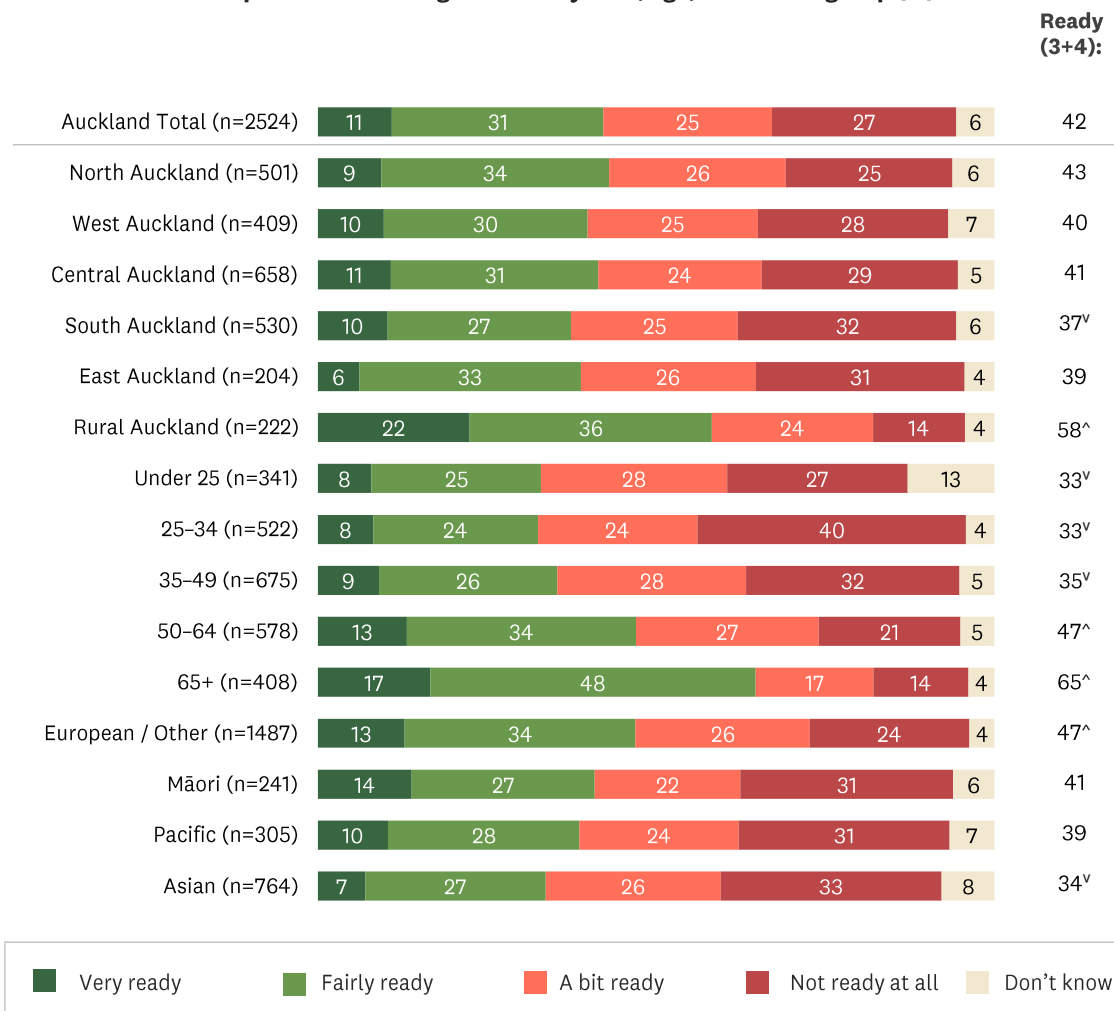
Rural Aucklanders (58%) were more likely to report their readiness, while those living in South Auckland (37%) were less likely.

Readiness to face the impacts of not enough water were more likely to be reported by those aged 65 and older (65%) and significantly less likely to be reported by younger age groups.

European respondents (47%) were more likely, and Asian respondents (34%) were less likely to report that they felt ‘very ready’ or ‘fairly ready’ to face the impacts of not enough water.

Note: This is a new question added in 2024.

Readiness to face impacts of not enough water – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q38_2: How ready do you and your household feel to face the impacts of the following issues? *Not enough water (e.g. drought)*

(1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)



Readiness to face impacts – increased heat and fire risk

More than one-third (39%) of Auckland respondents said they felt ‘very’ or ‘fairly’ ready to face the impacts of increased heat and fire risk.

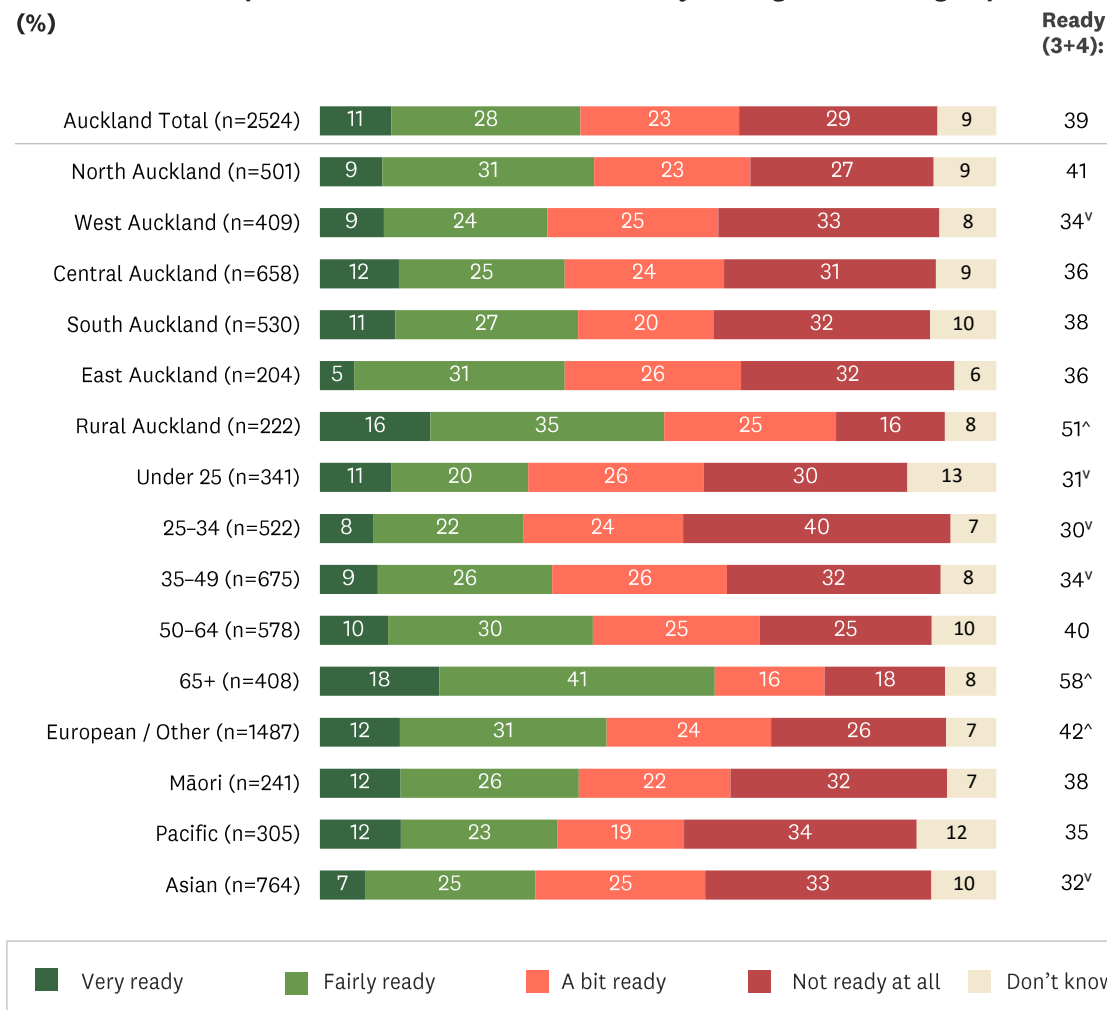
Respondents living in Rural Auckland (51%) were more likely to report their readiness, while those living in West Auckland (34%) were less likely.

Respondents aged 65 and older (58%) were significantly more likely than those under 50 years of age to report that they felt very or fairly ready to face the impacts of increased heat and fire risk.

European respondents (42%) were more likely report that they felt ready (very/fairly ready), while Asian respondents were less likely (32%).

Note: This is a new question added in 2024.

Readiness to face impacts of increased heat and fire risk – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q38_3: How ready do you and your household feel to face the impacts of the following issues?
Increased heat and fire risk (e.g. wildfires)

(1 – Not ready at all, 2 – A bit ready, 3 – Fairly ready, 4 – Very ready, 98 – Don't know)



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TE TAIWHANGA HANGA / BUILT ENVIRONMENT

This section reports on respondents' views of their local area, including whether it is a great place to live, how they perceive the look and feel of the area, and perceptions of problems such as noise, traffic, and rubbish.





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Perception of the look and feel of local area

Fifty-seven per cent of Auckland respondents agreed that they feel really happy with the way their local area looks and feels, while 21 per cent disagreed.

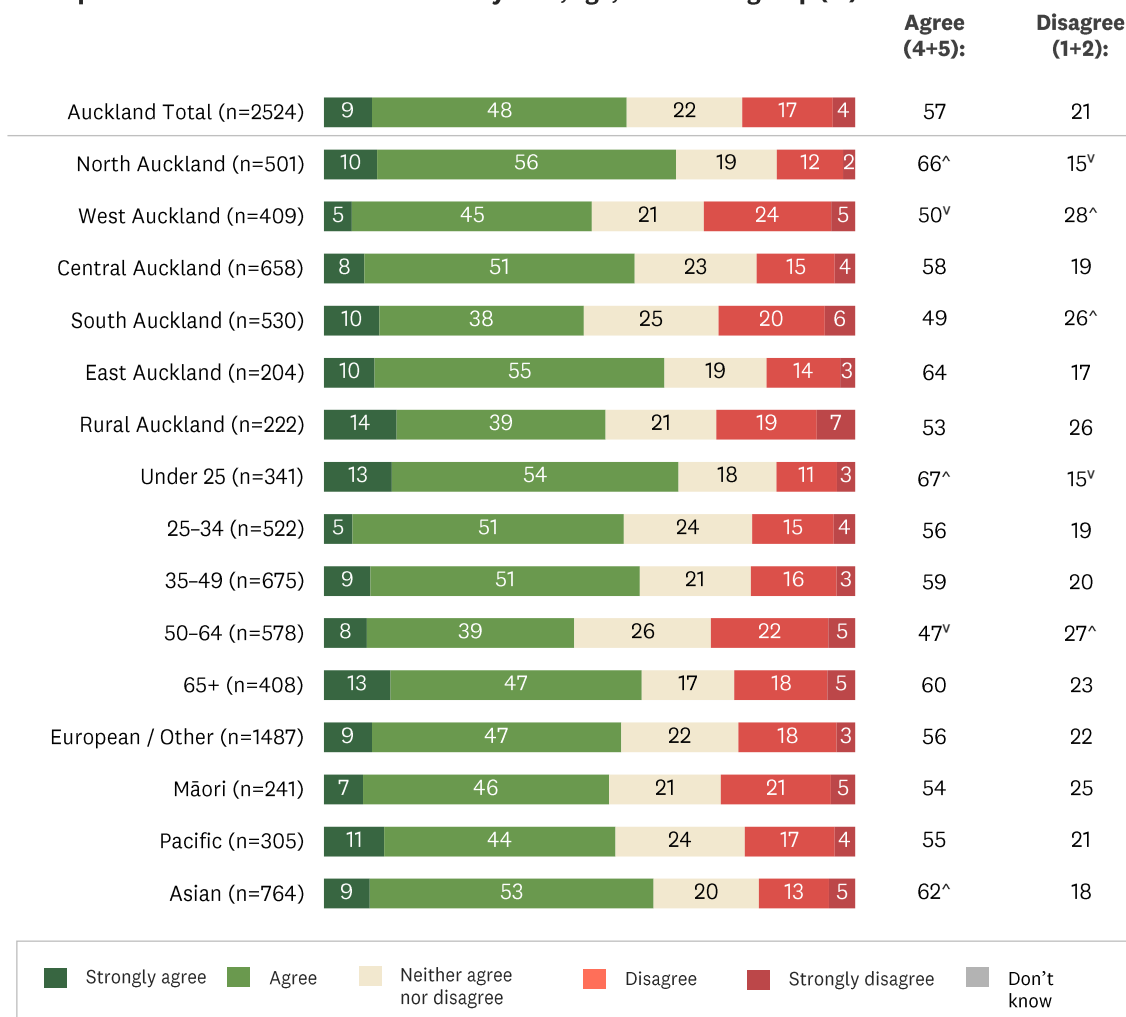
Respondents living in South Auckland (26%) were more likely to disagree that they were happy with the look and feel of their local area, than those living in other areas.

Two-thirds (67%) of respondents aged between 18 and 24 agreed that they feel really happy with the way their local area looks and feels.

Asian respondents (62%) were more likely than other ethnic groups to agree that they feel happy with the way their local area looks and feels.

Note: This is a new question added in 2024. It replaces the question previously worded 'To what extent do you feel a sense of pride in your local area?'

Perception of look and feel of local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q5.1: How much do you agree or disagree with the following statement? *I feel really happy with the way my local area looks and feels*

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)



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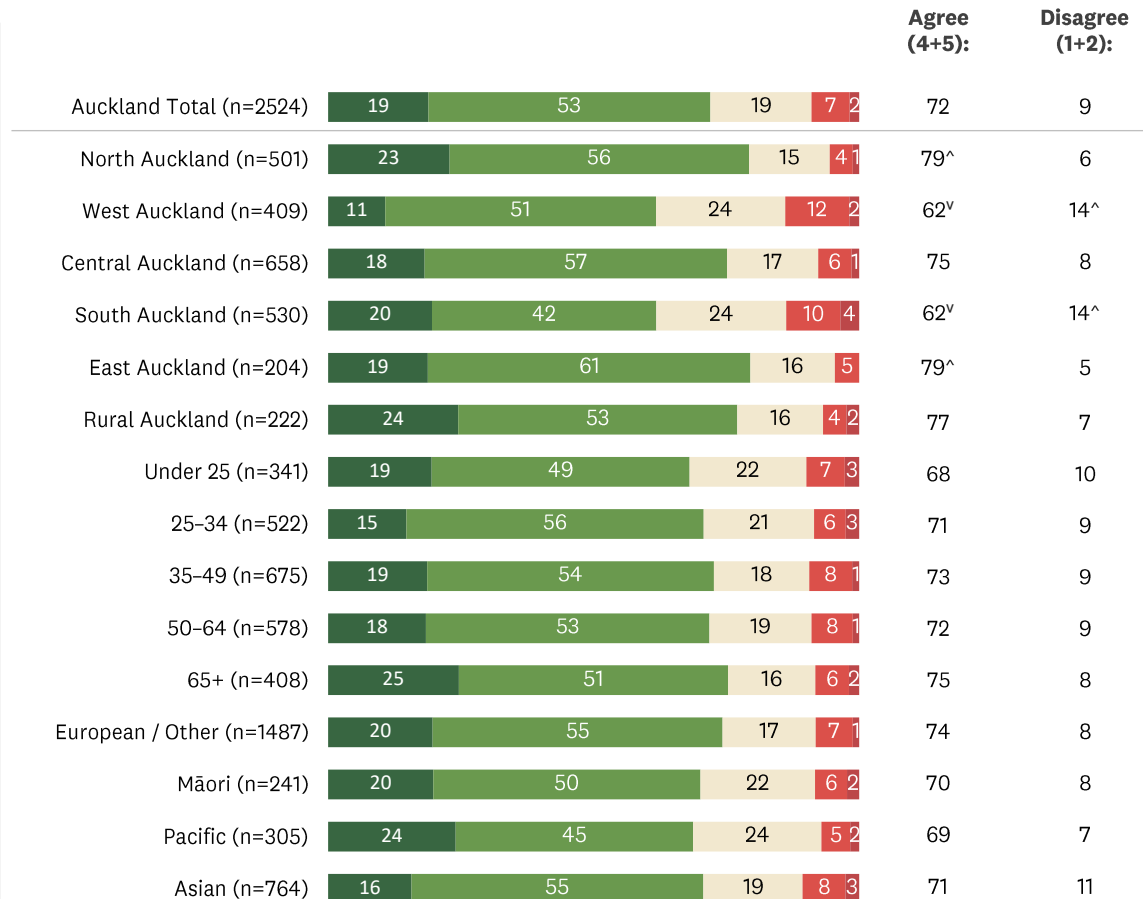
Perception of whether local area is a great place to live

Nearly three-quarters (72%) of Auckland respondents agreed their local area is a great place to live, while just 9 per cent disagreed.

Respondents living in North (79%) and East Auckland (79%) were more likely to agree their area is a great place to live. Those living in West (62%) and South Auckland (62%) were less likely to agree.

There were no significant differences in perception of their local area as a great place to live, by age or ethnicity.

Perception of local area as a great place to live – by area, age, and ethnic group (%)



Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Base: All respondents (excluding not answered)

Source: Q5_2: How much do you agree or disagree with the following statement? *My local area is a great place to live*

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)



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Perception of local area compared to 12 months prior

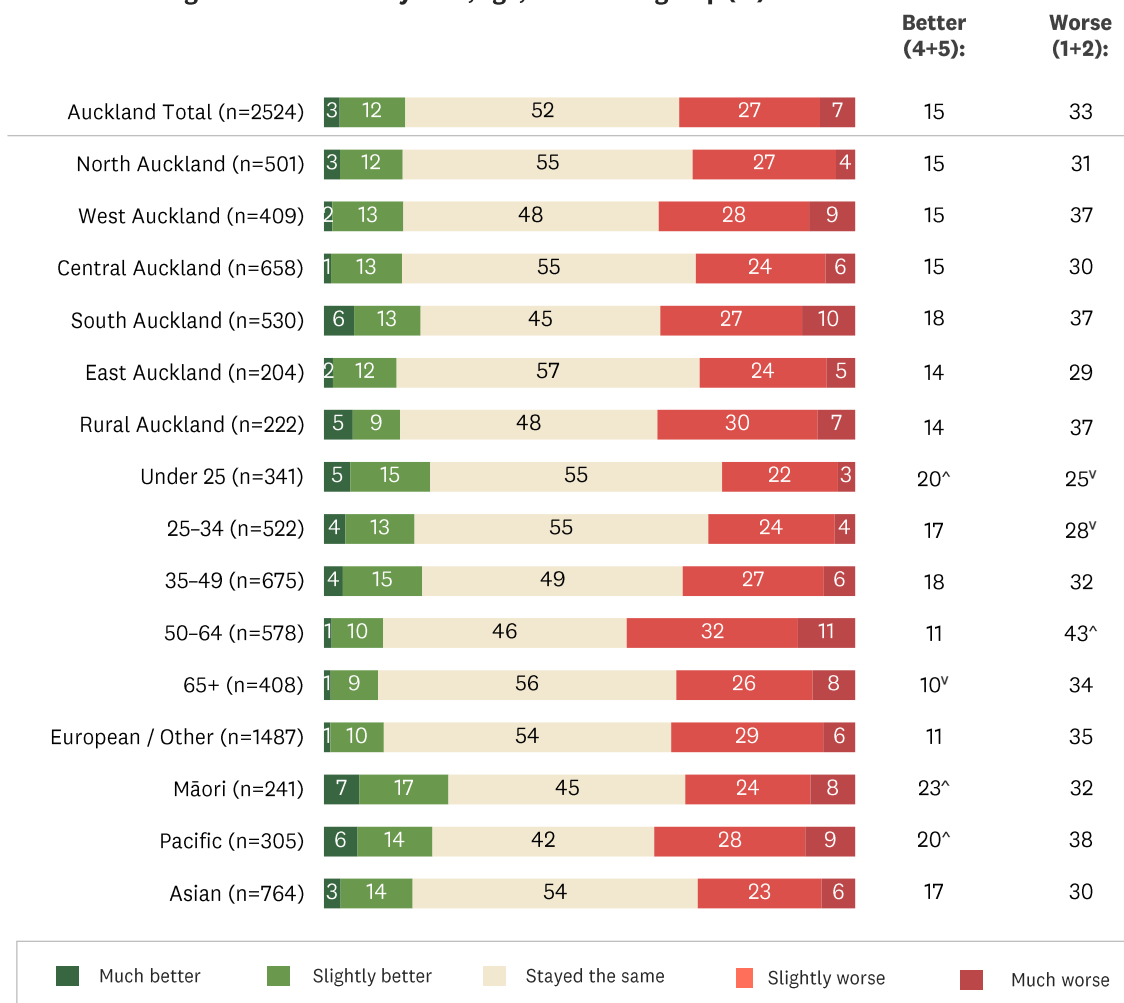
When asked whether their local area had become better, worse, or stayed the same as a place to live over the previous 12 months, a third (33%) of respondents said their local area had become worse, while 15 per cent felt it had become better.

There were no significant differences in perception by area.

Respondents aged between 50 and 64 (43%) were more likely to feel that their local area had got worse as a place to live in the previous 12 months, while younger age groups were significantly less likely to feel the same way.

Māori (23%) and Pacific respondents (20%) were more likely than other ethnic groups to feel that their local area had got better as a place to live in the previous 12 months.

Perceived changes in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q6: 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?

(1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)



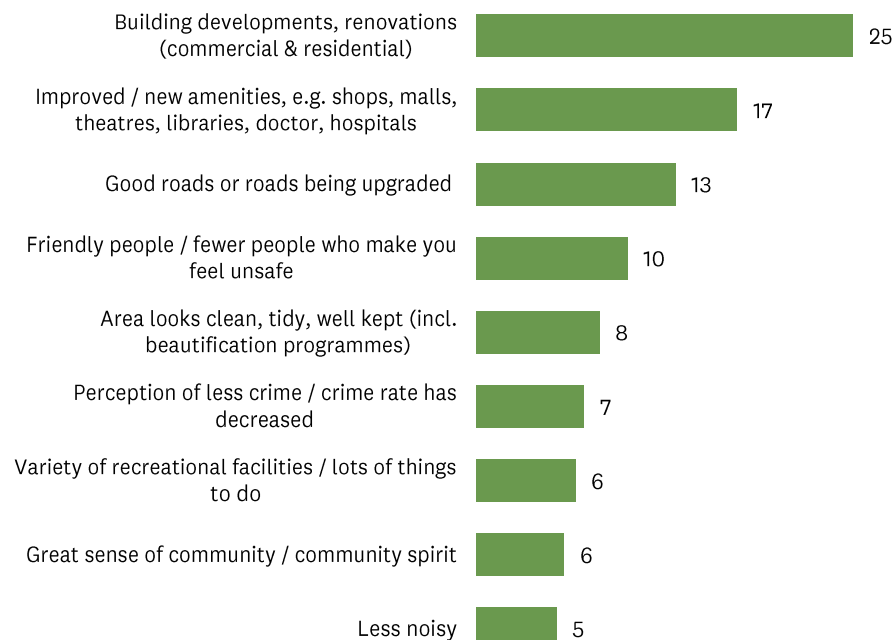
Reasons why local area improved in last 12 months

Fifteen percent of Auckland respondents felt their local area had become better as a place to live in the previous 12 months. Respondents were asked to explain why, in their own words, and results were coded into themes.

The most common themes related to building developments and renovations in the area (25%), good roads or roads being upgraded (17%) and improved and/or new amenities (17%).

In 2022, a 'great' sense of community was the third most common reason for respondents feeling that their local area was better. In 2024, this appears to be of less concern (6%).

Reasons for improved local area – Auckland total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who said their local area became better in the last 12 months (n=345)

Source: Q7: Why do you say your local area has changed in the last 12 months as a place to live?

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



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Reasons why local area improved in last 12 months – examples of verbatim comments

“There’s a nice mixture of different races. Feels like the area has upgraded with nice new townhouses. See a lot more people out and about, walking, cycling, running, it’s nice and makes me feel safe.”

Female, 35–49 years

“I like the neighbours who live around me because they are really friendly. Also I am using buses to go to my work place and all buses are coming every 15 min, 30 min. There are lots of supermarkets, shopping mall near to me.”

Female, 25–34 years

“Because of things like new roading options as well as public transport improvements. I love some of the new roads that have been constructed. Makes getting around Auckland more enjoyable. We also have a lot of new developments and housing. So really looks good.”

Male, 50–64 years

“There are newly built apartments and easier to look for where to move. There are more transport options for me. New cafes and restaurants available for me to choose if I don’t have time to prepare for my own food.”

Female, 25–34 years

“It is growing and adapting to the changes in housing development. A greater mixture of smaller houses are being built - terraced, apartments etc. I feel this is positive as more people have the chance to own their own homes.”

Male, 65+ years

“There are new buildings that have finished construction. There are less scaffolds and fenced off areas which means more places to walk to and wander around in.”

Male, 18–24 years



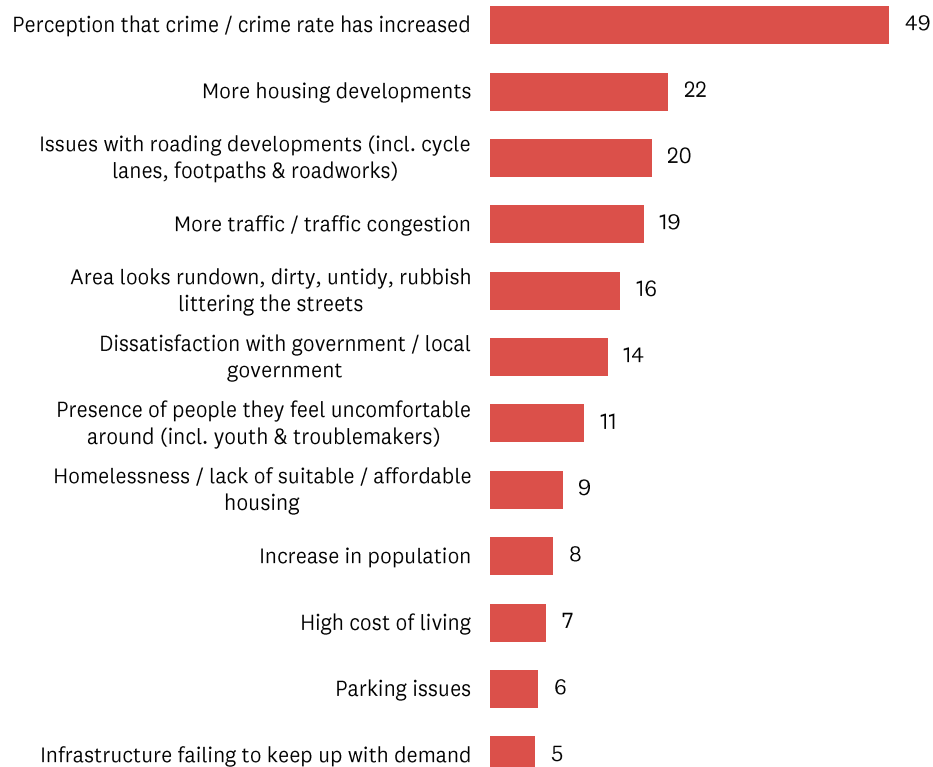
Reasons why local area worsened in last 12 months

A third (33%) of Auckland respondents felt their local area had become worse as a place to live in the previous 12 months. Respondents were asked to explain why, in their own words, and results were coded into themes.

Almost half (49%) of their comments were themed as perceptions of increased crime/crime rates, followed by housing developments (22%) and issues with roading developments (20%), including cycle lanes, footpaths and roadworks.

Other reasons provided include more traffic and traffic congestion (19%) and the area looking rundown (16%).

Reasons for worsened local area – Auckland total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who said their local area became worse in the last 12 months (n=840)

Source: Q7: Why do you say your local area has changed in the last 12 months as a place to live?

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



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Reasons why local area worsened in last 12 months – examples of verbatim comments

“Three shootings in my street alone in the last 12 months. Previously, a mother was blind shot dead through her door - all over drugs. I wrote to the council to fix lighting on our street, at the alley way beside my house as shooters were chased up there, by my Jack Russell when my neighbours car windows were recently shot out. I got me another dog - Staffy for protection.”

Female, 50–64 years

“Our area has become more intensely populated with most streets with cars parked both sides making getting about difficult and dangerous. Now we have lost many public rubbish bins. Our schools are overburdened. Our granddaughter is in a class of over 60. Our street kerbs and drains are full with rubbish, leaves & debris. The whole appearance of the area has declined.”

Male 65+ years

“A lot of homeless people. More jobless people. Violence and crime going up. People are struggling and feeling unsafe.”

Female, 65+ years

“A large apartment block has been built nearby. There is a lack of parking associated with the building and my street has become crowded and dangerous with cars parking, sometimes incorrectly. The shops that were built at street level in the buildings are unoccupied, or are not appropriate for the area. They do not contribute anything worthwhile to the community.”

Female, 65+ years

“Too many apartment blocks with little or no green space and virtually no parking. The main street has become blocked /choked by the rarely used bike lanes and the narrowing of the road. We rarely had traffic queues, now they're almost constant. As part of the narrowing of the road to provide bike lanes, 74% of the parking was removed. When the apartments are completed, there will be no parking for the owners, no green space for the children to play and the mums will have to carry their groceries, pushchairs/prams and children up multiple flights of stairs. The apartments and the roading is not fit for purpose.”

Male, 50–64 years

“Too much construction and low quality housing being built in the area and too busy, too much traffic.”

Male, 35–49 years



Perceptions of problems in their local area

Respondents were asked which of a series of possible ‘problems’ had been an issue in their local area in the previous 12 months.

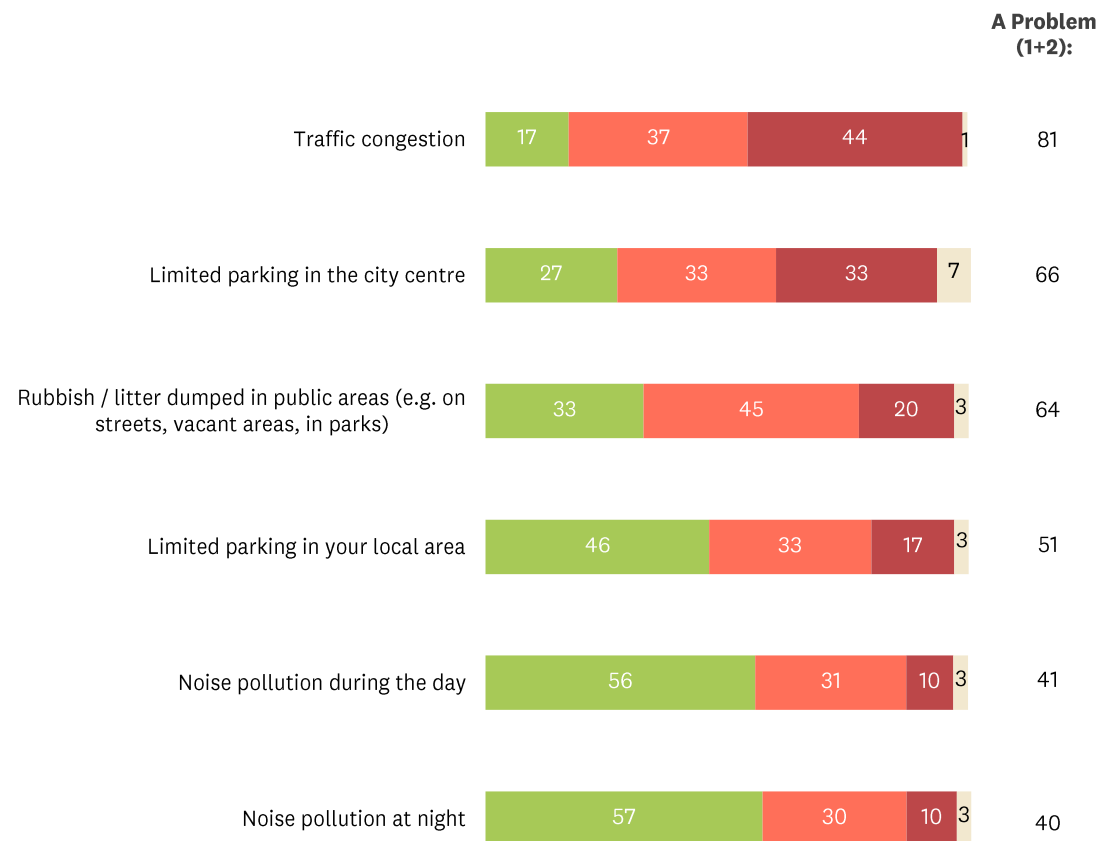
Eighty-one per cent of respondents reported that traffic congestion had been a ‘bit of a problem’ or a ‘big problem’.

Two-thirds (66%) of respondents said that limited parking in the city centre and rubbish/litter dumped in public areas (64%) had been a problem.

Limited parking in their local area (51%), noise pollution during the day (41%) and noise pollution at night (40%) were also cited as a ‘bit of a problem’ or a ‘big problem’.

Note: New issues were added to this question in 2024.

Rating of issues as a problem in local area (summary) – Auckland total (%)



Not a problem

A bit of a problem

A big problem

Don't know

Base: All respondents (excluding not answered) (n=2,524)

Source: Q10: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months?

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Traffic congestion

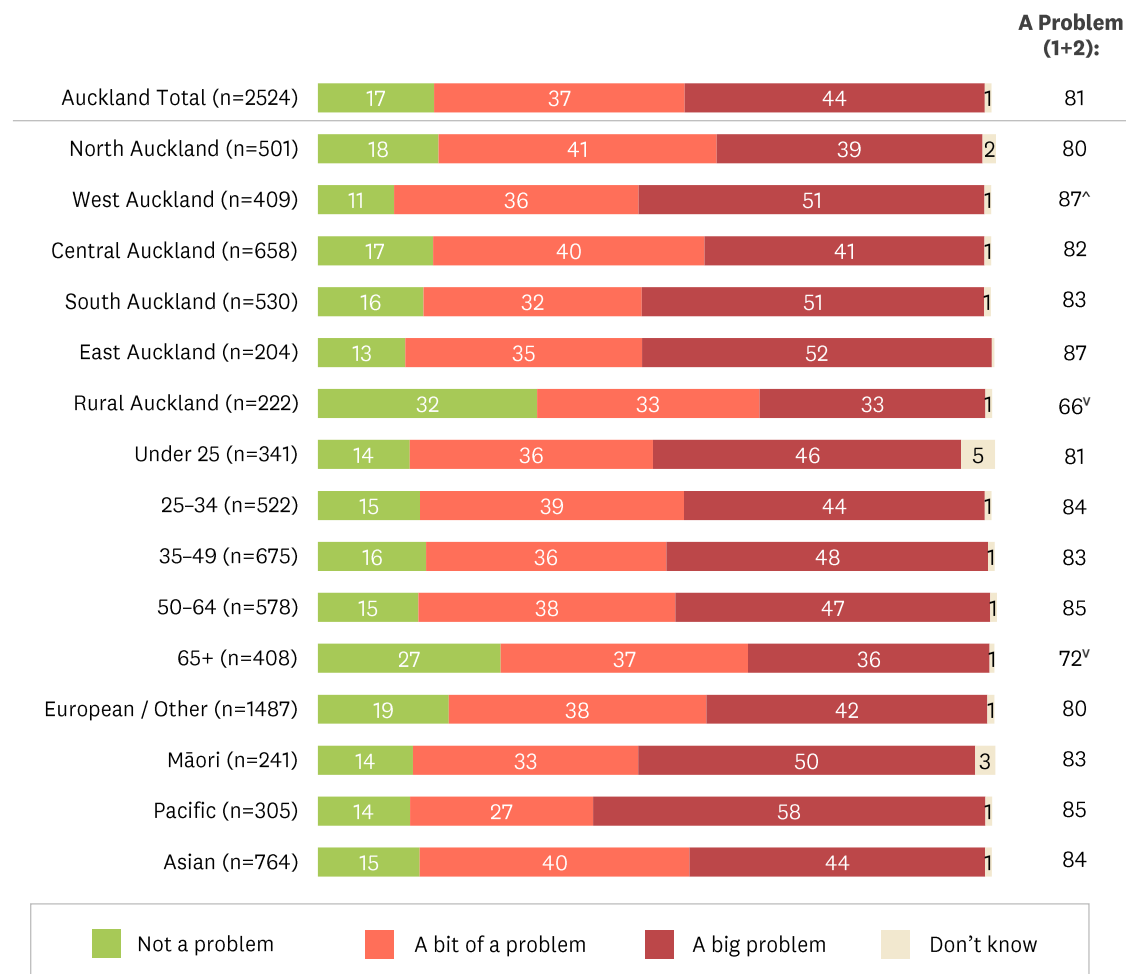
Traffic congestion was rated as a problem by eight out of ten (81%) Auckland respondents.

Respondents living in West Auckland (87%) were more likely to report that traffic congestion had been a problem in their local area in the previous 12 months, while those living in Rural Auckland (66%) were less likely to report this as problematic.

Respondents aged 65 and over were significantly less likely than others to report that traffic congestion in their local area had been a problem in the previous 12 months.

There were no significant differences by ethnicity.

Perceived traffic congestion – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10_4: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Traffic congestion*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Limited parking in their city centre

Two-thirds (66%) of Auckland respondents said that parking in their city centre had been a problem in the previous 12 months.

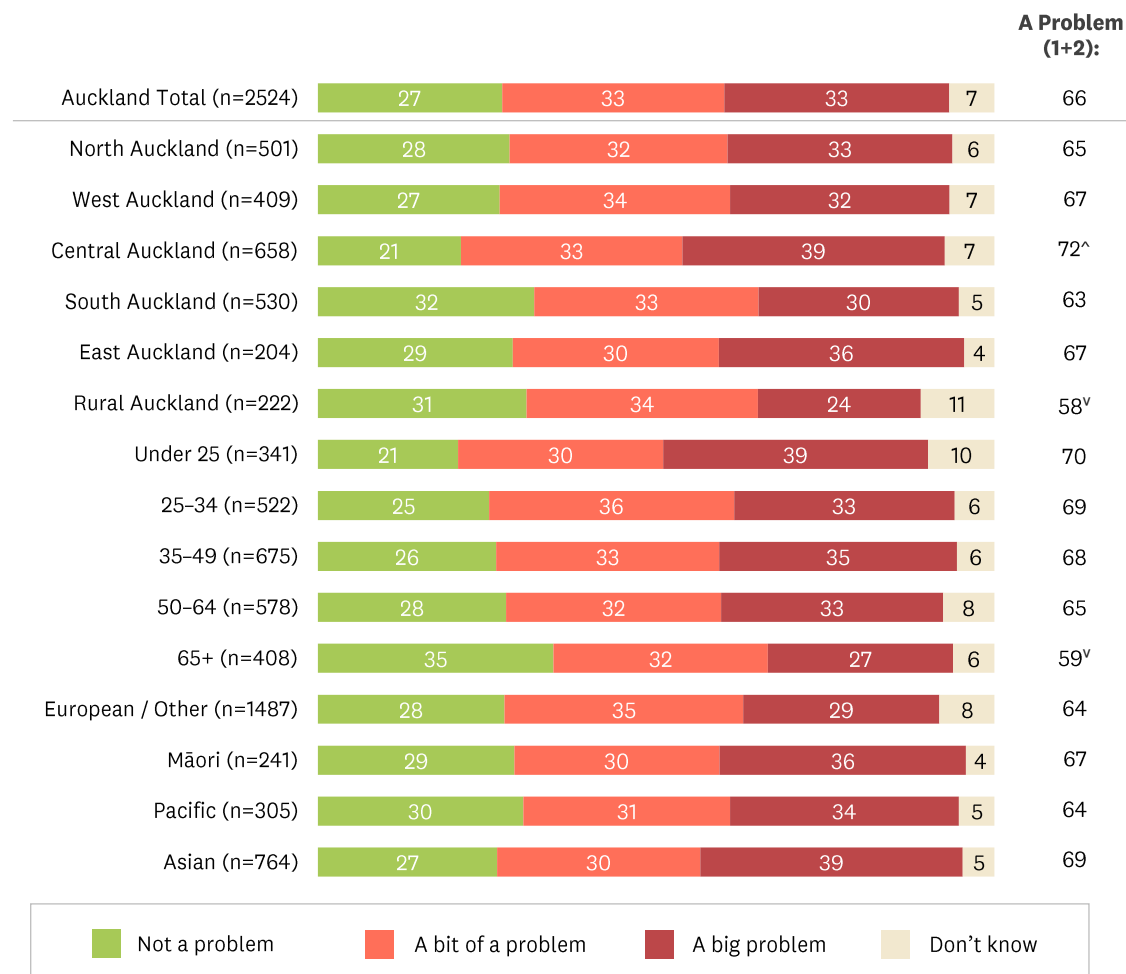
Central Auckland-based (72%) respondents were more likely to report that parking in their city centre had been an issue, while Rural Auckland (58%) respondents were less likely to do so.

Respondents aged 65 and older (59%) were less likely to report that parking in their city centre had been a problem in the previous 12 months.

There were no significant differences by ethnic group.

Note: This is a new issue added in 2024.

Perceived parking in city centre – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10.9: To what extent, if at all, has each of the following been a problem over the past 12 months?
Limited parking in the city centre.

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Rubbish / litter dumped in public areas

Nearly two-thirds (64%) of Auckland respondents cited dumped rubbish and litter in public areas as a 'big problem' or a 'bit of a problem' in their local area.

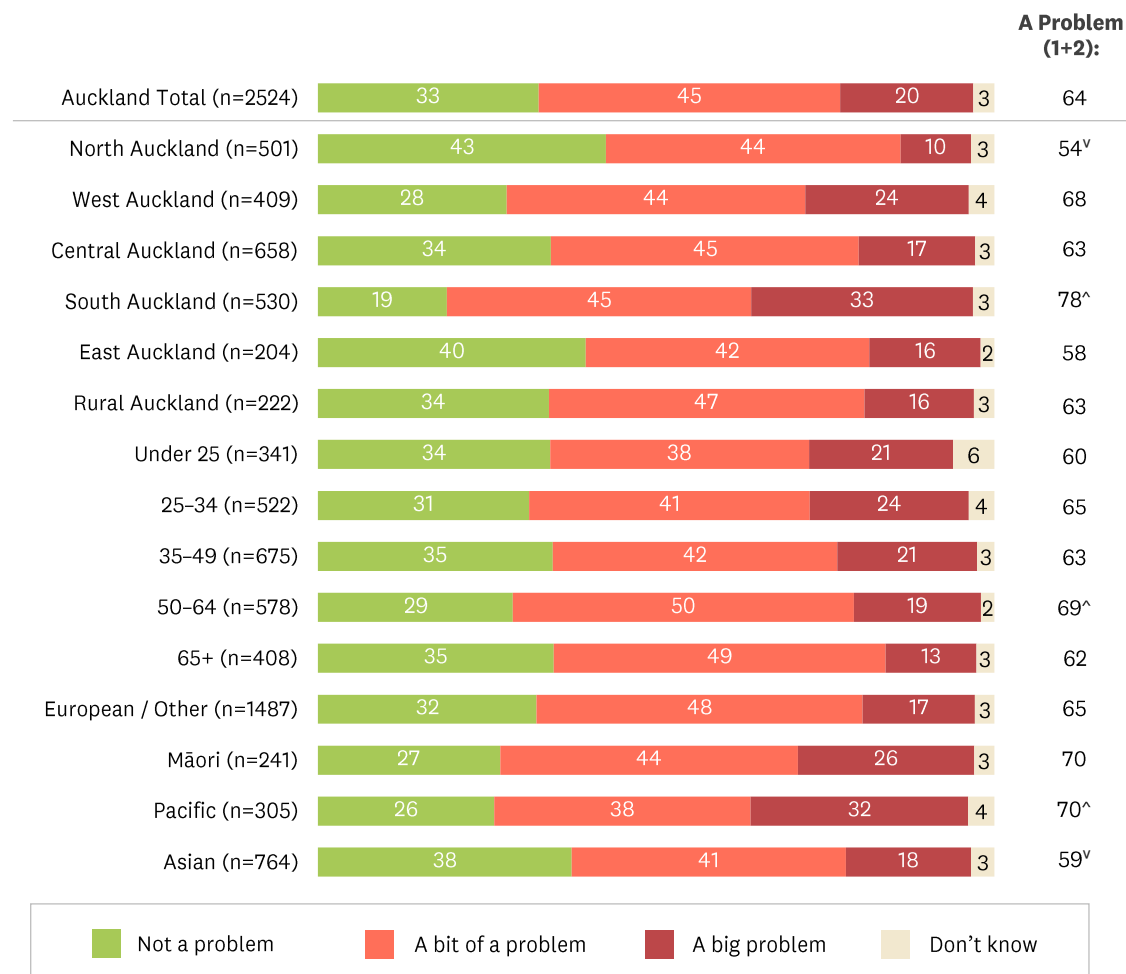
South Auckland respondents (78%) were more likely to report that this had been a problem in their local area in the previous 12 months, while those living in North Auckland (54%) were less likely to report that this had been a problem.

