

A photograph of three young people in an art studio. On the left, a woman with long dark hair and hoop earrings smiles. In the center, a man with curly hair and a goatee smiles, with his arm around the woman's shoulder. On the right, a man with a full beard and a mullet hairstyle looks towards the camera with his arms crossed. The background is filled with colorful artwork and a chalkboard with drawings.

**ZEAL**

# Survey 2023

Insights from **354** young people | June - July 2023

# Acknowledgements

**To assess our impact and seek improvements, we asked 354 young people about their experience at Zeal**

"I am proud to share the remarkable insights from our 2023 Zeal survey. This survey has proven to be a valuable and essential platform for rangatahi to have their voices heard. I want to express heartfelt gratitude to all those who took part in this survey. Your candidness and vision are truly amazing, and your voices are essential in shaping the future of our communities."

- Jesse Boyce, CEO



# Insights from **354** young people

**95%**

Rangatahi said Zeal has had a positive impact on them

**96%**

Feel supported and cared for at Zeal

**92%**

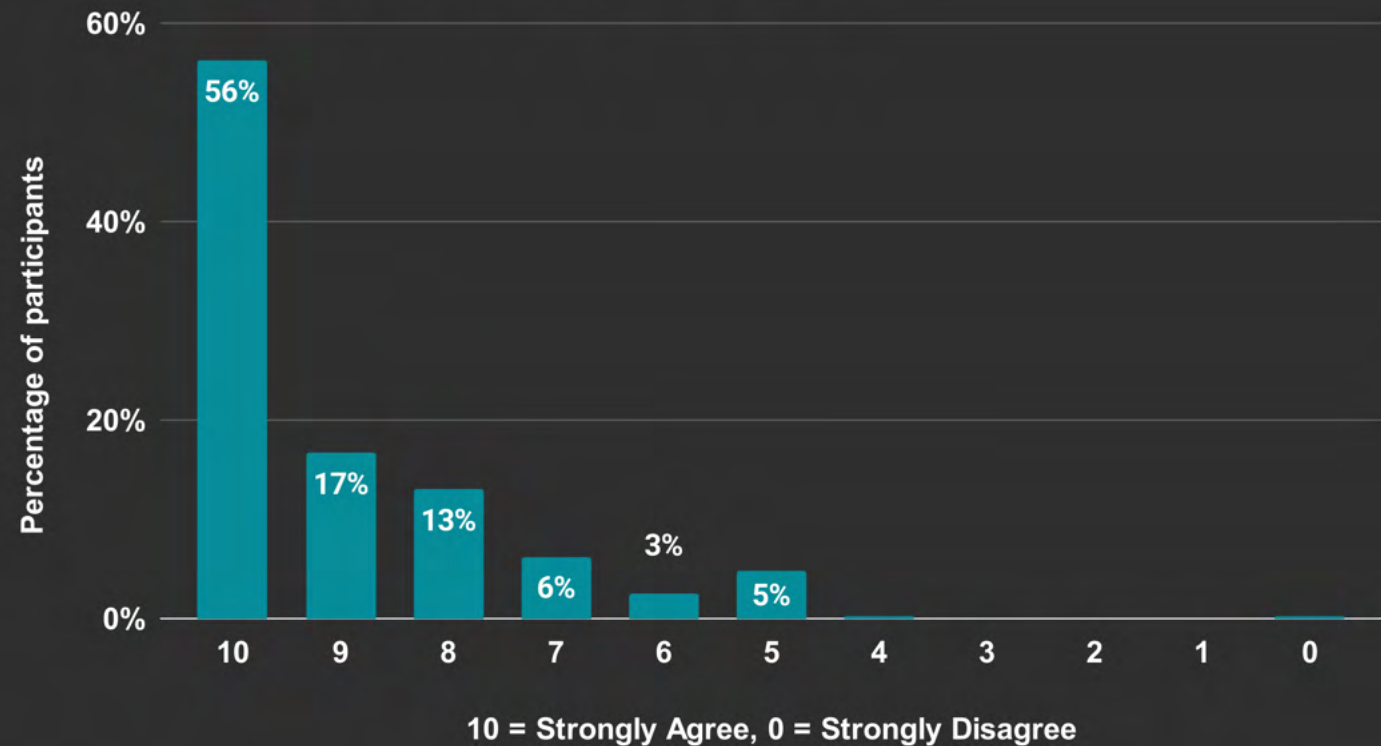
Feel they can approach staff if they have a problem



# Transformative impact

**95% of young people say Zeal has had a positive impact on them**

"Zeal has had a positive impact on me"



# Quotes from young people about Zeal's impact

- “It's helped me get out of my comfort zone in a judge-free space and has also helped me to get over my social anxiety.”
- “I've felt more open-minded since coming to Zeal and I feel more weight off my shoulders because I've gotten to speak my mind more.”
- “They helped me build a future, I went from not knowing what I wanted to now knowing what it is I want.”
- “I have finally found myself and become who I've wanted to be this whole time thanks to the staff.”



# Continued quotes

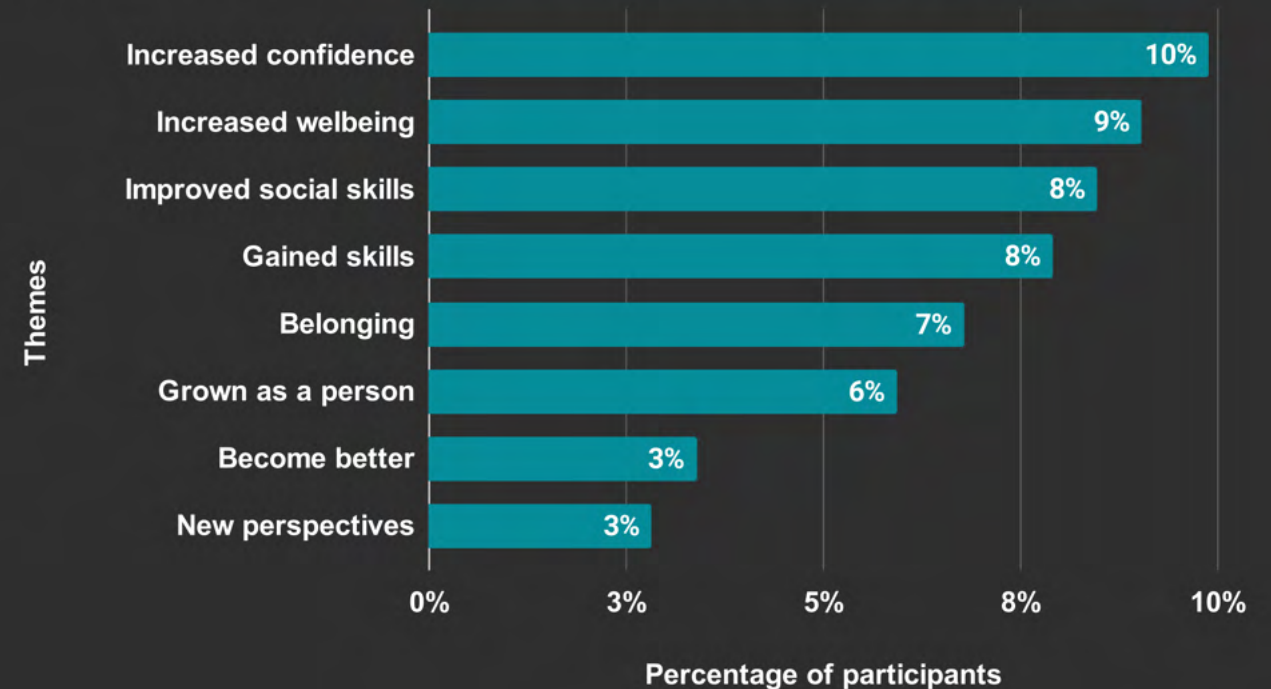
“I've changed a lot while working with the Zeal youth workers. I haven't gotten in trouble like I used to. And I can speak better to strangers.”

