

ZEAL

Survey Report



29 July - 23 August

2024

Insights from 286 rangatahi from Auckland, Hamilton, Taranaki, Kāpiti & Wellington

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Acknowledgements

To assess our impact and seek improvements, we asked 286 young people about their experience at Zeal.



"I am proud to share the remarkable insights from our 2024 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
Zeal, CEO

Insights from 286 young people



Said Zeal has had a positive impact on them.



Feel supported and cared for at Zeal.



Feel they can approach staff if they have a problem.

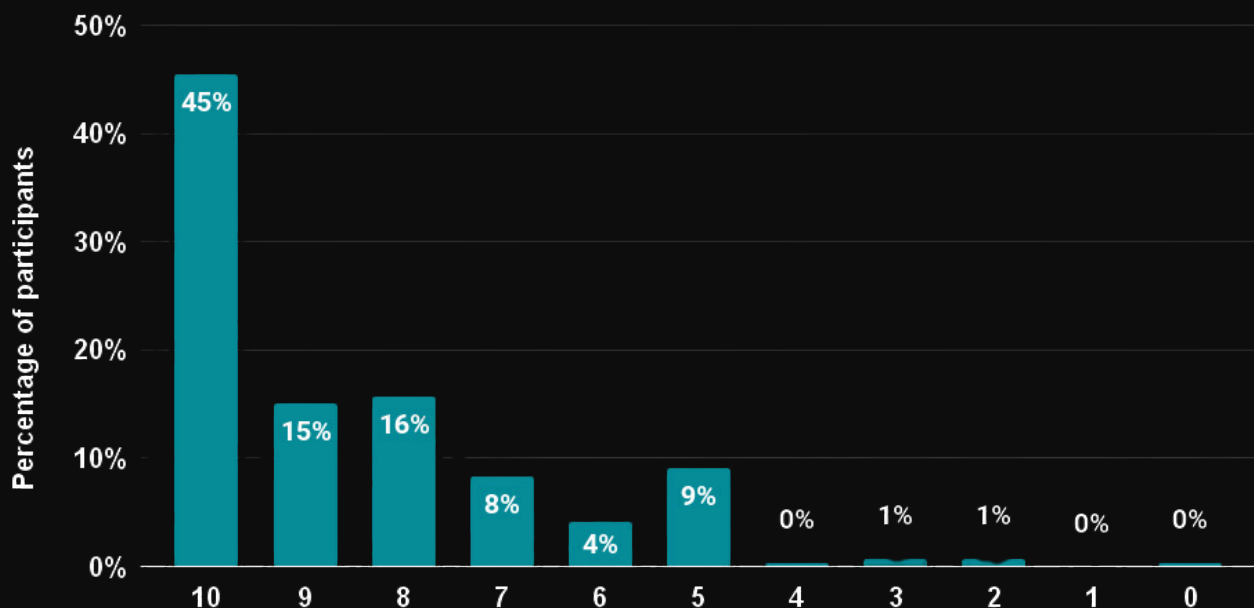
ZEAL

Transformative impact



**89% of young people say Zeal has
had a positive impact on them**

"Zeal has had a positive impact on me"



10 = Strongly Agree, 0 = Strongly Disagree

Quotes from young people about Zeal's impact

“—
I am happier, I feel more confident in myself because I was surrounded by confident and happy people”

“—
I feel comfortable to hang out there and figure out who I want to be and who I am, and it leaves me feeling positive about myself and life in general”

“—
It had helped me through an extremely hard time in my life, truly I am grateful for them being in my life”

“—
I just truly enjoy being here and want to come back to my basically second family”

“—
I've been able to learn useful skills through the live sound program which has definitely supported my interest and knowledge in the area, allowing me to feel more confident in pursuing the subject at a tertiary level”