Those aged between 50 and 64 (69%) were more likely to report that dumped rubbish and litter had been a problem.

Pacific respondents (70%) were more likely to report that rubbish and litter had been a problem, while Asian respondents (59%) were less likely to report this as having been a problem in their local area in the previous 12 months.

Note: This is a new issue added in 2024.

Perceived rubbish problems – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10_5: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Rubbish or litter dumped in public areas*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



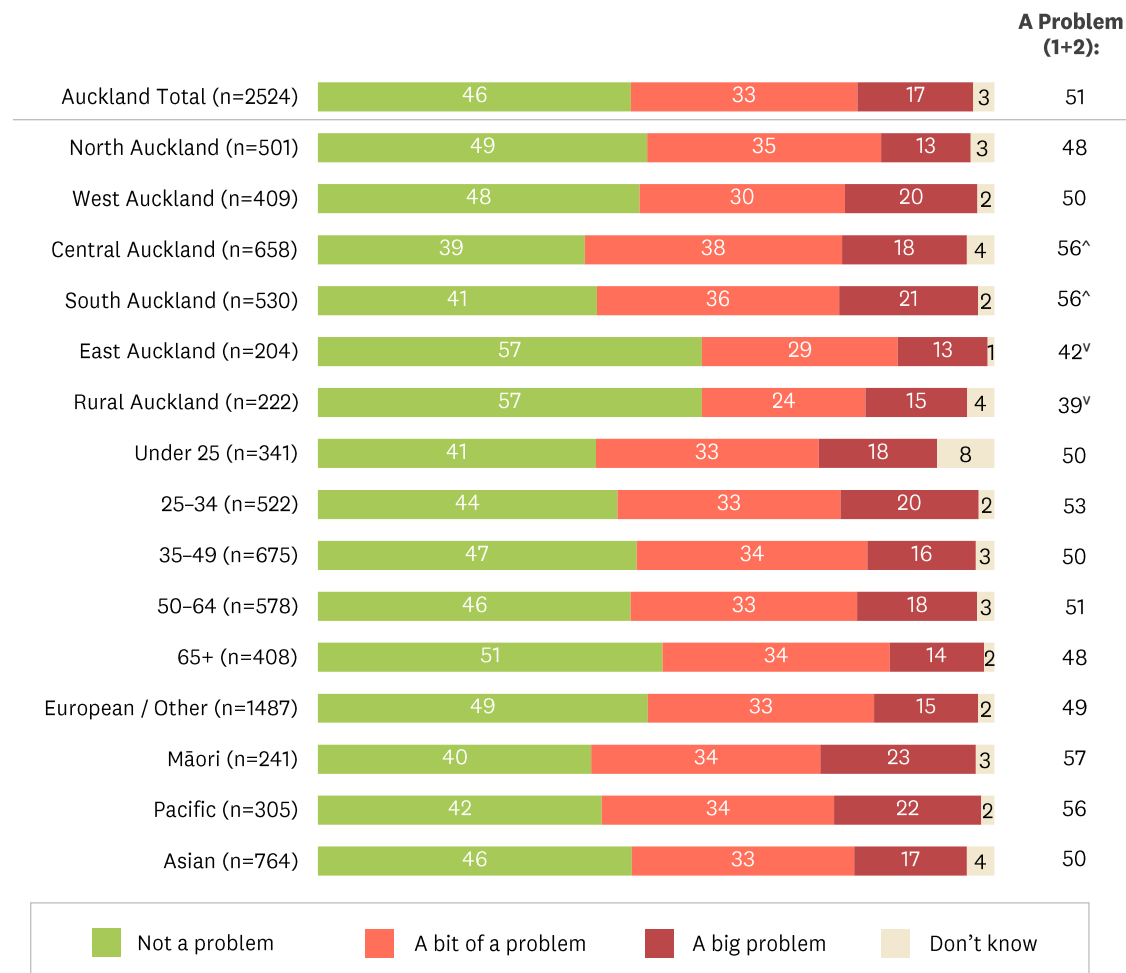
Perception of limited parking in local area

Half (51%) of Auckland respondents said that limited parking had been a 'big problem' or a 'bit of a problem' in their local area in the previous 12 months.

Respondents living in Central (56%) and South Auckland (56%) were significantly more likely to report that limited parking in their local area had been a problem. Those living in East (42%) and Rural Auckland (39%) were less likely to report that this had been a problem.

There were no significant differences by age or ethnicity.

Perception of limited parking in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10_8: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Limited parking in your local area*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Noise pollution during the day

Forty-one per cent of Auckland respondents reported that noise pollution during the day had been a problem in their local area in the previous 12 months.

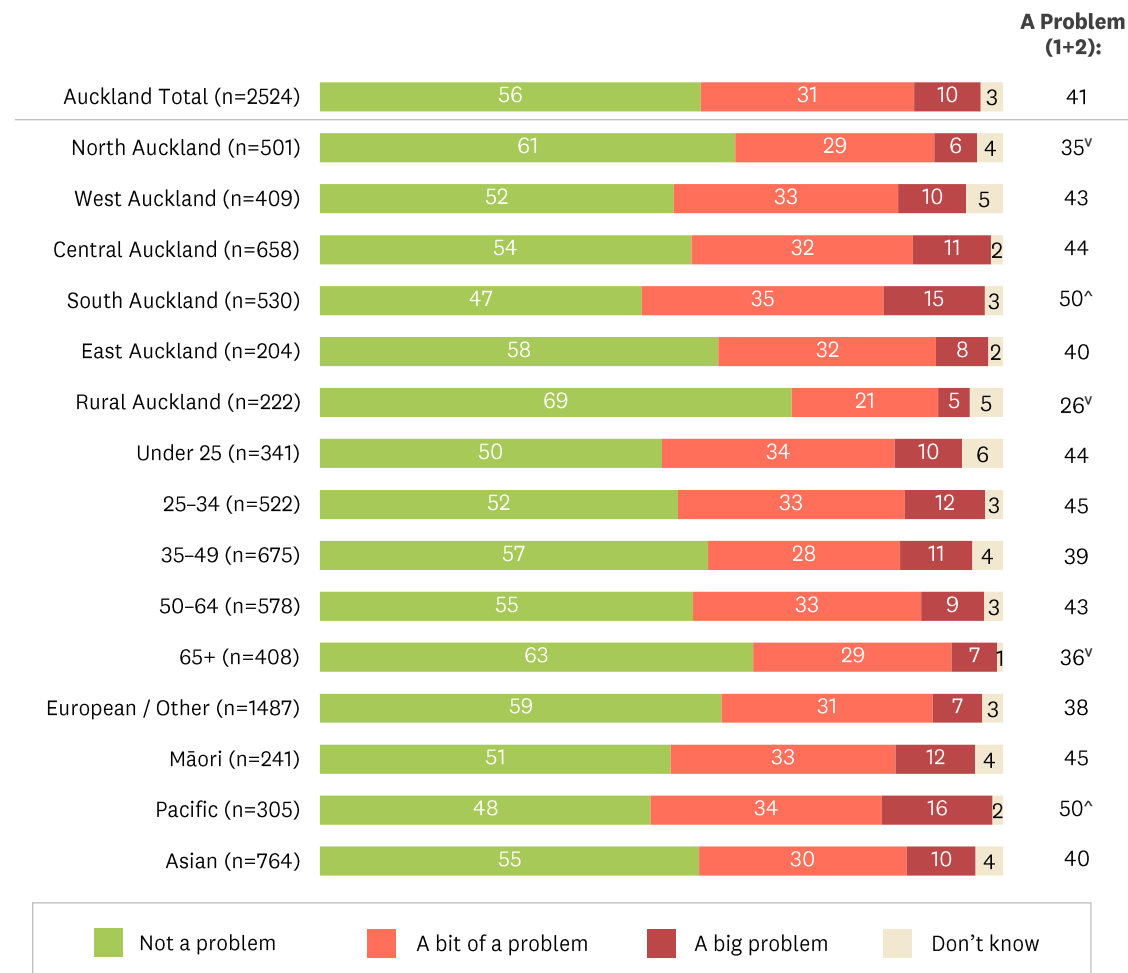
Half (50%) of South Auckland respondents reported that this was the case. Those living in West (35%) and Rural Auckland (26%) were less likely than others to report that noise pollution during the day had been a problem in their local area in the previous 12 months.

Respondents aged 65 and older (36%) were less likely to report that noise pollution during the day had been a problem in their local area.

Half of the Pacific respondents (50%) reported that noise pollution during the day had been a problem in their local area in the previous 12 months, significantly more than other ethnic groups.

Note: This is a new issue added in 2024. It expands on the general question asked previously about 'noise pollution'.

Perceived daytime noise pollution – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10_6: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Noise pollution during the day*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



Noise pollution at night

Forty per cent of Auckland respondents overall said that noise pollution at night had been a problem in their local area in the previous 12 months.

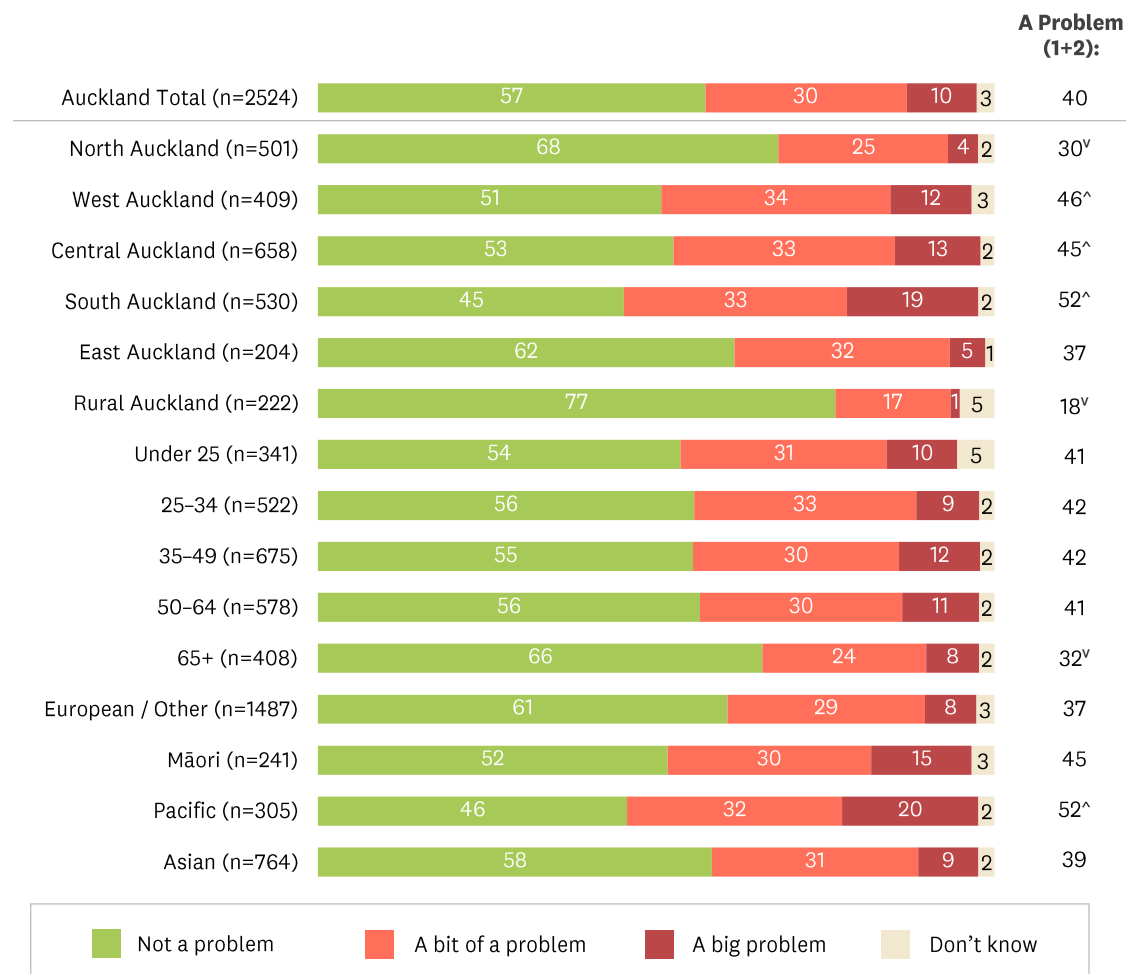
Those living in South (52%), West (46%) and Central Auckland (45%) were more likely to report that noise pollution at night had been a problem, while those living in North Auckland (30%) were significantly less likely to say that had been a problem.

Respondents aged 65 and older (32%) were less likely than others to report that noise pollution at night had been a problem in their local area.

More than half of Pacific respondents (52%) reported that noise pollution at night had been a problem in their local area over the previous 12 months, compared with other ethnic groups.

Note: This is a new issue added in 2024. It expands on the general question asked previously about 'noise pollution'.

Perceived nighttime noise pollution – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10_7: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Noise pollution at night*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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NGĀ TAKE Ā-ROHE / LOCAL ISSUES

This section reports on respondents' perceptions of issues in their local area in the last 12 months, as well as their sense of safety in their city centre.



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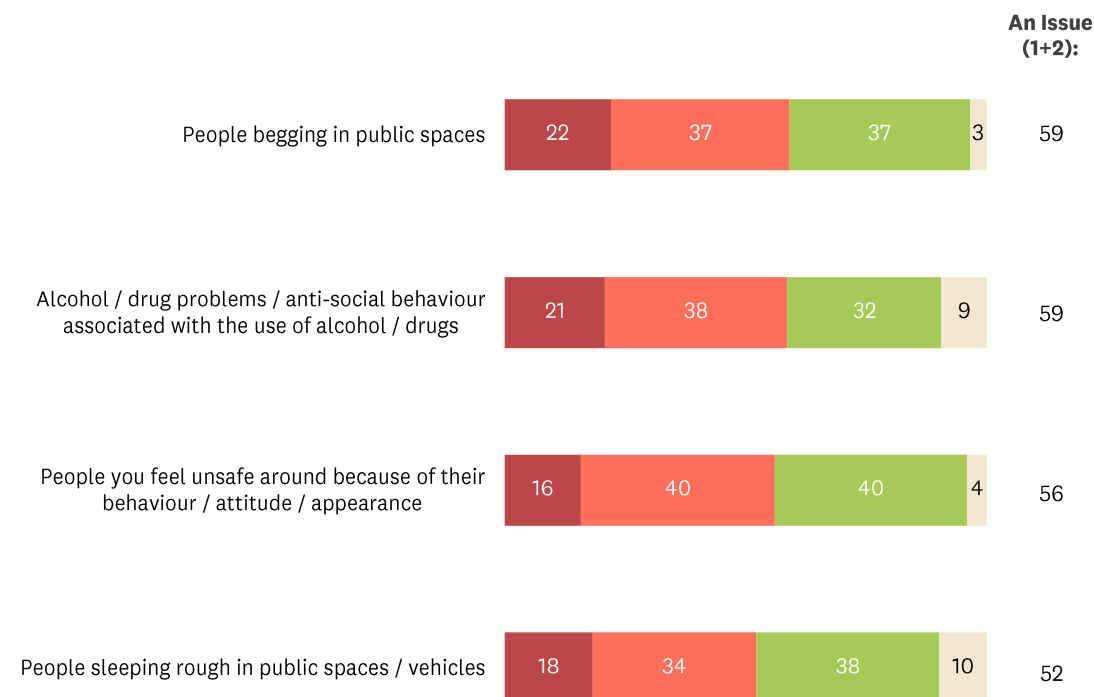
Rating of social issues in local area

Respondents were asked about the extent to which they perceived each of a number of specific social issues to have been an issue in their local area in the previous 12 months.

Over half felt that people begging in public spaces (59%), alcohol / drug problems and/or antisocial behaviour associated with the use of alcohol / drugs (59%), people [they] feel unsafe around because of their behaviour, attitude or appearance (56%), and people sleeping rough in public spaces / vehicles (52%) were an issue in their local area.

Note: These questions have changed in 2024 - previous QoL surveys asked whether respondents thought these had been a 'problem' rather than an 'issue' in their local area.

Perception of social issues in local area (summary) – Auckland total (%)



A big issue

A bit of an issue

Not an issue

Don't know

Base: All respondents (excluding not answered) (n=2524)

Source: Q11: Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in your local area over the past 12 months?

(1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)



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People begging in public spaces

Fifty-nine per cent of Auckland respondents perceived people begging in public spaces to have been an issue in their local area in the previous 12 months.

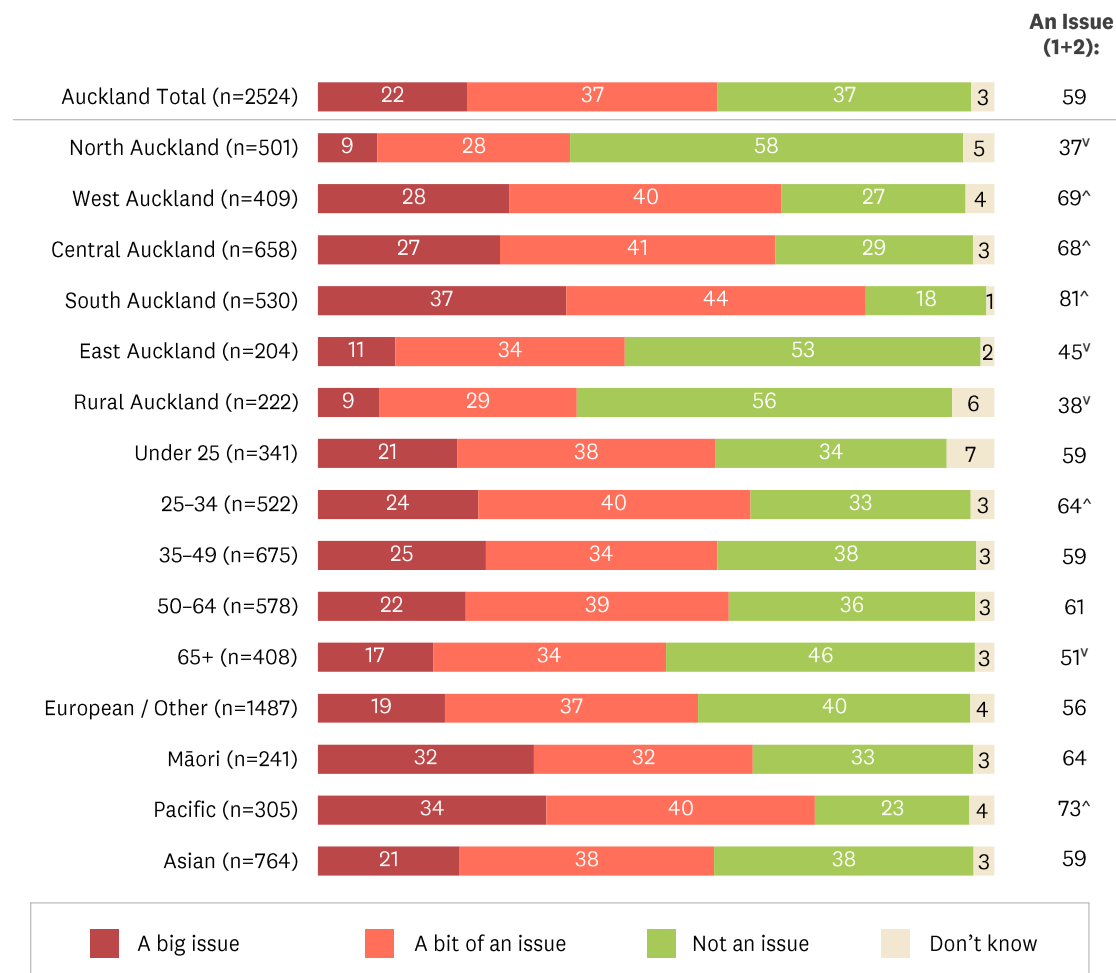
Respondents living in South (81%), West (69%) and Central Auckland (68%) were significantly more likely to consider people begging in public spaces to have been an issue.

People aged between 25 and 34 (64%) were more likely to say this had been a problem, while those aged 65 and older (51%) were less likely to do so.

Pacific respondents (73%) were significantly more likely to say that people begging in public spaces had been a problem in their local area in the previous 12 months.

Note: The wording of this question was changed in 2024. It replaces the question previously worded 'people begging on the street'. In addition, respondents were asked whether they considered it was an 'issue' rather than a 'problem'.

Perceived begging issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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Alcohol / drug problems

Fifty-nine per cent of Auckland respondents perceived alcohol or drug problems, or anti-social behaviour related to the use of alcohol or drugs, had been an issue in their local area in the previous 12 months.

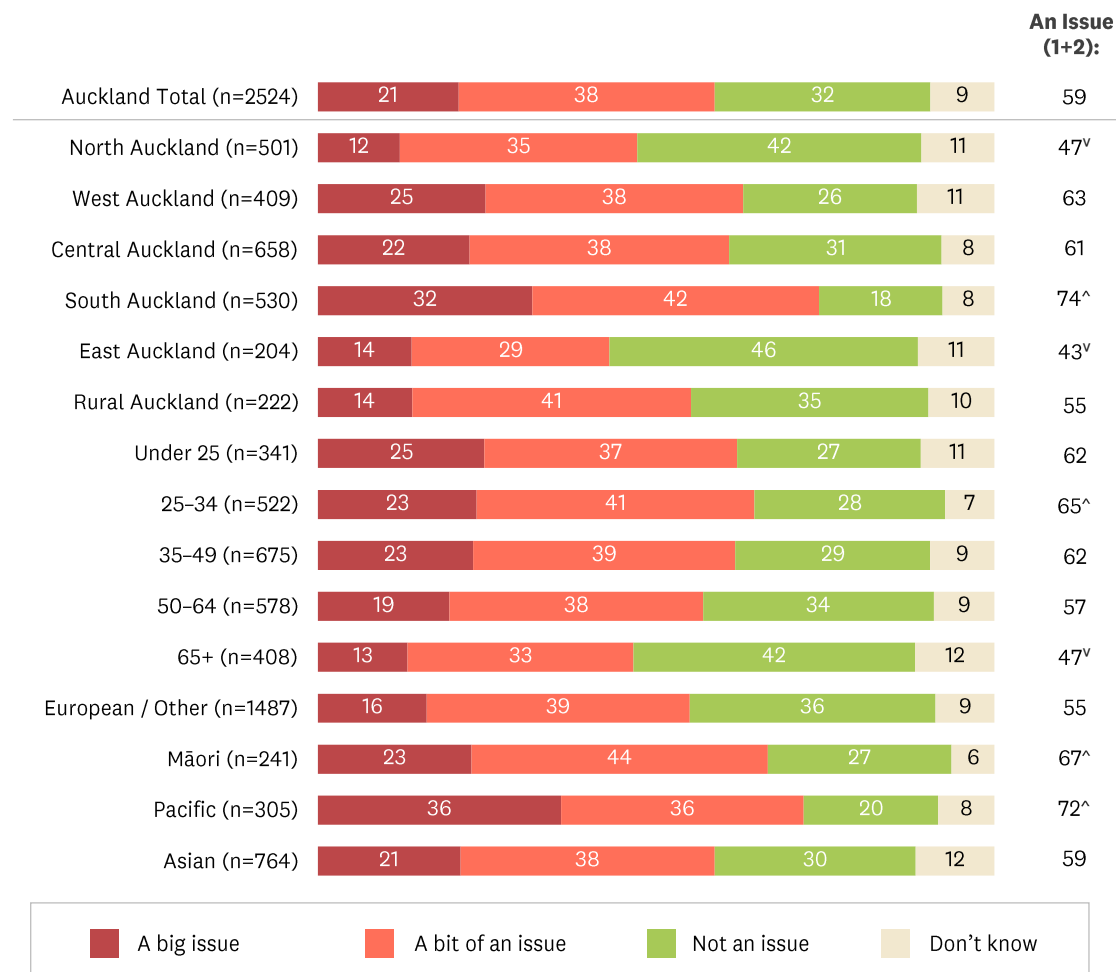
South Auckland-based (74%) respondents were more likely to report that this was an issue, while North (47%) and East Auckland-based (43%) respondents were less likely to do so.

People aged between 25 and 34 (65%) were more likely than others to report it had been an issue.

Pacific (72%) and Māori respondents (67%) were more likely to say that alcohol, drugs or anti-social behaviour had been an issue in their local area in the previous 12 months.

Note: This question changed in 2024 - previous QoL surveys asked whether respondents thought it had been a 'problem' rather than an 'issue' in their local area.

Perceived alcohol or drug issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q11_2: Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in your local area over the past 12 months? *Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs*

(1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)



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People you feel unsafe around

Over half (56%) of the Auckland respondents thought there had been a problem in their local area with people whose behaviour, attitudes or appearance had caused them to feel unsafe in the previous 12 months.

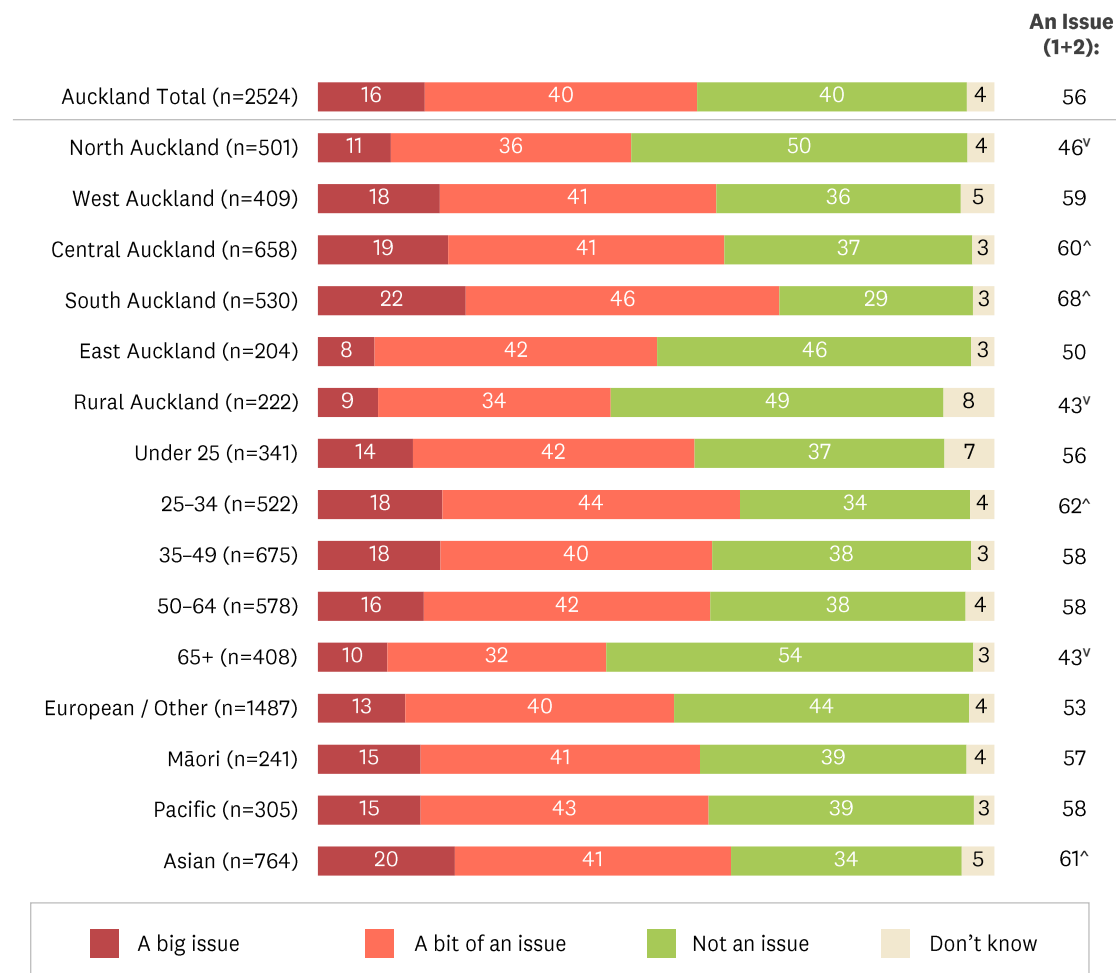
This perception was more likely to be reported by those living in South (68%) and Central Auckland (60%) and less likely to be reported by those living in North (46%) and Rural Auckland (43%).

People aged between 25 and 34 (62%) were more likely to report that this was a problem in their local area, while people aged 65 and older (43%) were less likely to report that this had been the case.

Asian respondents (61%) were more likely to report that this was an issue, compared with other ethnic groups.

Note: This question changed in 2024 - previous QoL surveys asked whether respondents thought it had been a 'problem' rather than an 'issue' in their local area.

Perceived safety issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q11_1: Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in your local area over the past 12 months? *People you feel unsafe around because of their behaviour, attitude, or appearance*

(1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)



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People sleeping rough

Over half (52%) of Auckland respondents thought that people sleeping rough in public spaces / vehicles had been an issue in their local area in the previous 12 months.

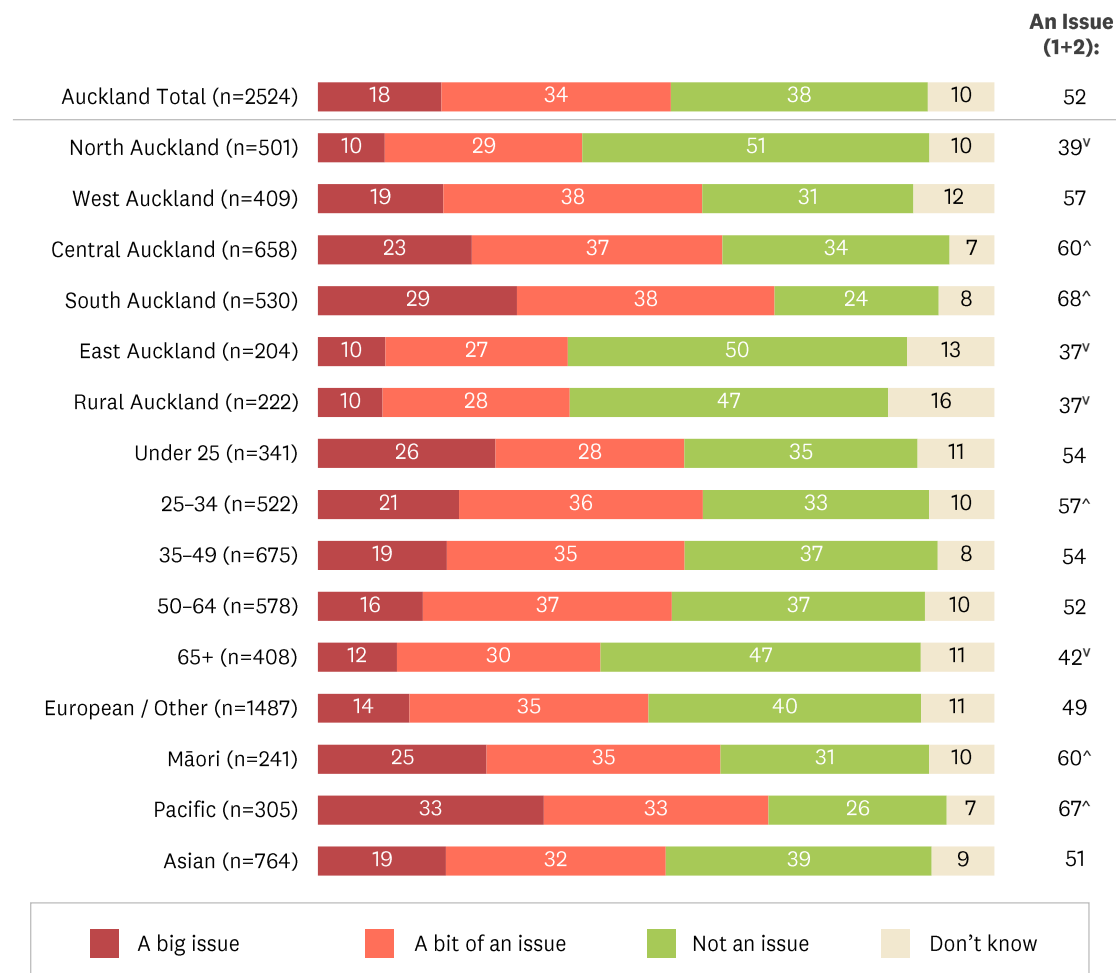
Respondents living in South (68%) and Central Auckland (60%) were more likely to report this had been an issue, while those living in North (39%), East (37%) and Rural Auckland (37%) were less likely.

People aged between 25 and 34 (57%) were more likely to report that people sleeping rough was a problem, while people aged 65 and over (42%) were less likely to do so.

Pacific (67%) and Māori respondents (60%) were more likely than other ethnic groups to report that people sleeping rough in public spaces had been an issue in their local area in the previous 12 months.

Note: The wording of this question was changed in 2024. It replaces the question previously worded 'people sleeping rough on the street/in vehicles'. In addition, respondents were asked whether they considered it was an 'issue' rather than a 'problem'.

Perceived rough sleeping issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q11_4: Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in your local area over the past 12 months? *People sleeping rough in public spaces / vehicles* (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)



Perception of crime and safety as a problem in local area

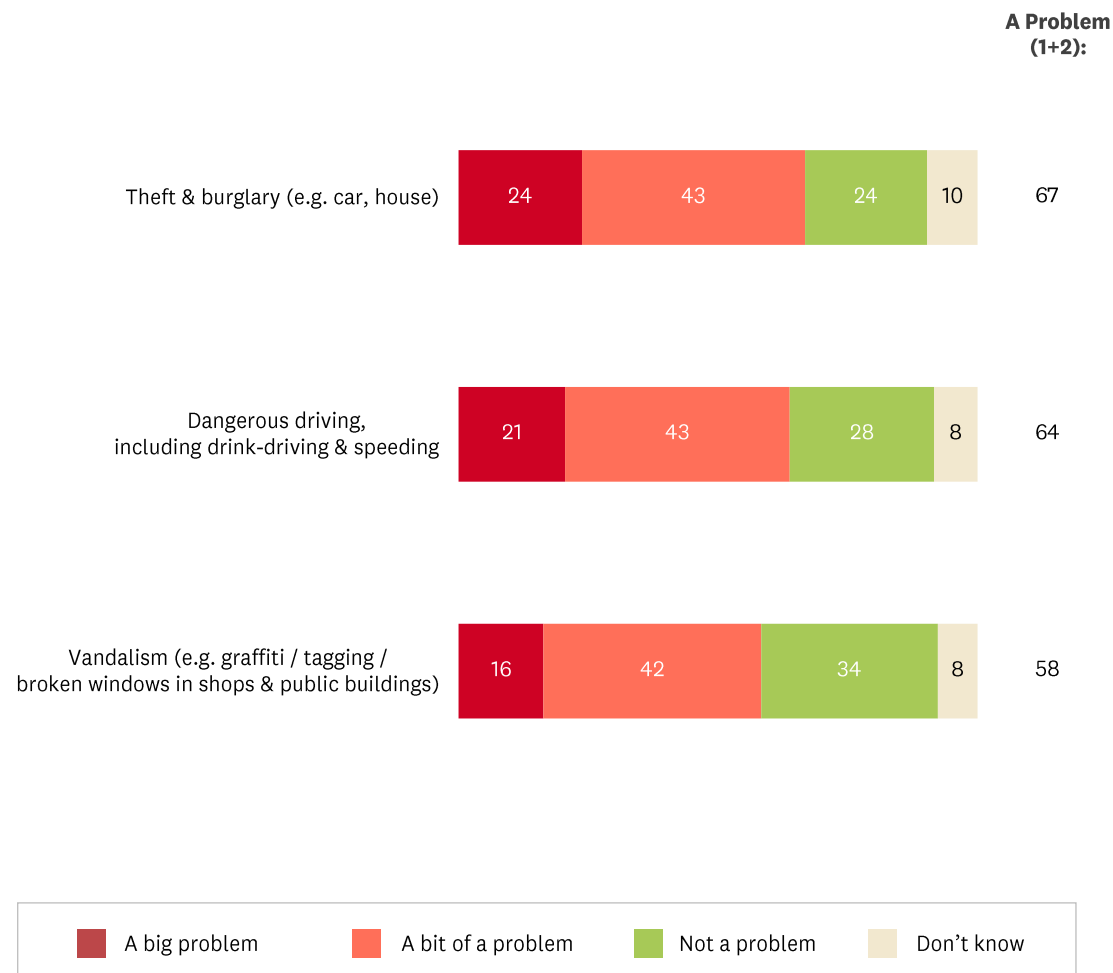
Respondents were also asked about the extent to which they perceived a number of crime and safety issues had been a problem in their local area in the previous 12 months.

Two-thirds (67%) of Auckland respondents reported that theft and burglary had been a problem in their local area in the previous 12 months.

Nearly two-thirds (64%) of Auckland respondents said that dangerous driving, including drink-driving and speeding, had been a problem in their local area in the previous 12 months.

Fifty-eight per cent of Auckland respondents reported that vandalism had been a problem in their local area in the previous 12 months.

Perception of crime and safety issues as a problem in local area (summary) – Auckland total (%)



Base: All respondents (excluding not answered) (n=2524)

Source: Q10: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months?

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Theft and burglary

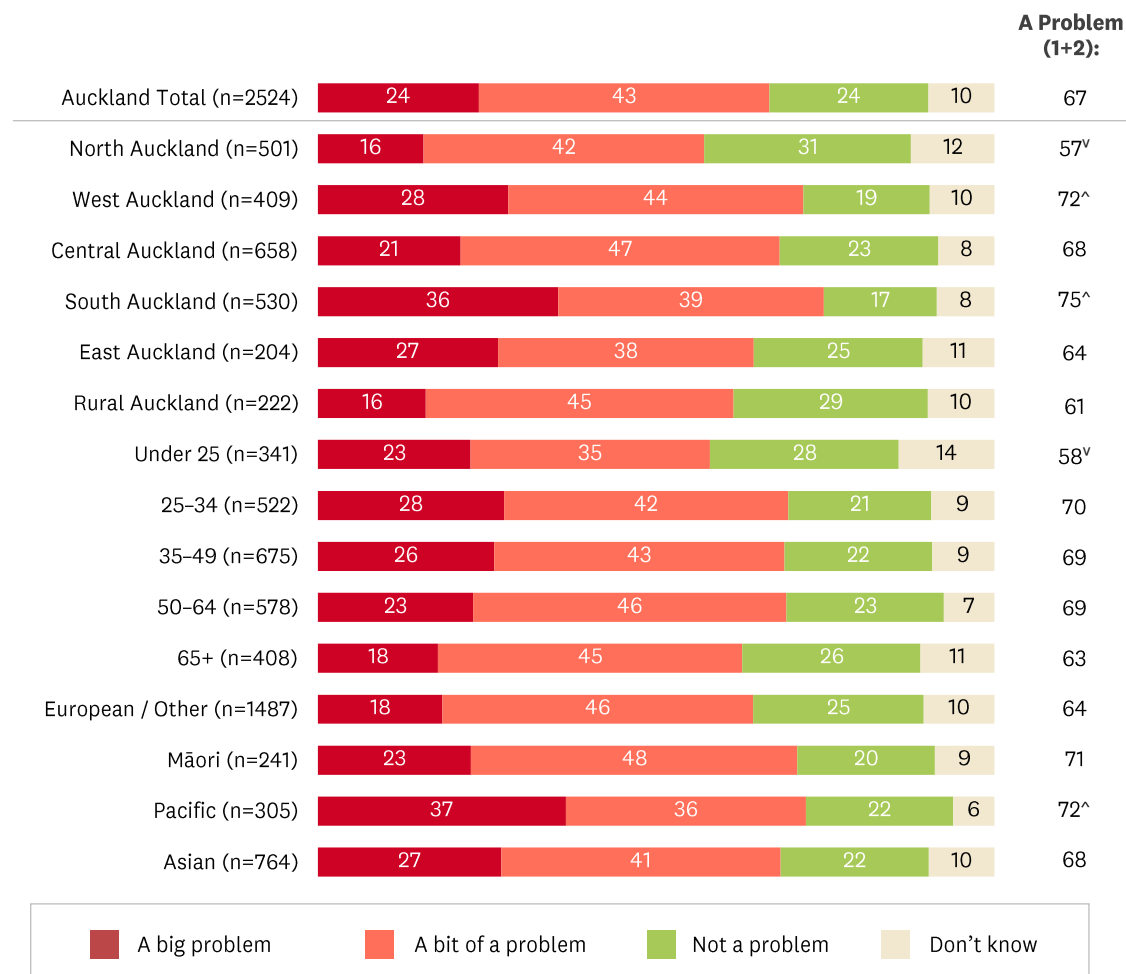
Two-thirds (67%) of Auckland respondents reported that theft and burglary had been a problem in their local area in the previous 12 months.

Respondents living in South (75%) and West Auckland (72%) were more likely to report that this had been an issue, while respondents living in North Auckland (57%) were less likely to do so.

People under 25 years of age (58%) were less likely to report that theft and burglary had been a problem.

Pacific respondents (72%) were more likely to report that theft and burglary had been a problem in their local area in the previous 12 months.

Perceived theft and burglary issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q10_2: To what extent, if at all, has each of the following been a problem in your local area over the past 12 months? *Theft and burglary (e.g. car, house)*

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 98 – Don't know)



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Dangerous driving

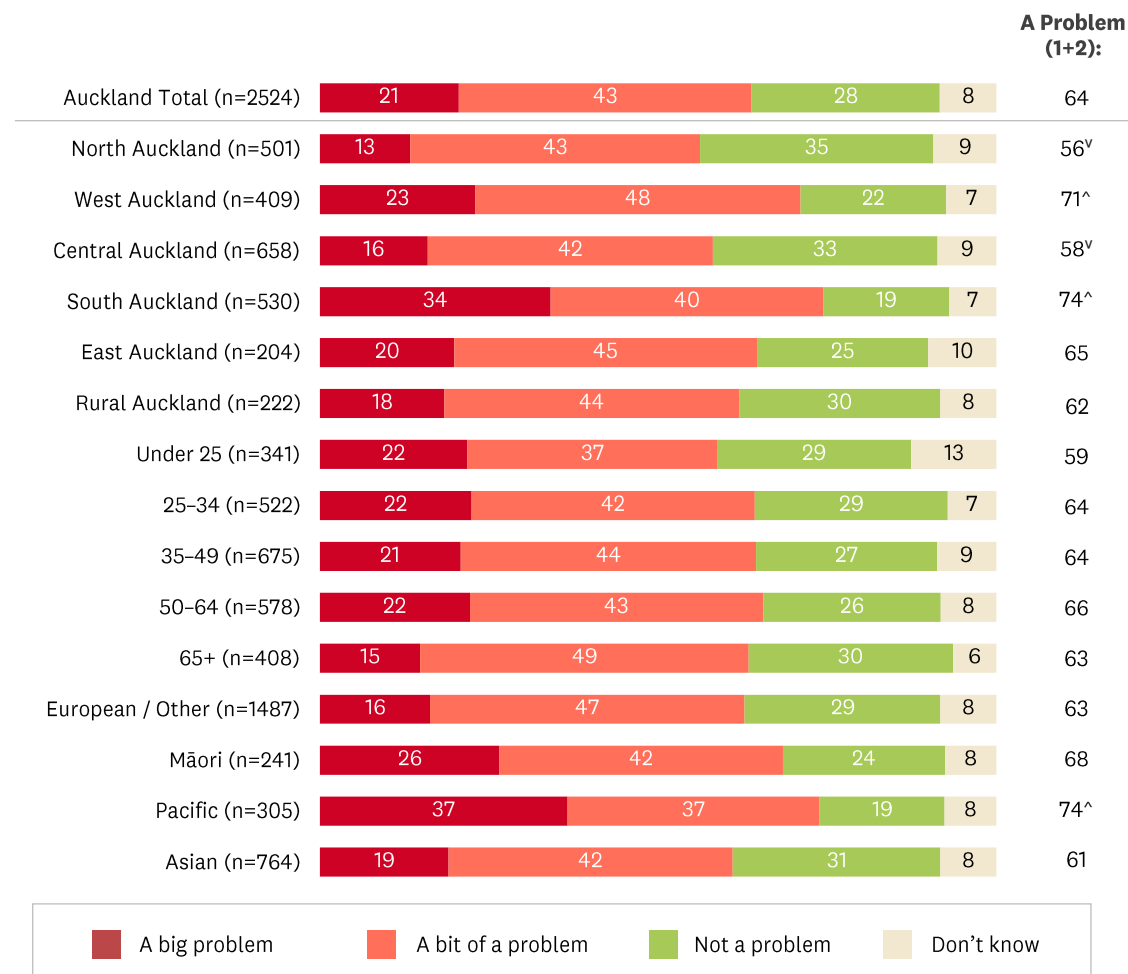
Nearly two-thirds (64%) of Auckland respondents felt that dangerous driving, including drink-driving and speeding, had been an issue in their local area in the previous 12 months.