“I think I've grown a lot as a person, the staff inspire me to be a better version of myself.”

“I found Zeal when I was lost in my high school years and it's given me opportunities ever since then and continues to show me new avenues and ways I can develop my career and my care within myself.”

## Top Themes

Themes from "Zeal has had a positive impact on me"



# In one sentence how would you describe Zeal

"A place where regardless of where you have walked in life previously, you will belong."

**"Gangsta"**

"Zeal feels familiar, Zeal is a safe haven."

"A safe place for people to go to and learn and meet new people and learn new things and in general just an amazing and fun environment to be around."

**"Swag"**



"A where where dreams, goals and passions are encouraged and nurtured by a whanau like community."

"Life-changing and full of opportunities."

**"THE BEST PLACE EVER"**

"Zeal is an inviting beacon to youth in the local area, offering support and hope."

**"Seki"**

"My safe space, home away from home."

"A really nice, supportive group of people in one comfortable and open space. Zeal makes interacting with other people easy."

**"What a vibe"**

**"Whanaungatanga"**

# Why do you come back to Zeal?

- “The staff at Zeal are always welcoming and willing to talk to you and help you out with anything!”
- “The vibe there is so welcoming, there are so many things you can take part in like playing games, learning instruments, meeting new people and making new friends.”
- “I absolutely love the energy and the support - the way I feel as if they're really excited to see me there and how they want to know what's been going on. I love that they also ask to catch up outside of Zeal. They're creating genuine connections.”
- “It's the home I've never had.”
- “Everybody is bubbly and nobody is left behind.”





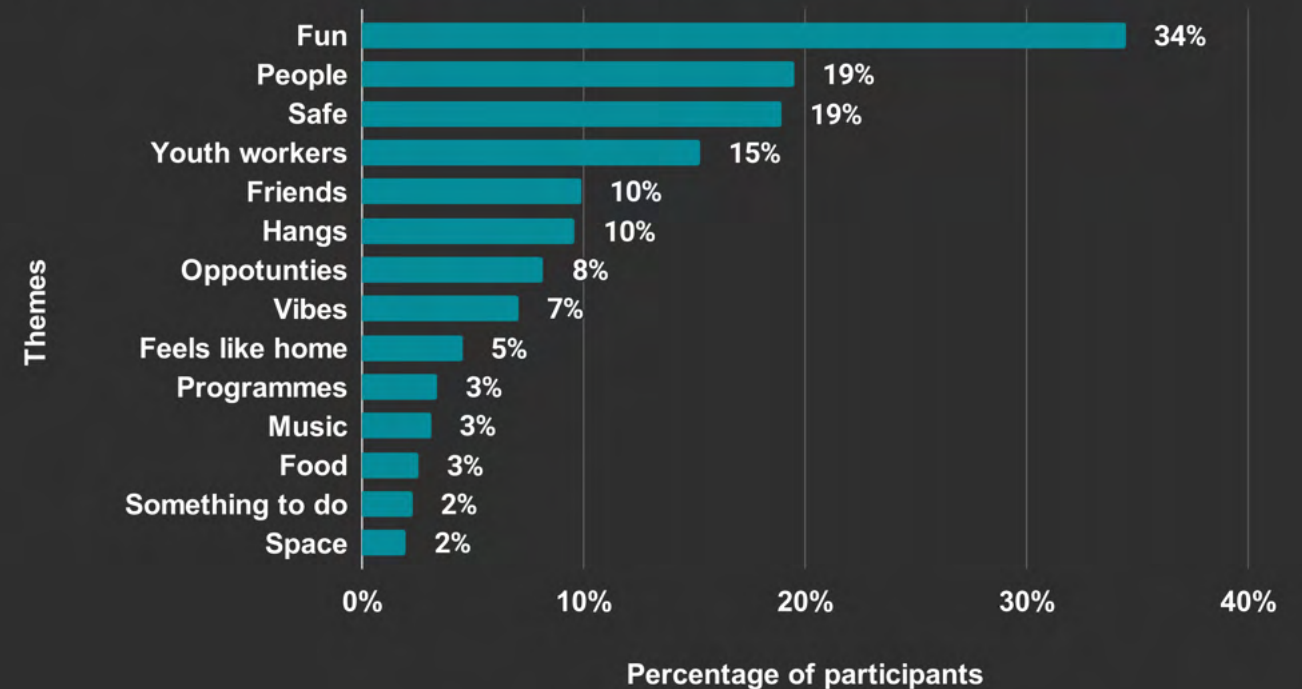
# Continued quotes

“Gives me an empty headspace where I don't have to think about what's going on outside.”

“I come back because the staff are caring, they look out for every single person that walks through the door, and they're easy to talk to, the whole place is a vibe and it's just a cool place to come to after school with your friends. They also hold fun events, I've enjoyed being included in the behind-the-scenes of running events. Overall, it's a very chill and vibey place to be at!”

# Top Themes

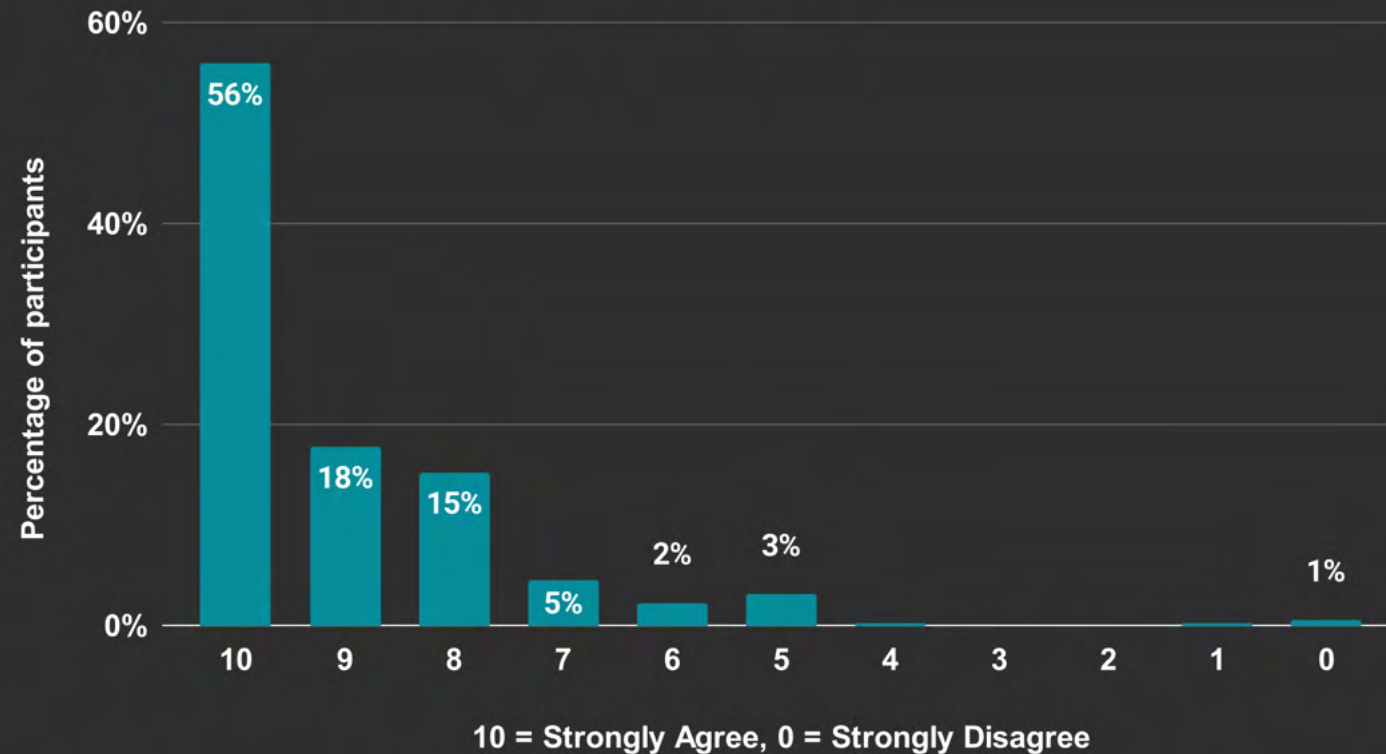
Themes from "Why do you come back to Zeal?"