Quotes continued

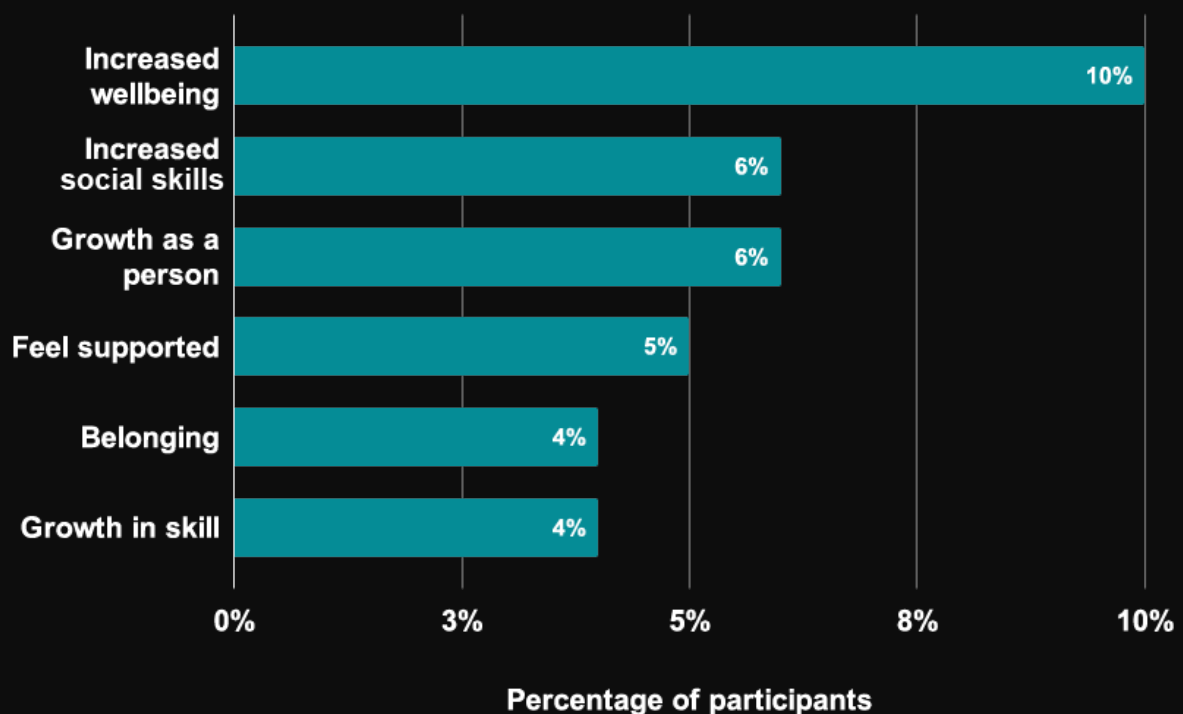
“—
I've grown more confident with myself and around other people”

“—
They have supported me with things outside of school and guided me throughout a lot of work applications, and they give great advice”

“—
I feel like some of my silly decisions have been stopped ever since I have been in to Zeal. They have definitely helped with others not making silly decisions it's a very positive place for sure”

“—
From the time I've been here, I've had good advice given, and been surrounded by responsible people that make you feel supported”

Top Themes



In one sentence, how would you describe Zeal?

“——
| Whānau”

“——
| A safe space for young people to
grow”

“——
| Zeal is one of the bestest places
to meet new people”

“——
| A place where someone can be free”

“——
| An amazing place to hang out and find
yourself in the big storm of the world”

“——
| Zeal is like a second home for me”



“——
| Safe, inclusive and warm”

“——
| Fun supportive caring”

“——
| A place for support and
inclusivity”

“——
| Fun, good and positive vibes,
supporting, caring and making it
feel like we are all whānau here”

“——
| A home for creative youngins :)”

“——
| A place where I can go and feel
welcomed”

“——
| A fun place with lots of positivity”

“——
| One of the most welcoming youth
places”

Quotes continued



“——
| Zeal is another family to me”

“——
| The best place to go for food,
friends, and fun”

“——
| SUCH A FUN AND COOL PLACE TO
HANG OUT AND DO STUFF”

“——
| Exciting place with great people”

“——
| The best place to go for food,
friends, and fun”