Dangerous driving was more commonly reported by respondents living in South (74%) and West Auckland (71%). Dangerous driving was less likely to be reported by respondents living in Central (58%) and North Auckland (56%).

No significant differences between age groups were found.

Pacific respondents (74%) were more likely to report that dangerous driving had been an issue in their local area in the previous 12 months.

Perceived dangerous driving issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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Vandalism

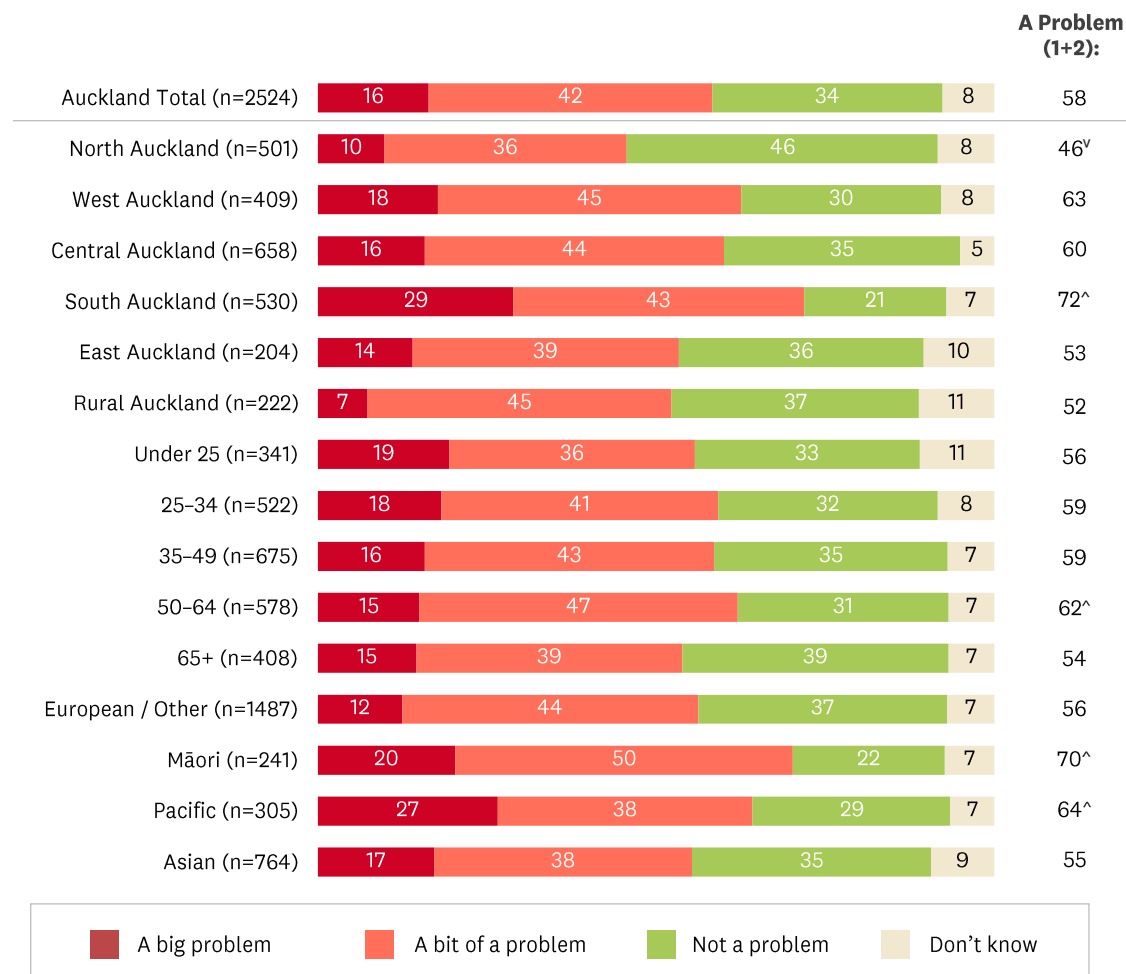
Fifty-eight per cent of Auckland respondents said that vandalism, including graffiti or tagging, or broken windows in shops and public buildings, had been a problem in their local area in the previous 12 months.

South Auckland (72%) respondents were more likely to report that vandalism had been a problem, while respondents living in North Auckland (46%) were less likely to report that vandalism had been a problem.

Respondents aged between 50 and 64 (62%) were more likely to report that vandalism had been an issue.

Māori (70%) and Pacific (64%) respondents were more likely to report that vandalism had been a problem in their local area in the previous 12 months.

Perceived vandalism issues in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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Sense of safety – summary

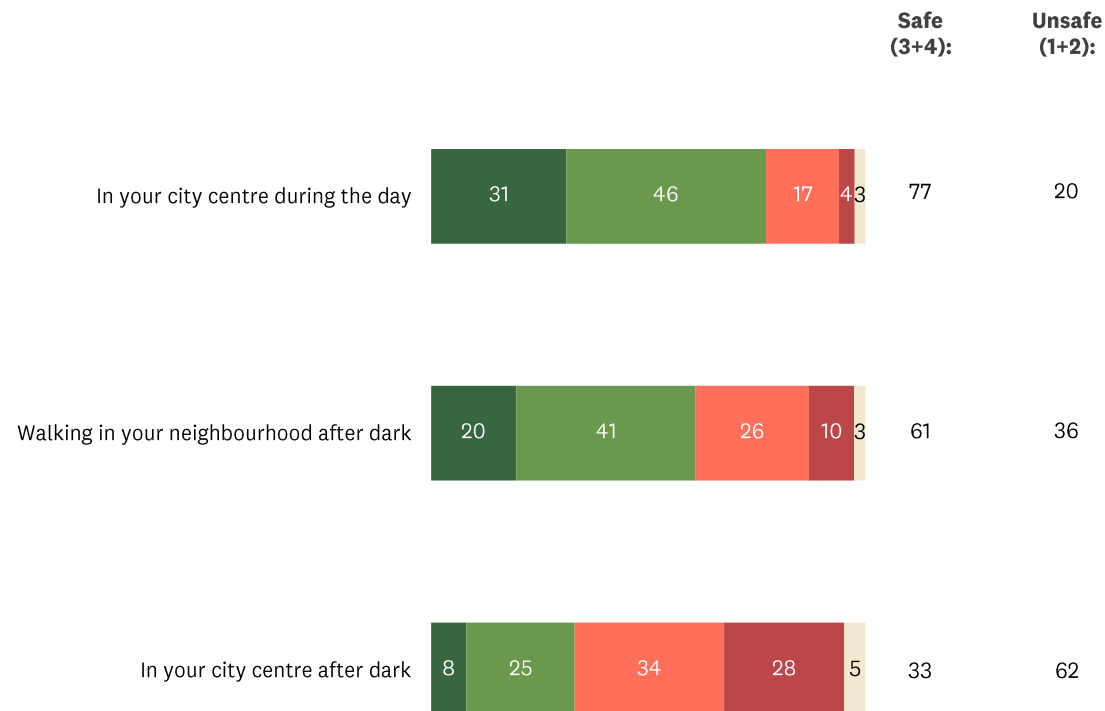
Respondents were asked to rate how safe they would feel in their city centre during the day, while walking in their neighbourhood after dark, and in their city centre after dark.

While more than three-quarters (77%) said they would feel ‘fairly safe’ or ‘very safe’ in their city centre during the day, this decreased to 33 per cent when reflecting on how safe they would feel in their city centre after dark.

Sixty-one per cent of Auckland respondents reported feeling safe while walking in their own neighbourhood after dark.

Note: ‘Walking in your neighbourhood after dark’ is a new measure added to this question in 2024.

Sense of safety (summary) – Auckland total (%)



Very safe Fairly safe A bit unsafe Very unsafe Don't know

Base: All respondents (excluding not answered) (n=2,524)

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

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)

Note: Respondents were also asked to tell us in their own words what area they regarded as their city centre (Q9b).



Sense of safety – walking in neighbourhood after dark

Sixty-one per cent of Auckland respondents said they would feel safe while walking in their neighbourhood after dark, while 36 per cent said they would feel unsafe.

Those living in North (73%) and East Auckland (72%) were more likely to say they would feel safe, while those living in West (50%) and South Auckland (46%) were less likely to say they would feel safe walking in their neighbourhood after dark.

Those aged between 50 and 64 (57%) were significantly less likely than others to report feeling safe while walking in their neighbourhood after dark.

Pacific respondents (55%) were less likely than other ethnic groups to say they would feel safe walking in their neighbourhood after dark.

Perceived safety when walking in neighbourhood after dark – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q9_1: In general, how safe or unsafe would you feel in the following situations... *Walking in your neighbourhood after dark*

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)



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Sense of safety – in their city centre during the day

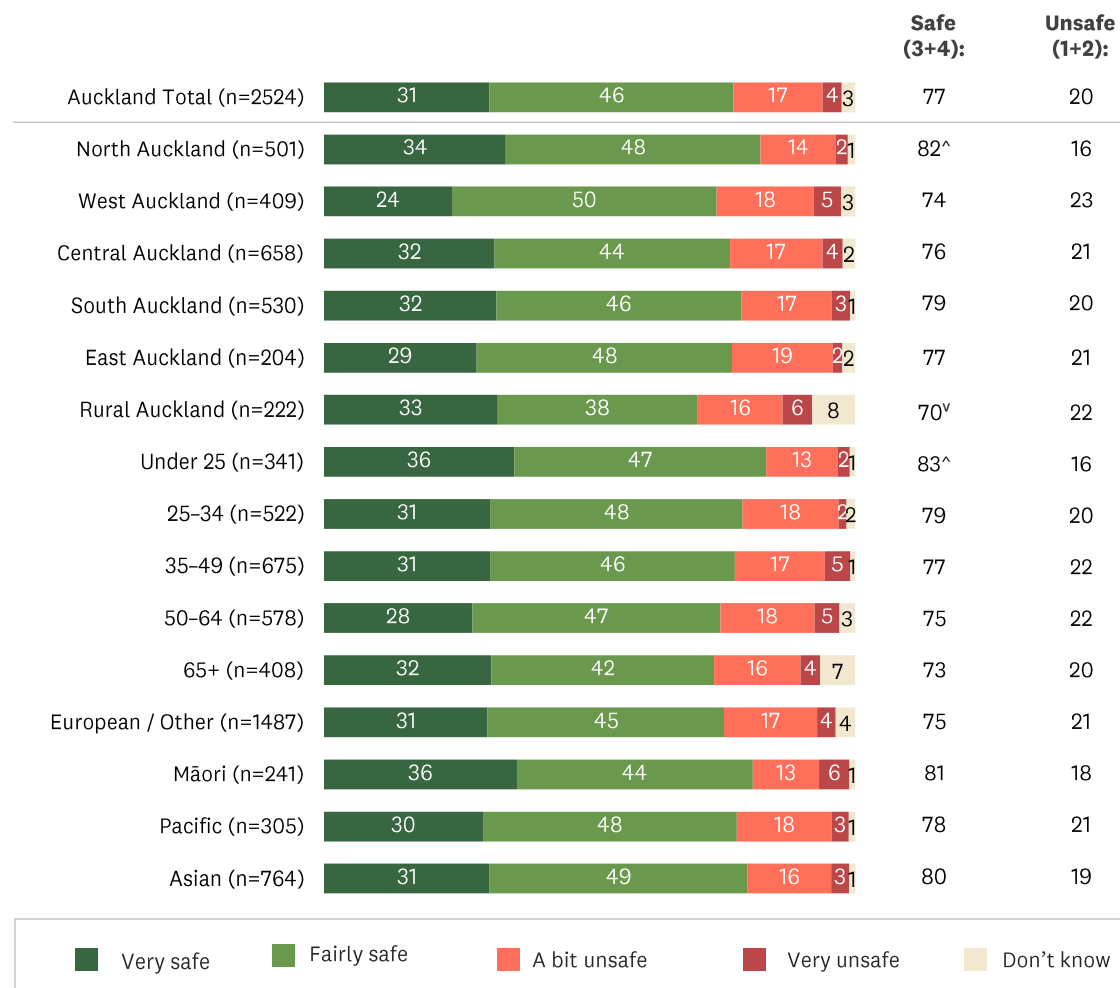
More than three quarters (77%) of Auckland respondents said they feel safe in their city centre during the day.

North Auckland-based respondents (82%) were more likely to report feeling safe, while those living in Rural Auckland (70%) were less likely.

Young people under 25 years of age (83%) were most likely to report feeling safe in their city centre during the day.

There were no significant differences by ethnicity.

Perceived safety in their city centre during the day – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q9_2: In general, how safe or unsafe would you feel in the following situations... *In your city centre during the day*

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)



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Sense of safety – in their city centre after dark

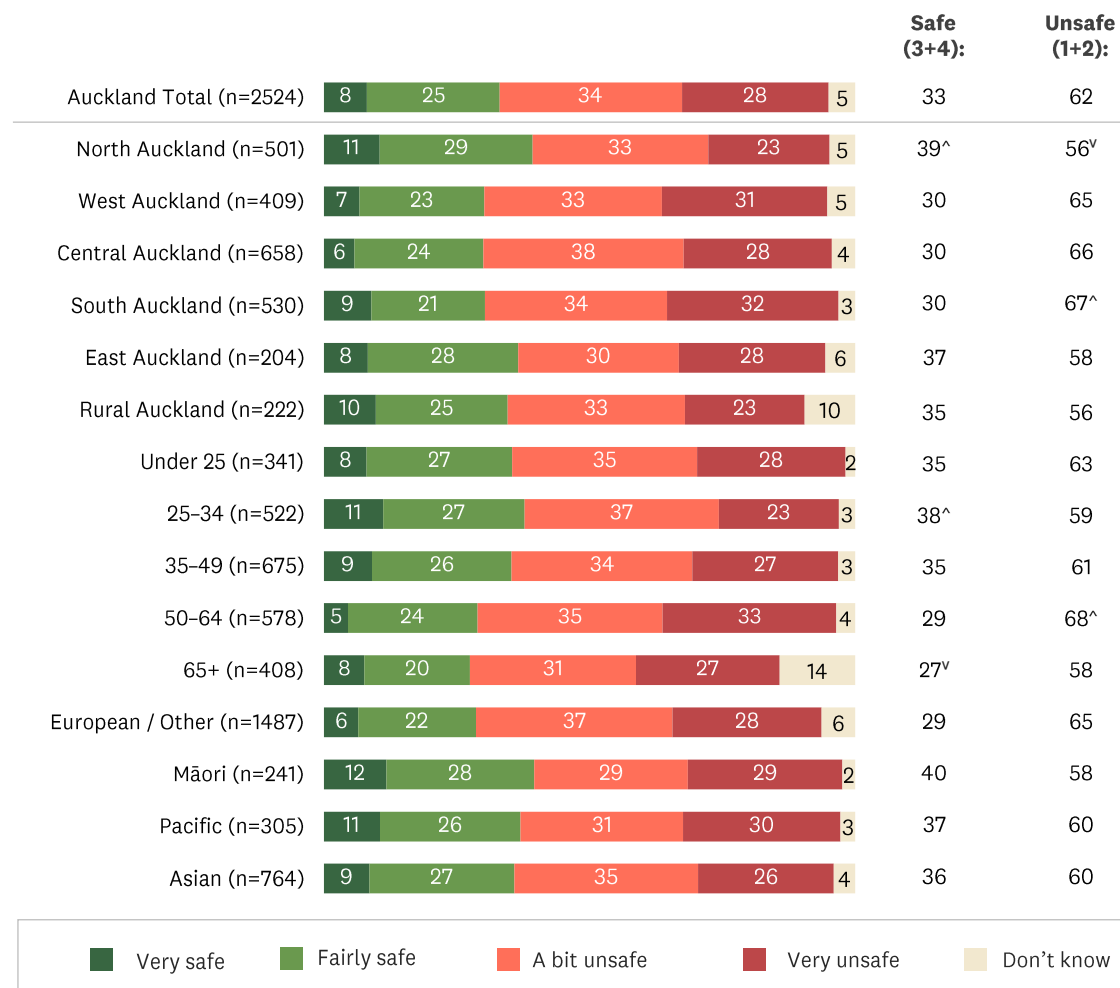
While 77 per cent of Auckland respondents reported feeling safe in their city centre during the day, perceptions of safety decreased to 33 per cent when considering the city centre at night.

Respondents in South Auckland (67%) were more likely to report feeling unsafe in the city centre after dark, while Respondents in North Auckland (56%) were less likely to report feeling this way.

People aged between 50 and 64 (68%) were more likely to report feeling unsafe in the city centre after dark.

There were no significant differences by ethnicity.

Perceived safety in their city centre after dark – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q9_3: In general, how safe or unsafe would you feel in the following situations... *In your city centre after dark*

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 98 – Don't know / not applicable)



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TE TŪNUKU / TRANSPORT

This section reports on respondents' use and perceptions of public transport, as well as their views on the transport system in Auckland.



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Frequency of using public transport

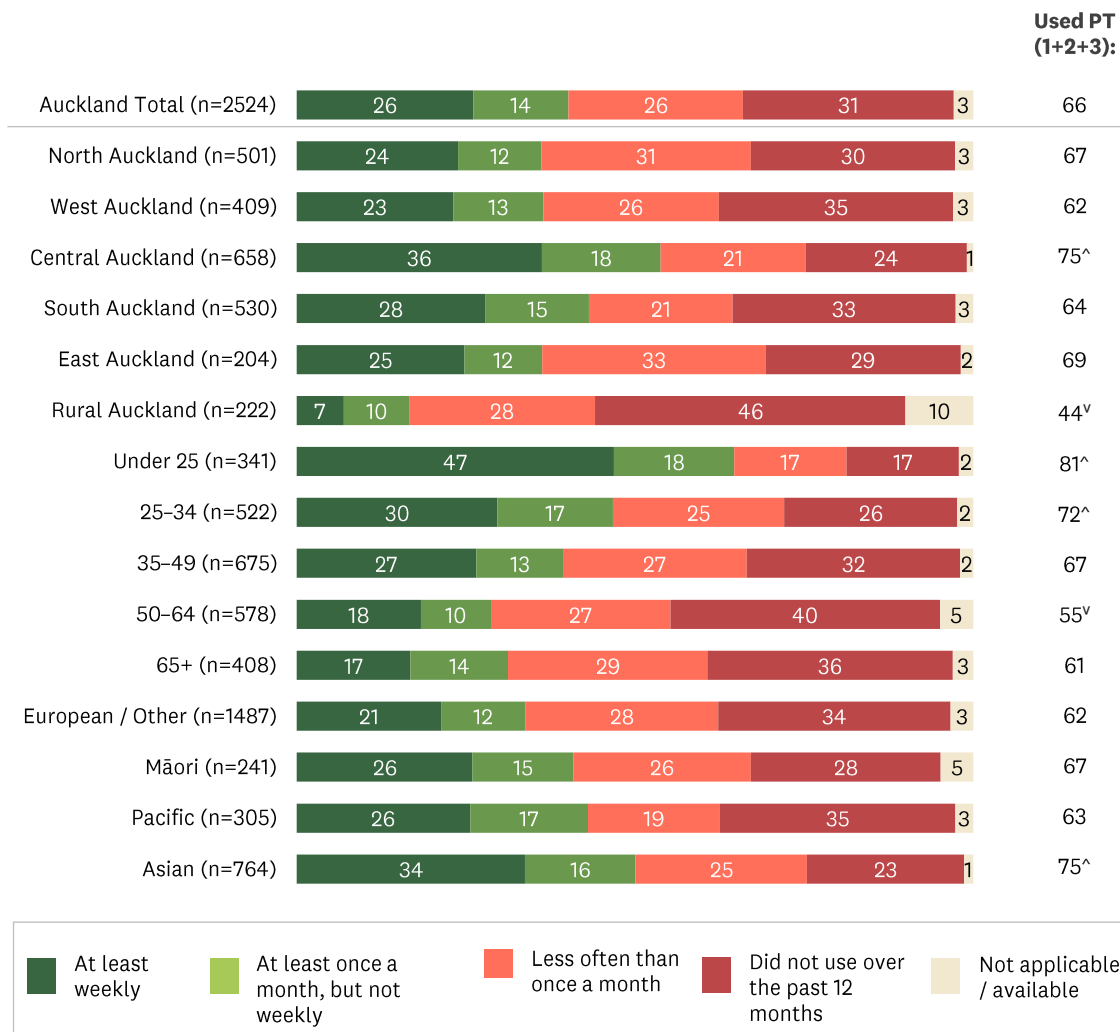
Two-thirds of Auckland respondents had used public transport in the previous 12 months, and one-quarter (26%) had used public transport at least weekly.

Use of public transport in the previous 12 months was most commonly reported by respondents who lived in Central Auckland (75%). Forty-four per cent of those who lived in Rural Auckland reported having used public transport in the previous 12 months.

Younger people were more likely to have used public transport in the previous 12 months; 81 per cent of those aged under 25 and 72 per cent of those aged 25 to 34. Respondents aged between 50 and 64 (55%) were less likely to have used public transport in the previous 12 months.

Asian respondents (75%) were significantly more likely to have used public transport in the previous 12 months, compared with other ethnic groups.

Frequency of using public transport – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q12: In the last 12 months, how often have you used public transport in Auckland?

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



Perceptions of public transport – summary

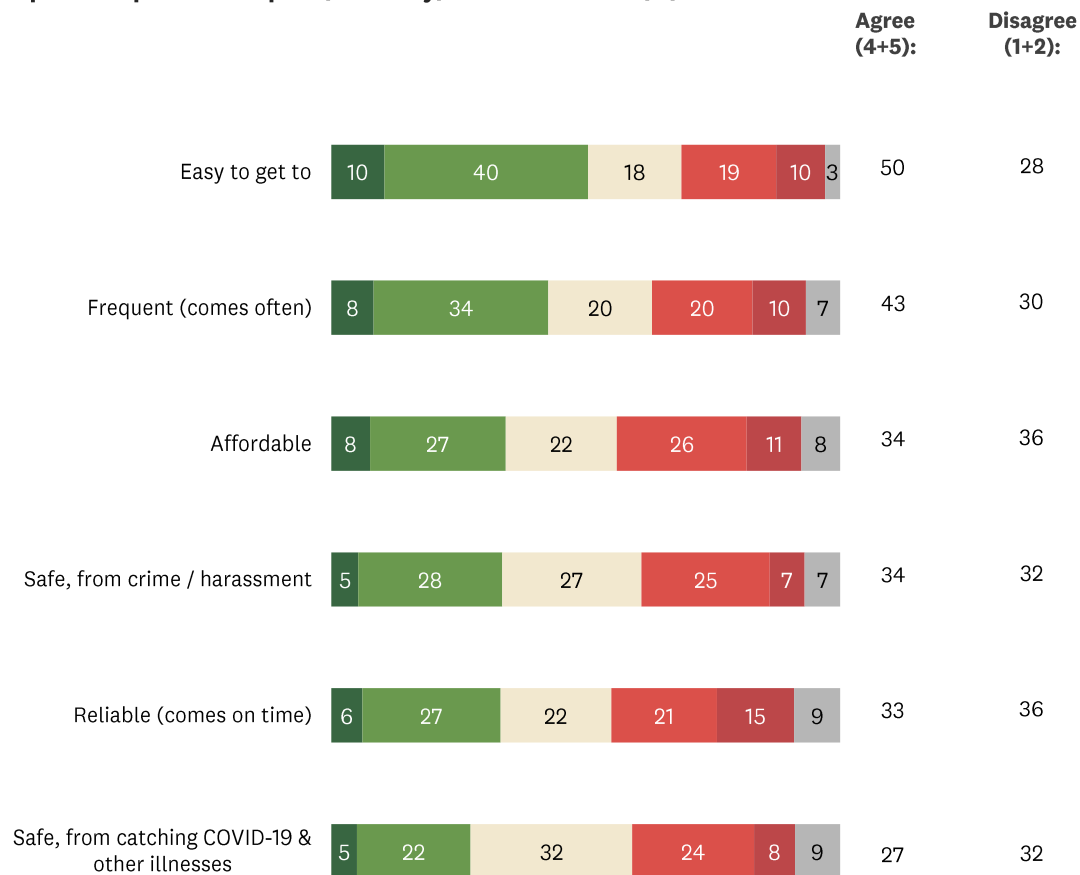
Those who have public transport in their area were asked about their perceptions of public transport.

Relatively large proportions of respondents agreed that public transport was ‘easy to get to’ (50%) and ‘frequent’ (42%).

One-third of respondents also agreed that public transport was ‘affordable’ (35%), ‘safe from crime / harassment’ (33%) and ‘reliable’ (33%).

Public transport was rated least positively for being ‘safe from catching Covid-19 and other illnesses’ (27%).

Perceptions of public transport (summary) – Auckland total (%)



Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following statements. *Public transport is...*

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



Accessibility of public transport

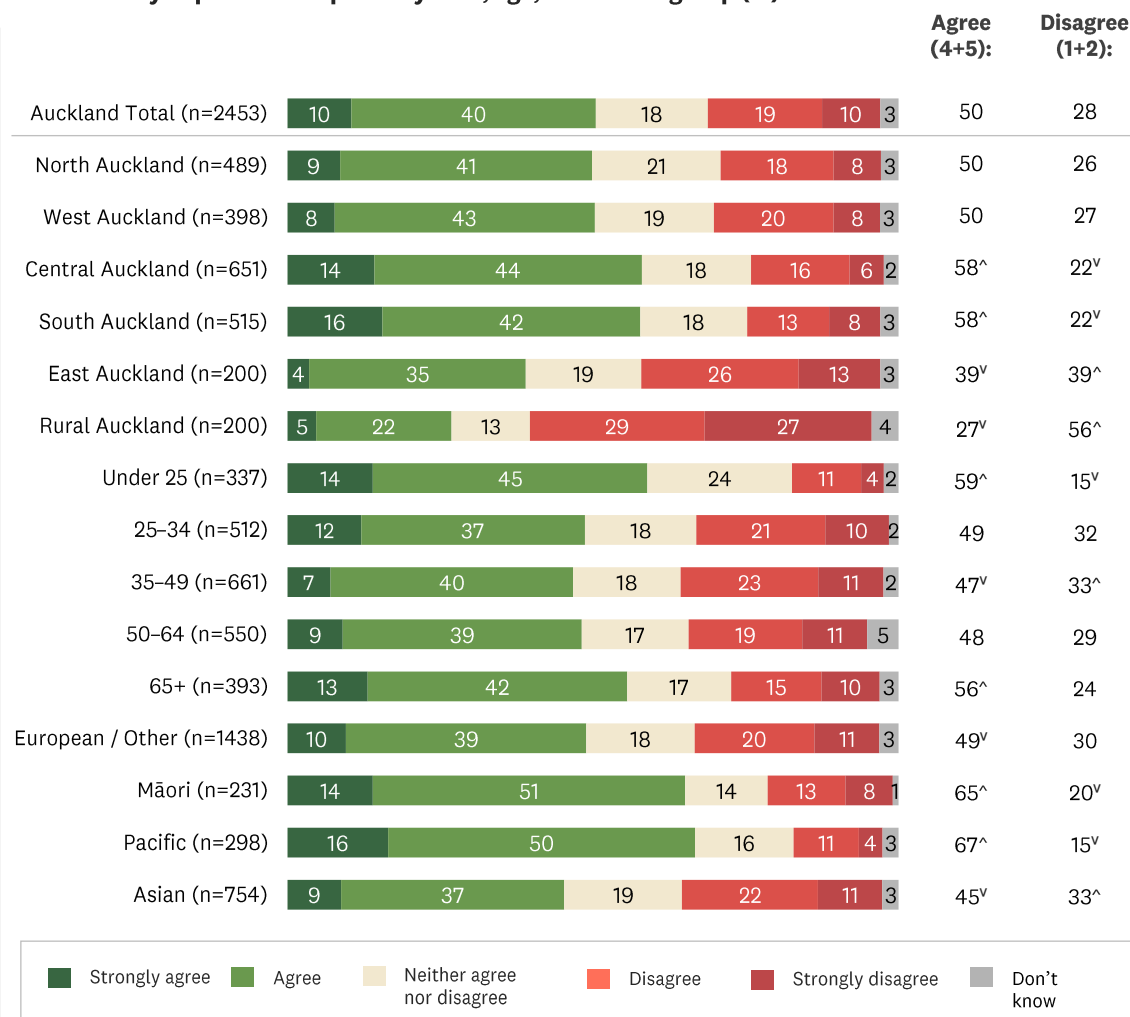
Half (50%) of the Auckland respondents agreed that public transport in Auckland was accessible.

Central (58%) and South Auckland (58%) respondents were more likely to agree that the city's public transport was accessible, while respondents from Rural (27%) and East Auckland (39%) were less likely to agree.

Auckland respondents aged under 25 (59%) and over 65 (56%) were significantly more likely than those in other age groups to report that Auckland's public transport was accessible.

Pacific (67%) and Māori respondents (65%) were more likely to agree that public transport was accessible, while European (49%) and Asian respondents (45%) were significantly less likely to agree that public transport was accessible.

Accessibility of public transport – by area, age, and ethnic group (%)



Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following. Public transport is... *Easy to get to*

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



Frequency of public transport

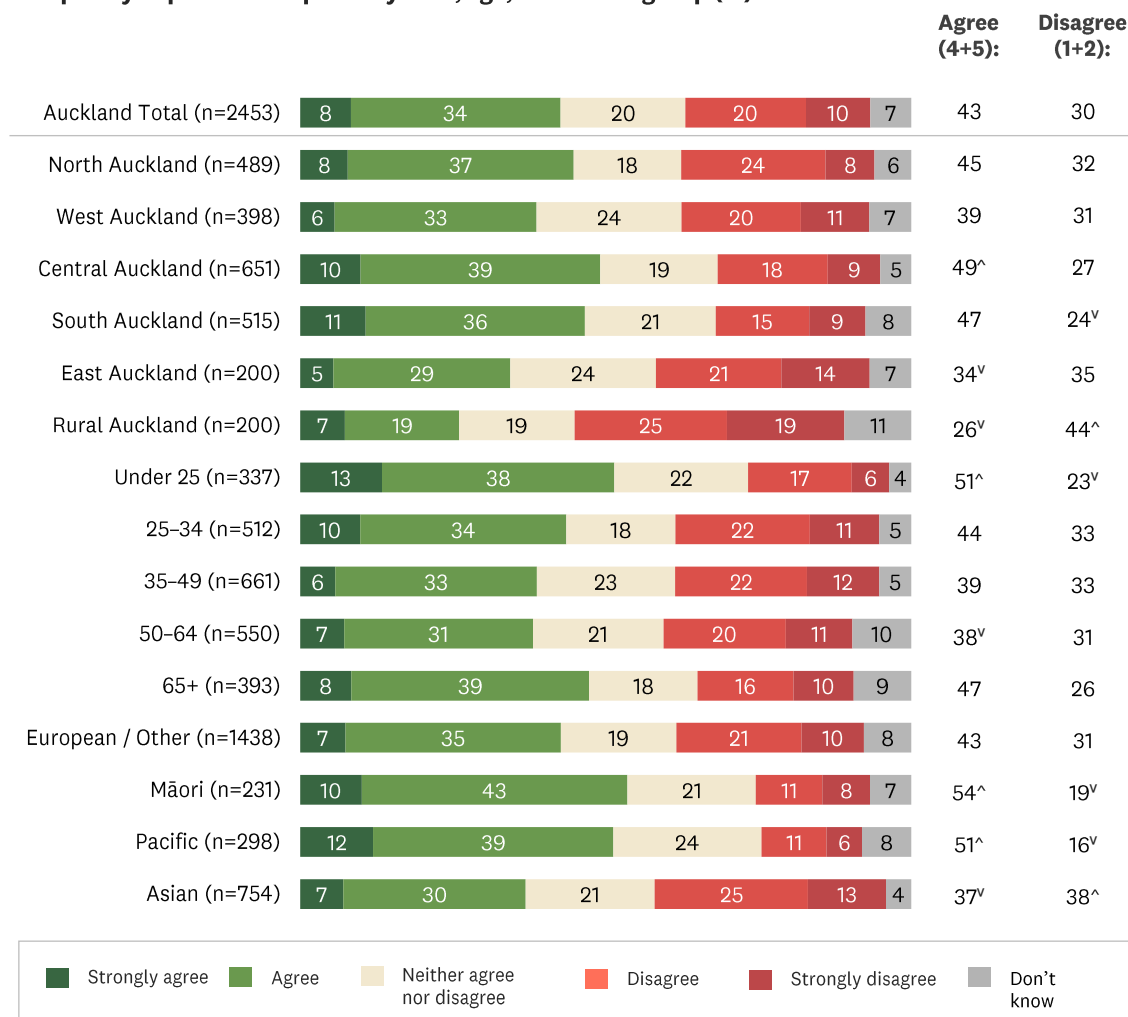
Fewer than half (43%) of Auckland respondents agreed that public transport is frequent, that is, it comes often.

Respondents in Central Auckland (49%) were significantly more likely to agree that public transport is frequent, while those living in East (34%) and Rural Auckland (26%) were less likely to agree.

Over half (51%) of respondents aged between 18 and 24 agreed that Auckland's public transport was frequent. Those aged between 50 and 64 (38%) were significantly less likely to agree that public transport was frequent.

Māori (54%) and Pacific respondents (51%) were more likely to report that the city's public transport was frequent, while Asian respondents (37%) were less likely to agree.

Frequency of public transport – by area, age, and ethnic group (%)



Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following. Public transport is... *Frequent (comes often)*

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



Affordability of public transport

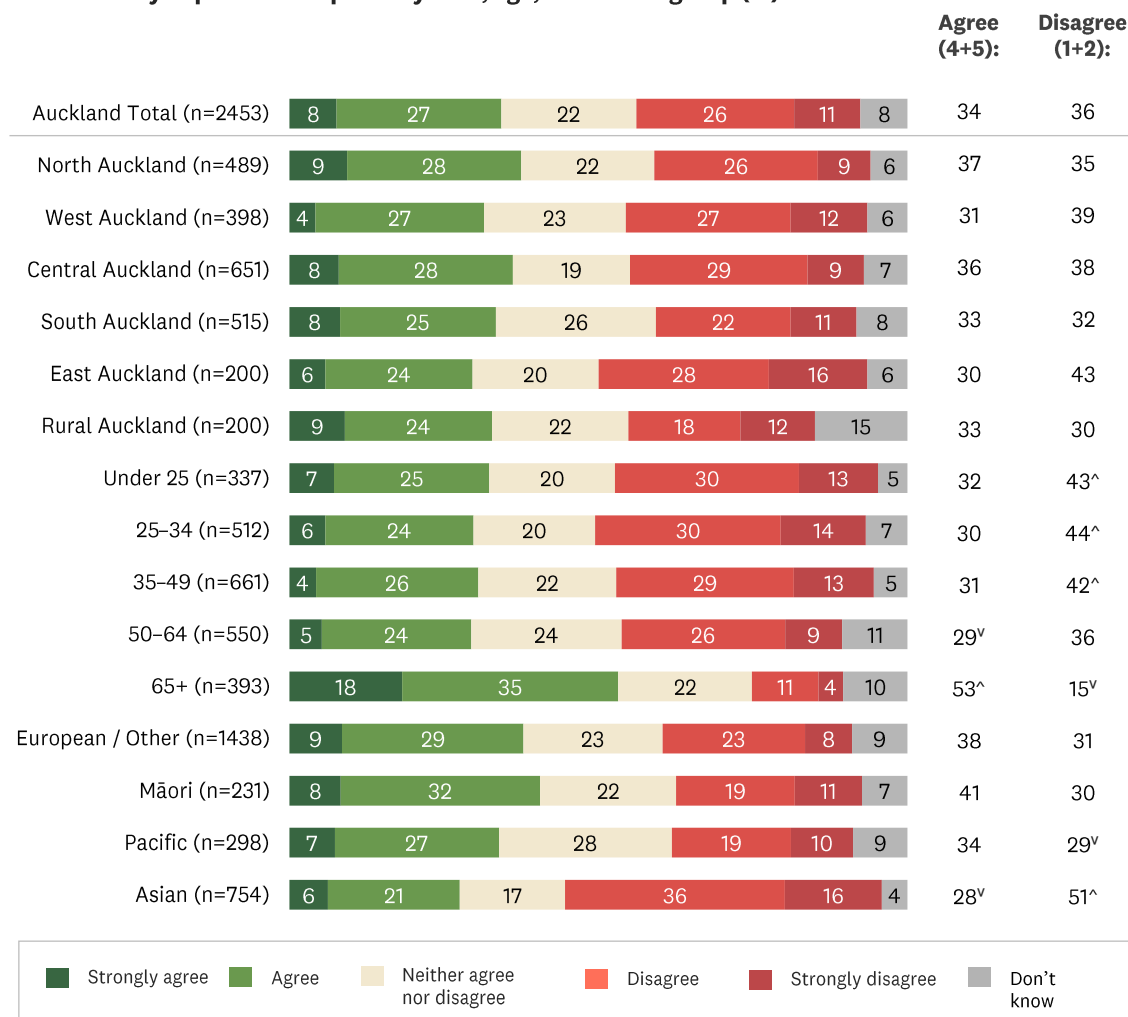
More than one-third (34%) of Auckland respondents agreed that the city's public transport was affordable, although more than one-third (36%) also disagreed.

There were no significant differences in perceptions of affordability by area of residence.

Respondents under 50 years of age were more likely to disagree that public transport was affordable: 43 per cent of under 25s, 44 per cent of 25 to 34 year olds, and 42 per cent of those aged between 35 and 49. Older Aucklanders, aged 65 and over (53%), were more likely to agree that public transport was affordable.

Asian (51%) respondents were more likely to disagree that public transport was affordable.

Affordability of public transport – by area, age, and ethnic group (%)



Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following statements. Public transport is... *Affordable*

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



Safety of public transport – from crime / harassment

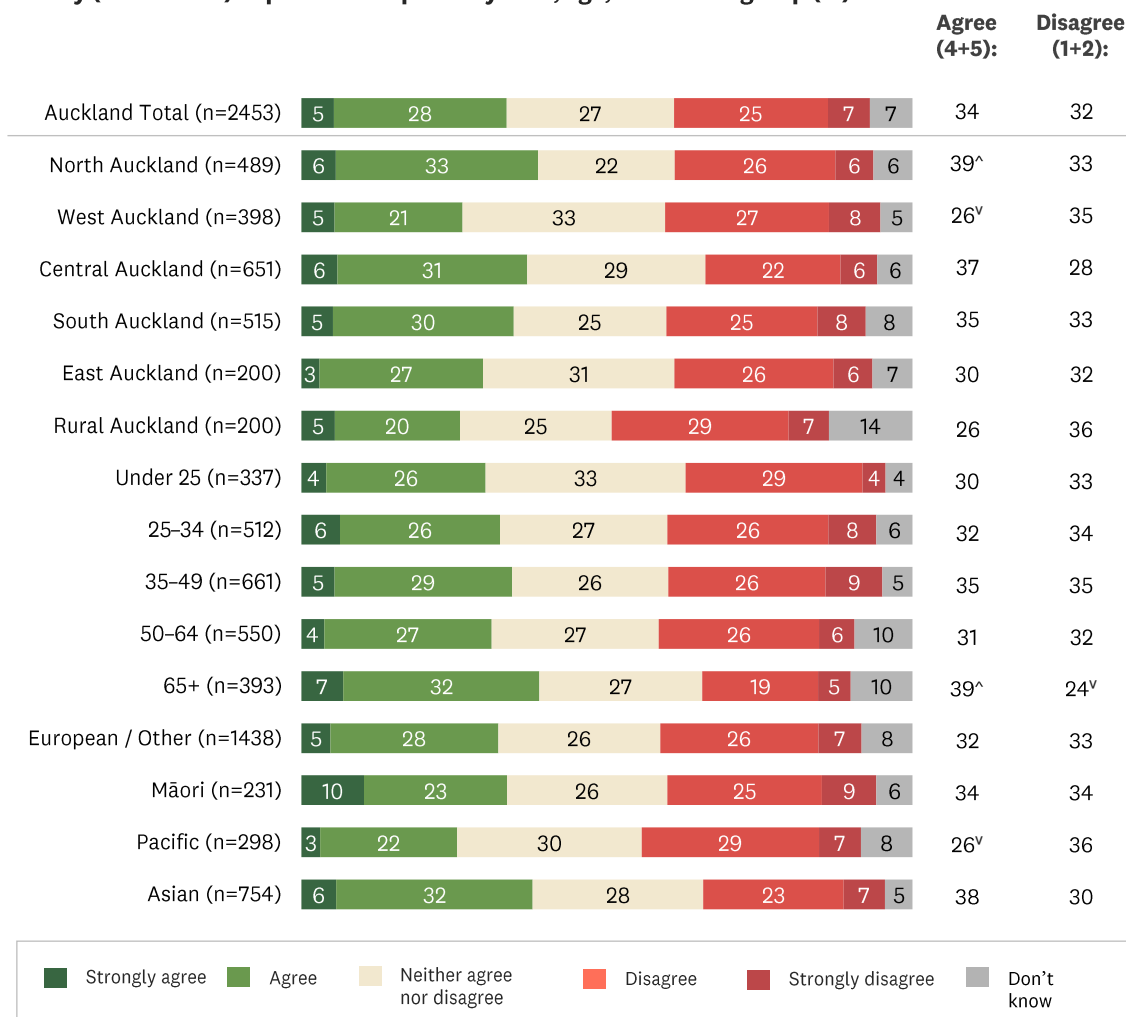
One-third (34%) of Auckland respondents agreed that public transport in Auckland is safe from crime and harassment.

Respondents living in North Auckland (39%) were more likely to agree that public transport is safe from crime, while those living in West Auckland (26%) were less likely to agree.

Older Aucklanders, aged 65 and over (39%), were more likely to agree that public transport is safe from crime and harassment.

Pacific Aucklanders (26%) were less likely to agree that the city's public transport was safe from crime and harassment.

Safety (from crime) of public transport – by area, age, and ethnic group (%)



Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following. Public transport is... *Safe, from crime or harassment* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)



Reliability of public transport

Views about the reliability of Auckland's public transport were mixed. While one-third (33%) agreed that public transport was reliable, just over one-third (36%) disagreed.

Respondents living in East Auckland (43%) were more likely to disagree that public transport was reliable.

Auckland respondents aged 65 and older (44%) were more likely to agree that public transport in Auckland was reliable, while respondents aged between 25 and 34 (28%) were significantly less likely to agree.

Pacific respondents (30%) were less likely to disagree that public transport was reliable, while Asian respondents (43%) were more likely to disagree.

Reliability of public transport – by area, age, and ethnic group (%)

							Agree (4+5):	Disagree (1+2):
Auckland Total (n=2453)	6	27	22	21	15	9	33	36
North Auckland (n=489)	5	34	23	19	11	8	39 [^]	30 ^v
West Auckland (n=398)	7	22	23	22	17	9	29	39
Central Auckland (n=651)	7	28	21	21	16	7	34	38
South Auckland (n=515)	7	27	23	20	15	8	34	34
East Auckland (n=200)	3	26	19	26	17	9	29	43 [^]
Rural Auckland (n=200)	6	21	20	17	18	18	27	35
Under 25 (n=337)	9	23	29	22	14	3	32	36
25–34 (n=512)	5	23	20	26	19	7	28 ^v	44 [^]
35–49 (n=661)	5	28	19	23	17	7	34	40 [^]
50–64 (n=550)	5	25	23	18	15	14	30	33
65+ (n=393)	8	36	21	14	9	13	44 [^]	23 ^v
European / Other (n=1438)	5	27	22	20	14	12	32	35
Māori (n=231)	8	28	26	14	15	8	36	29
Pacific (n=298)	10	27	24	19	11	9	37	30 ^v
Asian (n=754)	5	26	20	25	19	5	32	43 [^]

■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree
 ■ Don't know

Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following. Public transport is... *Reliable (comes on time)*

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



Safety of public transport – from illness

More than one-quarter (27%) of respondents overall agreed that public transport in Auckland is safe, with respect to catching Covid-19 and other illnesses, but nearly one-third (32%) disagreed.