# Supporting rangatahi

**96% of young people feel supported and cared for at Zeal**

"I feel supported and cared for at Zeal"



# Quotes from rangatahi about Zeal's support

- “Doesn't matter what part of your journey you're at, the staff are always willing to help out with your steps moving forward.”
- “Because I know that whatever mood I can come to Zeal and they will check in with me and make sure I'm leaving better than I felt before.”
- “If I ever need any help or anything they're the first to offer help, no matter the situation.”
- “Everyone here is super supportive and nice, it's a real change from other places I've been.”
- “They're like my family, it's just a natural feeling, as soon as you walk through the door you're at home and everything is positive.”



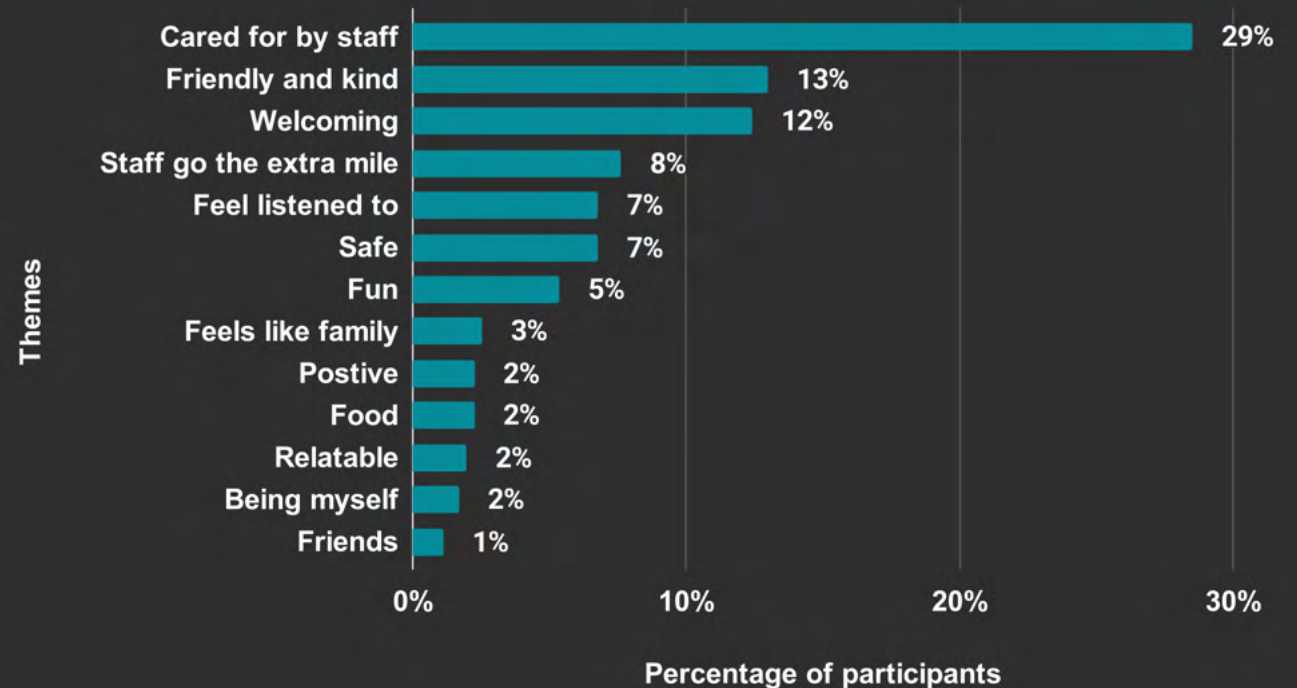
# Continued quotes

“I have anxiety so I always go and sit by myself for no reason and the Zeal staff and other youth always come over and make sure I’m included or are just there to listen.”

“The staff help me, and I know that they're there for me when I need it. They ask how I’m doing, they’re genuinely sympathetic, and tell me they're keen to listen to what I have to say. They let me know they actually care about me.”

## Top Themes

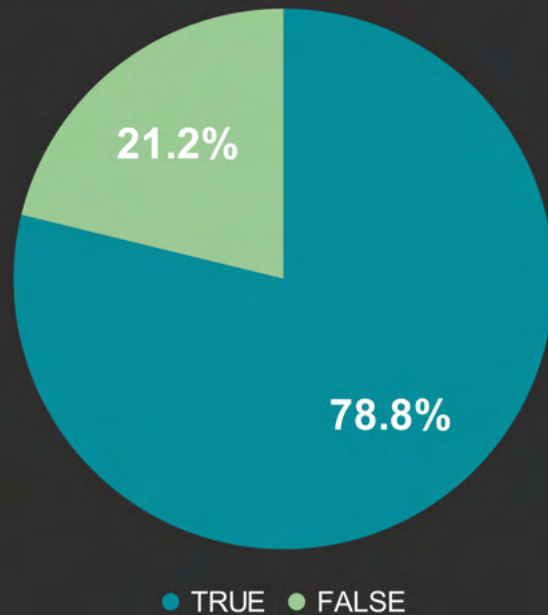
Themes from "I feel supported and cared for at Zeal"



**78.8%**

**Young people say Zeal helped them find or connect with other places of support or good advice**

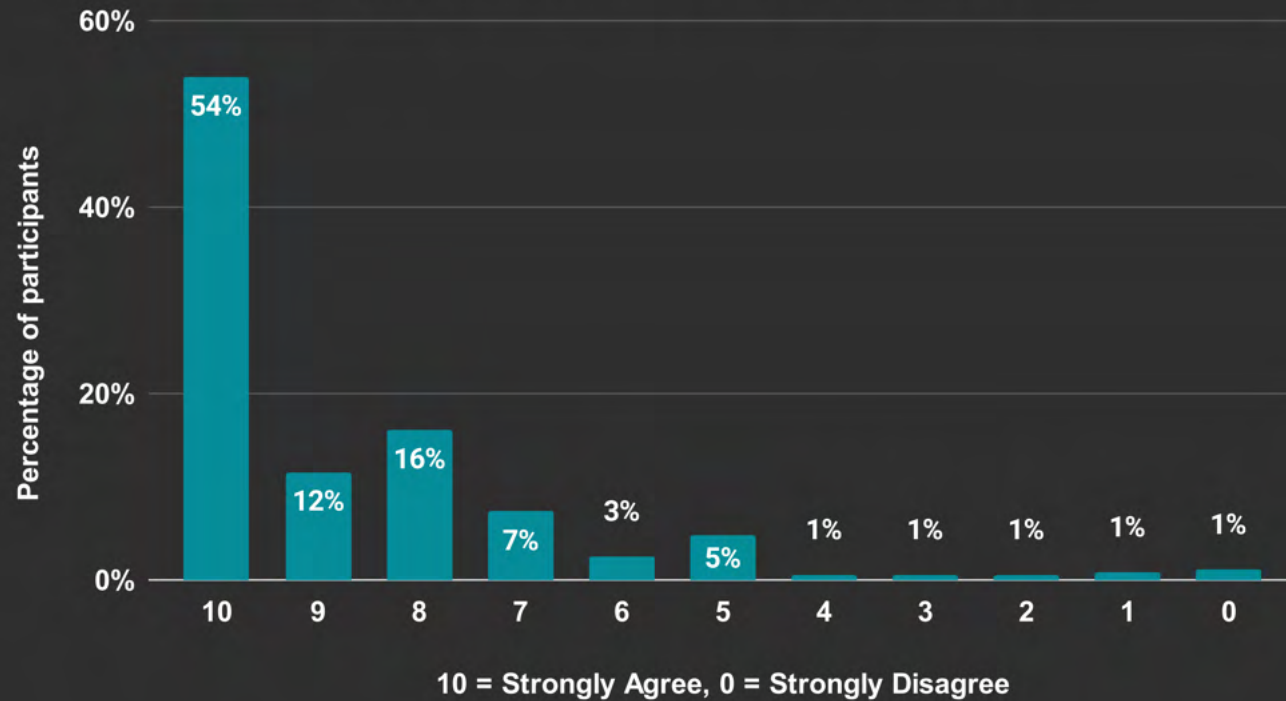
Has Zeal helped you find or connect with other places of support or good advice?