“——
| Fun Fun Fun Fun Fun Fun Fun Fun
Fun Fun Fun Fun Fun Fun Fun Fun”

“——
| Zeal is the place to go if you are
looking for a welcoming, fun and
inclusive space for all teenagers”

“——
| A fun place to hangout, it's
something I look forward too”

“——
| An exciting and friendly space that's
super welcoming”

“——
| Accepting, open space”

“——
| Really fun, chill, and has everything
you need right in one place”

“——
| A place to hang out after school and
an opportunity to learn new things”

“——
| A happy fun place where youth can
be themselves”

“——
| Zeal is a great place to learn,
connect with people, study or get
help from”

“——
| Zeal makes me feel more
comfortable talking to people
and gives me a place to go if I
need help with anything”

Why do you come back to Zeal?

“—

I come back because of the people and because this is my safe space where I can be myself”

“—

Because it's a warm, welcoming and comforting environment. Its a place to call home away from home, and truly be comfortable within yourself and trusting that those around you feel the same”

“—

I enjoy just the company and hanging out with friends. I enjoy being by myself sometimes but I enjoy doing my own thing in a comfortable space”

“—

It's too fun to quit coming, I love playing around with my friends and the staff”

“—

The staff are all so nice and I love talking to them about my day and what I have been up to I also love all the activities they do”

“—

The opportunities and people, it feels like a supportive family”



Quotes continued

“—

I feel safe and happy at Zeal. I like the staff and how friendly they are”

“—

Zeal is literally like a second home to me, an escape from everything else”