Respondents in West Auckland (37%) were more likely to disagree that public transport was safe from catching Covid-10 and other illnesses.

Respondents aged 65 and over (33%) were significantly more likely to agree that public transport was safe from illness, than other age groups. Auckland respondents between 18 and 24 years of age (20%) were less likely to agree.

Asian respondents (32%) were more likely to agree that Auckland's public transport was safe from illness, while Pacific respondents (18%) were less likely to agree.

Safety (from illness) of public transport – by area, age, and ethnic group (%)

							Agree (4+5):	Disagree (1+2):
Auckland Total (n=2453)	5	22	32	24	8	9	27	32
North Auckland (n=489)	4	25	32	20	9	11	29	28
West Auckland (n=398)	5	24	28	27	10	7	28	37^
Central Auckland (n=651)	6	23	33	25	6	8	29	30
South Auckland (n=515)	5	19	33	26	9	8	24	35
East Auckland (n=200)	2	23	32	25	8	8	25	34
Rural Auckland (n=200)	8	18	33	21	9	12	25	29
Under 25 (n=337)	4	16	32	34	8	7	20 ^v	42^
25-34 (n=512)	6	21	31	26	9	6	28	35
35-49 (n=661)	5	22	32	23	10	8	27	33
50-64 (n=550)	5	23	30	24	7	12	27	31
65+ (n=393)	5	28	35	16	5	12	33^	21 ^v
European / Other (n=1438)	5	21	32	25	7	10	26	32
Māori (n=231)	8	18	33	26	10	6	26	36
Pacific (n=298)	2	16	32	31	10	8	18 ^v	42^
Asian (n=754)	5	27	31	22	8	7	32^	30



Base: Those who did not select code 5 (not applicable in my local area) at Q12 (n=2453)

Source: Q13: Thinking about public transport in Auckland, based on your experiences and perceptions, do you agree or disagree with the following. Public transport is... *Safe, from catching COVID-19 and other illnesses*

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



Perceptions of Auckland's transport system – summary

Respondents were asked their perception of the public transport system in Auckland.

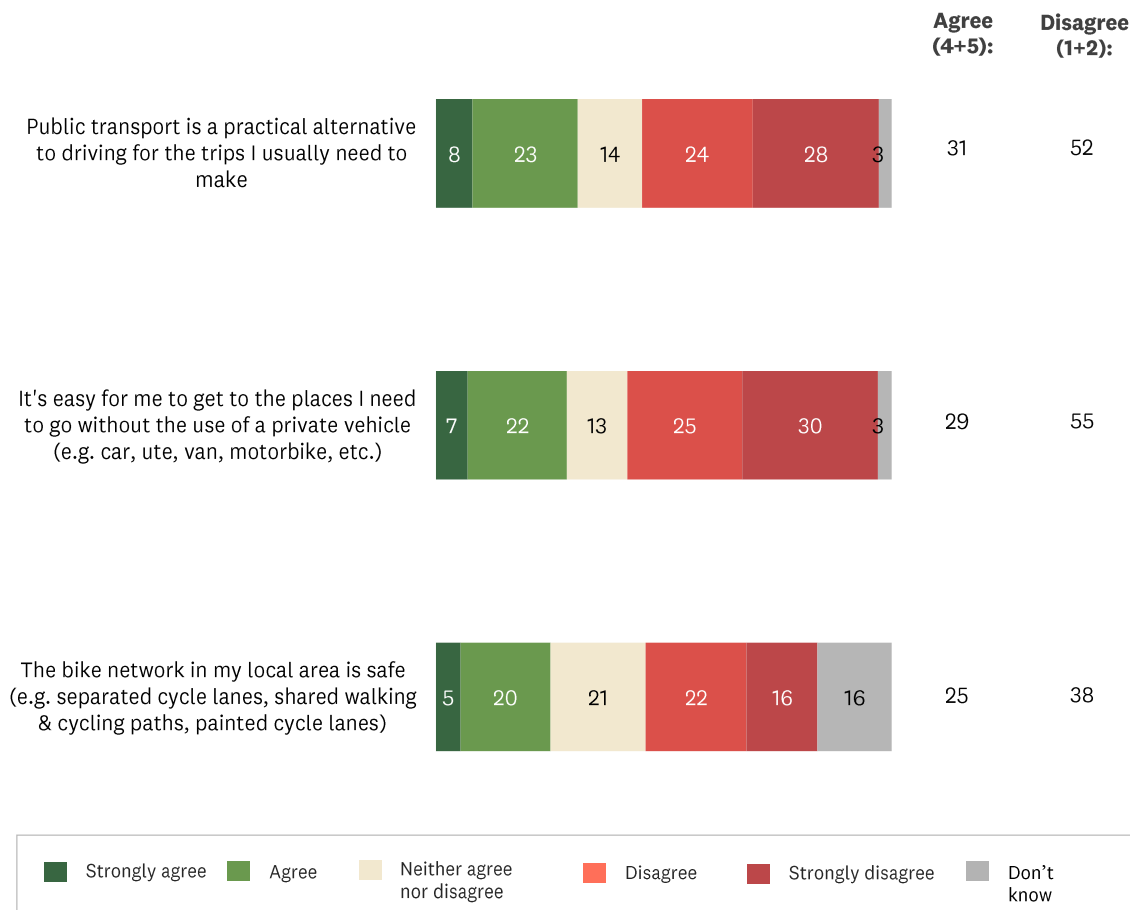
Although nearly one-third (31%) of Auckland respondents overall agreed that ‘public transport is a practical alternative to driving for the trips I usually need to make’, more than half (52%) disagreed.

Similarly, 29 per cent agreed that ‘it’s easy for me to get to the places I need to go without the use of a private vehicle’, while 55 per cent disagreed.

Regarding perceptions of bike network safety, one-quarter (25%) agreed that the ‘bike network in their local area is safe’, while 38 per cent disagreed that their local bike network was safe. Sixteen per cent of respondents said they did not know.

Note: This is a new question added in 2024.

Perceptions of transport system (summary) – Auckland total (%)



Base: All respondents (excluding not answered)

Source: Q14: Thinking about transport in Auckland, how much do you agree or disagree with the following statements?

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



Practicality of using public transport

When asked about the practicality of taking public transport, more than half (52%) disagreed that public transport was a practical alternative to driving for the trips they usually have to make.

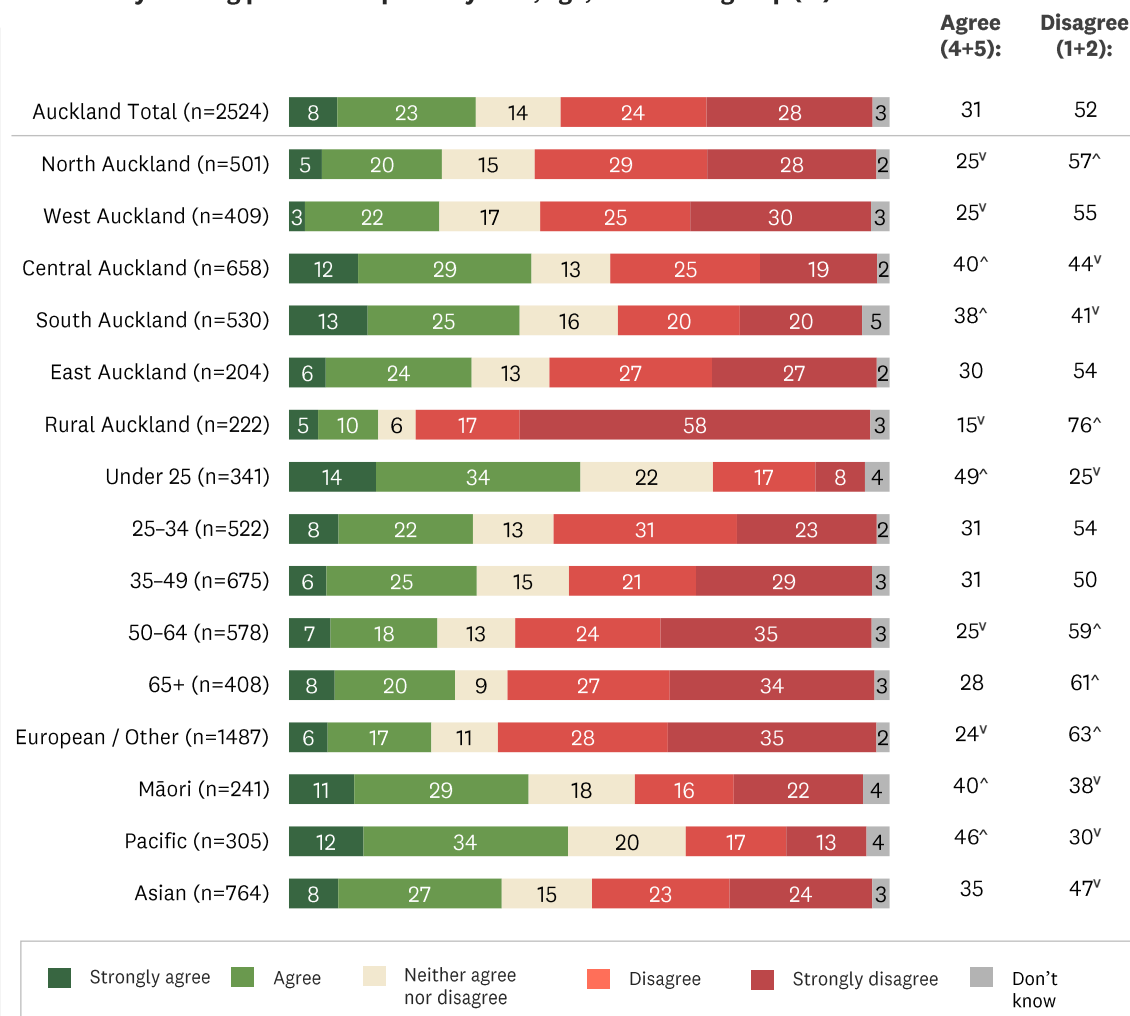
Respondents living in Rural (76%) and North Auckland (57%) were more likely to disagree that public transport was a practical alternative to driving, while those living in Central (40%) and South Auckland (38%) were more likely to agree.

Respondents under the age of 25 (49%) were more likely than other age groups to agree that public transport was a practical alternative to driving.

Pacific (46%) and Māori (40%) respondents were more likely than other ethnic groups to view public transport as a viable alternative to driving.

Note: This is a new question added in 2024.

Practicality of using public transport – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q14: Thinking about transport in Auckland, how much do you agree or disagree with the following statements? *Public transport is a practical alternative to driving for the trips I usually need to make* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)



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Ease of getting around without a private vehicle

Fifty-five per cent of Auckland respondents disagreed that it is easy for them to get to the places they need to go without the use of a private vehicle, while 29 per cent agreed that it was easy for them.

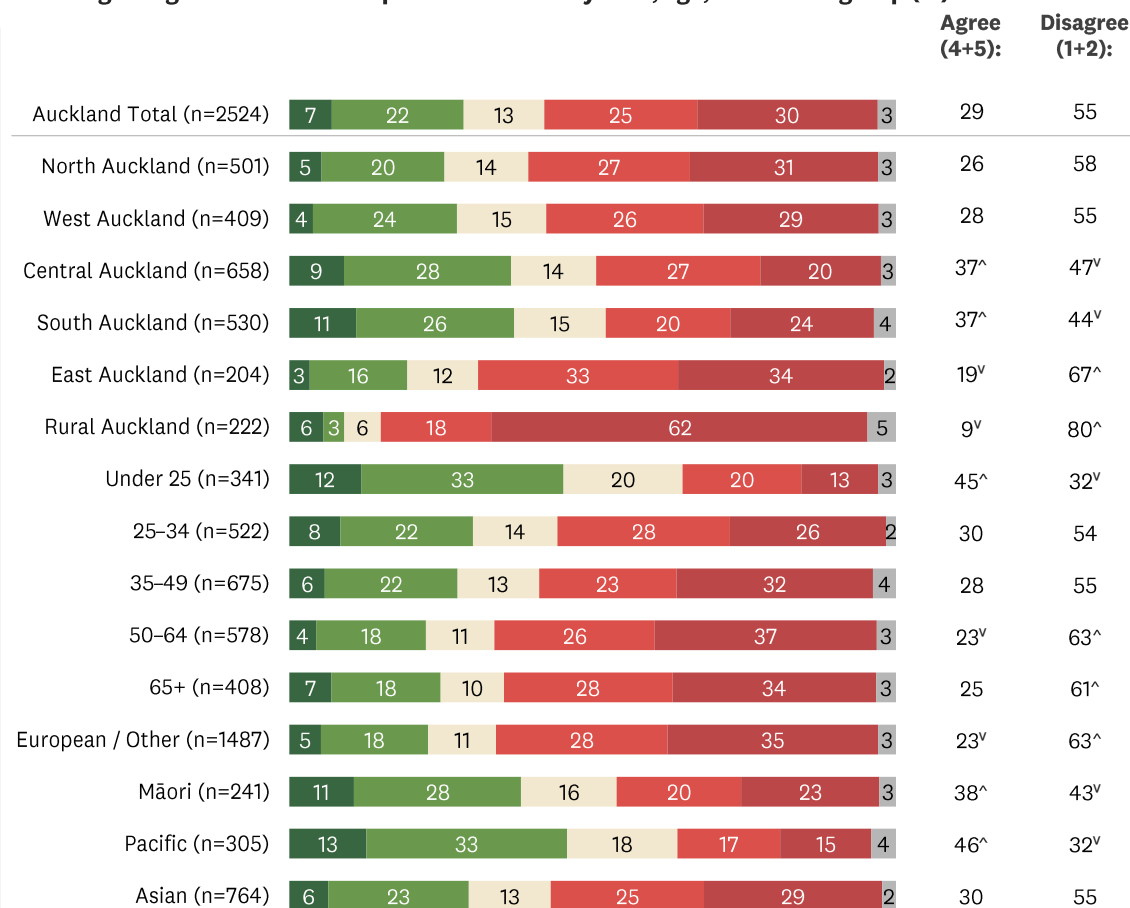
Rural (80%) and East Auckland (67%) respondents were more likely to disagree that it was easy for them, while Central (37%) and South Auckland (37%) respondents were more likely to agree.

People under the age of 25 (45%) were more likely to agree that it was easy for them to get to where they needed without public transport, than other age groups.

Pacific (46%) and Māori respondents (38%) were also more likely to agree that it was easy for them to get where they needed without a private vehicle.

Note: This is a new question added in 2024.

Ease of getting around without a private vehicle – by area, age, and ethnic group (%)



■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree
 ■ Don't know

Base: All respondents (excluding not answered)

Source: Q14: Thinking about transport in Auckland, how much do you agree or disagree with the following statements? *It's easy for me to get to the places I need to go without the use of a private vehicle* (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 98 – Don't know)



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Safety of the local bike network

Perceptions of local bike networks were mixed. Overall, one-quarter (25%) agreed that the bike network in their local area was safe, while 38 per cent disagreed that it was safe. Sixteen per cent said they did not know.

Respondents living in East (17%) and Rural Auckland (13%) were less likely than those living in other areas to agree that their local bike network was safe.

Respondents aged 65 and over (19%) were significantly less likely to report that their local bike network was safe.

Asian (34%) and Pacific respondents (28%) were less likely to disagree that their local bike network was safe.

Note: This is a new question added in 2024.

Safety of the local bike network – by area, age, and ethnic group (%)

							Agree (4+5):	Disagree (1+2):
Auckland Total (n=2524)	5	20	21	22	16	16	25	38
North Auckland (n=501)	5	18	19	22	17	18	24	39
West Auckland (n=409)	6	20	23	24	12	14	26	36
Central Auckland (n=658)	6	25	21	21	10	17	31	31 ^v
South Auckland (n=530)	5	23	25	21	11	14	28	33 ^v
East Auckland (n=204)	2	15	17	31	15	20	17 ^v	46
Rural Auckland (n=222)	7	6	15	16	41	14	13 ^v	58
Under 25 (n=341)	6	23	25	22	6	18	29	28 ^v
25–34 (n=522)	5	21	21	23	17	13	26	40
35–49 (n=675)	6	24	20	24	16	11	29	40
50–64 (n=578)	5	17	22	20	18	19	22	38
65+ (n=408)	6	13	19	20	18	24	19 ^v	38
European / Other (n=1487)	4	16	18	23	20	18	21	43
Māori (n=241)	9	22	22	19	15	13	30	34
Pacific (n=305)	7	23	28	20	8	14	30	28 ^v
Asian (n=764)	5	25	21	23	11	15	30	34 ^v

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Base: All respondents (excluding not answered)

Source: Q14: Thinking about transport in Auckland, how much do you agree or disagree with the following statements? *The bike network in my local area is safe*

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



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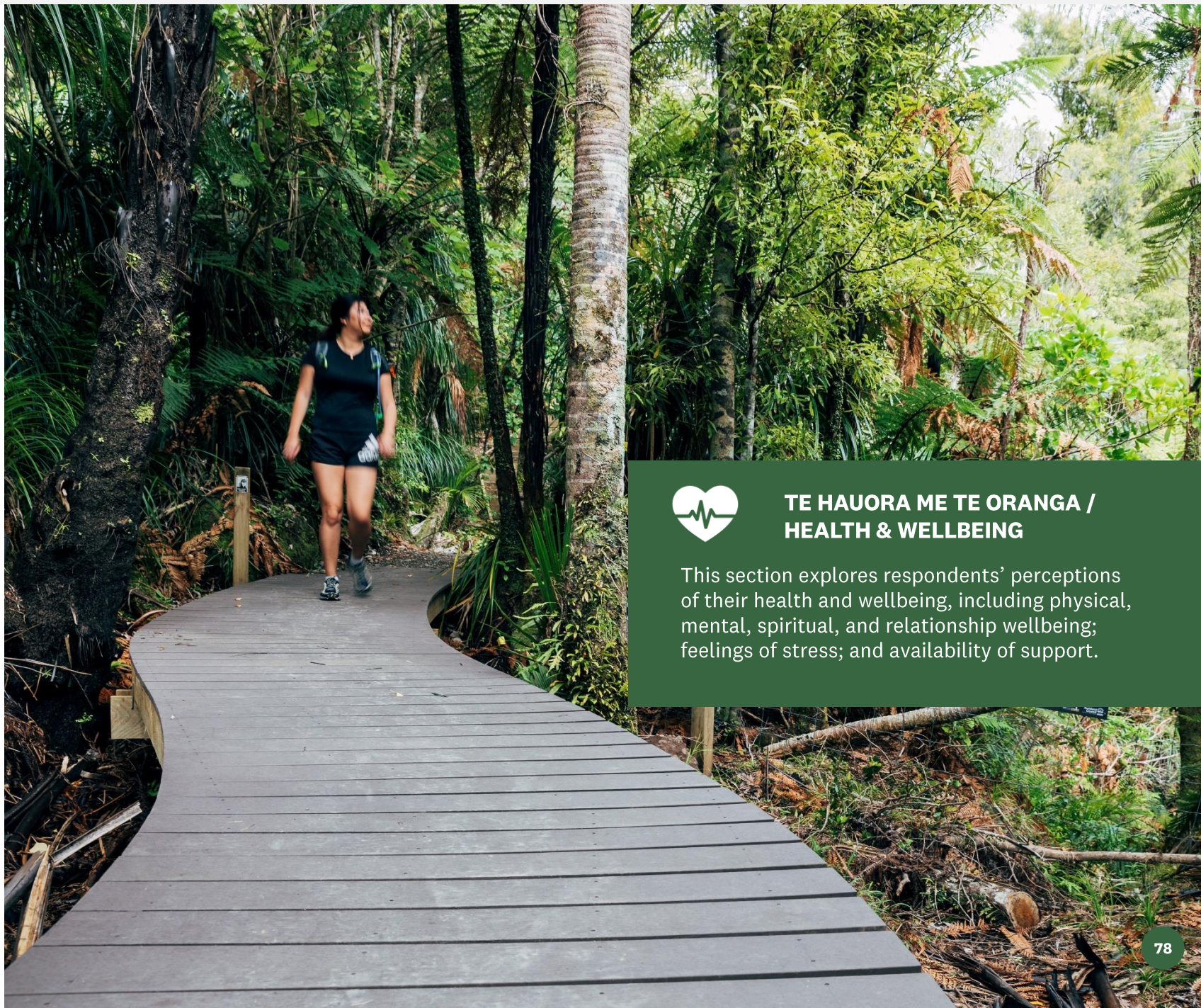
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TE HAUORA ME TE ORANGA / HEALTH & WELLBEING

This section explores respondents' perceptions of their health and wellbeing, including physical, mental, spiritual, and relationship wellbeing; feelings of stress; and availability of support.



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Physical health / Taha tinana

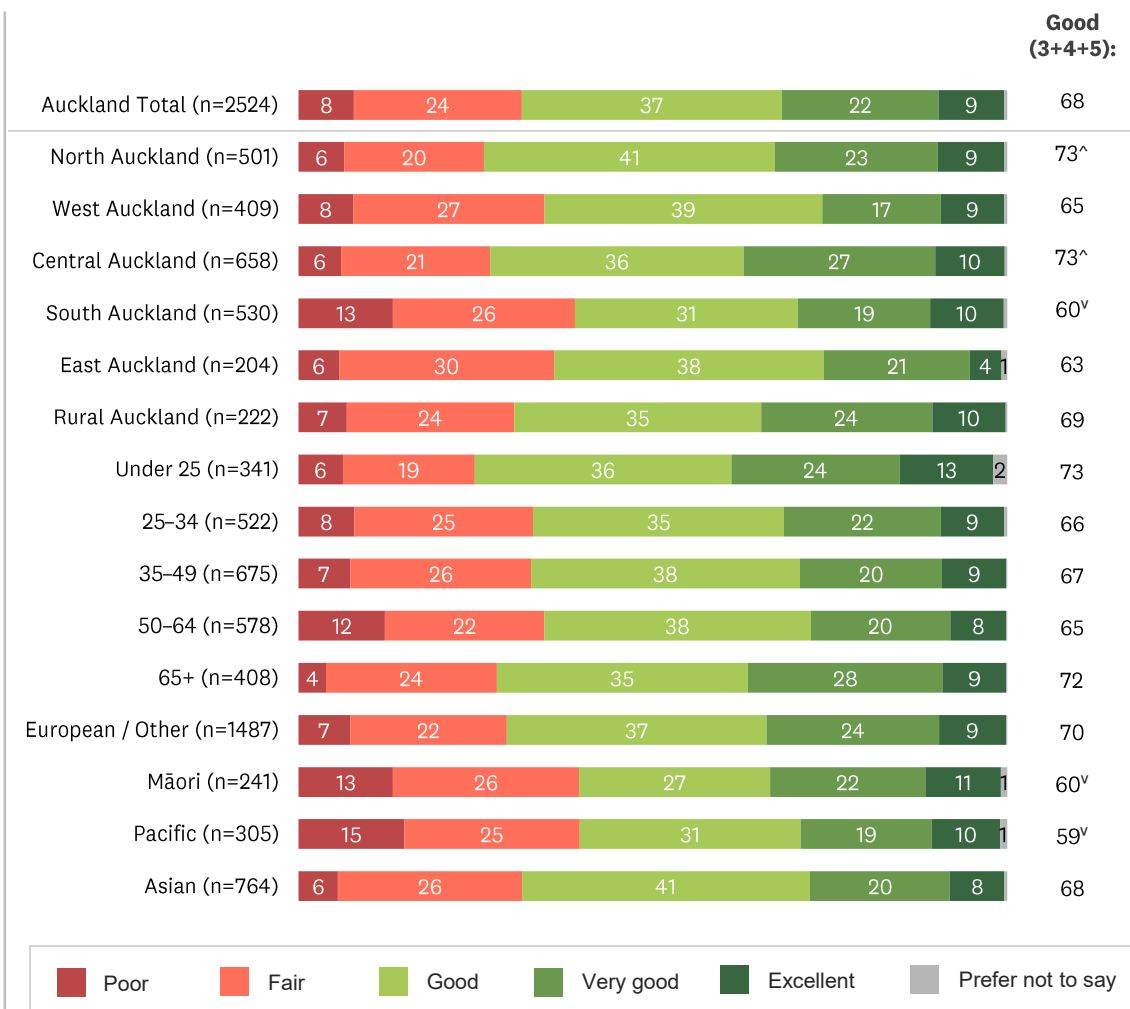
Sixty-eight per cent of Auckland respondents rated their physical health and wellbeing positively; 9 per cent rated their health as 'excellent', 22 per cent rated their health as 'very good', and 37 per cent rated their health as 'good'.

Respondents living in Central (73%) and North Auckland (73%) were more likely to rate their physical health positively than those living in other parts of Auckland.

There were no significant differences by age group.

Māori (60%) and Pacific respondents (59%) were less likely than people of other ethnicities to rate their physical health positively.

Rating of physical health – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q23_1: Thinking about different aspects of your health and wellbeing, how would you rate your...
Physical health and wellbeing (taha tinana)

(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 97 – Prefer not to say)

Note: Te Whare Tapa Whā is a wellbeing model, comprising physical, mental, spiritual and relational health (Durie, 1984). The model was used to frame a set of questions about participants' health.



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Mental health / Taha hinengaro

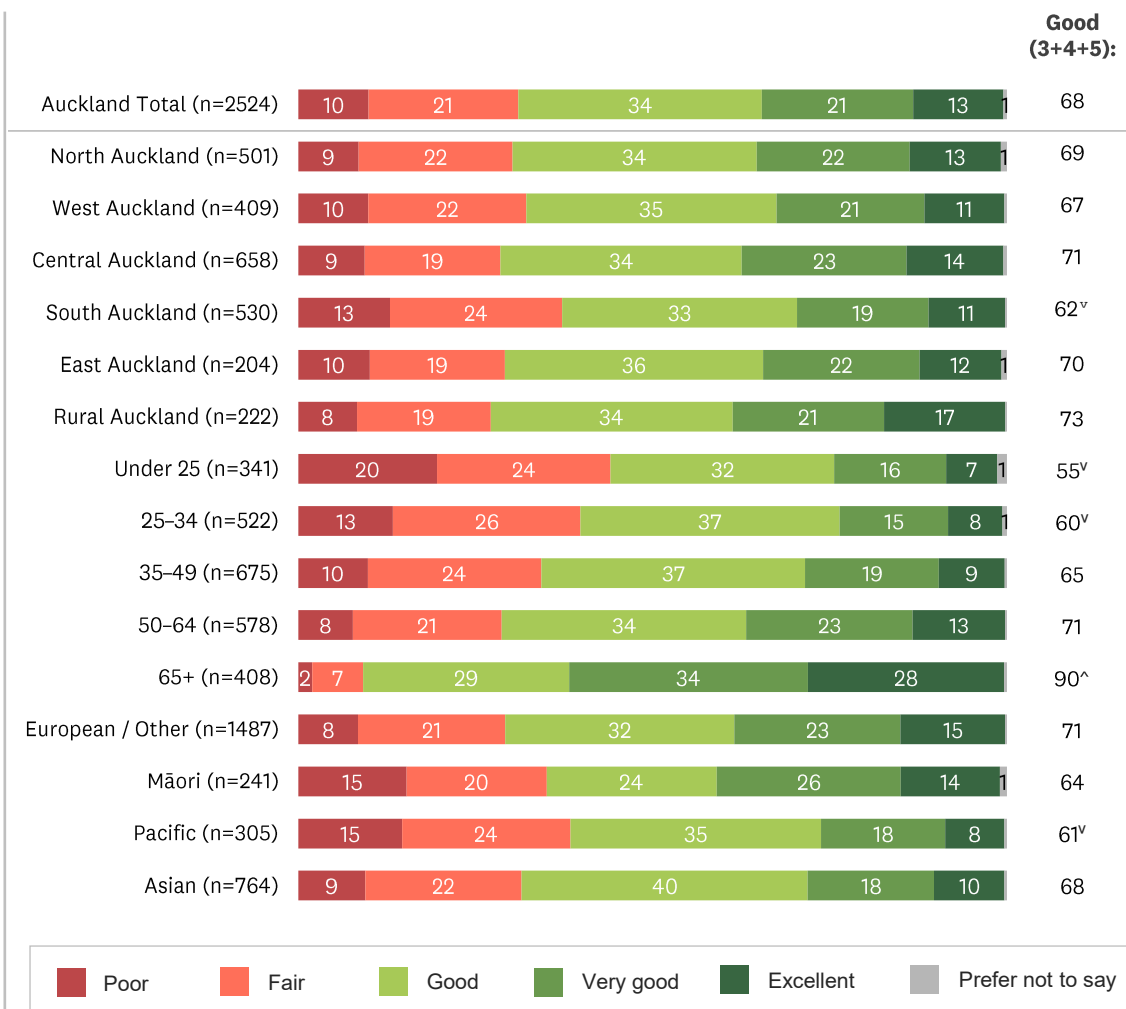
More than two-thirds (68%) of Auckland respondents rated their mental health and wellbeing positively. Thirty-one per cent rated their mental health either 'poor' or 'fair'.

Respondents living in South Auckland (62%) were less likely than those living in other areas to say that their mental health and wellbeing was good.

Auckland respondents aged 65 and over (90%) were significantly more likely to report their mental health and wellbeing positively, especially when compared with younger age groups.

Pacific respondents (61%) were less likely than other ethnic groups to say their mental health and wellbeing was good, very good or excellent.

Rating of mental health – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q23_2: Thinking about different aspects of your health and wellbeing, how would you rate your...
Mental health and wellbeing (taha hinengaro)

(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 97 – Prefer not to say)



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Spiritual health / Taha wairua

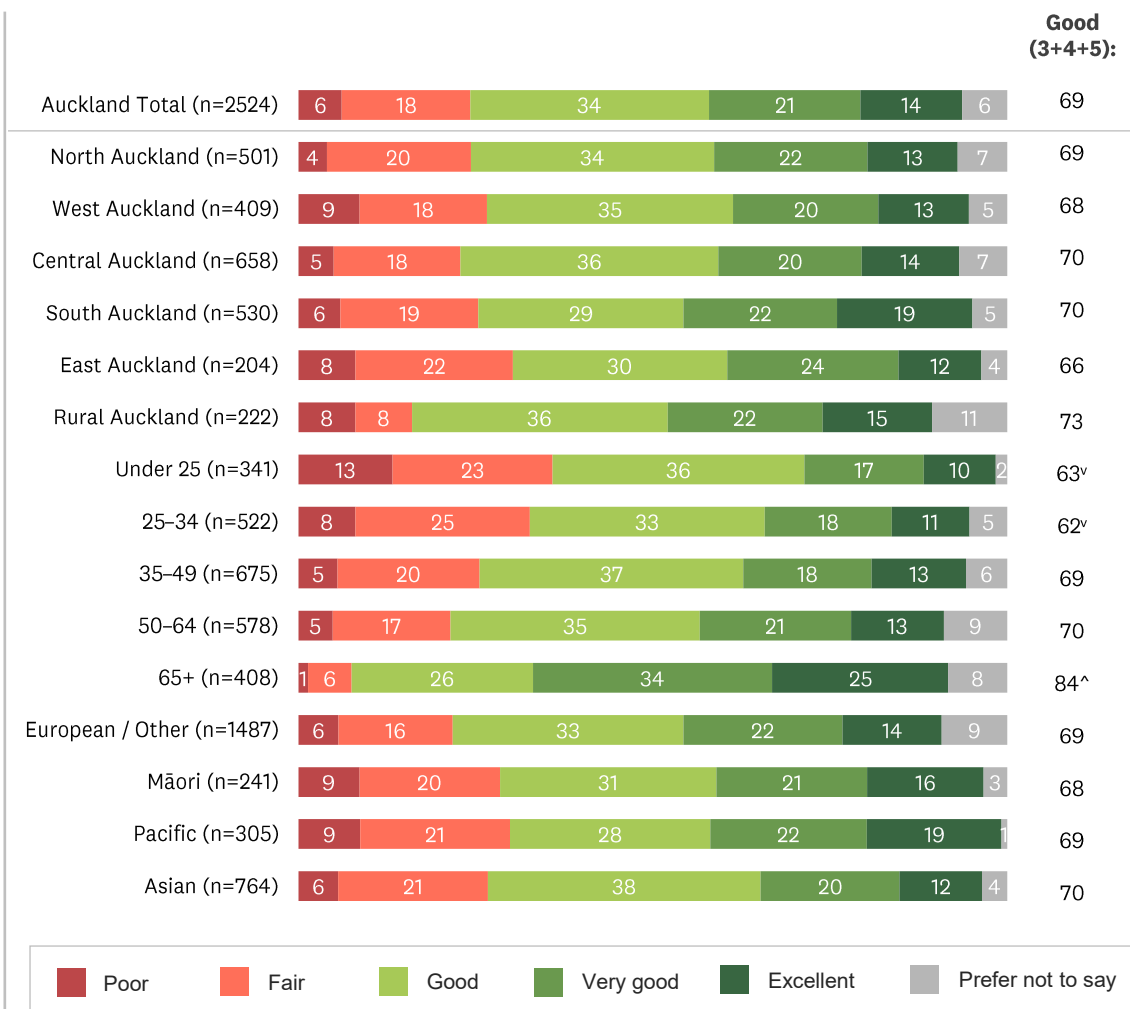
More than two-thirds (69%) of Auckland respondents rated their spiritual health and wellbeing positively - 'good', 'very good' or 'excellent'.

Respondents aged 65 and over (84%) were more likely than other age groups to report 'good', 'very good' or 'excellent' spiritual health. Those aged 18 to 24 (63%) and 25 to 34 (62%) were significantly less likely to do so.

There were no significant differences by place of residence or ethnicity with regard to positive reports of spiritual health.

Note: This is a new question added in 2024.

Rating of spiritual health – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q23_3: Thinking about different aspects of your health and wellbeing, how would you rate your...
Spiritual health and wellbeing (taha wairua)

(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 97 – Prefer not to say)



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Relationship health / Taha whānau

Four out of five (80%) Auckland respondents rated their relationship health and wellbeing positively – ‘good’, ‘very good’ or ‘excellent’.

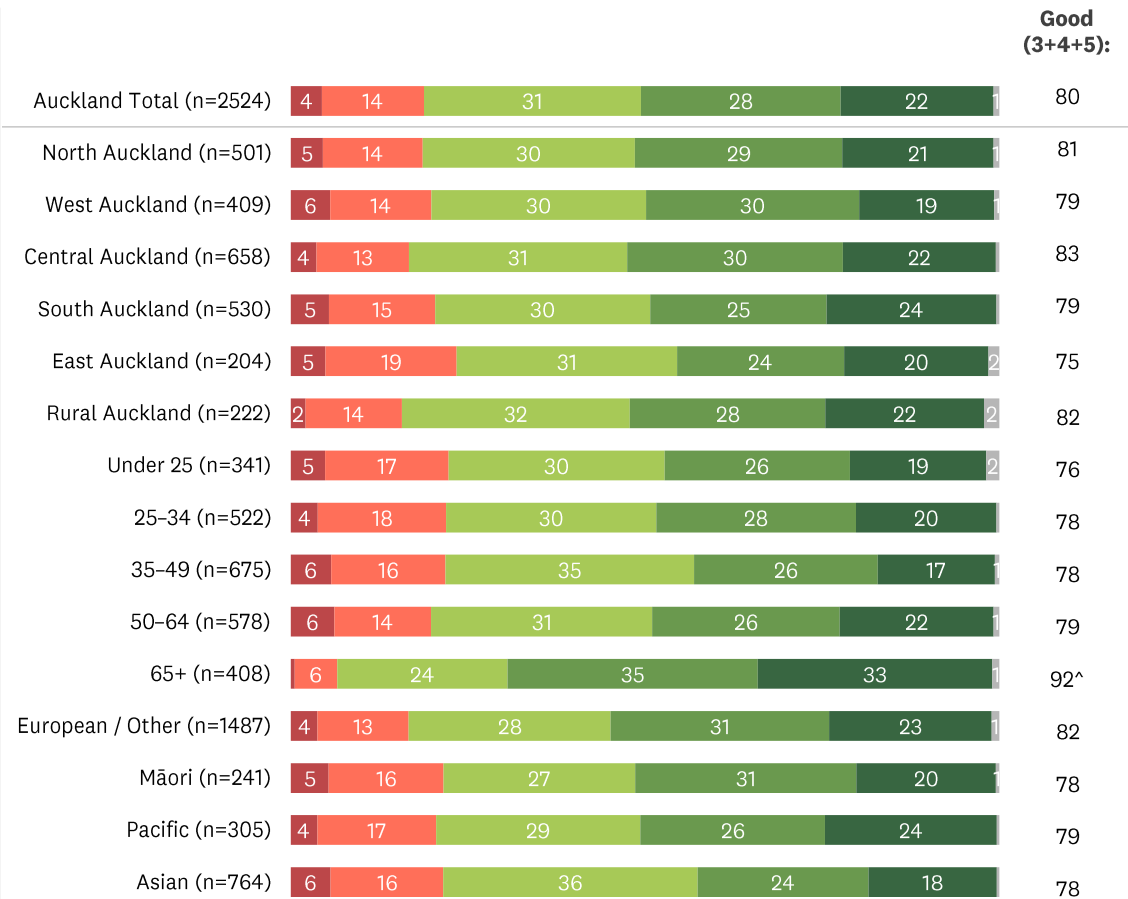
There were no significant differences by place of residence.

A significantly greater number of older adults, aged 65 and over (92%), rated their relationship health and wellbeing positively.

There were no significant differences by ethnicity.

Note: This is a new question added in 2024.

Rating of relationship health – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q23_4: Thinking about different aspects of your health and wellbeing, how would you rate your...
Relationship health and wellbeing (taha whānau)

(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent, 97 – Prefer not to say)



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Physical activity in the previous week

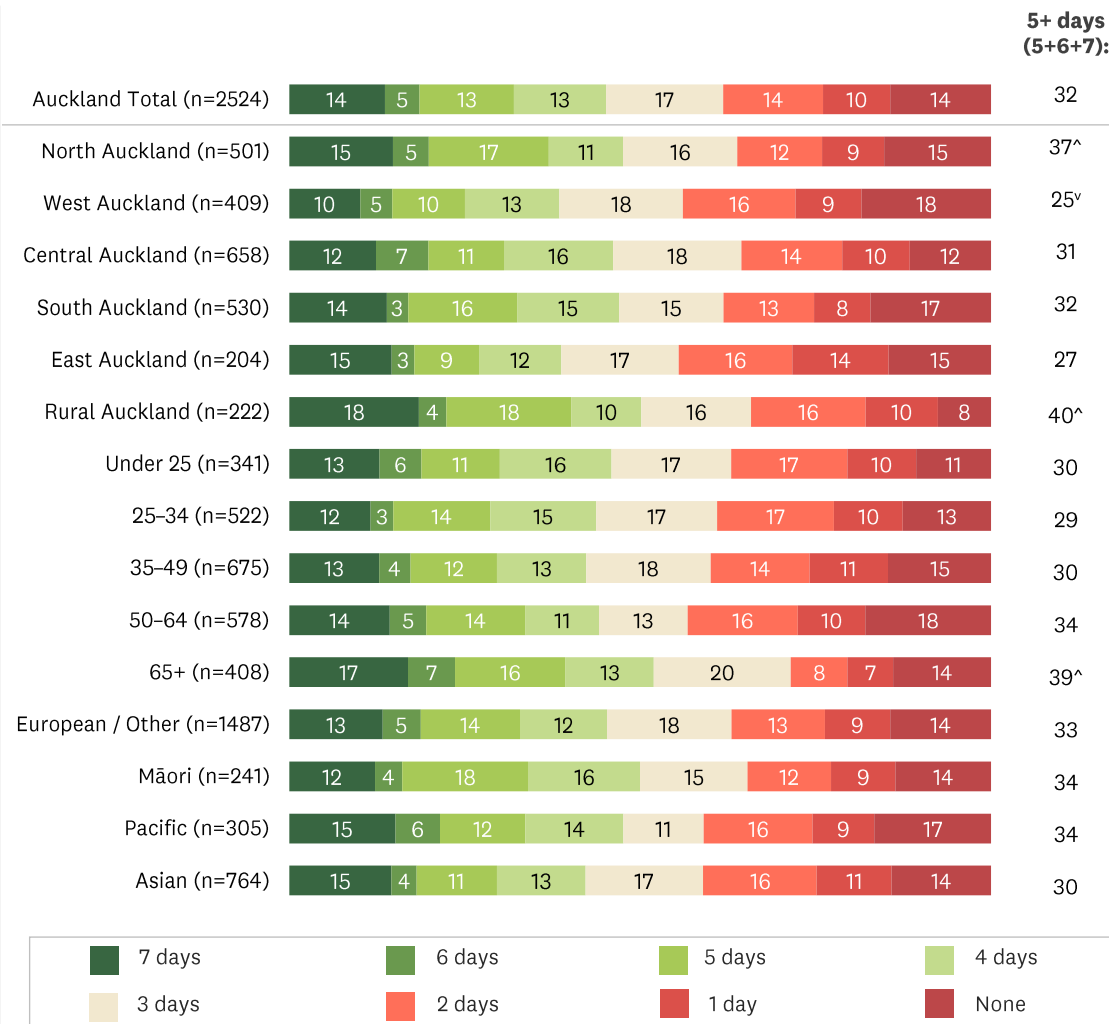
Nearly one in three (32%) Auckland respondents said they had done a total of 30 minutes or more of physical activity on five or more days in the previous week.

Those living in Rural (40%) and North Auckland (37%) were more likely to have been physically active on five or more days, while those in West Auckland (25%) were significantly less likely to report such levels of activity.

Respondents aged 65 and over (39%) were more likely to have been physically active on five or more days in the previous week.

There were no significant differences by ethnicity.

Physical activity in the previous week – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



Stress

Respondents were asked how often, if ever, during the previous 12 months they had experienced stress that had a negative effect on them.

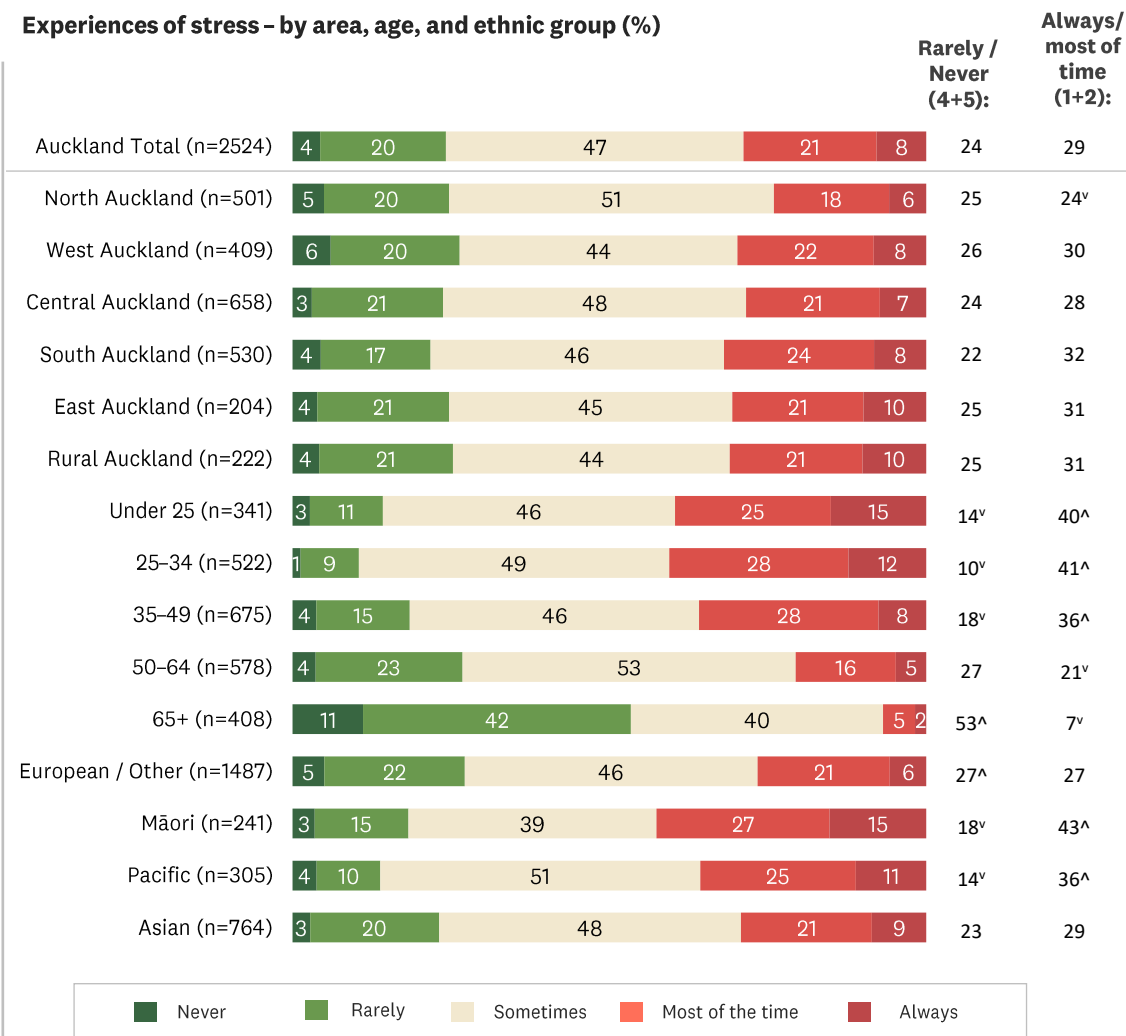
The results were mixed; while 24 per cent of Auckland respondents stated they had 'never' or 'rarely' experienced this level of stress, 29 per cent experienced stress 'always' or 'most of the time'.