# Connection with Zeal staff

**92% feel they can approach staff if they have a problem**

"I feel that I can approach staff if I have a problem"



# Quotes from rangatahi about Zeal staff

- “They are never too busy to sit down and talk about how I'm feeling or what's happening in my life.”
- “They feel like friends and family, they all have an amazing vibe and you can tell they are great communicators and listeners. Right when I walk in I'm asked about how I am and what's been going on. They sit down and ask with full attention on me which shows how they truly care.”
- “I feel like I have somewhere to go if I need to and I can talk to people there.”
- “They make an effort to get to know us so I feel comfortable with them.”



# Continued quotes

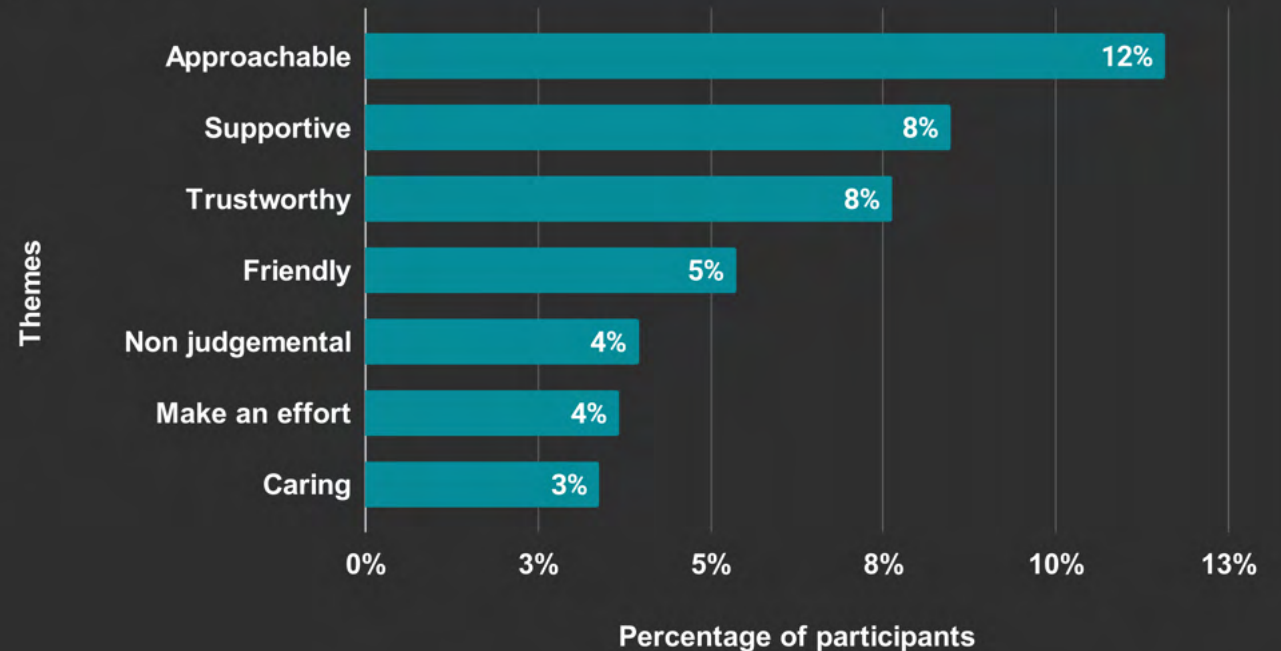
“They're very welcoming and help me with a lot of things that I don't really have anyone else to go to.”

“Zeal is a fun hangout space where almost everyone can have fun and it's never boring it always has something fun for you and your friends to do.”

“Sometimes I need a different perspective on the situation at hand and the staff here make it easy and explain things in a better way.”

## Top Themes

Themes from "I feel that I can approach staff if I have a problem"

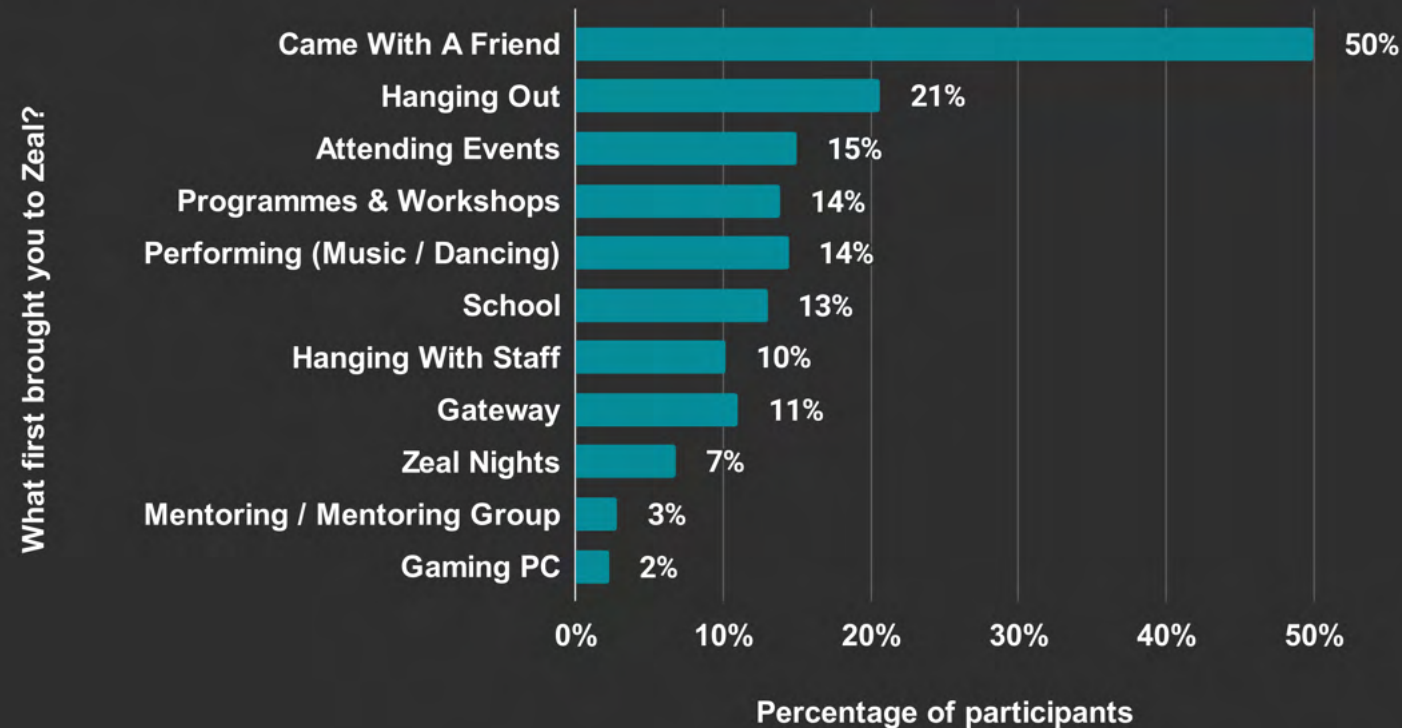




# Young people's Zeal journey

**50% of young people came with a friend when first connecting with Zeal**

## What first brought you to Zeal?



## Other ways of getting involved

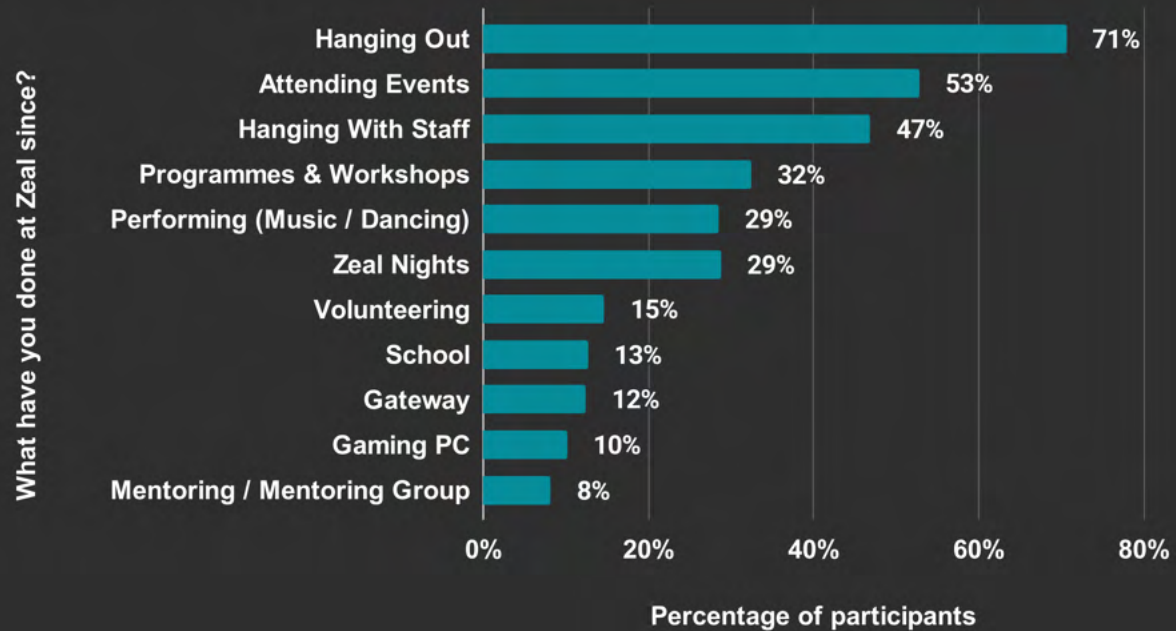
- ★ Counselling
- ★ Dance
- ★ Meeting staff
- ★ Stories café
- ★ Police / referral
- ★ School
- ★ Alt Ed
- ★ Family
- ★ Walk in

68%

## Of young people participate in more than one Zeal activity

On average, young people take part in 3 different kinds of activities at Zeal

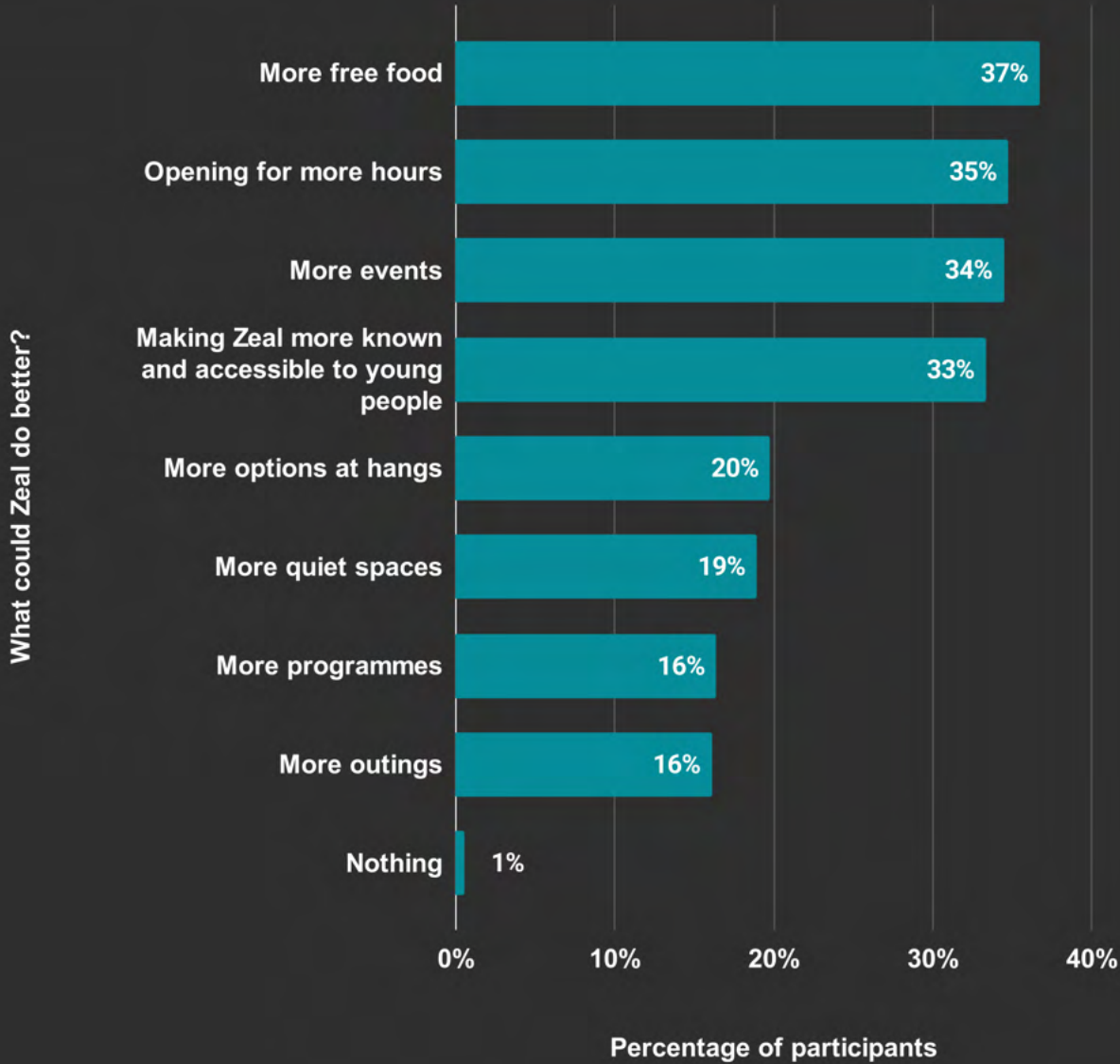
What have you done at Zeal since?