Respondents living in North Auckland (24%) were significantly less likely than those living in other areas to report having experienced stress frequently.

Younger Aucklanders (aged between 18 and 49) were significantly more likely than older Aucklanders (aged 50 and older) to report having experienced stress 'always' or 'most of the time'.

Māori (43%) and Pacific respondents (36%) were more likely to say that they had frequently experienced stress that had a negative impact on them in the previous 12 months.

Experiences of stress – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q29: At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that had a negative effect on you?

(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)



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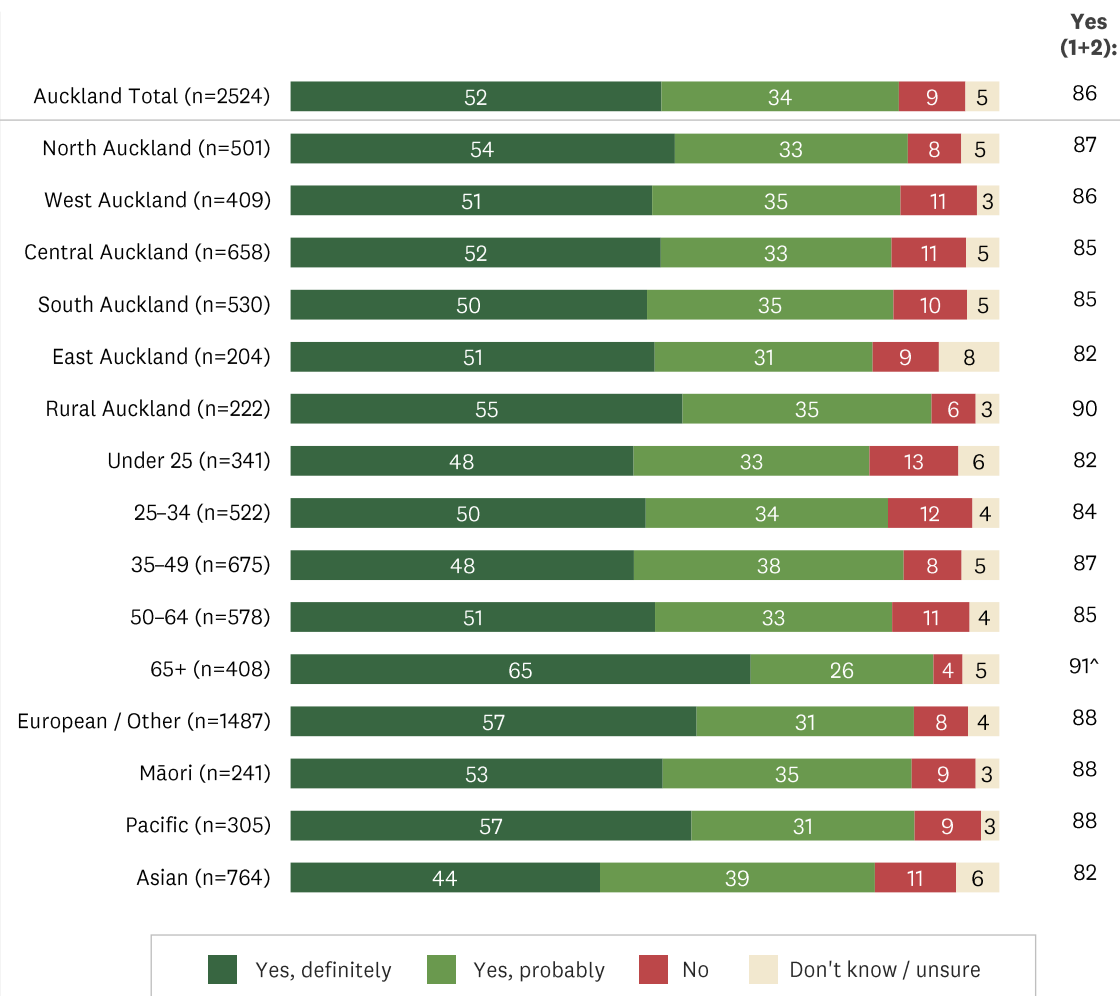
Availability of practical support

Eighty-six per cent of Auckland respondents said they had someone they could turn to for practical support, such as shopping, meals and transport, if they were faced with a serious illness or injury, or needed support during a difficult time.

Respondents aged 65 and older (91%) were significantly more likely to report that they had practical support available to them.

There were no significant differences by geographic location or ethnicity.

Perceived availability of practical support – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q28_1: If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for... *Practical support (e.g. shopping, meals, transport)*

(1 – Yes, definitely, 2 – Yes, probably, 3 – No, 98 – Don't know / unsure)



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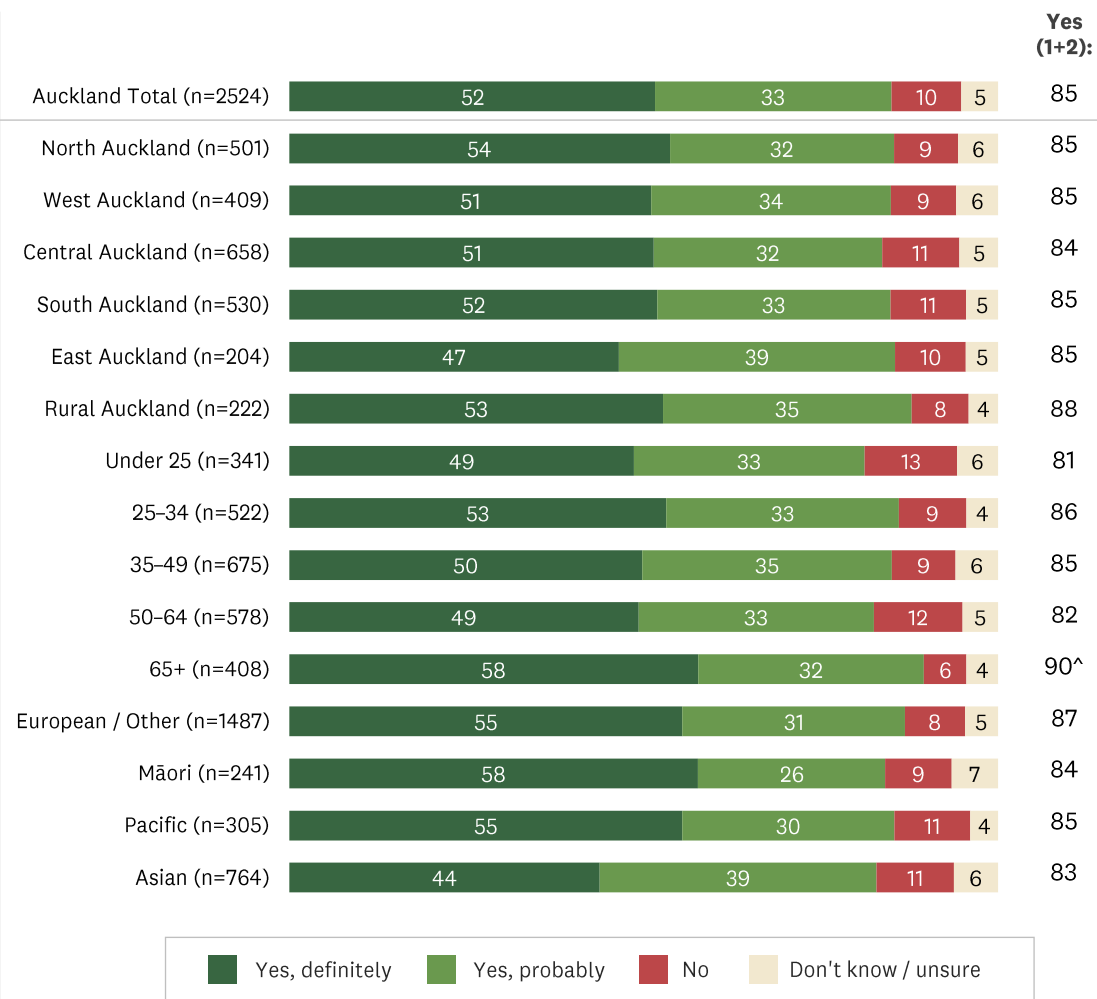
Availability of emotional support

Eighty-five per cent of Auckland respondents said they had someone they could turn to for emotional support, such as listening to them or providing advice, if they were faced with a serious illness or injury, or needed support during a difficult time. One in ten Auckland respondents did not feel that emotional support was available to them.

Nine out of ten (90%) respondents aged 65 and older thought they would be able to access emotional support when required.

There were no significant differences regarding having access to emotional support by place of residence or ethnic group.

Perceived availability of emotional support – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q28_2: If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for... *Emotional support (e.g. listening to you, giving advice)*
(1 – Yes, definitely, 2 – Yes, probably, 3 – No, 4 – Don't know / unsure)



Barriers to seeking health-related treatment / advice

Respondents were asked whether they, or any members of their household, had faced any barriers to seeking health-related treatment or advice in the previous 12 months.

Seven out of ten Auckland respondents said they had not faced any barriers, while nearly one-quarter (24%) said they had.

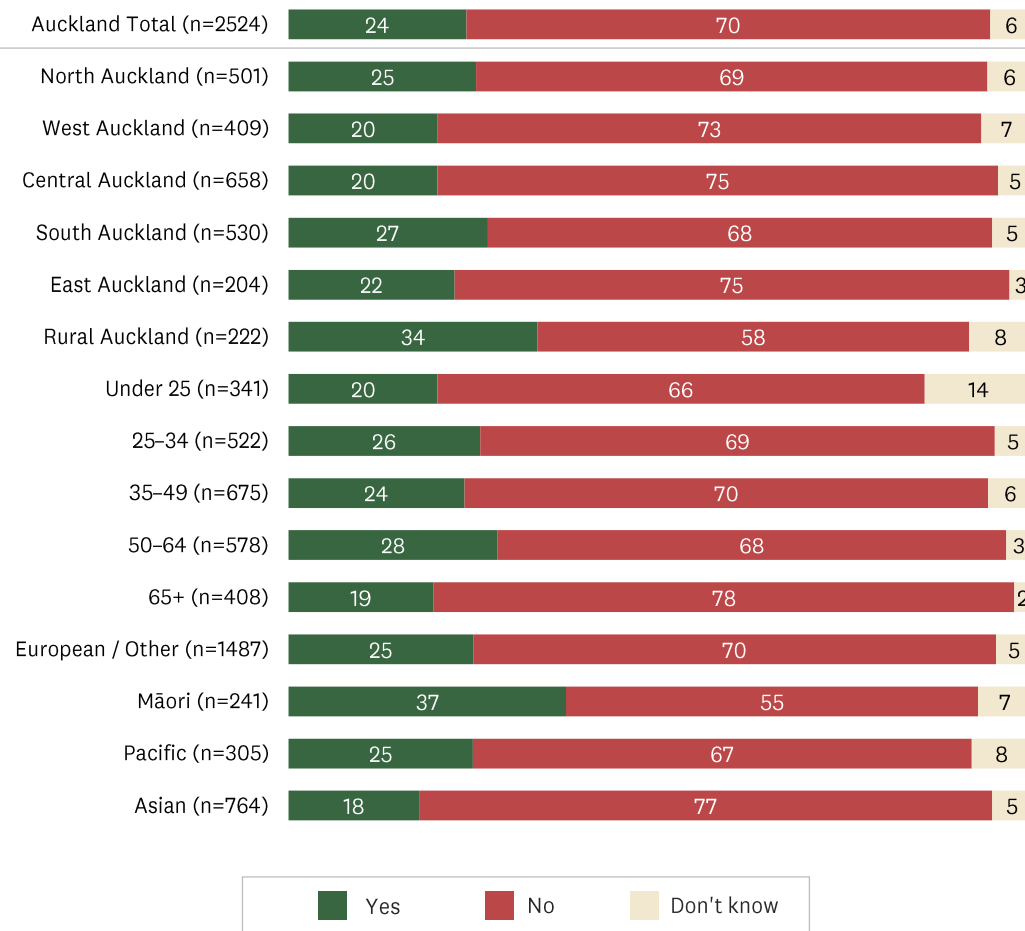
Rural Aucklanders (34%) were more likely to say they had faced barriers to healthcare than those living in other parts of Auckland.

Respondents aged 65 and older (19%) were less likely than younger respondents to report that they had faced barriers to healthcare.

Māori respondents (37%) were more likely and Asian respondents (18%) less likely to say they had faced barriers to healthcare.

Note: This is a new question added in 2024.

Barriers to seeking healthcare – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q31: In the last 12 months, have you, or anyone in your household, faced any barriers to seeking health-related treatment or advice?

(1 – Yes, 2 – No, 98 – Don't know)

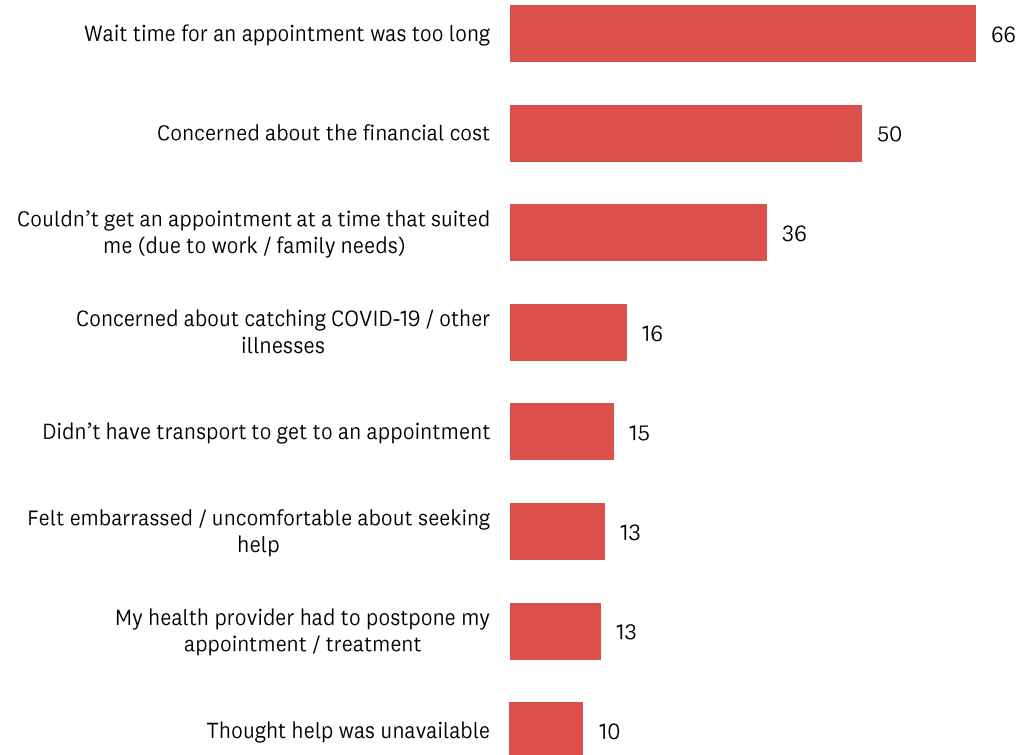


Barriers to seeking health-related treatment / advice

Of the 24 per cent of Auckland respondents who said that they had faced barriers to seeking health-related treatment or advice in the previous 12 months, two-thirds (66%) said that the wait time for an appointment was too long.

Other factors cited by Auckland respondents were concern about the financial cost (50%) and not being able to get an appointment at a time that suited them, due to work and/ or family needs (36%).

Barriers to seeking health-related treatment or advice – Auckland total (%)



Base: All respondents who said they had faced barriers to seeking healthcare in the last 12 months (n=595)

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

Note: Respondents were asked to select all that were applicable, from a list of possible options.



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Long-term and persistent difficulties – summary

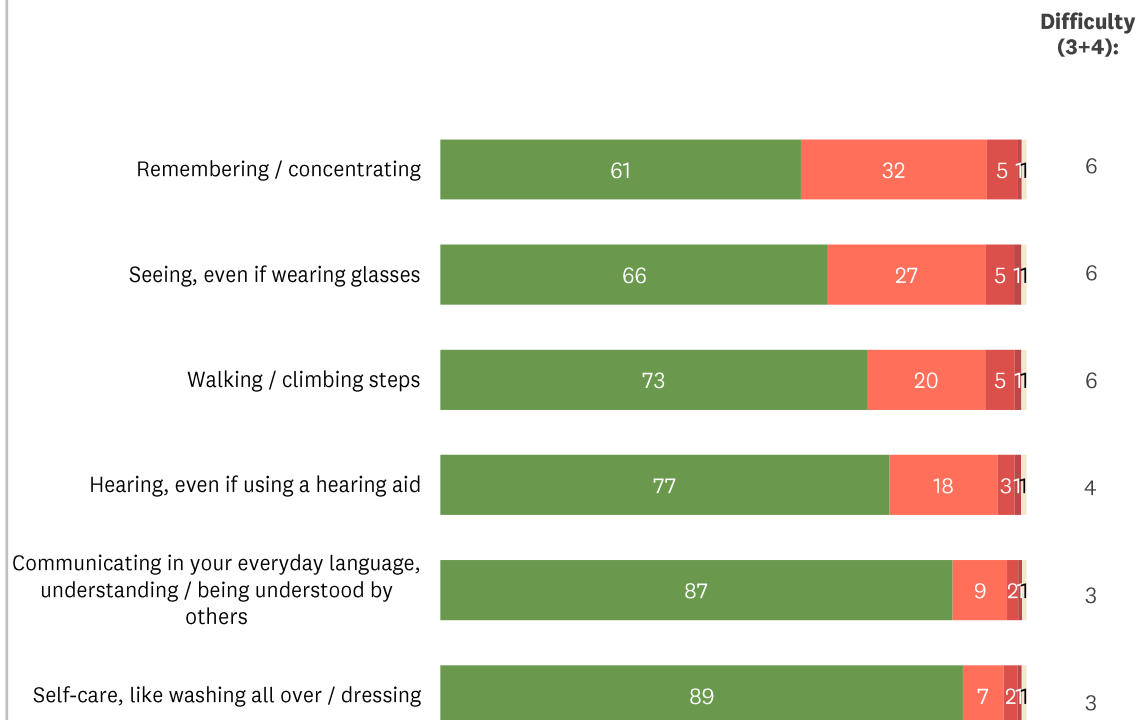
Respondents were asked whether they had any long-term or persistent difficulty with a range of activities: remembering, seeing, walking hearing, communicating and self-care.

Thirty-eight per cent of Auckland respondents said they had at least ‘some difficulty’ remembering or concentrating, and one-third (33%) said they had at least some difficulty seeing, even when wearing glasses.

Difficulty walking or climbing stairs was reported by more than one-quarter (26%) of Auckland respondents.

Note: This question replicates the Washington Group Short Set. A ‘lot of difficulty’ and ‘cannot do at all’ (i.e. 3 and 4 on the scale) is classified as ‘living with a disability’.

Long-term and persistent difficulties (summary) – Auckland total (%)



■ No difficulty
 ■ Some difficulty
 ■ A lot of difficulty
 ■ Cannot do at all
 ■ Prefer not to say

Base: All respondents (excluding not answered)

Source: Q30: Do you have any long-term and persistent difficulty with any of the following activities? (1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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Long-term and persistent difficulties – vision

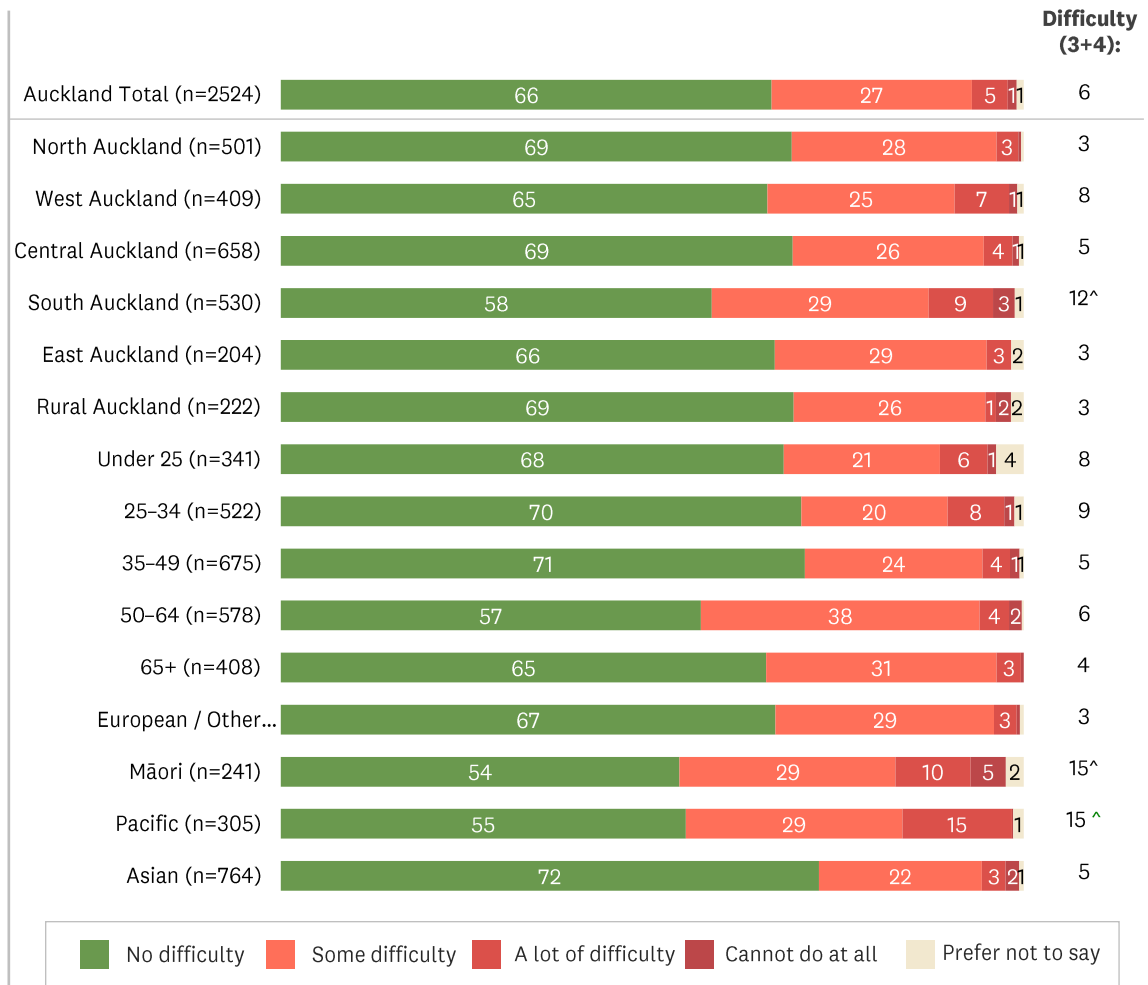
Six per cent of Auckland respondents said that they had long-term and persistent difficulty seeing, even if wearing glasses.

Respondents living in South Auckland (12%) were more likely than respondents from other parts of Auckland to say they experienced long-term and persistent difficulty with their vision.

Māori (15%) and Pacific Aucklanders (15%) were more likely to report difficulties with their vision than other ethnic groups.

There were no significant differences by age.

Vision difficulties – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q30_1: Do you have any long-term and persistent difficulty with any of the following activities?
Seeing, even if wearing glasses

(1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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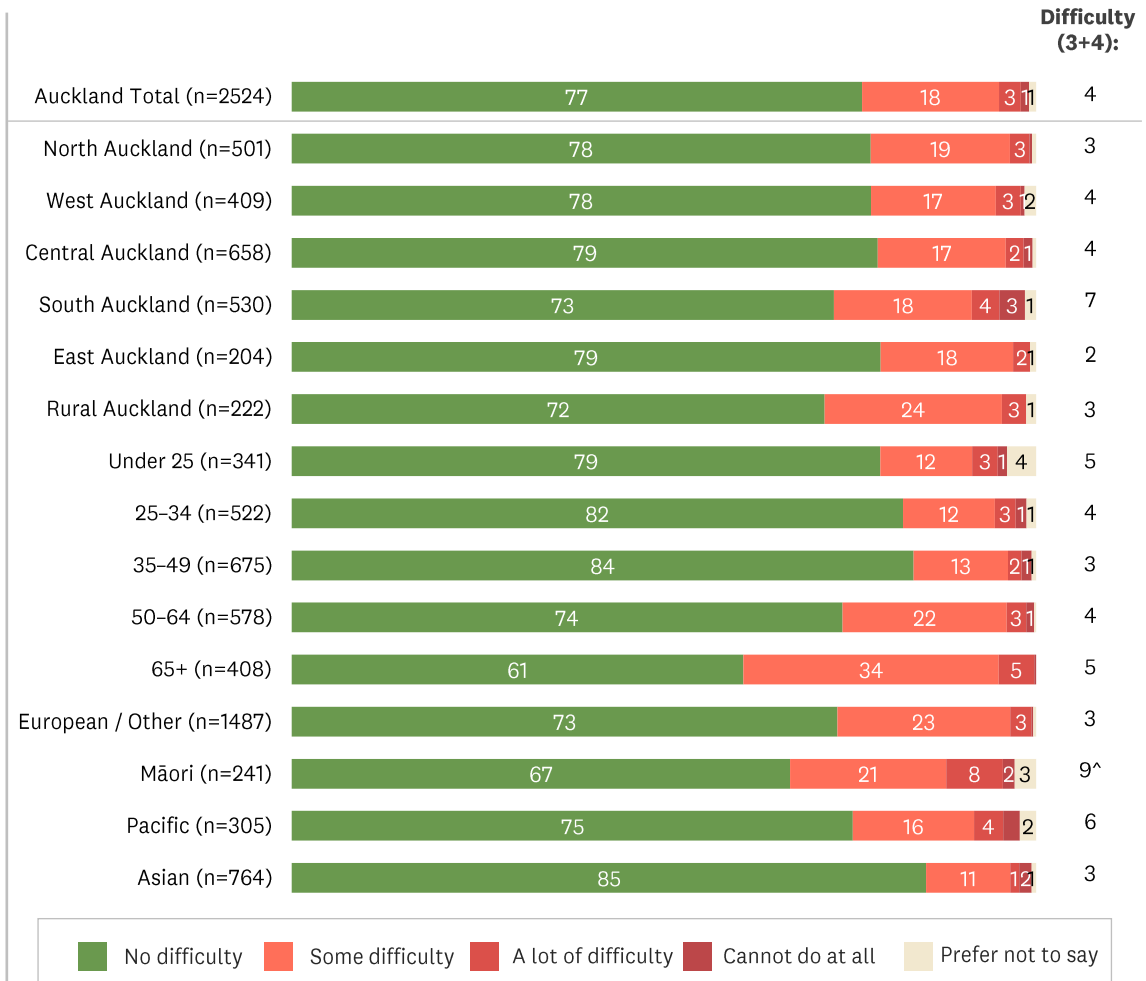
Long-term & persistent difficulties – hearing

Four per cent of Auckland respondents said they had long-term and persistent difficulty hearing, even if using a hearing aid.

Māori (9%) were more likely to report difficulties with their hearing, compared with other Aucklanders.

There were no significant differences by area of residence or age.

Hearing difficulties – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q30_2: Do you have any long-term and persistent difficulty with any of the following activities?
Hearing, even if using a hearing aid

(1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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Long-term and persistent difficulties – mobility

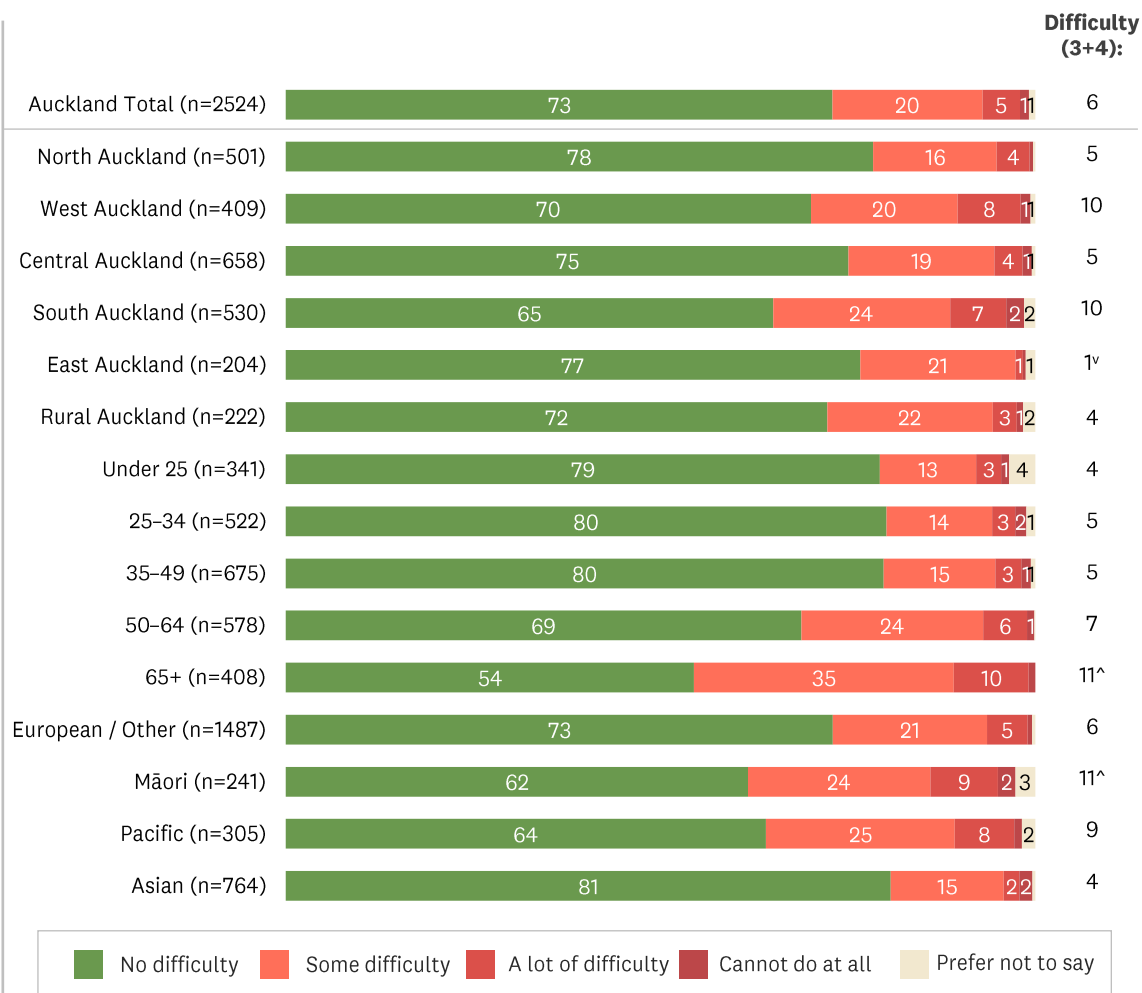
Six per cent of Auckland respondents said they had long-term and persistent difficulty walking or climbing steps.

Respondents living in East Auckland (1%) were significantly less likely to say they had difficulty, compared with respondents from other parts of Auckland.

Auckland respondents aged 65 and older (11%) were more likely than younger cohorts to report long-term and persistent mobility challenges with their mobility.

Māori respondents (11%) were also more likely to report long-term and persistent mobility difficulties.

Mobility difficulties – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q30_3: Do you have any long-term and persistent difficulty with any of the following activities?
Walking or climbing steps

(1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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Long-term and persistent difficulties – cognition

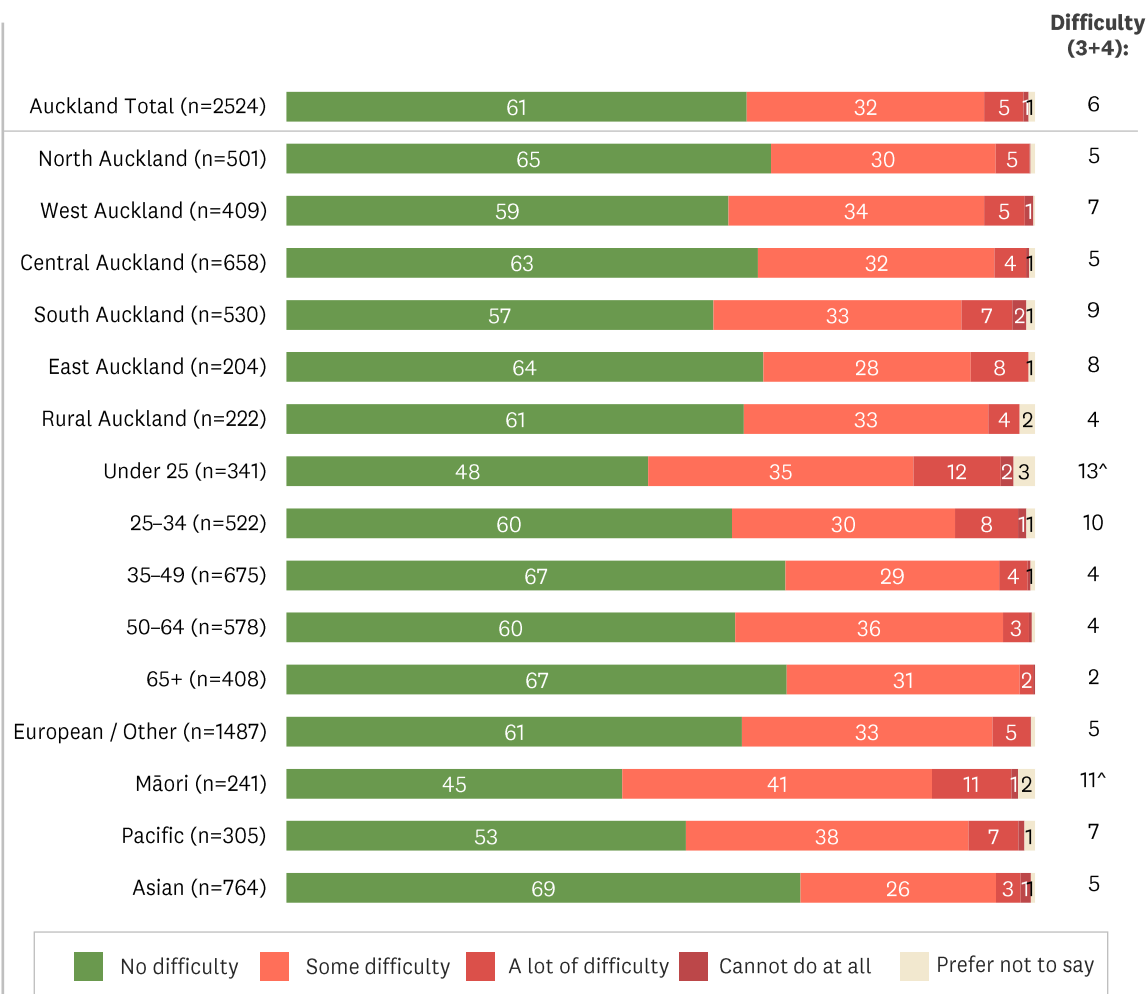
Six per cent of Auckland respondents said that they had long-term and persistent difficulty remembering or concentrating. An additional 32 per cent said they had ‘some difficulty’.

Respondents under 25 years of age (13%) were more likely than other age cohorts to report cognitive difficulties.

Māori (11%) respondents were more likely to report cognitive difficulties compared with those identifying with other ethnicities.

There were no significant differences by area of residence.

Cognitive difficulties – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q30_4: Do you have any long-term and persistent difficulty with any of the following activities?
Remembering or concentrating

(1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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Long-term and persistent difficulties – self-care

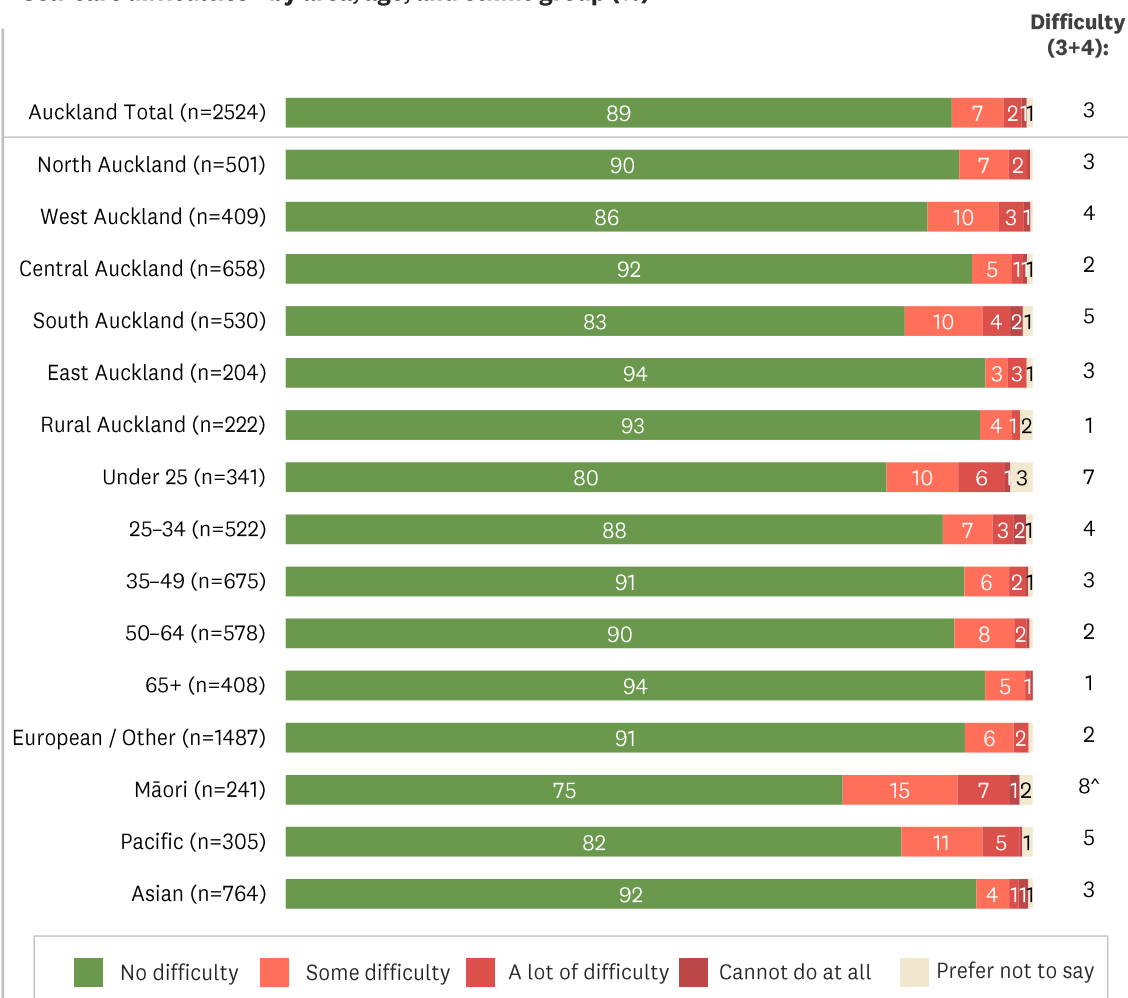
Most Auckland respondents (89%) said they did not have any long-term or persistent difficulty with self-care practices, such as washing all over and dressing.

Ten per cent of Auckland respondents said they had a degree of difficulty with self-care: 7 per cent had ‘some difficulty’, 2 per cent had ‘a lot of difficulty’ and 1 per cent ‘can not do at all’.

Seventeen per cent of young people under the age of 25 had some degree of difficulty with self-care.

Māori (23%) were more likely than those identifying with other ethnic groups to report some or a lot of difficulty with self-care.

Self-care difficulties – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q30_5: Do you have any long-term and persistent difficulty with any of the following activities?

Self-care, like washing all over or dressing

(1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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Long-term and persistent difficulties – communication

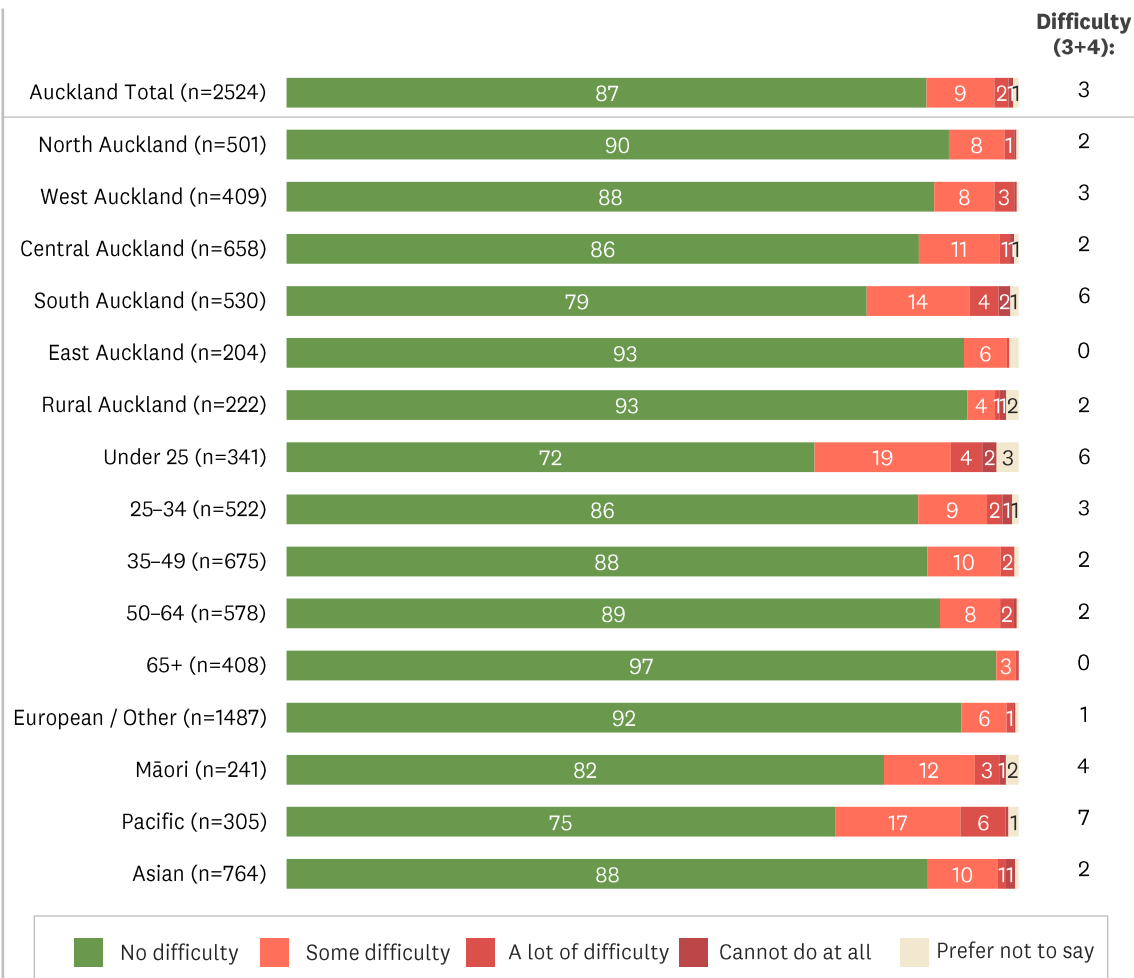
Twelve per cent of Auckland respondents said they experienced long-term and persistent difficulty (either ‘some difficulty’, ‘a lot of difficulty’ or ‘cannot do at all’) communicating in their everyday language, understanding or being understood by others.

Respondents living in South Auckland (20%) were more likely to report they had trouble communicating in their everyday language.

One-quarter (25%) of young people aged under 25 reported communication difficulties, significantly more than older cohorts.

Pacific (24%) and Māori respondents (17%) were more likely to report they had trouble communicating in their everyday language than those who identified with other ethnic groups.