# What Zeal could do better for rangatahi



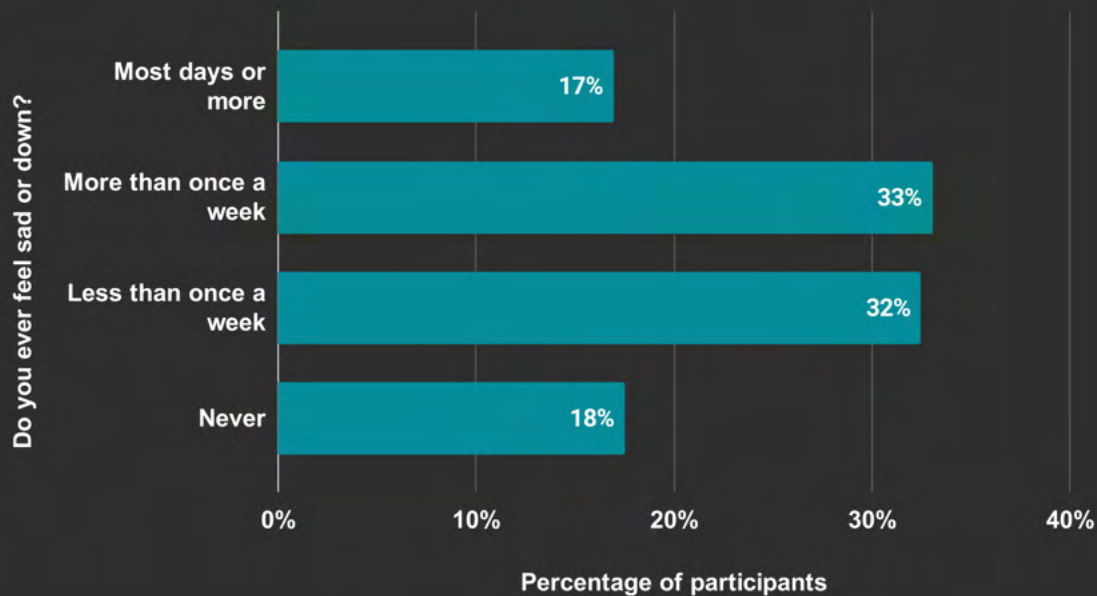
## What could Zeal do better?



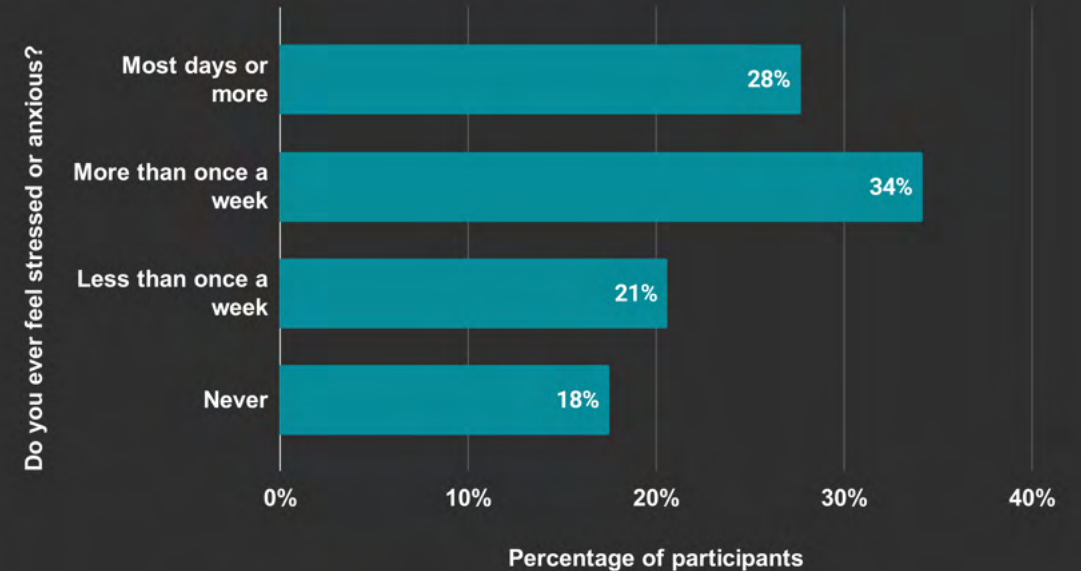
# Navigating mental health

**50% of young people feel sad or down more than once a week, most days or more**

Do you ever feel sad or down?



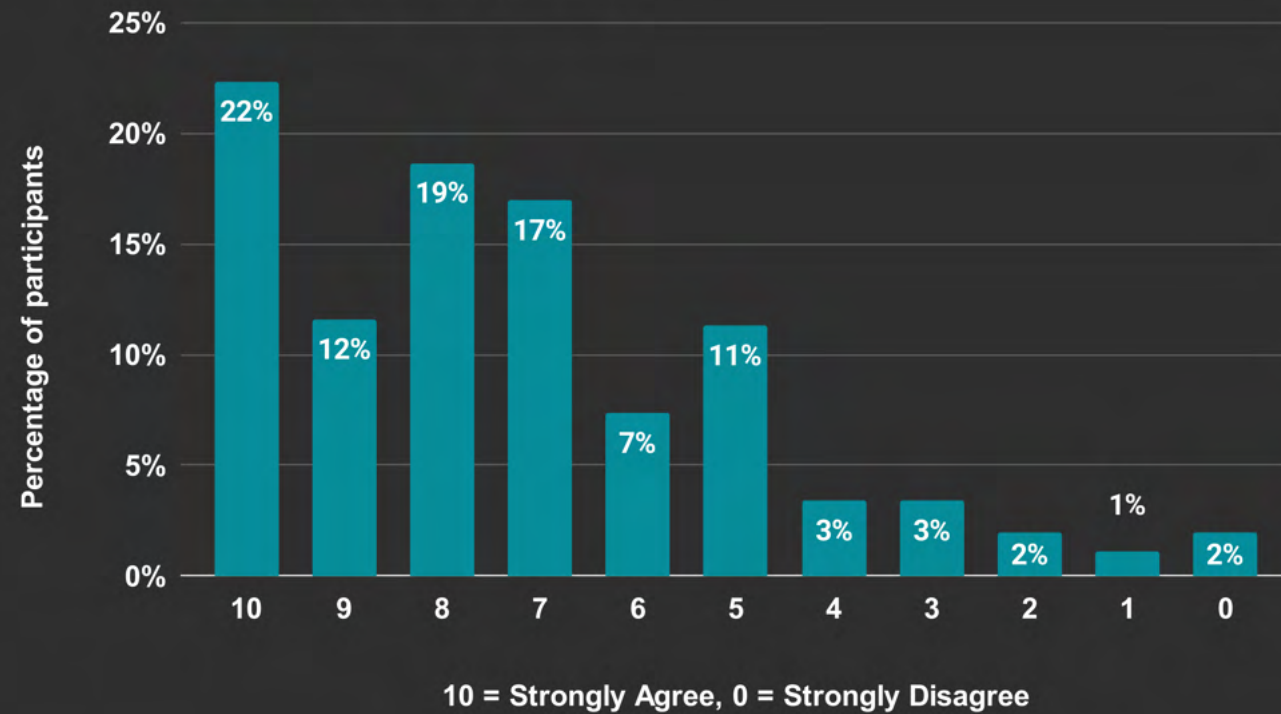
Do you ever feel stressed or anxious?