Communication difficulties – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q30_6: Do you have any long-term and persistent difficulty with any of the following activities?
Communicating in your everyday language, understanding or being understood by others
 (1 – No difficulty, 2 – Some difficulty, 3 – A lot of difficulty, 4 – Cannot do at all, 97 – Prefer not to say)



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WHATUNGA HAPORI, WHATUNGA PĀPORI / COMMUNITY & SOCIAL WELLBEING

This section reports on questions about social participation, sense of community, and connection with others. It also reports on perceptions of trust towards other people and of different institutions across Aotearoa / New Zealand.



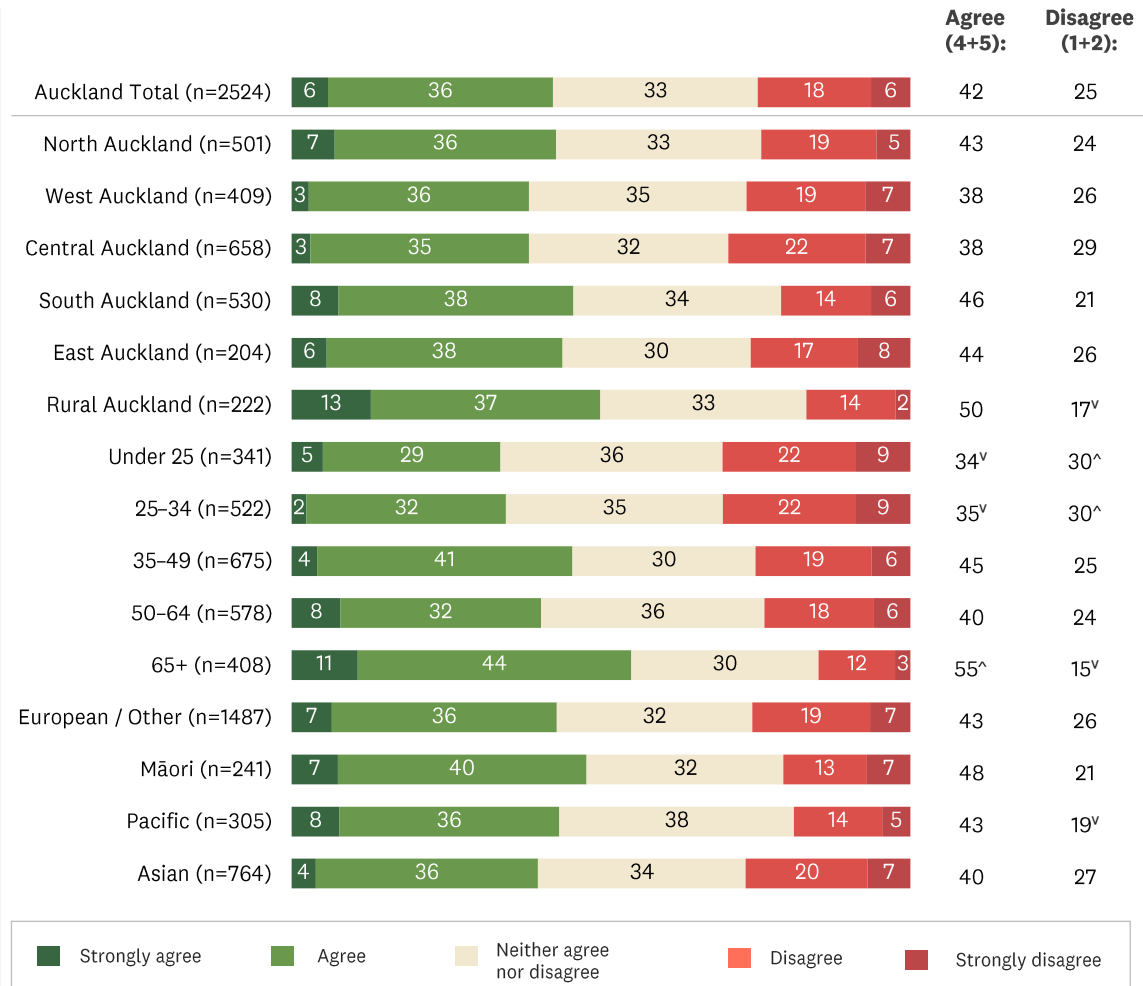
Sense of community experienced

Forty-two per cent of Auckland respondents agreed that they felt a sense of community with others in their neighbourhood.

Respondents aged 65 and older (55%) were more likely to agree that they felt a sense of community in their local neighbourhood, while younger age groups were less likely to agree (around one-third of those aged between 18 and 34).

Seventeen per cent of Rural Auckland respondents and 19 per cent of Pacific respondents disagreed with the statement.

Sense of community experienced – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q25_1: How much do you agree or disagree with the following statement? *I feel a sense of community with others in my neighbourhood*

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)



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Importance of a sense of community

Six out of ten (61%) Auckland respondents agreed that it is important to them to have a sense of community with people in their neighbourhood, while one in ten disagreed.

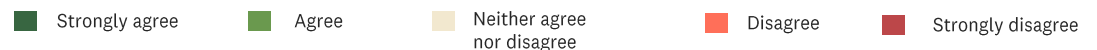
Respondents of South Auckland (68%) were significantly more likely to agree that a sense of community is important to them.

Respondents aged 65 and older were more likely to agree that a sense of community was important to them, while younger respondents were less likely (just over half of those aged between 18 and 34).

There were no significant differences by ethnicity.

Importance of sense of community – by area, age, and ethnic group (%)

						Agree (4+5):	Disagree (1+2):
Auckland Total (n=2524)	15	45	30	7	3	61	10
North Auckland (n=501)	12	47	30	9	2	59	11
West Auckland (n=409)	13	44	30	10	3	57	14
Central Auckland (n=658)	15	43	31	7	4	58	11
South Auckland (n=530)	22	46	25	5	2	68^	7
East Auckland (n=204)	11	48	33	5	3	60	7
Rural Auckland (n=222)	16	46	32	4	2	62	6
Under 25 (n=341)	15	38	36	9	3	52^v	12
25–34 (n=522)	13	41	35	10	2	54^v	12
35–49 (n=675)	14	51	27	5	3	65	8
50–64 (n=578)	16	44	29	7	4	61	11
65+ (n=408)	19	50	24	6	2	68^	8
European / Other (n=1487)	14	46	30	8	3	59	11
Māori (n=241)	19	45	26	6	4	64	10
Pacific (n=305)	25	39	28	7	2	64	8
Asian (n=764)	12	48	31	6	2	60	9



Base: All respondents (excluding not answered)

Source: Q25_2: How much do you agree or disagree with the following statement? *It's important to me to feel a sense of community with people in my neighbourhood*

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)



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Social networks

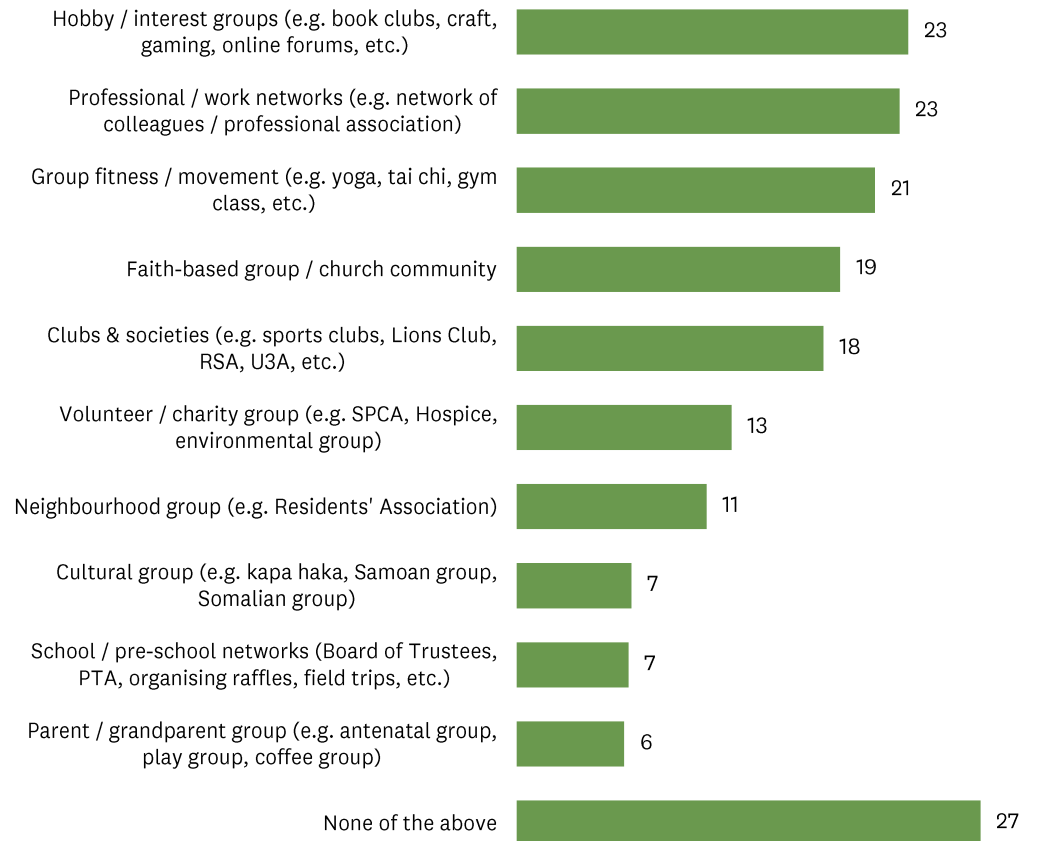
Auckland respondents were asked which of a series of social networks and groups they had been a part of in the previous 12 months.

Hobby/interest groups (23%) and professional/work networks (23%) were most common, followed by group fitness (21%), faith-based groups, including a church community (19%), and clubs and/or societies (18%).

Thirteen per cent of Auckland respondents said they participated in volunteer or charity work.

One-quarter (27%) said they did not belong to any of the nominated social networks and groups.

Participation in networks in previous 12 months – Auckland total (%)



Base: All respondents (excluding not answered) (n=2,524)

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



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Participation in social networks

Participation in social networks – by area, age, and ethnic group (%)

	Hobby / interest group	Professional / work network	Group fitness / movement	Faith-based group / church community	Clubs & societies	Volunteer / charity group
Auckland total (n=2524)	23	23	21	19	18	13
North (n=501)	23	25	24	16	20	13
West (n=409)	22	21	19	20	18	9
Central (n=658)	26	26	27^	15	21	13
South (n=530)	18 ^v	18 ^v	16 ^v	30^	10 ^v	12
East (n=204)	17 ^v	22	17	17	13	13
Rural (n=222)	32^	22	18	14	27^	17
Under 25 (n=341)	32^	14 ^v	24	20	19	11
25–34 (n=522)	23	27	24	18	11 ^v	8
35–49 (n=675)	22	29^	21	19	13 ^v	9
50–64 (n=578)	20	25	18	17	17	14
65+ (n=408)	23	11 ^v	20	23	36^	24^
European / Other (n=1487)	25	21	22	13 ^v	23^	13
Māori (n=241)	27	15 ^v	22	11 ^v	14	9
Pacific (n=305)	21	20	23	40^	11 ^v	11
Asian (n=764)	21	27	19	22	14	13

Base: All respondents (excluding not answered)

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

Note: Percentages are row based.



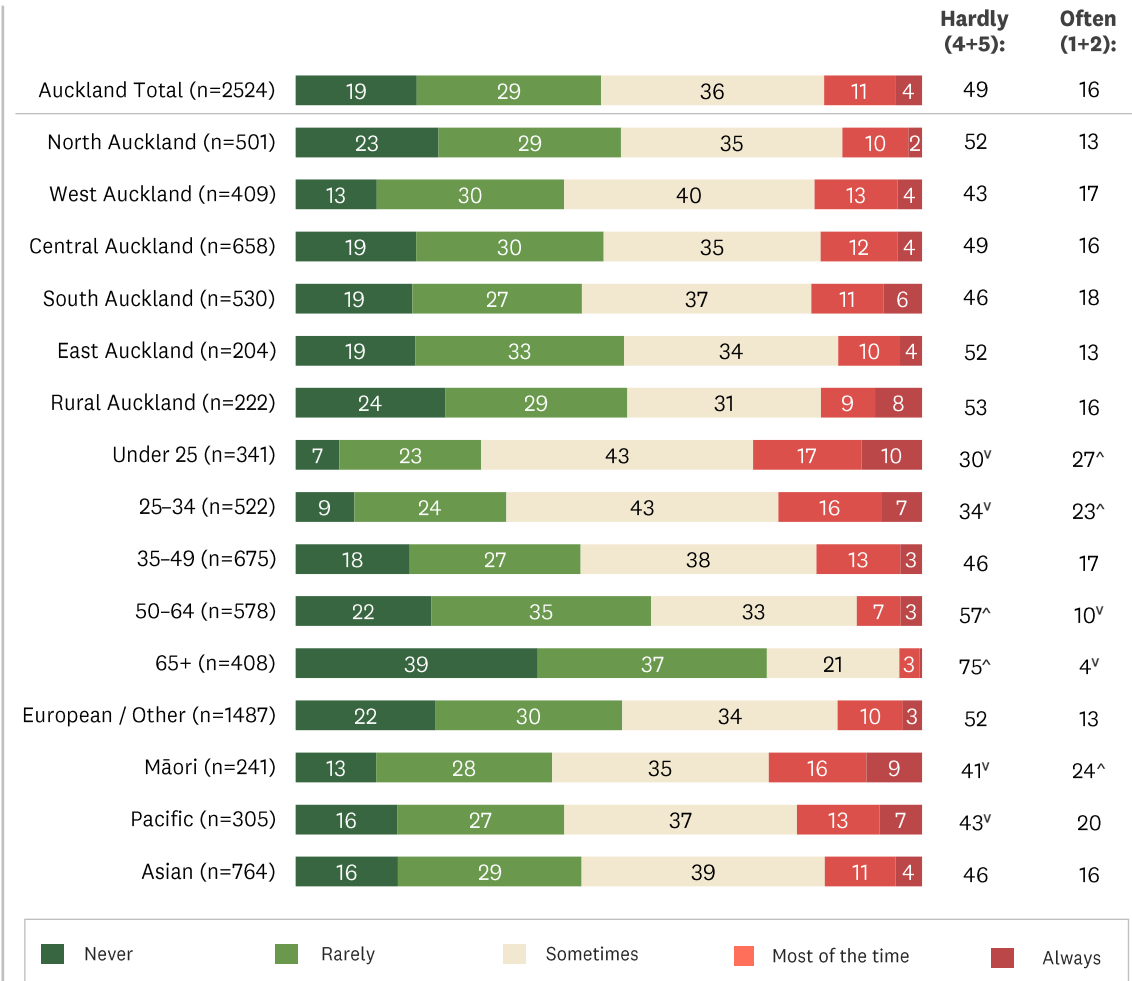
Loneliness / isolation

While nearly half (49%) of all Auckland respondents said they had rarely or never felt lonely or isolated in the previous 12 months, 16 per cent said they felt this way most or all of the time.

There were no significant differences by area of residence but feelings of loneliness and isolation were age related. Around one-quarter of those aged between 18 and 24 (27%) and 25 and 34 (23%) said they felt lonely or isolated most or all of the time. Only 4 per cent of respondents aged 65 and older felt this way.

Māori respondents (24%) were more likely than those who identified with other ethnic groups to say they felt lonely or isolated.

Feelings of loneliness / isolation in last 12 months – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q27: Over the last 12 months, how often, if ever, have you felt lonely or isolated?

(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)



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Interpersonal trust

Over half (53%) of Auckland respondents said they trusted people in their local area, while just 18 per cent said they did not.

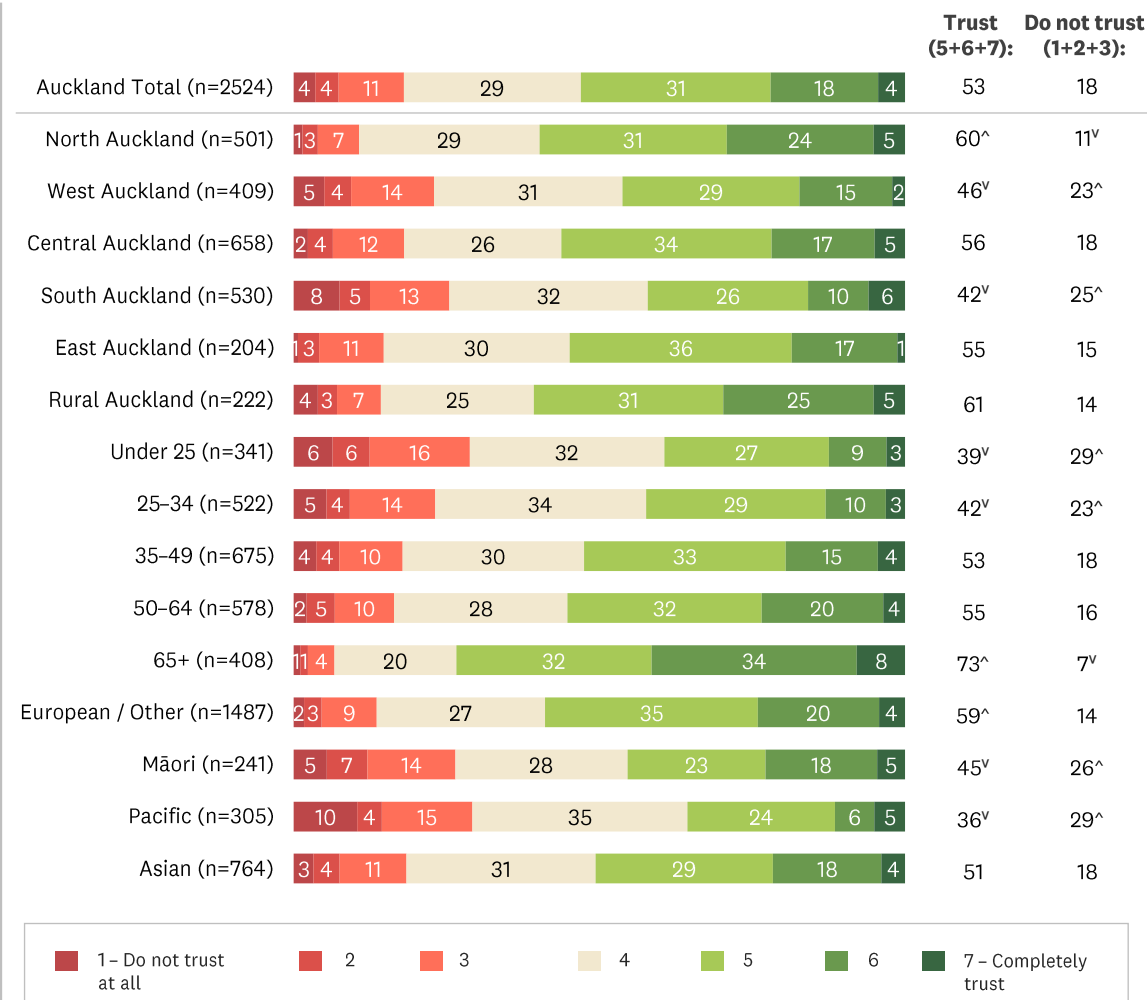
Respondents living in North Auckland (60%) were more likely to report they trusted people in their neighbourhood, while those living in West (46%) and South Auckland (42%) were less likely to report this was the case.

Respondents aged 65 and older (73%) reported the highest levels of trust. In contrast, those aged between 18 and 34 were more likely than others to say they did not trust people in their local area.

Māori (26%) and Pacific respondents (29%) were more likely to report that they did not trust people in their local area, while European (59%) respondents were more likely to say they did.

Note: This is a new question added in 2024.

Interpersonal trust – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered) (n=2524)

Source: Q34: In general, how much do you trust people in your local area?
(7-pt scale: 1 – Do not trust at all, 7 – Completely trust)



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Institutional trust – summary

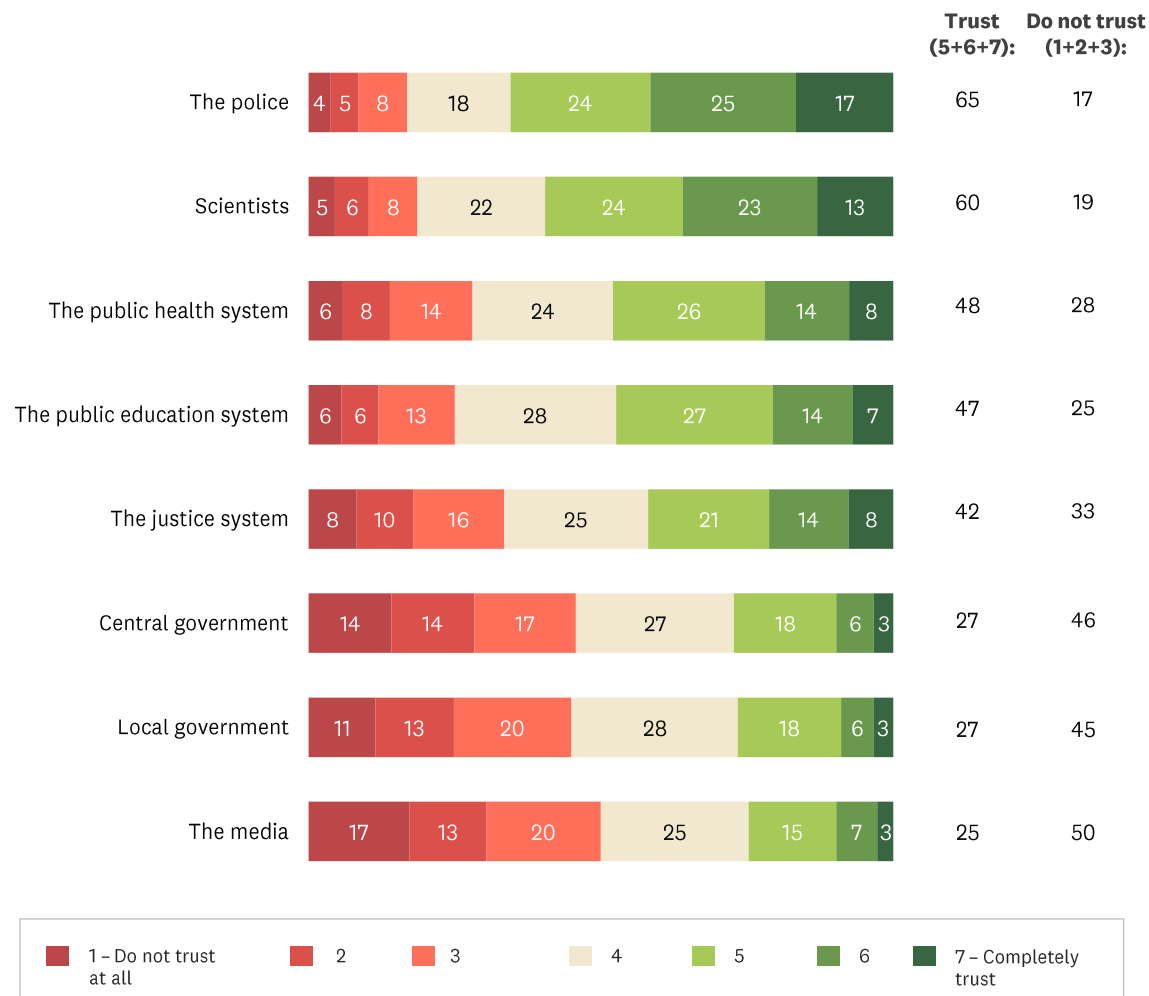
Respondents were asked how much they trusted different institutions in New Zealand.

The most trusted institutions (i.e. rated 5, 6 or 7 on the scale) were the police (65%), scientists (60%), the public health system (48%) and the public education system (47%).

The least trusted institutions were central government (27%), local government (27%) and the media (25%).

Note: This is a new question added in 2024.

Institutional trust (summary) – Auckland total (%)



Base: All respondents (excluding not answered) (n=2524)

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



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Institutional trust – the police

Two-thirds (65%) of Auckland respondents said they had trust in the police.

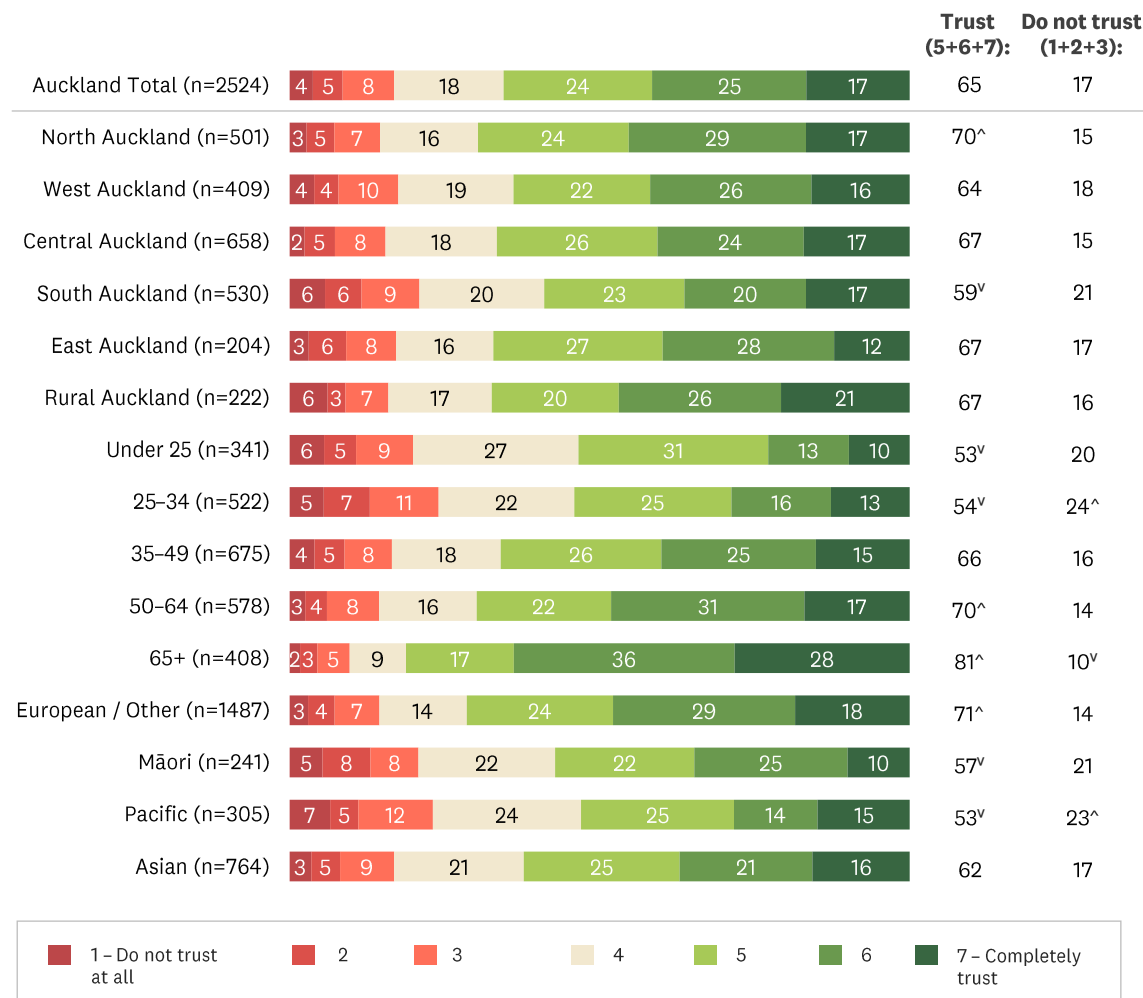
Respondents living in North Auckland (70%) were more likely to report they trusted the police while those living in South Auckland (59%) were less likely to do so.

Respondents aged 65 and over (81%) and between 50 and 64 (70%) were more likely than younger respondents to report their trust in police.

Pacific respondents (23%) were more likely than those identifying with other ethnicities to say they did not trust the police, while European respondents (71%) were more likely to say they trusted police.

Note: This is a new question added in 2024.

Trust in the police – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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Institutional trust – scientists

Six out of ten respondents said they trust scientists.

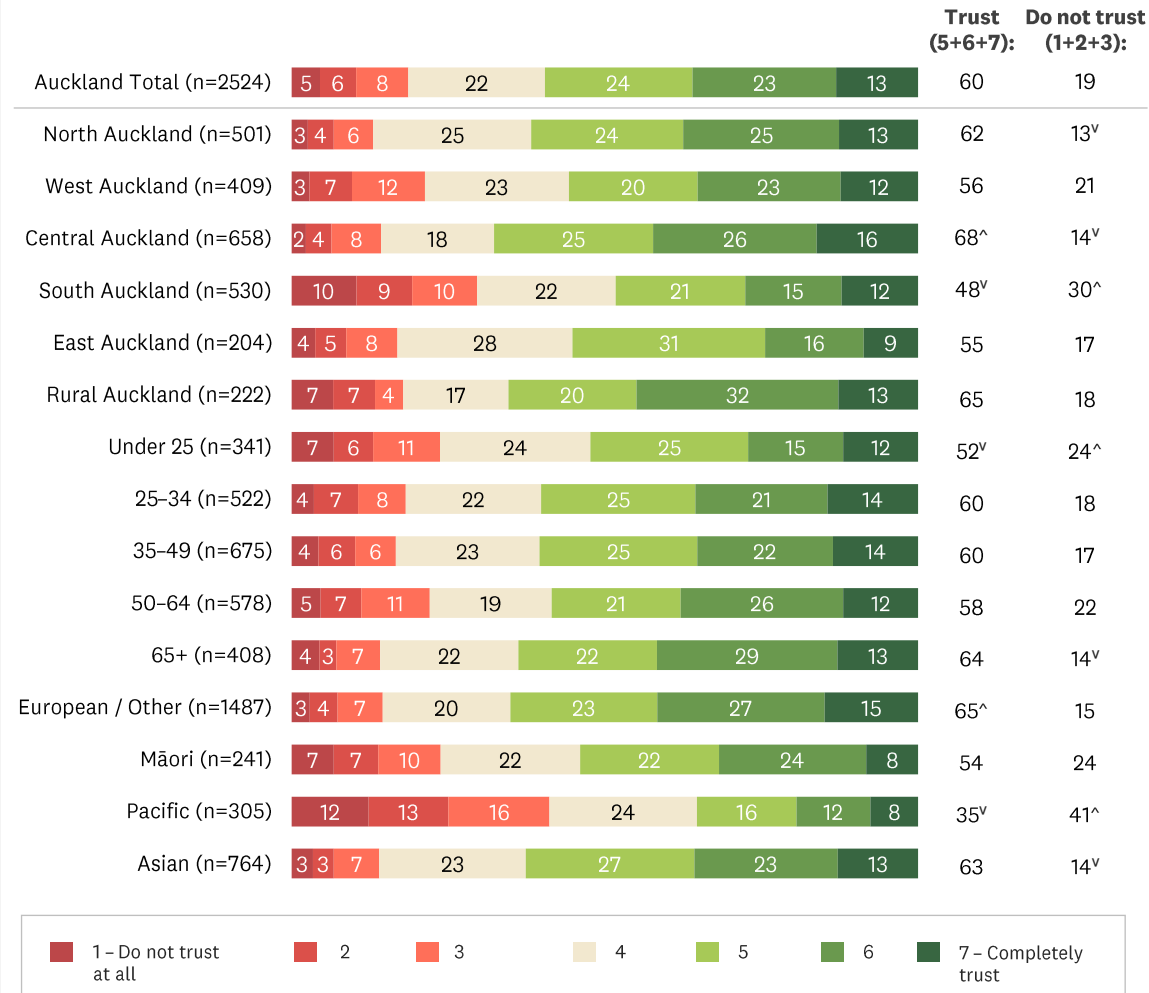
Respondents of Central Auckland (68%) were more likely to report their trust in scientists, while those living in South Auckland (48%) were less likely.

More than half of those aged between 18 and 24 (52%) said they trusted scientists, significantly less than their older counterparts.

European respondents (65%) were more likely to report that they trusted scientists, while Pacific respondents (35%) were less likely to report their trust.

Note: This is a new question added in 2024.

Trust in scientists – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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Institutional trust – the public health system

Nearly half (48%) of all Auckland respondents said that they trusted the public health system, while more than one-quarter (28%) said they did not.

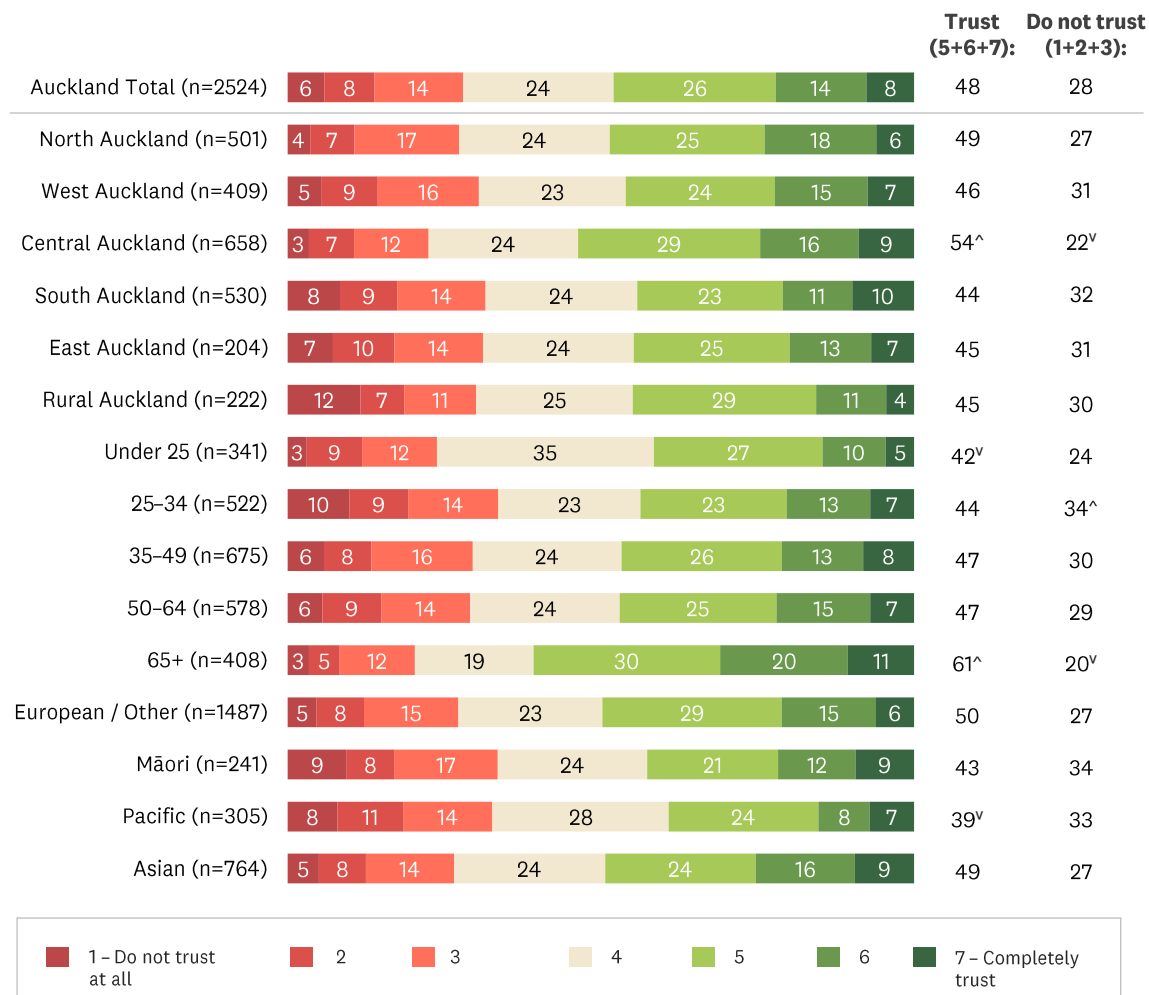
Respondents of Central Auckland (54%) were more likely to report their trust in the public health system.

Those aged between 25 and 34 (34%) were more likely to report that they did not trust the public health system, while respondents aged 65 and older (61%) were more likely to report that they did trust the public health system.

Pacific respondents (39%) were less likely than respondents who identified with other ethnicities to report their trust in the public health system.

Note: This is a new question added in 2024.

Trust in the public health system – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q33_7: How much do you trust the following institutions in New Zealand? Even if you've had very little or no contact with them, please base your answer on your general impression of them. *The public health system*

(7-pt scale: 1 – Do not trust at all, 7 – Completely trust)



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Institutional trust – the public education system

Nearly half (47%) of Auckland respondents said they trusted the public education system, while one-quarter (25%) said they did not.

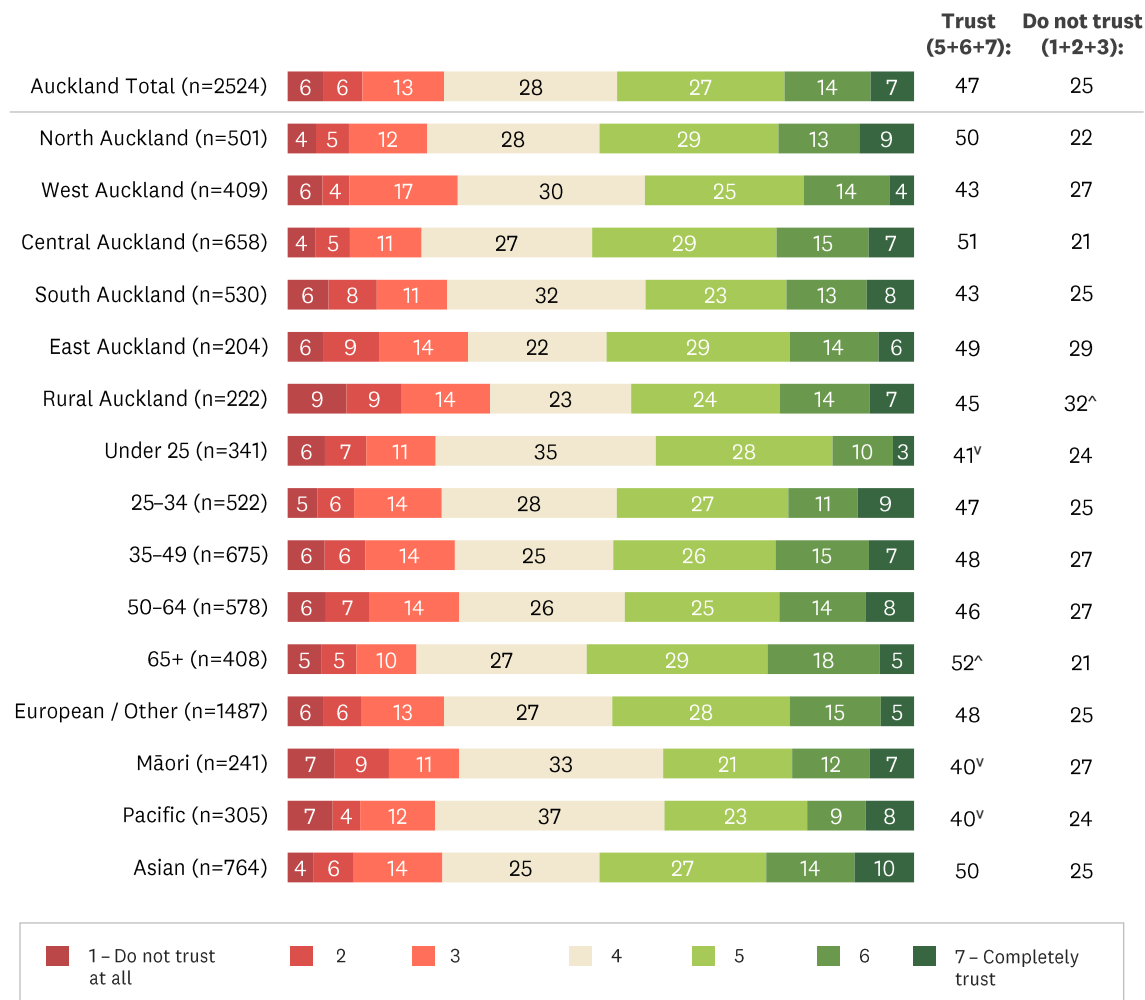
Respondents living in Rural Auckland (32%) were more likely to report that they did not have trust in the public education system.

People aged 65 and older (52%) were more likely than other age groups to report that they trusted the public education system. Respondents aged between 18 and 24 (41%) were less likely to report their trust.

Māori (40%) and Pacific respondents (40%) were significantly less likely to say they trusted the public education system, when compared with people of other ethnicities.

Note: This is a new question added in 2024.

Trust in the public education system – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q33.2: How much do you trust the following institutions in New Zealand? Even if you've had very little or no contact with them, please base your answer on your general impression of them. *The public education system*

(7-pt scale: 1 – Do not trust at all, 7 – Completely trust)



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Institutional trust – the justice system

One-third (33%) of Auckland respondents said they did not trust the justice system.

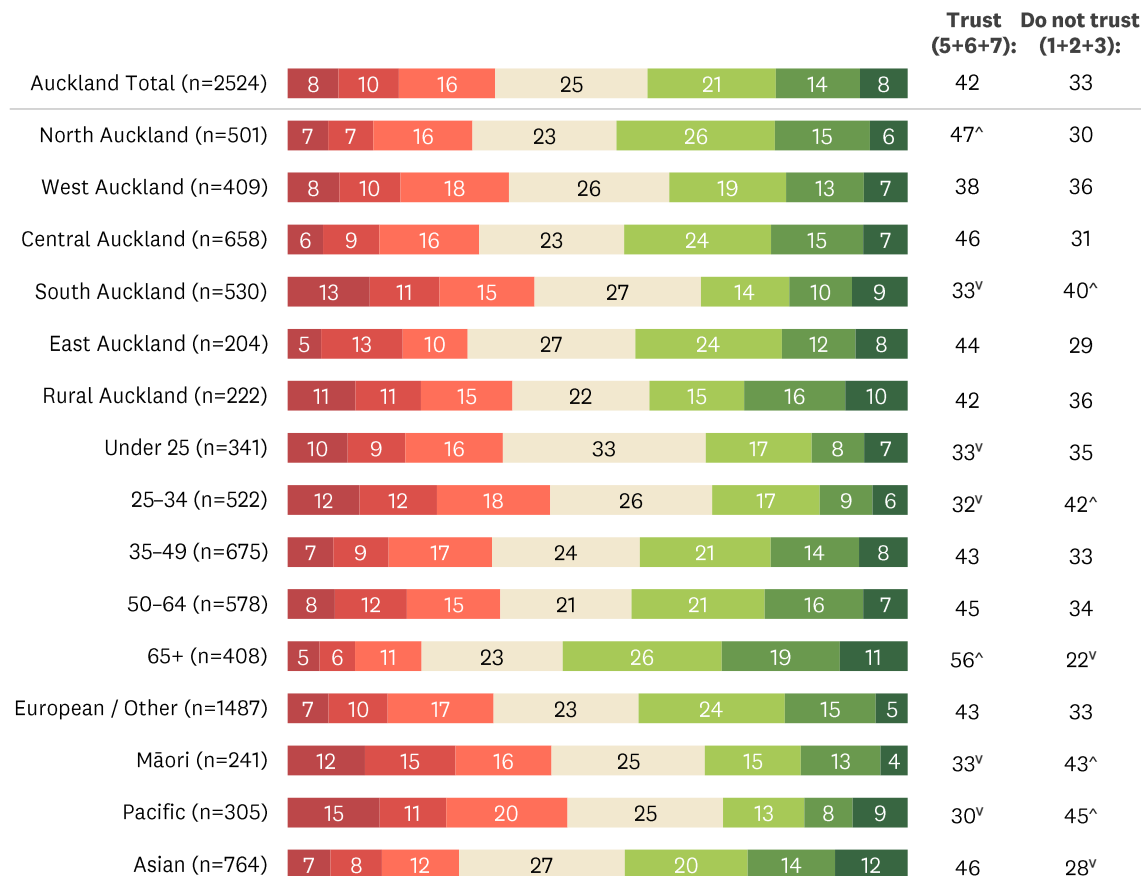
Respondents living in South Auckland (40%) were more likely to report that they did not trust the justice system.

Those aged between 25 and 34 (42%) were more likely to report that they did not trust the justice system, while those aged 65 and over (22%) were less likely to report their lack of trust.

Pacific (45%) and Māori respondents (43%) were more likely than those of other ethnicities to say they did not trust the justice system, while Asian respondents were least likely to report their distrust.

Note: This is a new question added in 2024.