**62% of young people feel stressed or anxious more than once a week, most days or more**

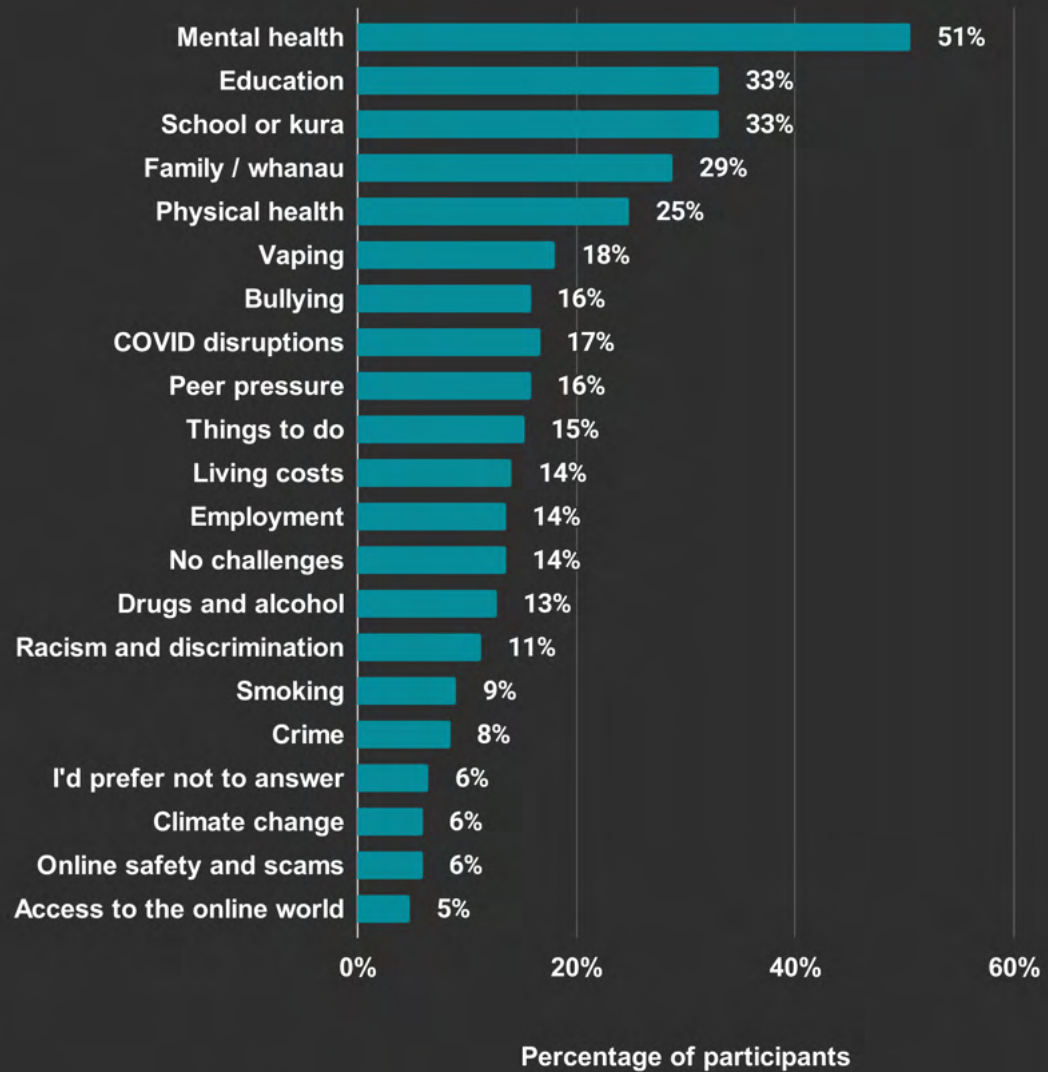
# 77% of young people feel hopeful about their future

"I feel hopeful about my future"



In the last 12 months, what challenges have been in your world?

What challenges have been in your world?



**51% of young people feel mental health is a challenge**



# In your words, what needs to change in Aotearoa to address these challenges?

"For things to be discussed more openly and to not feel ashamed of speaking about it."

"Definitely more access to mental health support, it's a really overlooked problem in Aotearoa, and having to go through places that don't quite fully understand can be quite challenging."

"The school system needs to slow down."

"Better help for people who are struggling with crime and discrimination. Not just telling people you will do something but actually doing something about it."



"The law is really strict on youth. They don't do anything to help us change. They just send us to a boy's home or youth justice and expect us to change there. When you get out you've got heaps of emotions which leads to offending again!"

"More emphasis on young people and what's relevant to them as they are the future of Aotearoa."

# Continued quotes

"Finding jobs for younger people is harder these days since a lot of places employ experienced older people which doesn't give us teens enough learning experience and opportunities. More places should hire younger teens."

"More organisations to help young people that are free and more information about them."

"More funding for mental health, cost of living etc, more government attention and action in climate change, more things for young people to get involved in."

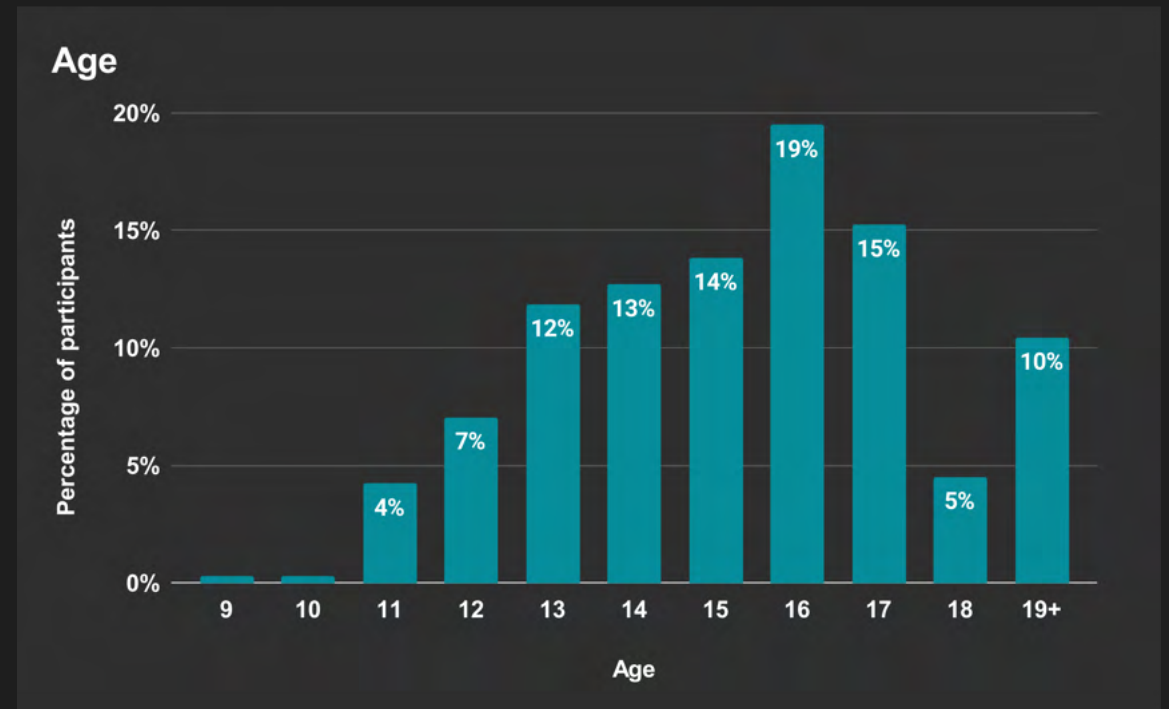
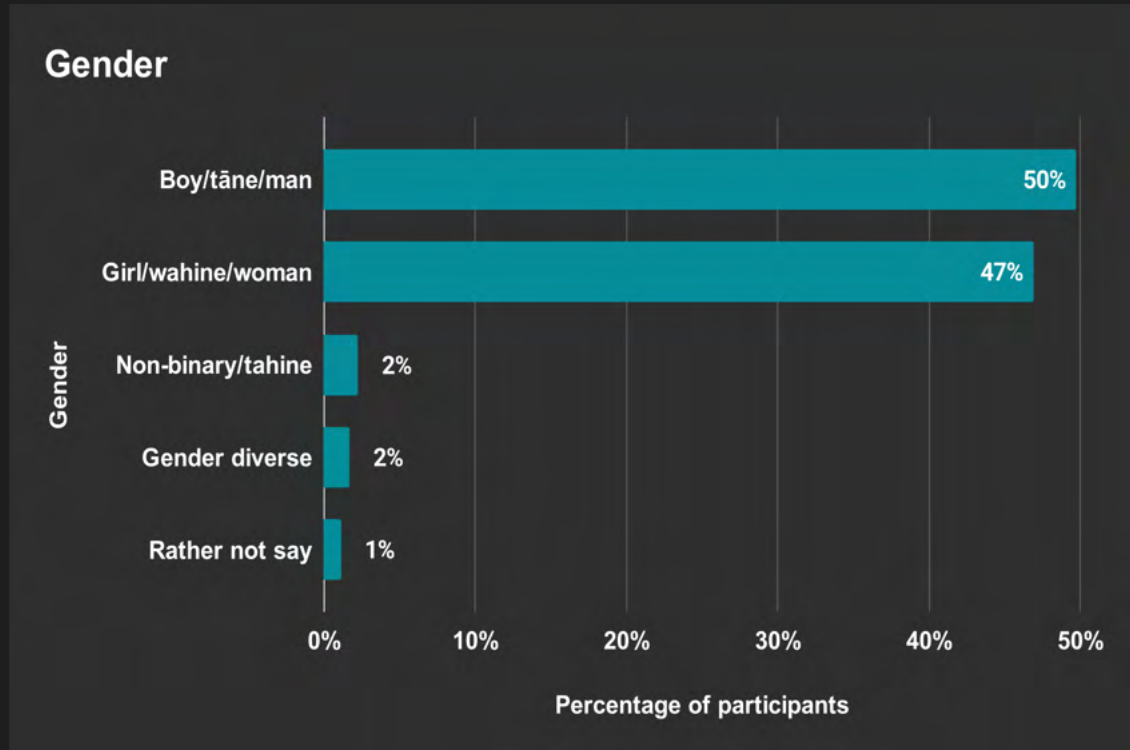
"People need to actually do stuff when it comes to climate change we need visible change."



"In regards to vaping there needs to be less vape stores in our community so that young kids don't have access to it."

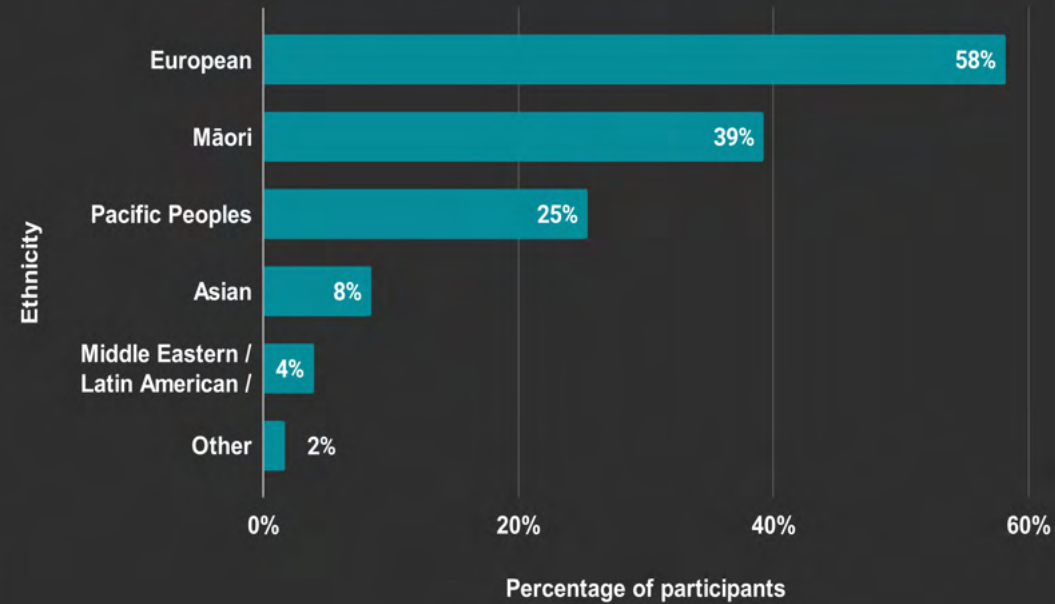


# Who took part

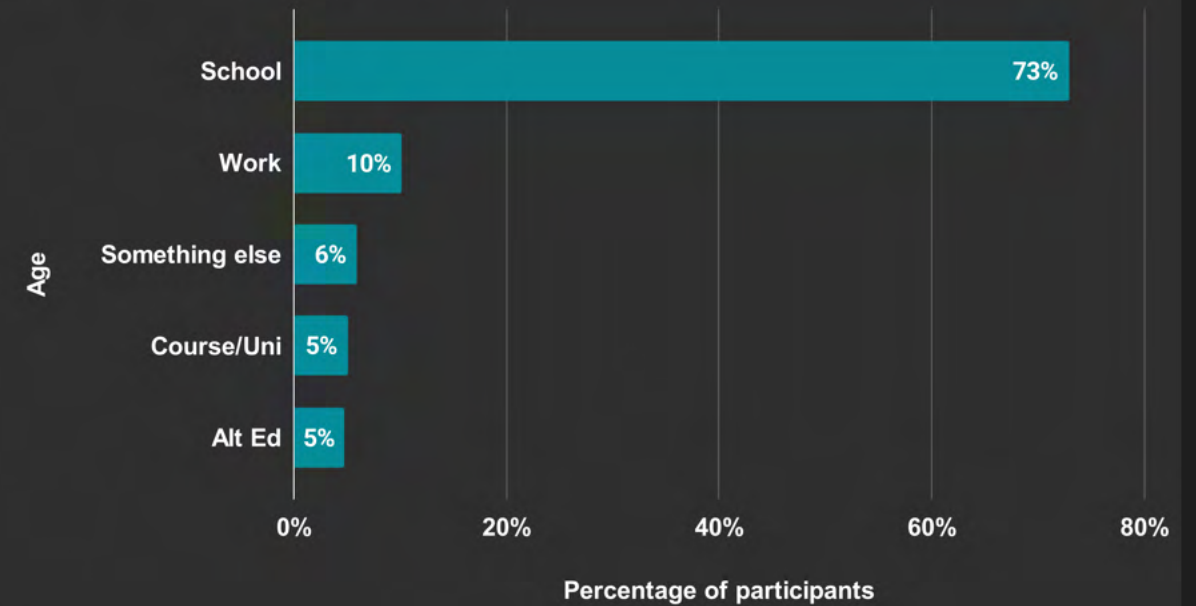


# Who took part

Ethnicity New Zealand Standard Classification 2021



What you do/occupation



The logo for Zeal, featuring the word "ZEAL" in a bold, white, sans-serif font. The letter "E" is stylized with a white star inside its upper loop. The logo is set against a solid red rectangular background.

**ZEAL**

This report was prepared by staff at Zeal. The survey took place between 14 June 2023 and 3 July 2023.

You can read more about the Zeal Kaupapa, get updates and support us at [zeal.nz](https://zeal.nz).

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