Trust in the justice system – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q33_4: How much do you trust the following institutions in New Zealand? Even if you've had very little or no contact with them, please base your answer on your general impression of them. *The justice system*

(7-pt scale: 1 – Do not trust at all, 7 – Completely trust)



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Institutional trust – central government

Nearly half (46%) of Auckland respondents reported that they did not trust central government.

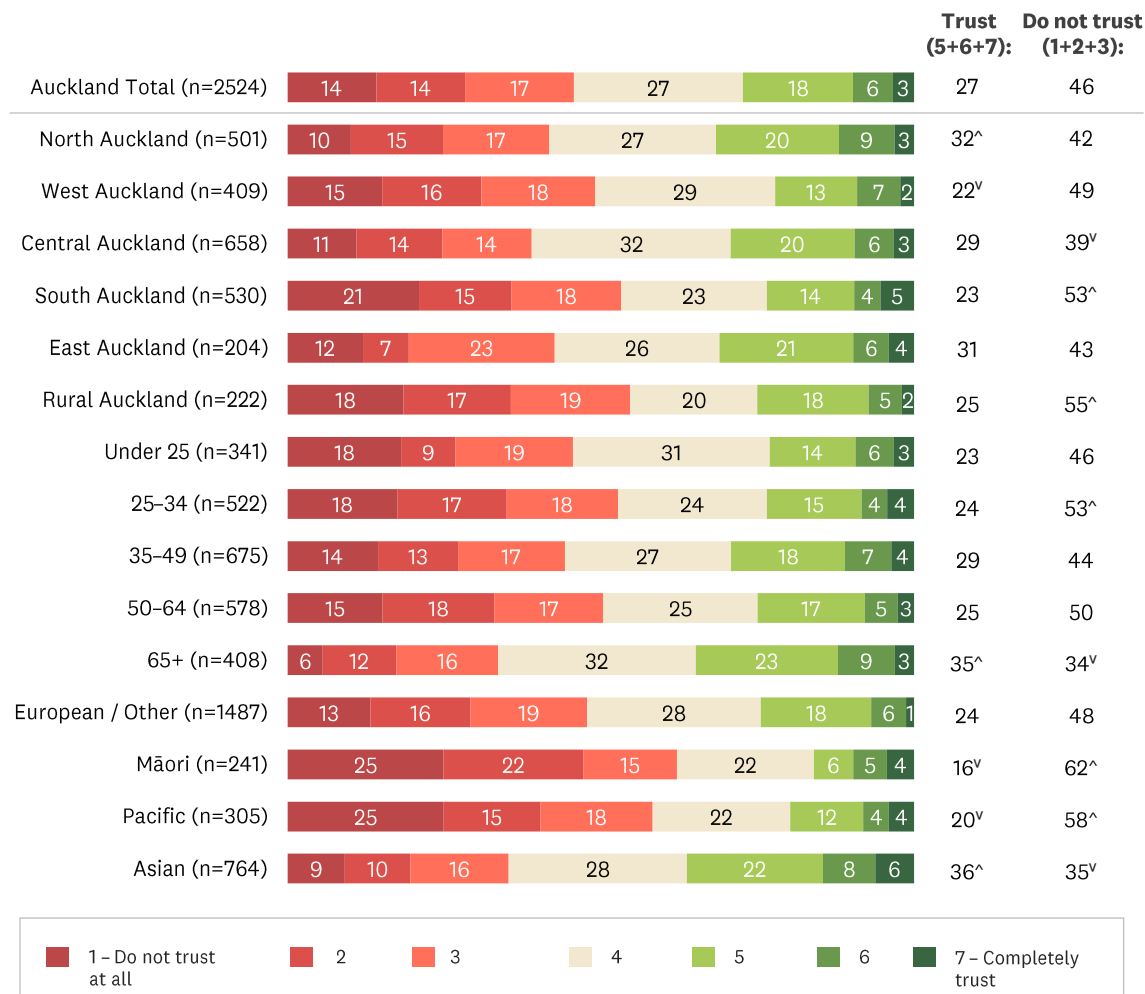
Respondents living in Rural (55%) and South Auckland (53%) were more likely than respondents living in other parts of Auckland to report that they did not trust central government. Respondents living in North Auckland (32%) were significantly more likely than those living in other parts of Auckland to report their trust in central government.

Those aged between 25 and 34 (53%) were significantly more likely to say they did not trust central government. The responses of those aged 65 and older were mixed; 35 per cent and 34 per cent reported that they trusted and did not trust central government, respectively.

Māori (62%) and Pacific respondents (58%) were significantly more likely to say that they did not trust central government. The overall response of Asian respondents was mixed with 36 per cent reporting their trust and 35 per cent reporting their lack of trust.

Note: This is a new question added in 2024.

Trust in central government – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q33_5: How much do you trust the following institutions in New Zealand? Even if you've had very little or no contact with them, please base your answer on your general impression of them. *Central government (e.g. elected members of parliament, government departments)*
(7-pt scale: 1 – Do not trust at all, 7 – Completely trust)



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Institutional trust – local government

Forty-five per cent of Auckland respondents said they did not trust their local government (e.g. their local council and councillors), while more than one-quarter (27%) said they did.

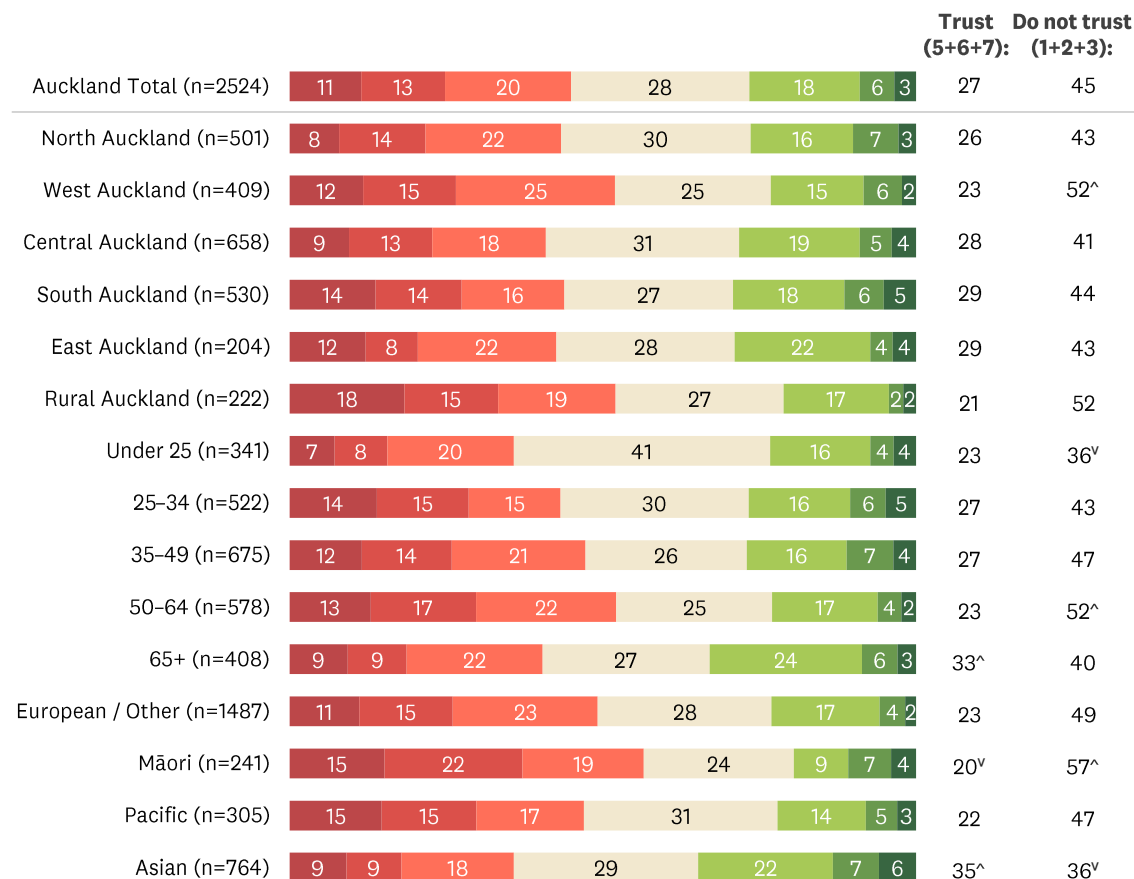
Respondents living in West Auckland (52%) were more likely than those living in other parts of Auckland to report that they did not trust local government.

More than half (52%) of those aged between 50 and 64 said they did not trust local government. Those aged 65 and older (33%) were more likely than younger respondents to report their trust in local government.

Māori (57%) were more likely to report that they did not trust local government, while Asian respondents (36%) were less likely to report their lack of trust.

Note: This is a new question added in 2024.

Trust in local government – by area, age, and ethnic group (%)



1 – Do not trust at all

2

3

4

5

6

7 – Completely trust

Base: All respondents (excluding not answered)

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



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Institutional trust – the media

Half (50%) of Auckland respondents overall said that they did not trust the media, while one-quarter (25%) said that they did.

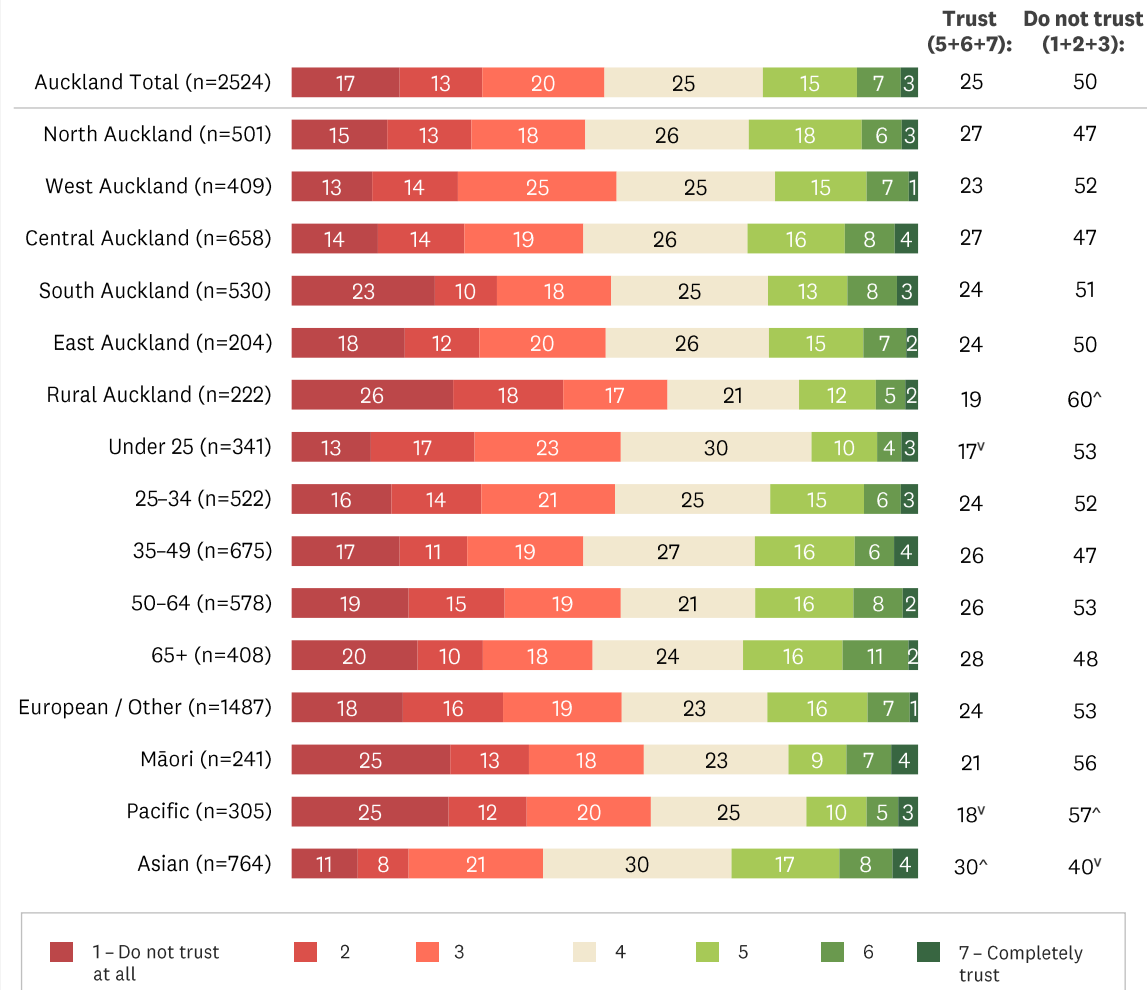
Respondents living in Rural Auckland (19%) were least likely to report their trust; six out of ten respondents said they did not trust the media.

Respondents aged between 18 and 24 (17%) were less likely than other age groups to report their trust in the media.

Pacific Aucklanders (57%) were more likely to say they did not trust the media, while Asian Aucklanders (40%) were less likely to hold this view.

Note: This is a new question added in 2024.

Trust in the media – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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WHATUNGA AHUREA / CULTURE & IDENTITY

This section explores respondents' views of their culture and identity in Auckland, including how accepted and valued they feel, and experiences of discrimination.



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Perceptions of acceptance in Auckland

Respondents were asked how much they agreed or not with the statement: 'People in Auckland accept and value me and others of my identity (e.g. sexual, gender, ethnic, cultural, faith)'.

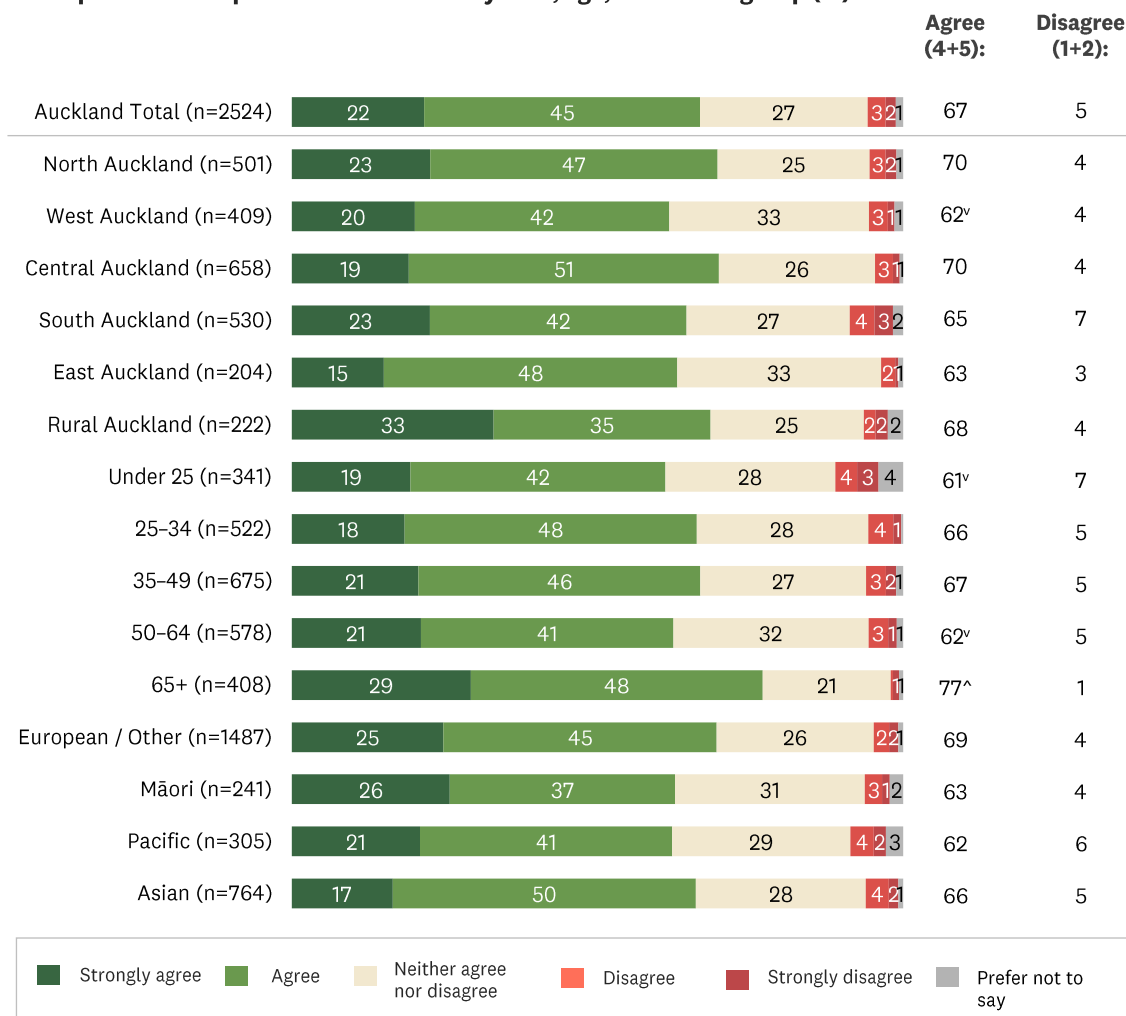
Two-thirds (67%) of Auckland respondents said they agreed with the statement. While only 5 per cent disagreed with the statement, a further 27 per cent neither agreed nor disagreed.

Respondents living in West Auckland (62%) were less likely than other respondents to agree they felt accepted and valued.

Older Auckland respondents (aged 65 and over; 77%) were more likely to say they felt accepted and valued, compared with other age groups.

There were no significant differences by ethnicity.

Perceptions of acceptance in Auckland – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q35_1: Thinking about living in Auckland, how much do you agree or disagree with the following statements? *People in Auckland accept and value me and others of my identity (e.g. sexual, gender, ethnic, cultural, faith)*

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 97 – Prefer not to say)



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Comfort with dressing to express identity in public

Respondents were asked how comfortable they felt dressing in a way that expresses their identity in public, including their sexual, gendered, ethnic, cultural, and faith-based identity.

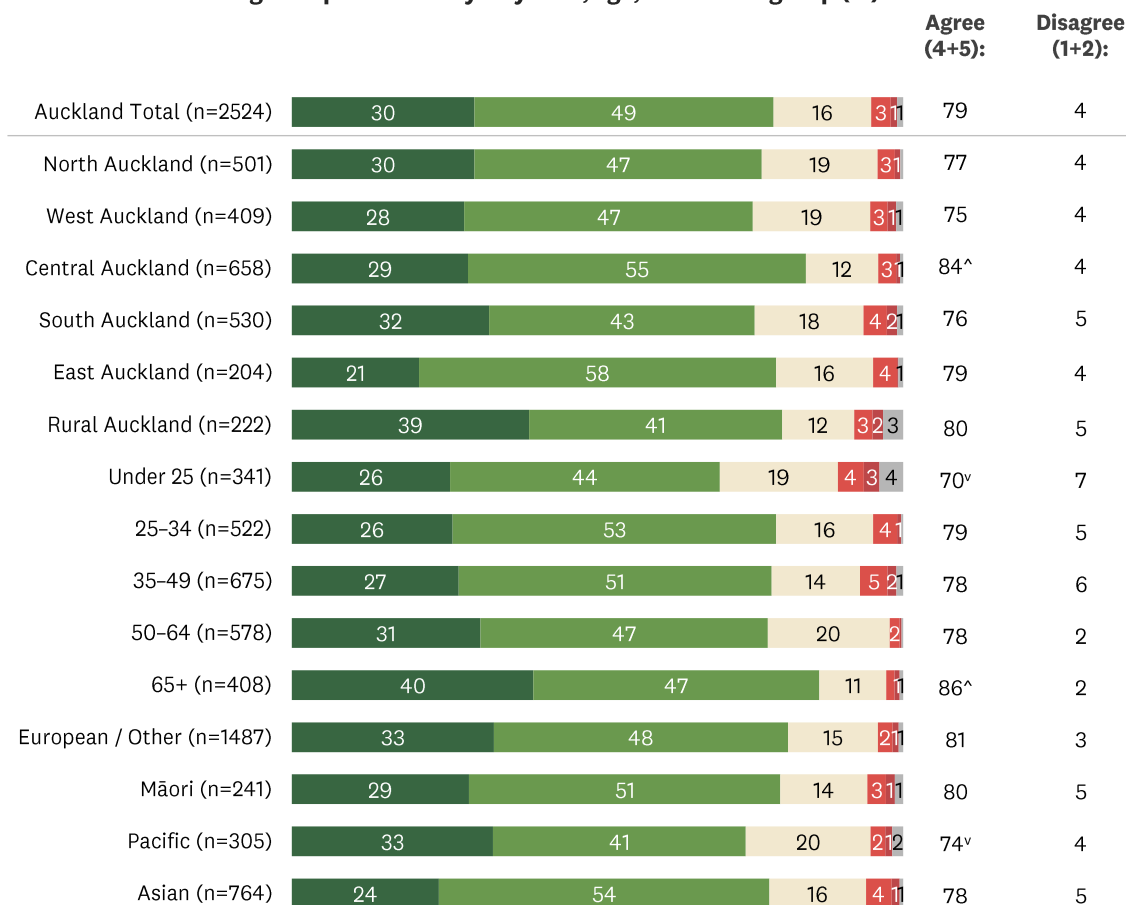
Seventy-nine per cent agreed that they felt comfortable, while 4 per cent disagreed.

Respondents living in Central Auckland (84%) were significantly more likely to report their agreement.

Older respondents aged 65 and over (86%) were more likely to report their agreement, while those aged under 25 (70%) were less likely to do so.

Pacific respondents (74%) were less likely than other ethnic groups to report that they felt comfortable dressing in a way that expresses their identity in public.

Comfort with dressing to express identity – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q35_2: Thinking about living in Auckland, how much do you agree or disagree with the following statements? *I feel comfortable dressing in a way that expresses my identity in public (e.g. sexual, gender, ethnic, cultural, faith)*

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 97 – Prefer not to say)



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Ability to participate in own cultural activities

Respondents were asked how much they agreed or not that they could attend, participate or perform in, activities or groups that align with their culture.

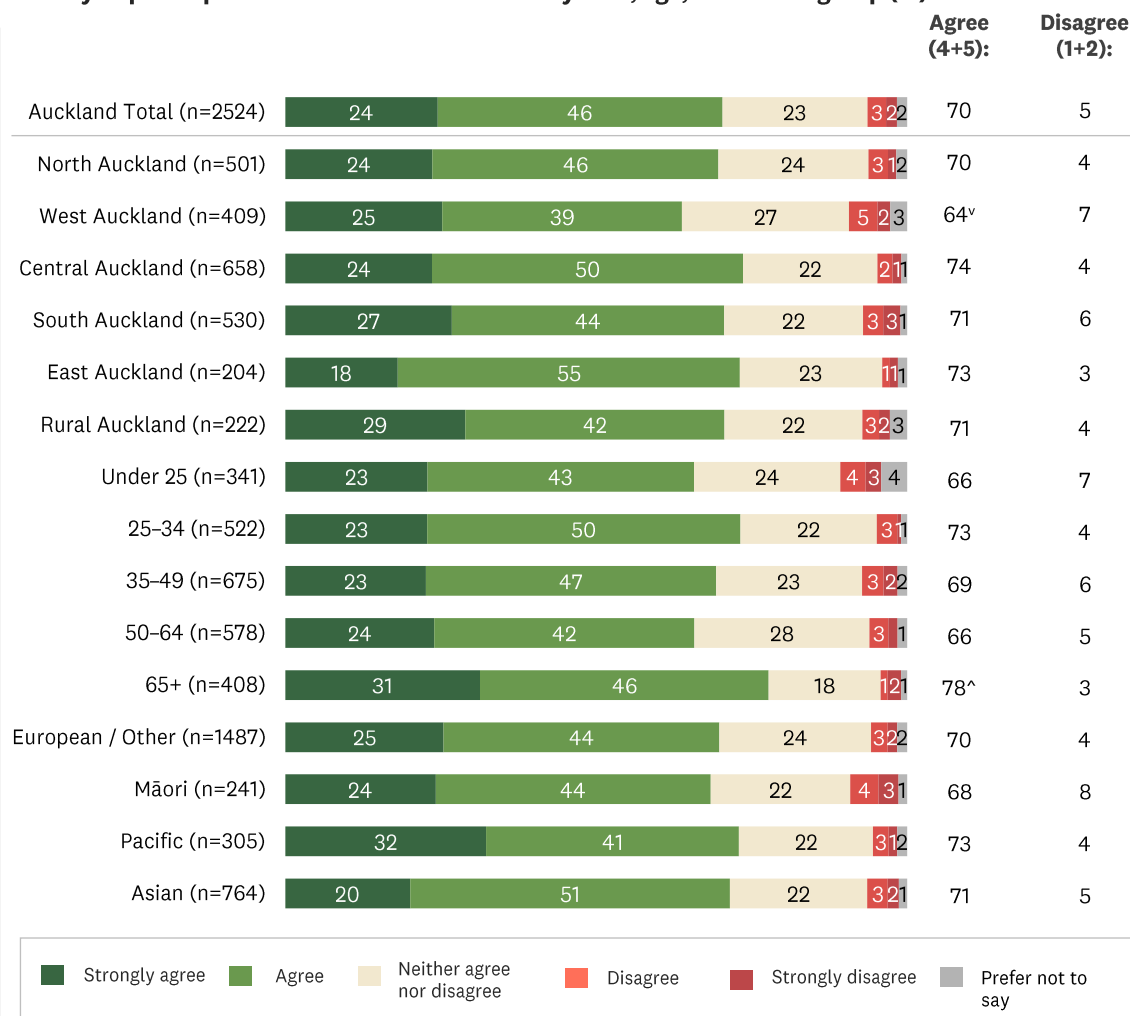
Seven out of ten (70%) said they felt comfortable, while 5 per cent said they did not.

Respondents living in West Auckland (64%) were less likely than those living in other parts of Auckland to agree that they could participate in cultural activities.

Those aged 65 and older (78%) were more likely to agree that they could participate in activities that aligned with their own culture.

There were no significant differences by ethnicity.

Ability to participate in own culture activities – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q35_3: Thinking about living in Auckland, how much do you agree or disagree with the following statements?

I can participate, perform, or attend activities or groups that align with my culture

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree, 97 – Prefer not to say)



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Racism and discrimination towards others

Forty-five per cent of Auckland respondents overall said that racism or discrimination towards particular groups of people had been an issue in their local area in the previous 12 months.

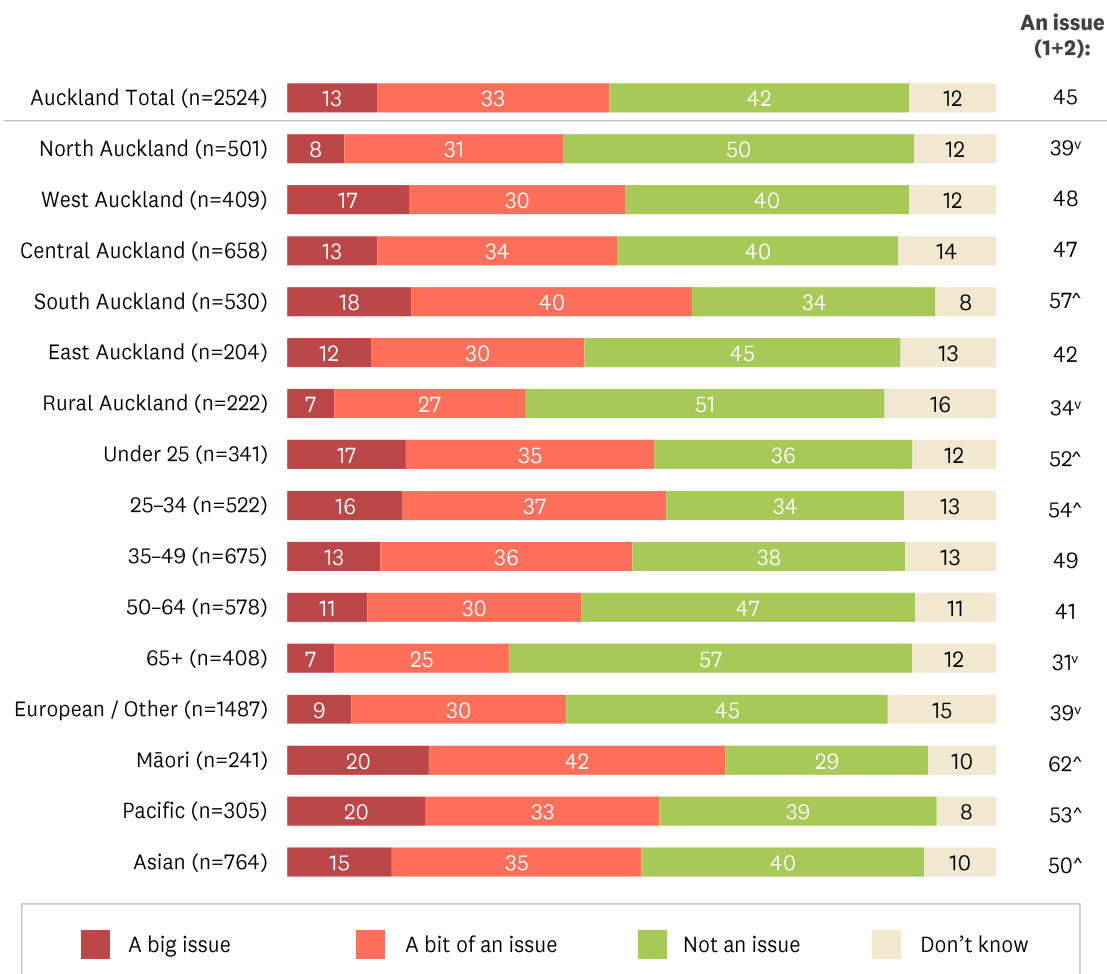
South Auckland-based respondents (57%) were more likely than others to report that racism or discrimination had been an issue.

Younger respondents aged between 18 and 34 were significantly more likely to report that racism and discrimination had been an issue; more than half said it had been an issue.

Māori (62%), Pacific (53%) and Asian (50%) respondents were significantly more likely to report that this had been an issue, while European respondents (39%) were significantly less likely.

Note: This question has changed in 2024 – previous QoL surveys asked whether respondents thought it had been a ‘problem’ rather than an ‘issue’ in their local area.

Perceived racism and discrimination in local area – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q11.5: Thinking about the following social issues, to what extent, if at all, has each of the following been an issue in your local area over the past 12 months? *Racism or discrimination towards particular groups of people*

(1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 98 – Don't know)



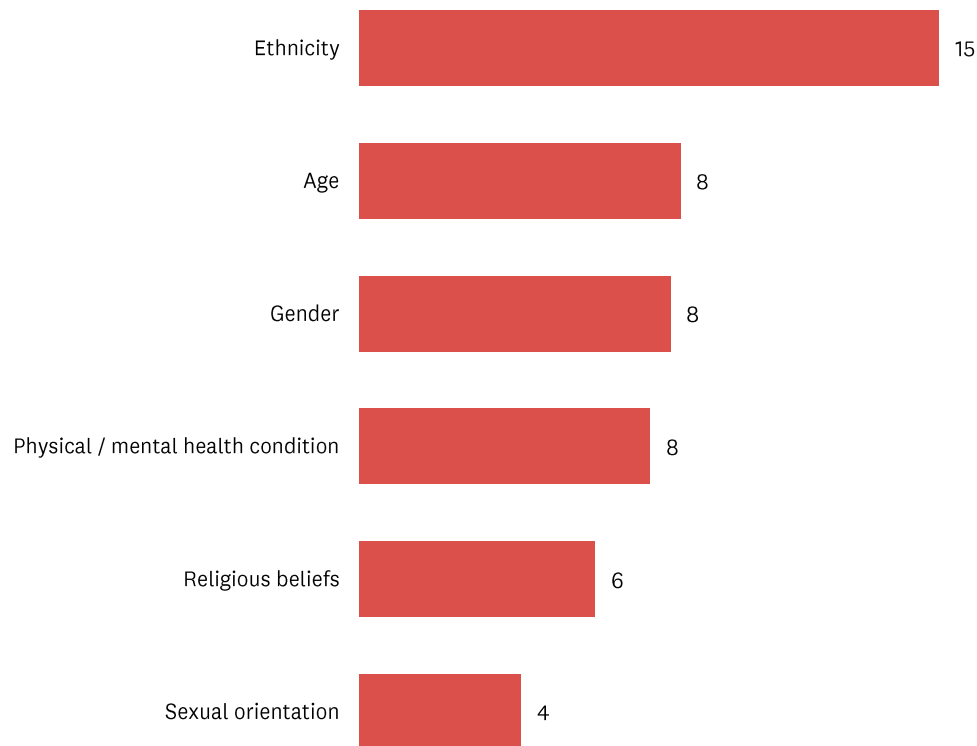
Personal experience of anger / intolerance

Fifteen per cent of Auckland respondents reported that they had personally experienced anger or intolerance, or been treated unfairly or excluded, because of their ethnicity, over the three months prior to the survey.

Eight per cent had personally experienced anger or intolerance, or been treated unfairly or excluded, because of their age (8%) or gender (8%), or because of a physical or mental health condition (8%).

Personal experience of prejudice, intolerance or unfair treatment due to other factors such as religious beliefs (6%) or sexual orientation (4%) were less widespread.

Personal experience of anger or intolerance (summary) – Auckland total (%)



Base: All respondents (excluding not answered) (n=2524)

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

(1 – Yes, 2 – No)



Personal experience of anger / intolerance

Personal experience of anger or intolerance – by area, age, and ethnic group (%)

	Gender	Age	Ethnicity	Physical / mental health condition	Sexual orientation	Religious beliefs
Auckland Total (n=2524)	8	8	15	8	4	6
North Auckland (n=501)	5	6	10 ^v	5	2	5
West Auckland (n=409)	7	10	13	6	4	5
Central Auckland (n=658)	8	8	15	7	5	5
South Auckland (n=530)	14 [^]	12	26 [^]	14 [^]	8	13 [^]
East Auckland (n=204)	4	3 ^v	12	6	1	4
Rural Auckland (n=222)	6	7	7 ^v	5	1	3
Under 25 (n=341)	16 [^]	15 [^]	24 [^]	15 [^]	8	13 [^]
25–34 (n=522)	12	7	19	10	8	7
35–49 (n=675)	7	6	16	7	4	6
50–64 (n=578)	6	9	14	6	2	4
65+ (n=408)	2 ^v	8	4 ^v	2 ^v	1	2
European / Other (n=1487)	6	8	8 ^v	5	3	4
Māori (n=241)	12	14 [^]	22 [^]	16 [^]	6	9
Pacific (n=305)	14 [^]	14 [^]	24 [^]	15 [^]	8	14 [^]
Asian (n=764)	7	6	21 [^]	6	4	7

Base: All respondents (excluding not answered)

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

(1 – Yes, 2 – No)

Note: Percentages are row-based.



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

This section reports on respondents' employment status, perceptions of their work-life balance, and their financial wellbeing and resilience.



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Satisfaction with work-life balance

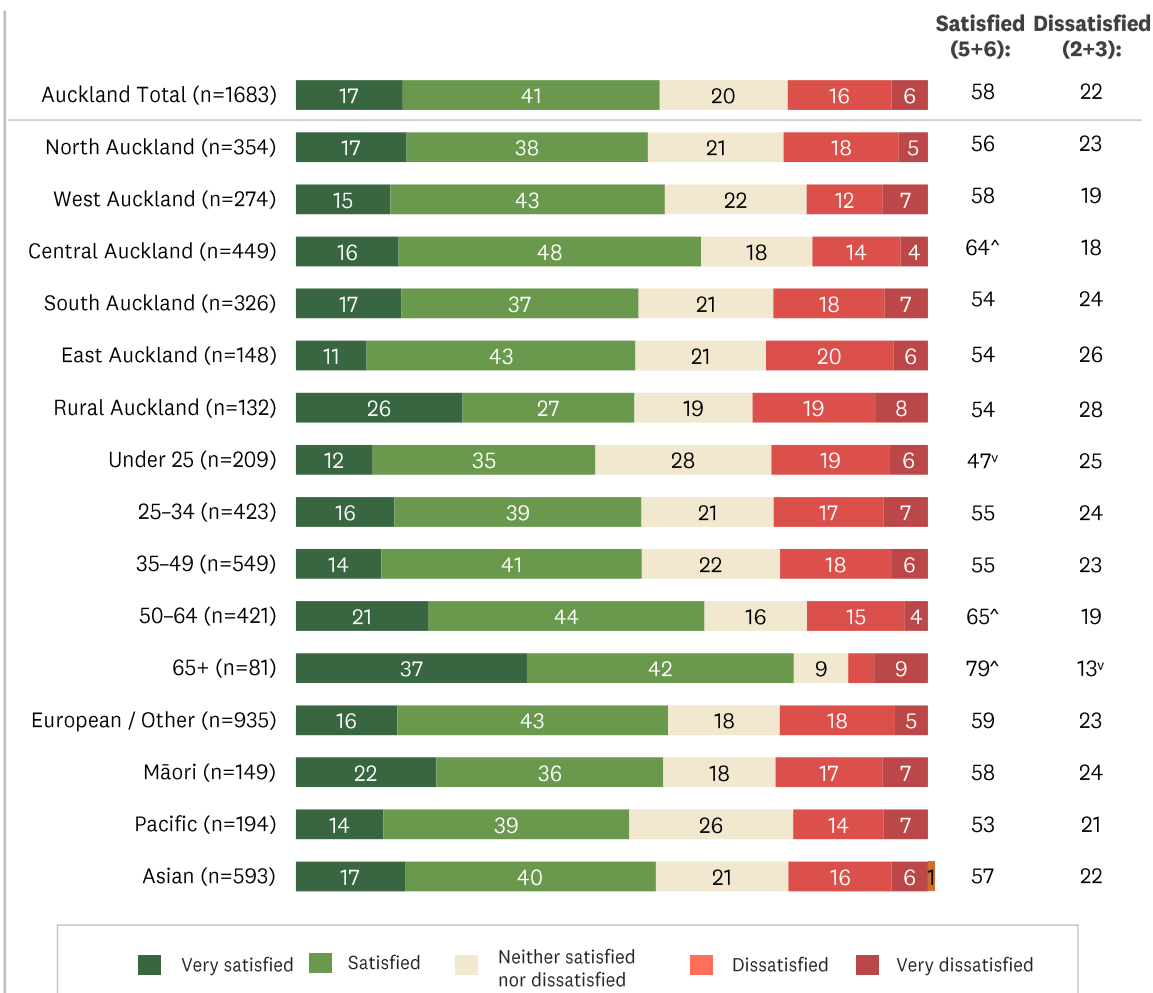
Of those respondents who said they were in full- or part-time paid work, 58 per cent said they were satisfied with the balance between their paid work and other aspects of their life.

Respondents living in Central Auckland (64%) were more likely to say they were satisfied with their work-life balance.

Older respondents aged 50 and over were more likely to report their satisfaction with work-life balance. This was especially the case for those aged 65 and older (79%). Those aged 18 to 25 were significantly less likely to report their satisfaction.

There were no significant differences by ethnicity.

Work-life balance satisfaction – by area, age, and ethnic group (%)



Base: Those in paid employment (n=1678)

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

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



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Reasons for being satisfied with work-life balance – verbatim comments

Of the 901 respondents who said they were satisfied with their work-life balance, the most common explanations were workload and manageable hours (30%), good balance and time management (24%), having enough time for themselves and their other commitments (22%), and that their work affords them flexibility (22%). Being happy with their job (19%) and having a sufficient income (8%) were also cited.

Note: This is a new question added in 2024.

“I work for myself and make conscious decisions to be home with the family and to give myself time to de-stress, more simplified life.”

Male, 50–64 years

“I have the choice to work flexibly (i.e. start late to go to an appointment, or work from home for one day if I need to take my car in) when I need to. The culture at my work also doesn't promote overtime. I work consistent hours which helps me plan my other activities.”

Female, 18–24 years

“I am able to spend time with my child and wife in the morning and after work, while also being able to relax with family and have private time by myself in the weekend. My job also enables me to primarily work from home with very few trips away.”

Male, 18–24 years

“I can work from home 2 days a week which means it's easier to get household chores done while also working. This frees up time on the weekends/evenings to spend with family.”

Female, 35–49 years

“I have the flexibility to work different hours and have supportive management. My working hours fit in with looking after my children and their extra curricular activities.”

Female, 35–49 years

“My current workplace is very flexible in terms of having a healthy work-life balance. We have a hybrid working policy, as well as even more flexibility on days that you do need to come into the office. It's been a big help with getting chores done around at home, so that more time on the weekend is spent socialising/relaxing.”

Male, 25–34 years

Base: All respondents who said they were satisfied with work-life balance (n=901)

Source: Q19b: And why did you say that?



Reasons for being dissatisfied with work-life balance – verbatim comments

Of the 364 respondents who said they were dissatisfied with their work-life balance, more than half (52%) attributed this to workload and unmanageable hours.

Insufficient income (42%) and not having enough time for themselves and other commitments (38%) were also commonly cited as reasons for their dissatisfaction.

Stress, fatigue, or poor health (13%), issues travelling to work (13%), and a lack of flexibility in their workplace (12%) were also mentioned.

“We get paid well only after working hard in office and don’t get time on a daily basis to look after my daughter and help her with her studies and her other interests. Quality time to family is very much compromised especially in my role.”

Female, 35–49 years

“I live rurally to get a better quality of life however need to work fulltime in the city to afford that life. I spend 12 hours of every day made up of being at work and commuting meaning there is little time when I get home for quality time.”

Female, 35–49 years

“I feel like I work more hours but still get paid less and since I work more to earn more, the time I spend with myself, friends and family gets sacrificed.”

Male, 25–34 years

“At this stage in my life I’d expect more family or personal time. The high cost of living, including more taxes and tax rate increases, in Auckland and NZ has meant I must remain employed full-time to retain a basic lifestyle and achieve eventual retirement capability much later in life than I expected. It has also resulted in home relocation to more affordable housing options that unfortunately result in substantial work travel time. This reduces the amount of time for personal contact I have with remote family members who relocated outside NZ for these same reasons.”

Male, 65+ years

“Work longer hours than I’d like, particularly with commute. Haven’t been able to commit to social sports as often urgent work comes up.”

Female, 35–49 years

Base: All respondents who said they were dissatisfied with work-life balance (n=364)

Source: Q19a: And why did you say that?



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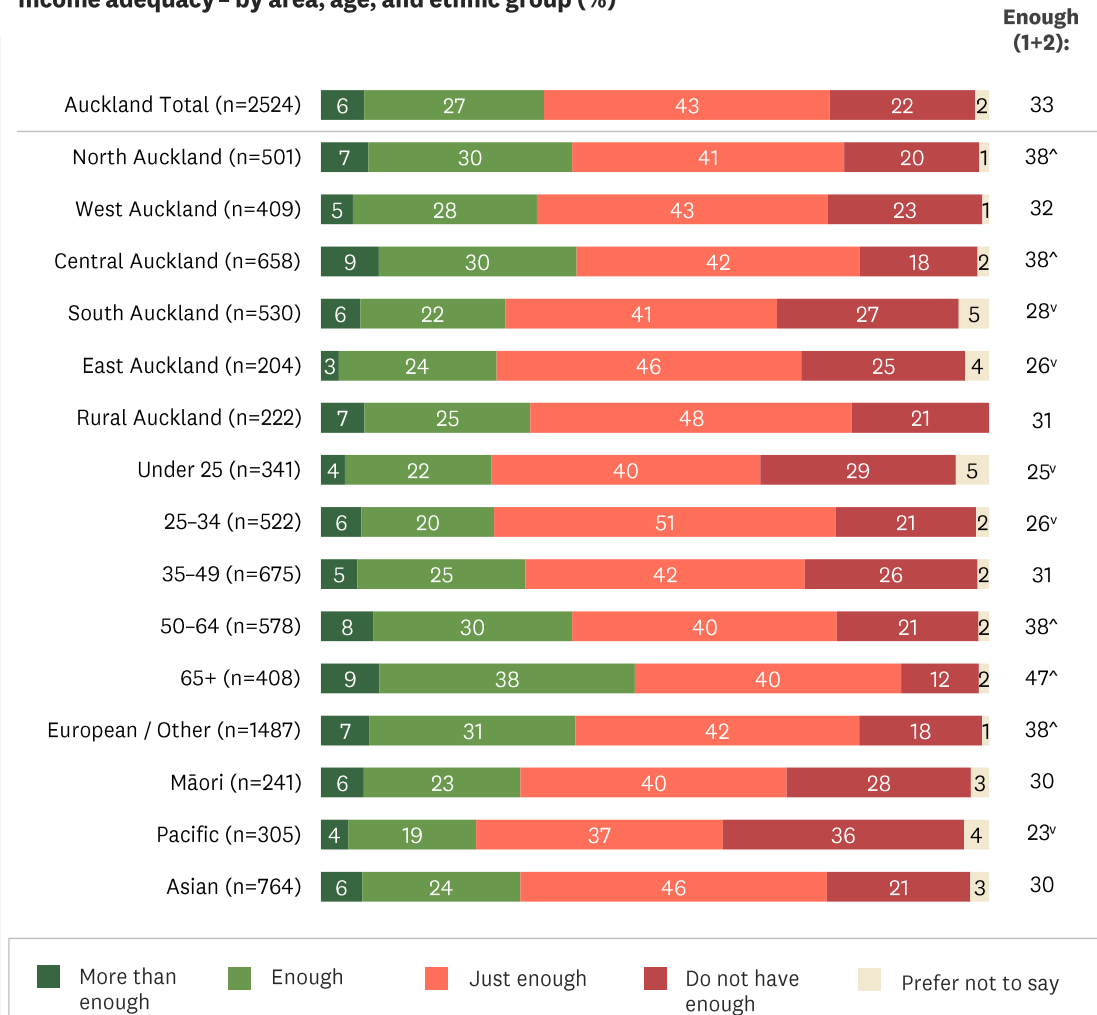
Income adequacy

One third (33%) of Auckland respondents said they have 'more than enough' or 'enough' money to meet their everyday needs, while 22 per cent said their total income was not sufficient.

Respondents living in South (28%) and East Auckland (26%) were less likely to report that they had enough money to meet their everyday needs, while those living in North (38%) and Central Auckland (38%) were more likely to report that their total income was sufficient.

Respondents aged between 18 and 24 (25%) and 25 and 34 (26%) were less likely than older respondents to report that their total income was enough to meet their everyday needs.

Income adequacy – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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

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



Worry about financial circumstances

More than one-third (37%) of Auckland respondents said that, in the previous three months, they had often worried about the financial circumstances of themselves or their family, either 'always' or 'most of the time'. One-quarter (24%) 'never' or 'rarely' worried about their financial circumstances.

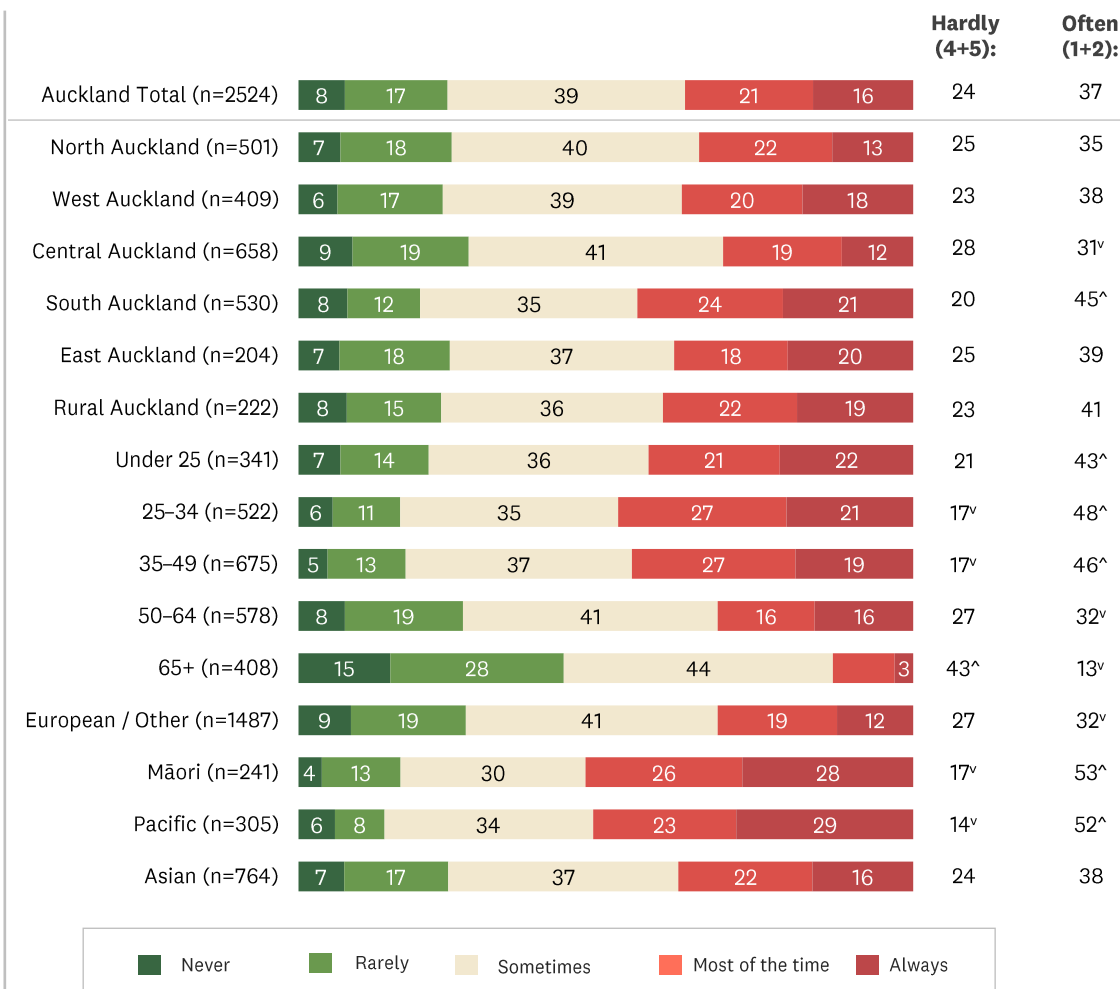
Respondents living in South Auckland (45%) were more likely to state they had worried about their financial circumstances, while those living in Central Auckland (31%) were less likely.

There were significant differences by age, with younger respondents (aged between 18 and 49) more likely to worry about their financial circumstances and older respondents (aged 50 and older) less likely to worry.

Māori (53%) and Pacific (52%) respondents were more likely to report that they had worried about their financial circumstances in the previous three months.

Note: This is a new question added in 2024.

Worry about financial circumstances – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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Access to emergency savings

Over half (58%) of respondents said that if they had to pay a \$2000 bill unexpectedly, they could access the money within a week without going into debt. More than a third (37%) said they could not.

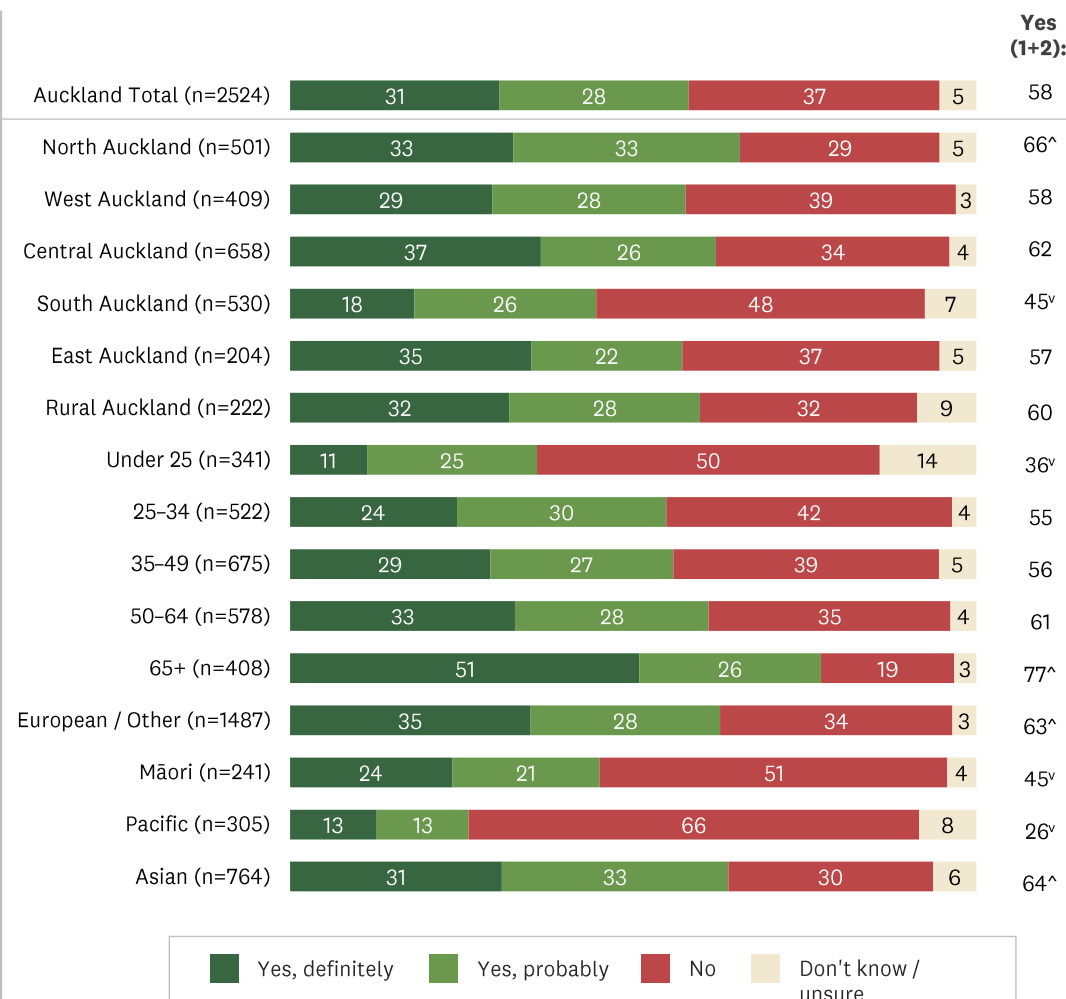
Respondents living in North Auckland (66%) were more likely to say they could do this, while those living in South Auckland (45%) were less likely to report being able to do so.

Three-quarters (77%) of respondents aged 65 and older said they could pay an unexpected \$2000 bill without going into debt, while those aged 18 to 24 (36%) were significantly less likely.

Asian (64%) and European (63%) respondents were more likely to say they could pay an unexpected \$2000 bill, while Māori (45%) and Pacific (26%) respondents were significantly less likely.

Note: This is a new question added in 2024.

Access to emergency savings – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

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



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TUKANGA KAUNIHERA / COUNCIL PROCESSES

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



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Confidence in Auckland Council decision-making

Twenty-nine per cent of Auckland respondents agreed that they have confidence that Auckland Council makes decisions that are in the best interests of Auckland.

South Auckland-based respondents (35%) were significantly more likely to agree, while those living in Rural Auckland (20%) were less likely to agree.

Nearly one-quarter (23%) of respondents aged between 50 and 64 agreed, significantly less than other age groups.

Asian respondents (35%) were more likely to agree, while European respondents (44%) were more likely to disagree.

Confidence in council decision-making – by area, age, and ethnic group (%)

							Agree (4+5):	Disagree (1+2):
Auckland Total (n=2524)	4	24	30	25	14	3	29	38
North Auckland (n=501)	3	21	30	26	14	5	25	40
West Auckland (n=409)	5	23	32	24	14	3	27	38
Central Auckland (n=658)	6	26	30	23	12	3	32	36
South Auckland (n=530)	6	29	26	20	14	4	35^	34
East Auckland (n=204)	2	27	34	25	10	2	28	35
Rural Auckland (n=222)	3	16	24	34	21	1	20^v	55^
Under 25 (n=341)	6	26	35	18	4	11	32	22^v
25-34 (n=522)	7	23	32	23	12	4	30	35
35-49 (n=675)	5	26	26	26	15	2	31	41
50-64 (n=578)	3	20	29	27	18	3	23^v	46^
65+ (n=408)	2	27	30	25	16		29	41
European / Other (n=1487)	2	21	30	29	15	2	23^v	44^
Māori (n=241)	10	16	29	26	14	4	26	41
Pacific (n=305)	6	27	31	17	14	5	33	32^v
Asian (n=764)	5	30	29	21	11	5	35^	32^v

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Don't know

Base: All respondents (excluding not answered)

Source: Q15: How much do you agree or disagree with the following statement? *Overall, I have confidence that Auckland Council makes decisions that are in the best interests of my city.*

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



Perceptions of the public's influence on council decisions

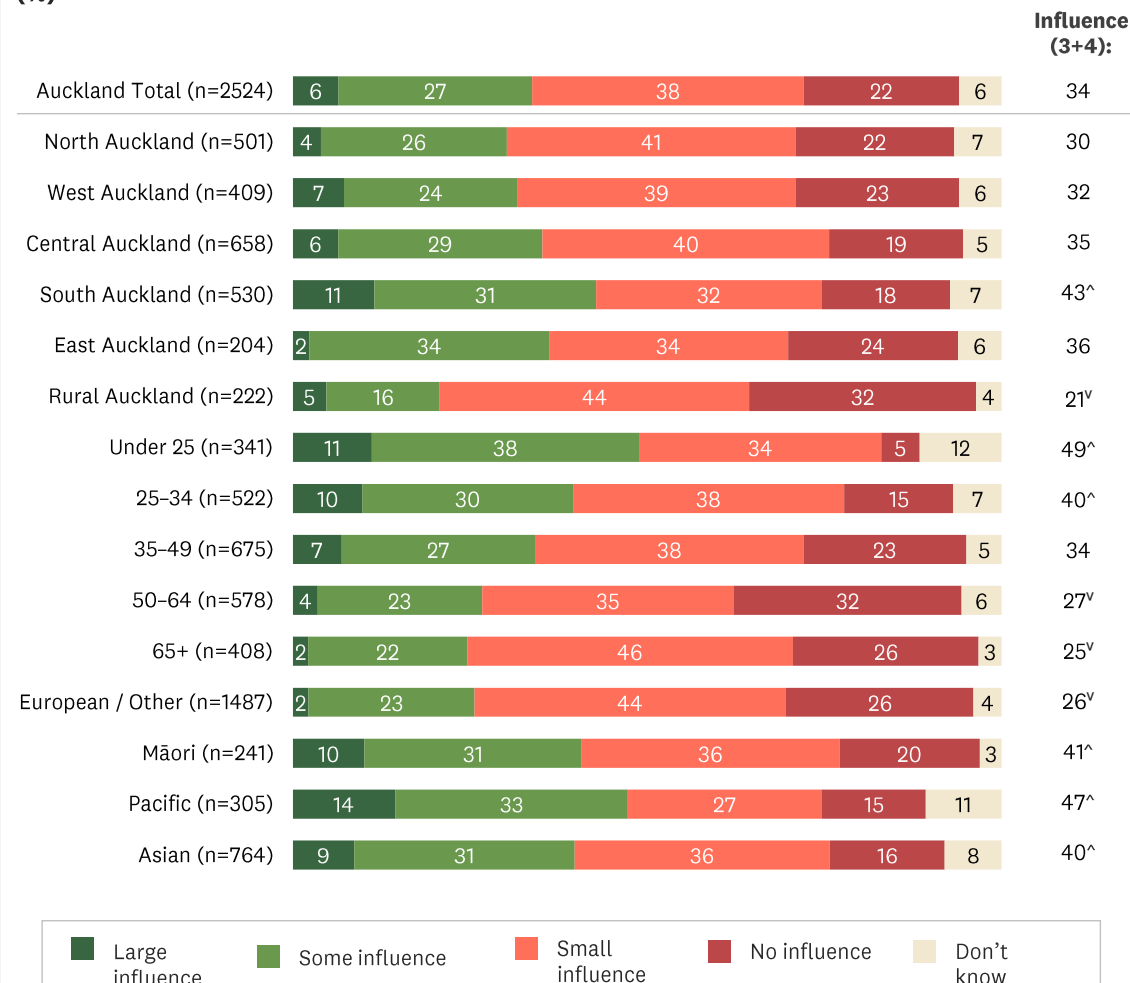
One-third (34%) of Auckland respondents felt that the public has 'some' or a 'large' influence on the decisions that Auckland Council makes. A further third (38%) felt the public had a 'small' influence.

Respondents living in South Auckland (43%) were significantly more likely to think that the public had a degree of influence over council decisions, while those living in Rural Auckland (21%) were less likely.

Younger age groups were less likely to think the public had a degree of influence over council decision-making, especially those aged 18 to 24 (49%). Older respondents were less likely to think the public had a degree of influence.

Pacific (47%), Māori (41%) and Asian respondents (40%) were significantly more likely than European respondents (26%) to think the public had a degree of influence over council decision making.

Perceptions of public's influence on council decisions – by area, age, and ethnic group (%)



Base: All respondents (excluding not answered)

Source: Q16: Overall, how much influence do you feel the public has on the decisions the Council makes? (1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence, 98 – Don't know)



APPENDIX 1: SAMPLE PROFILE

These tables show the demographic breakdown of all Auckland respondents, weighted and unweighted

Table 1: Gender

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
Male	48	49
Female	52	51
Another gender	0	0

Base: All respondents (excluding not answered)

Source: D1: Are you...

Table 2: Age

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
18 to 25 years	14	12
25 to 34 years	21	21
35 to 49 years	27	27
50 to 64 years	23	22
65 and over	16	17

Base: All respondents (excluding not answered)

Source: D3: Are you...?

Table 3: Geographic area

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
North Auckland	20	21
West Auckland	16	16
Central Auckland	26	26
South Auckland	21	19
East Auckland	8	9
Rural Auckland	9	10

Base: All respondents (excluding not answered)

Source: Q1: Which area of Tāmaki Makaurau / Auckland do you live in?

Table 4: Ethnicity by age

	NZ European (%)	Māori (%)	Pacific (%)	Asian (%)
n= weighted	1326	262	352	790
n= unweighted	1487	241	305	764
18 to 25 years	8	18	23	13
25 to 34 years	17	27	23	27
35 to 49 years	22	28	30	35
50 to 64 years	26	18	19	17
65 and over	26	9	5	8

Base: All respondents (excluding not answered)

Source: D2: Which ethnic groups do you belong to?

Note: People could select more than one ethnic group, so percentages exceed 100.

**Table 5: Ethnicity**

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
New Zealand European	51	46
Māori	10	10
Samoan	6	7
Tongan	2	2
Cook Islands Māori	3	3
Niuean	1	2
Other Pacific	1	1
Chinese	10	11
Indian	11	12
Filipino	3	3
Korean	2	1
Other Asian	5	5
Other	9	8
Prefer not to say	2	1
Don't know	0	0
Total Māori	10	10
Total Pacific	12	14
Total Asian	30	31
Total European / Other	59	53

Base: All respondents (excluding not answered)

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

Note: People could select more than one ethnic group, so percentages exceed 100.

Table 6: Sexual identity

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
Heterosexual	87	87
Gay or lesbian	3	3
Bisexual	5	5
Other	1	1
I don't know	1	1
Prefer not to say	3	4

Base: All respondents (excluding not answered)

Source: D6: Which of the following options best describes how you think about yourself?

**Table 7: Time lived in New Zealand
(of those born overseas)**

	Auckland total (n=1116) Unweighted %	Auckland total (n=1160) Weighted %
Less than 1 year	4	3
1 year to just under 2 yrs	5	4
2 years to just under 5 yrs	6	6
5 yrs to just under 10 yrs	17	16
10 years or more	69	70

Base: All respondents who said they were not born in New Zealand (excluding not answered)

Source: D8: How many years have you lived in Aotearoa New Zealand?

**Table 8: Employment status by area, age and ethnicity (weighted) (%)**

	Total In paid employment	Paid work 30+ hours	Paid work <30 hours	Not in paid employment	Retired	Caring for children	Caring for other dependants	Student	Volunteer work
	n=1684	n=1347	n=337	n=274	n=355	n=153	n=52	n=181	n=119
Auckland Total (n=2524)	66	53	13	11	15	6	2	7	5
North Auckland (n=501)	68	55	13	9	18^	5	2	4^	3
West Auckland (n=409)	65	54	11	12	13	9^	2	5	4
Central Auckland (n=658)	66	55	11^	11	15	4^	2	8^	4
South Auckland (n=530)	63	47^	15	15^	13	7	2	8	6
East Auckland (n=204)	72	56	17	8	11	9	3	9	7
Rural Auckland (n=222)	70	53	17	8	18	8	1	5	7
Under 25 (n=341)	64	34^	30^	13	0^	5	1	39^	4
25–34 (n=522)	80^	72^	8^	10	0^	9^	2	5	2^
35–49 (n=675)	82^	72^	10^	11	1^	11^	2	3^	5
50–64 (n=578)	72^	57	16	15^	6^	4^	3	0^	4
65+ (n=408)	20^	10^	10	8^	76^	0^	1	0^	9^
European / Other (n=1487)	62^	49^	13	9^	22^	5^	2	5^	4
Māori (n=241)	62	48	14	16^	7^	15^	1	10^	4
Pacific (n=305)	63	46^	17^	19^	6^	9	5^	11^	7
Asian (n=764)	78^	65^	13	9	6^	6	2	9	5

Base: All respondents (excluding not answered)**Source:** Q17: Which of the following applies to your personal current situation? Choose all that apply.**Note:** Percentages are row based.**Note:** Respondents were able to identify with more than one ethnic group, so the total responses may exceed 100 per cent.



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Table 9: Percentage of age group within each geographic area

	North Auckland	West Auckland	Central Auckland	South Auckland	East Auckland	Rural Auckland
n= weighted	521	392	652	479	233	248
n= unweighted	501	409	658	530	204	222
18 to 25 years	18	15	28	23	8	8
25 to 34 years	18	16	28	23	8	7
35 to 49 years	22	16	24	19	10	9
50 to 64 years	21	16	25	17	9	12
65 and over	24	14	25	14	10	13

Table 10: Percentage of ethnic group in each geographic area

	North Auckland	West Auckland	Central Auckland	South Auckland	East Auckland	Rural Auckland
n= weighted	521	392	652	479	233	248
n= unweighted	501	409	658	530	204	222
NZ European	25	15	27	9	7	15
Māori	13	19	20	33	5	11
Pacific	5	18	18	52	5	3
Asian	20	16	27	19	15	3



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Table 11: Household composition

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
Parents	15	15
Partner / spouse	57	58
Own children (<5 years)	11	12
Own children (5–12 years)	15	15
Own children (13–17 years)	12	12
Adult children (18+ years)	12	13
Other child(ren)	7	7
Other related adults	8	8
Other non-related adults	10	10
None – usually live alone	11	11
Prefer not to say	2	2

Base: All respondents (excluding not answered)**Source:** D14: Who lives in your household?**Note:** People could select more than one type of person living in their household, so percentages exceed 100.**Table 12: Household income**

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
\$20,000 or less	4	4
\$20,001–\$40,000	7	7
\$40,001–\$60,000	9	10
\$60,001–\$80,000	9	10
\$80,001–\$100,000	10	10
\$100,001–\$150,000	19	20
\$150,001–\$200,000	14	13
More than \$200,000	11	11

Base: All respondents (excluding not answered)**Source:** D15: Which best describes your household's annual income (from all sources) before tax?



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Table 13: Housing tenure

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
Personally or jointly own my home with a mortgage	29	29
Personally or jointly own my home without a mortgage	18	18
Family trust owns my home	7	7
Parents / other family members or partner owns my home	13	13
Private landlord not related to me owns my home	26	26
Local authority or council owns my home	0	0
Kāinga Ora (Housing NZ) owns my home	3	4
Other State landlord owns my home	1	1
Social service agency or community housing provider owns my home	1	1
Don't know	2	2
Total owner-occupier	67	67
Total private renter	26	26
Total social renter	5	5

Base: All respondents (excluding not answered)

Source: D13: Who owns the home you live in?

Table 14: Housing type

	Auckland total (n=2524) Unweighted %	Auckland total (n=2524) Weighted %
Standalone house on a section	66	66
Townhouse or terraced house	12	12
Duplex (semi-attached)	6	6
Low-rise apartment building (2–3 storeys)	3	4
Mid-rise apartment building (4–6 storeys)	2	2
High-rise apartment building (7+ storeys)	3	3
Lifestyle block or farm	5	5
Other	2	2

Base: All respondents (excluding not answered)

Source: D12: What type of home do you currently live in?



APPENDIX 2: AUCKLAND QUESTIONNAIRE

The 2024 Auckland questionnaire is included below. Note: the survey format was online.

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OPENING DEMOGRAPHICS

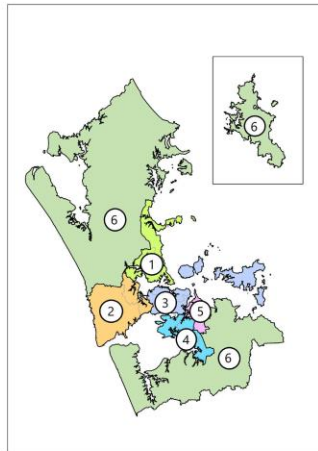
Firstly a few questions about **you**.

Q1 Which area of Tāmaki Makaurau / Auckland do you live in?

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

Please select one answer	
North Auckland	1
West Auckland	2
Central Auckland	3
South Auckland	4
East Auckland	5
Rural Auckland (incl. Aotea/Great Barrier)	6

I don't know which area contains my home suburb **Show suburb list**
I don't live within the area shown on the map **Thank and end survey**



1

D1 Are you...

Please select **one** answer

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

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

Please select **all** that apply

New Zealand European	1
Māori	2
Samoan	3
Cook Islands Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Filipino	9
Korean	10
Other (please specify)	96
Prefer not to say	97
Don't know	98

QD3 Are you...

Please select **one** answer

Less than 18 years	1 Thank and end survey
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

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QUALITY OF LIFE

Firstly, just a few questions about your quality of life in general. Please think about **how you feel about your life** when answering this question.

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

Please select **one** answer

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

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

Please select **one** answer

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

→ Skip to Q5

Q4 Why do you say your quality of life has changed in the last 12 months?
Please be as detailed as possible

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.

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

Please select **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I feel really happy with 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

Q6 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 select **one** answer

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

→ Skip to Q8

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Q7 Why do you say your local area has changed in the last 12 months as a place to live?
Please be as detailed as possible

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

How much do you agree or disagree that:

Please select **one** answer for each statement

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

LOCAL ISSUES

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

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

Please select **one** answer for each situation

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

Q9b Which area do you regard as your 'city centre'? *Please write below*

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Q10 To what extent, if at all, has each of the following been a problem in your local area over the **past 12 months**?

Please select **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)	1	2	3	4
Dangerous driving, including drink driving and speeding	1	2	3	4
Traffic congestion	1	2	3	4
Rubbish or litter dumped in public areas (e.g. on streets, vacant areas, in parks)	1	2	3	4
Noise pollution during the day	1	2	3	4
Noise pollution at night	1	2	3	4
Limited parking in your local area	1	2	3	4
Limited parking in the city centre	1	2	3	4

Q11 Thinking about the following **social issues**, to what extent, if at all, has each of the following been an issue in your local area over the **past 12 months**?

Please select **one** answer for each statement

	A big issue	A bit of an issue	Not an issue	Don't know
People you feel unsafe around because of their behaviour, attitude or appearance	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 in public spaces	1	2	3	4
People sleeping rough in public spaces / in vehicles	1	2	3	4
Racism or discrimination towards particular groups of people	1	2	3	4

TRANSPORT

Now we will ask you some questions about public transport.

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

For public transport, please include trains, buses (including school buses), ferries, and cable cars. Taxis / Uber and hire scooters (e.g. Lime scooters) are not included as public transport. If your usage changes on a weekly basis, please provide an average.

Please select **one** answer

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 Auckland	5

→ Skip to Q14

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

Public transport is...

Please select **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Affordable	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 Thinking about **transport in Auckland**, how much do you agree or disagree with the following statements?

Please select **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
It's easy for me to get to the places I need to go without the use of a private vehicle (e.g. car, ute, van, motorbike, etc.)	1	2	3	4	5	6
Public transport is a practical alternative to driving for the trips I usually need to make	1	2	3	4	5	6
The bike network in my local area is safe (e.g. separated cycle lanes, shared walking and cycling paths, painted cycle lanes)	1	2	3	4	5	6

COUNCIL DECISION MAKING

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

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

Overall, I have confidence that Auckland Council makes decisions that are in the best interests of my city.

Please select **one** answer

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

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

Would you say the public has...

Please select **one** answer

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

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YOUR LIFE AND WELLBEING

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

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

Please select **all** that apply

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

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

Please select **one** answer

Not applicable, not in paid work	1	→ Skip to Q20
Very dissatisfied	2	
Dissatisfied	3	
Neither satisfied nor dissatisfied	4	→ Skip to Q20
Satisfied	5	
Very satisfied	6	

Q19 And why did you say that?

Please be as detailed as possible

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

Please select **one** answer

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

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

Please select **one** answer

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

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

Please select **one** answer

Yes - definitely	1
Yes – probably	2
No	3
Don't know / unsure	4

Q23 Thinking about different aspects of your health and wellbeing, in general, how would you rate your...? Please select **one** answer for each aspect

	Poor	Fair	Good	Very good	Excellent	Prefer not to say
Physical health and wellbeing (taha tinana)	1	2	3	4	5	6
Mental health and wellbeing (taha hinengaro)	1	2	3	4	5	6
Spiritual health and wellbeing (taha wairua)	1	2	3	4	5	6
Relationship health and wellbeing (e.g. with family/whānau and friends) (taha whānau)	1	2	3	4	5	6

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

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

Please select **one** answer

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

Please select **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I feel a sense of community with others in my neighbourhood	1	2	3	4	5
It's important to me to feel a sense of community with people in my neighbourhood	1	2	3	4	5

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

Please select **all** that apply

Faith-based group / church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Marae / hapū / iwi participation (e.g. Land Trust)	3
Neighbourhood group (e.g. Residents' Association)	4
Clubs and societies (e.g. sports clubs, Lions Club, RSA, U3A, etc.)	5
Group fitness or movement (e.g. yoga, tai chi, gym class, etc.)	6
Hobby or interest groups (e.g. book clubs, craft, gaming, online forums, etc.)	7
Volunteer / charity group (e.g. SPCA, Hospice, environmental group)	8
Parent / grandparent group (e.g. antenatal groups, play groups, coffee groups)	9
School, pre-school networks (Board of Trustees, PTA, organising raffles, field trips, etc.)	10
Professional / work networks (e.g. network of colleagues or professional association)	11
Other social network or group (please specify)	12
None of the above	13

Q27 Over the last 12 months how often, if ever, have you felt lonely or isolated?

Please select **one** answer

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

Q28 If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for...

Please select **one** answer for each statement

	Yes, definitely	Yes, probably	No	Don't know / unsure
Practical support (e.g. shopping, meals, transport)	1	2	3	98
Emotional support (e.g. listening to you, giving advice)	1	2	3	98

Q29 At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that had a negative effect on you? *Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.*

Please select **one** answer

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

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Q30 Do you have any **long-term and persistent difficulty** with any of the following activities?

Please select **one** answer for each statement

	No difficulty	Some difficulty	A lot of difficulty	Cannot do	Prefer not to say
Seeing, even if wearing glasses	1	2	3	4	97
Hearing, even if using a hearing aid	1	2	3	4	97
Walking or climbing steps	1	2	3	4	97
Remembering or concentrating	1	2	3	4	97
Self-care, like washing all over or dressing	1	2	3	4	97
Communicating in your everyday language, understanding or being understood by others	1	2	3	4	97

Q31 In the last 12 months, have you, or anyone in your household, faced any barriers to seeking health-related treatment or advice?

Please select **one** answer

Yes	1
No	2 → Skip to Q33
Don't know	98 → Skip to Q33

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

Please select **all** that apply

Concerned about catching COVID-19 or other illnesses	1
Wait time for an appointment was too long	2
Couldn't get an appointment at a time that suited me (due to work or family needs)	3
Concerned about the financial cost	4
Didn't have transport to get to an appointment	5
My health provider couldn't meet my cultural or language needs	6
Thought help was unavailable	7
My health provider had to postpone my appointment or treatment	8
Felt embarrassed or uncomfortable about seeking help	9
Other (please specify)	96

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Q33 The next questions are about trust.

How much do you **trust** the **following institutions in New Zealand**?

Even if you've had very little or no contact with them, please base your answer on your general impression of them.

Please select **one** answer for each institution

	Do not trust at all						Completely trust
The police	1	2	3	4	5	6	7
The public education system	1	2	3	4	5	6	7
The media	1	2	3	4	5	6	7
The justice system	1	2	3	4	5	6	7
Central government (e.g. elected Members of Parliament, Government departments)	1	2	3	4	5	6	7
Local government (e.g. your local Council and local Councillors)	1	2	3	4	5	6	7
The public health system	1	2	3	4	5	6	7
Scientists	1	2	3	4	5	6	7

Q34 And in general, how much do you **trust people in your local area**?

Please select **one** answer

Do not trust at all							Completely trust
1	2	3	4	5	6		7

CULTURE AND IDENTITY

The following are some questions about your culture and identity

Q35 Thinking about **living in Auckland**, how much do you agree or disagree with the following statements?

Please select **one** answer for each statement

	Strongly disagree	Dis-agree	Neither	Agree	Strongly agree	Prefer not to say
People in Auckland accept and value me and others of my identity (e.g., sexual, gender, ethnic, cultural, faith)	1	2	3	4	5	6
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	6
I can participate, perform, or attend activities or groups that align with my culture	1	2	3	4	5	6

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

Please select **one** answer for each statement

	Yes	No
Gender	1	2
Age	1	2
Ethnicity	1	2
Physical or mental health condition	1	2
Sexual orientation	1	2
Religious beliefs	1	2

CLIMATE CHANGE

The following are some questions about your views on climate change.

Q37 To what extent, if at all, has each of the following been a problem in your local area over the **past 12 months**?

Please select **one** answer for each statement

	A big problem	A bit of a problem	Not a problem	Don't know
Air pollution	1	2	3	98
Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	98
Coastal erosion	1	2	3	98
Too much water (e.g. flooding)	1	2	3	98
Not enough water (e.g. drought, water supply issues)	1	2	3	98
Landslips	1	2	3	98
Increased heat and fire risk	1	2	3	98

Q38 How **ready** do you and your household feel to **face the impacts** of the following issues?

Please select **one** answer for each situation

	Not ready at all	A bit ready	Fairly ready	Very ready	Don't know
Too much water (e.g. flooding, severe storms, landslips)	1	2	3	4	98
Not enough water (e.g. drought)	1	2	3	4	98
Increased heat and fire risk (e.g. wildfires)	1	2	3	4	98

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Q39 How well do you think you understand climate change and the impacts it could have on Auckland **in the next 5 years?**

Please select one answer	
Not well at all	1
Not very well	2
Fairly well	3
Very well	4
I don't believe climate change will have any impacts on Auckland in the next 5 years	5

Q40 To what extent do you personally worry about the impact of climate change on the **future of Auckland and residents of Auckland?**

Please select one answer	
Not at all worried	1
A little worried	2
Worried	3
Very worried	4

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. Just a reminder that everything you share with us is **confidential**.

D7 Were you born in New Zealand?

Please select one answer	
Yes	1
No	2

→ **Skip to Q49**

D8 How many years have you lived in Aotearoa New Zealand?

Please select 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

Next, we have some additional questions about your gender and sexual identity. It is important for us to collect this information to make sure we are hearing from a wide range of New Zealanders. There are 'prefer not to say' options available if you don't want to answer.

D5 Do you consider yourself to be transgender?

Please select one answer	
Yes	1
No	2
I don't know	3
Prefer not to say	4

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D6 Which of the following options best describes how you think about yourself...

Please select **one** answer

Heterosexual or straight	1
Gay or lesbian	2
Bisexual	3
Other (please specify) _____	96
I don't know	97
Prefer not to say	98

D9 Are you descended from Māori (that is, did you have a Māori birth parent, grandparent, or great-grandparent, etc.)?

Please select **one** answer

Yes	1
No	2
I don't know	98

→ **Skip to QD12**

D10 Do you know the name(s) of your iwi (tribe or tribes)? *If you answer 'yes' to this question, you will be able to select your iwi from a list or type in your iwi name(s). Answer 'yes' even if you know only know some of your iwi.*

Yes	1
No	2

→ **Skip to QD12**

D11 What is the name and home area, rohe or region of your iwi?

Please select **all** that apply

Te Tai Tokerau/Tāmaki-Makaurau (Northland/Auckland) Region Iwi	1
Hauraki (Coromandel) Region Iwi	2
Waikato/Te Rohe Pōtae (Waikato/King Country) Region Iwi	3
Te Arawa/Taupō (Rotorua/Taupō) Region Iwi	4
Tauranga Moana/Mātaatua (Bay of Plenty) Region Iwi	5
Te Tai Rāwhiti (East Coast) Region Iwi	6
Te Matau-a-Māui/Wairarapa (Hawke's Bay/Wairarapa) Region Iwi	7
Taranaki Region Iwi	8
Whanganui/Rangitikei (Wanganui/Rangitikei) Region Iwi	9
Manawātū/Horowhenua/Te Whanganui-a-Tara (Manawātū/Horowhenua/Wellington) Region Iwi	10
Te Waipounamu/Wharekauri (South Island/Chatham Islands) Region	11
Other (please specify) _____	96
I don't know	98

→ **Skip to D12**

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D11_2 Please select your iwi (tribe or tribes) from the list below, or type in your iwi name(s). Please select all that apply.
Show drop-down list and open-text field.

D12 What **type of home** do you currently live in?

Please select **one** answer

Standalone house on a section	1
Townhouse or terraced house (attached houses side by side)	2
Duplex (semi-attached – home is connected to one other home)	3
Low-rise apartment building (2 or 3 storeys)	4
Mid-rise apartment building (4 to 6 storeys)	5
High-rise apartment building (7 storeys or higher)	6
Lifestyle block or farm homestead	7
Other (please specify) _____	8

D13 Who **owns** the home that you live in?

Please select **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	98

D14 Who **lives** in your household? *Your household includes the people who **usually** live in your home.*

Please select **all** that apply

Your parent(s)	1	Other child(ren) (e.g. grandchild, sibling, cousin, non-related children)	7
Your partner / spouse	2	Other adults related to you (e.g. grandparents, cousins)	8
Your child(ren) aged under 5 years	3	Other adults not related to you (e.g. flatmates, friends)	9
Your child(ren) aged 5-12 years	4	None of these, I usually live alone	10
Your child(ren) aged 13-17 years	5	Prefer not to say (exclusive)	97
Your adult child(ren) (aged 18 years and over)	6		

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D15 Which best describes your household's annual income (from all sources) before tax?

Please select **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	97
\$80,001 - \$100,000	5	Don't know	98

Qual Finally, do you have any other comments about quality of life in Auckland?

Please be as detailed as possible

P1 **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

Name: _____

Phone number: _____

Email address: _____

Q58 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 select **one** answer

Yes	1
No	2

Thank you for your participation. If you would like to know more about this survey, and would like to see results from previous years, you can find more information on the Quality of Life Survey website: <https://www.qualityoflifeproject.govt.nz>

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

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

Or you can call **Lifeline on 0800 543 354** or **Samaritans on 0800 726 686**.

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APPENDIX 3: CHANGES OVER TIME

These tables show results for selected questions included in the 2020, 2022 and 2024 Quality of Life surveys.

Table 1: Quality of life

	2020 (n=2532) %	2022 (n=2611) %	2024 (n=2524) %
Good	87	82	75
Poor	3	5	8

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

In this table: Good = rating of 5, 6, or 7, Poor = rating of 1 or 2.

Table 2: Quality of life compared to 12 months earlier

	2020 (n=2463) %	2022 (n=2571) %	2024 (n=2524) %
Increased	21	17	25
Decreased	31	39	30

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

In this table: Increased = rating of 4 or 5, Decreased = rating of 1 or 2.

Table 3: Perception of local area as a great place to live

	2020 (n=2523) %	2022 (n=2588) %	2024 (n=2524) %
Agree	81	75	72
Disagree	9	9	9

Source: How much do you agree or disagree with the following statement?
My local area is a great place to live
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

In this table: Agree = rating of 4 or 5, Disagree = rating of 1 or 2.

Table 4: Perception of local area compared to 12 months earlier

	2020 (n=2523) %	2022 (n=2588) %	2024 (n=2524) %
Better	20	12	15
Worse	23	40	33

Source: In the last 12 months, do you feel your local area has become ...
(1 – Much worse, 2 – Worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

In this table: Better = rating of 4 or 5, Worse = rating of 1 or 2.



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Table 5: Perception of current housing situation
% strongly agree or agree

	2020 (n=2483-2526) %	2022 (n=2606-2610) %	2024 (n=2524) %
General area or neighbourhood suits the needs of everyone in the household	77	74	73
Home you live in suits the needs of everyone in the household	82	77	72
Housing costs are affordable (rent, mortgage, rates, house insurance and maintenance)	44	34	31

Source: This question is about the home you live in. How much do you agree or disagree that ...
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)
In this table: Agree = rating of 4 or 5.

Table 6: Perception of issues in local area
% who view as a bit of a problem or a big problem in previous 12 months

	2020 (n=2517-2520) %	2022 (n=2602-2609) %	2024 (n=2524) %
Traffic congestion	79	79	81
Limited parking in local area	51	55	51
Vandalism such as graffiti or tagging	43	61	58
Theft and burglary (e.g. car, house etc.)	55	70	67
Dangerous driving including drink driving and speeding	59	66	64
Air pollution	28	31	43
Water pollution including pollution in streams, rivers, lakes and in the sea	46	55	55

Source: To what extent, if at all, has each of the following been an issue in your local area in the last 12 months?
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)
In this table: Rating of 1 or 2.

**Table 7: Perception of social issues in local area****% who view as a bit of a issue or a big issue in previous 12 months ***

	2020 (n=2517-2520) %	2022 (n=2602-2609) %	2024 (n=2524) %
People you feel unsafe around because of their behaviours, attitude or appearance	38	47	56
Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	44	52	59
People begging in public spaces	43	52	59
People sleeping rough in public spaces/ in vehicles	40	47	52
Racism or discrimination towards particular of groups of people	43	45	45

Source: To what extent, if at all, has each of the following been an issue in your local area in the last 12 months? (1 – A big issue, 2 – A bit of an issue, 3 – Not an issue, 4 – Don't know)

***Note:** The 2020 and 2022 survey asked Auckland respondents to rate these issues as either a big problem, a bit of a problem, not a problem at all or don't know. The scale changed in 2024 and asked them to consider how much of an issue they felt each had been. In addition there were slight question wording changes in 2024 from references to people sleeping rough and begging 'on the street' to 'public spaces'.

Table 8: Perception of sense of community**% who agree or strongly agree**

	2020 (n=2525) %	2022 (n=2444) %	2024 (n=2454) %
It's important to feel a sense of community with people in my neighbourhood	70	71	61
I feel a sense of community with people in my neighbourhood	50	47	42

Source: How much do you agree or disagree that ...

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

In this table: Agree = rating of 4 or 5.

**Table 9: Satisfaction with work life balance**

% who agree or strongly agree

	2020 (n=1729) %	2022 (n=2609) %	2024 (n=1678) %
Satisfied	57	43	58
Dissatisfied	24	20	22

Source: Overall how satisfied or dissatisfied are you with the balance between your paid work and other aspects of your life such as time with your family or for leisure? (1 – Not applicable, not in paid work, 2 – Very dissatisfied, 3 – Dissatisfied, 4 – Neither satisfied or dissatisfied, 5 – Satisfied, 6 – Very satisfied)

In this table: Satisfied = rating of 5 or 6, Dissatisfied = rating of 2 or 3.

Base: All respondents who were in paid employment.

Table 11: Income adequacy to meet everyday needs

	2020 (n=2433) %	2022 (n=2444) %	2024 (n=2524) %
Enough	45	43	33
Do not have enough	17	18	22

Source: 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? (1 – Have more than enough money, 2 – Have enough money, 3 – Have just enough money, 4 – Do not have enough money, 5 – Prefer not to say)

In this table: Enough = rating of 1 or 2, Do not have enough = rating of 4.

Table 10: Perception of public transport

% who agree or strongly agree

	2020 (n=2363- 2369) %	2022 (n=2444) %	2024 (n=2453) %
Easy to get to	64	58	50
Frequent (comes often)	55	46	43
Affordable	43	33	34
Reliable (comes on time)	49	39	33

Source: Thinking about public transport in Auckland, based on your experiences or perceptions, do you agree or disagree with the following. Public transport is ...

Base: All respondents (excluding not answered and those who stated the question was not applicable because they had no public transport in their local area).

Note: The 2020 and 2022 survey asked Auckland respondents to consider public transport 'in their local area', while the 2024 survey asked them to consider public transport 'in Auckland'.

Table 12: Perception of safety

% who felt very safe or fairly safe in each situation

	2020 %	2022 %	2024 (n=2524) %
In their city centre during the day	90	80	77
In their city centre after dark	48	37	33

Source: In general, how safe or unsafe would you feel in the following situations? ... (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe, 5 – Don't know/not applicable)

In this table: Rating of 3 or 4.

Note: People were also asked to tell us in their own words which area they regarded as their city centre.

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