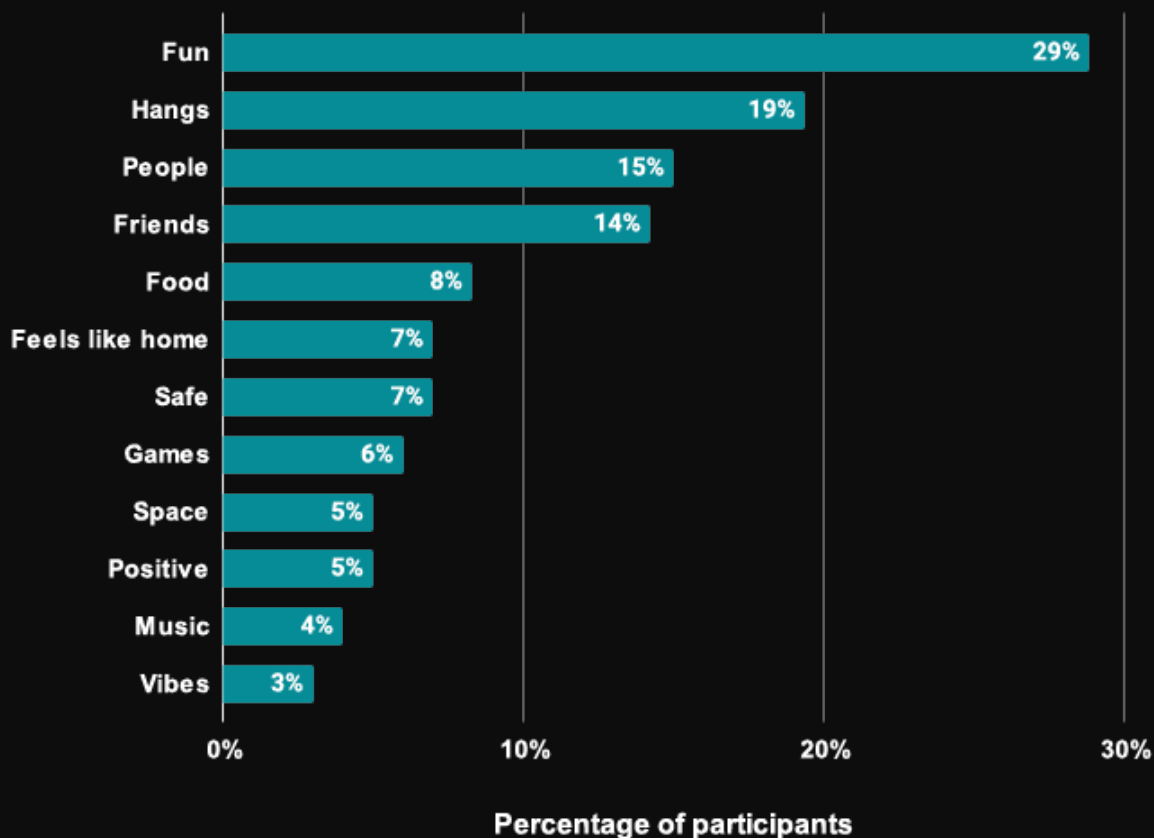
“—

I like that it's safe compared to the rest of town, and the staff always welcome you”

“—

It's a welcoming environment that is full of people that are willing to meet other people. Additionally, it is a good place to go when you need positive energy”

Top Themes

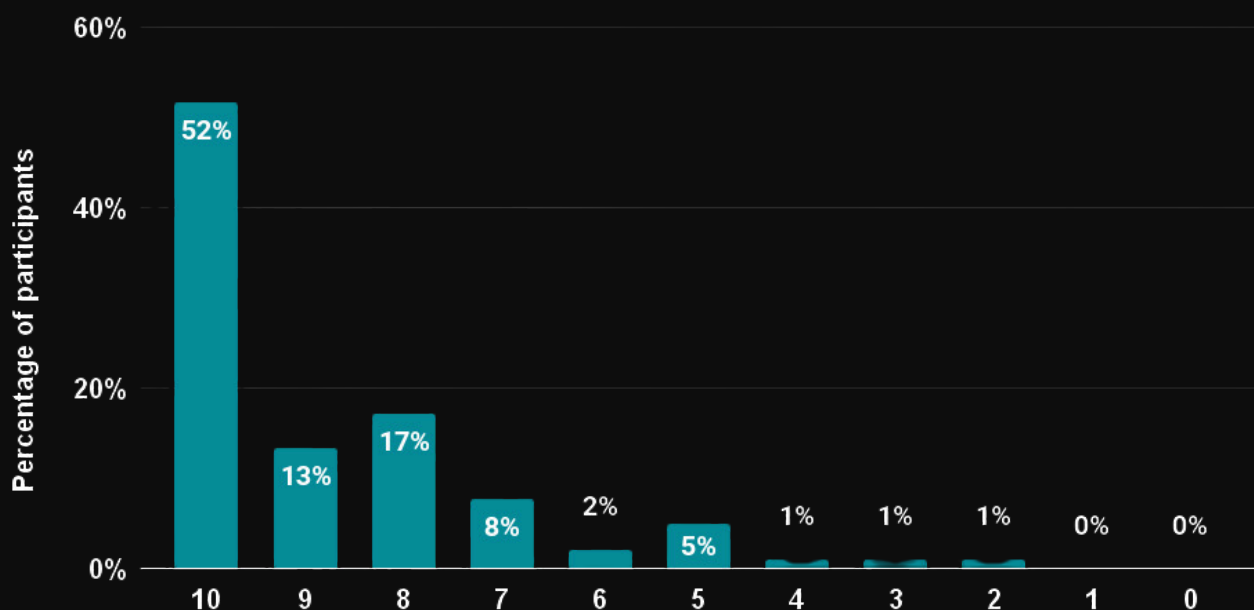


Supporting rangatahi



92% of young people feel supported and cared for at Zeal

"I feel supported and cared for at Zeal"



10 = Strongly Agree, 0 = Strongly Disagree

Quotes from young people about Zeal's support

“—
Because whenever I'm down I can talk to the staff and feel so much more comfortable”

“—
I've grown a lot as a person ever since I first came here and the people here are a big part of my growth”

“—
Best support system, can always count on any of our youth workers with anything as well as our managers!”

“—
Because the staff are kind supportive people that can take care of serious matters and offer a shoulder to cry on”

“—
I've always felt welcomed and supported by Zeal. They've always helped me out with personal things, made me laugh and smile and just cool to chill with”



Quotes continued

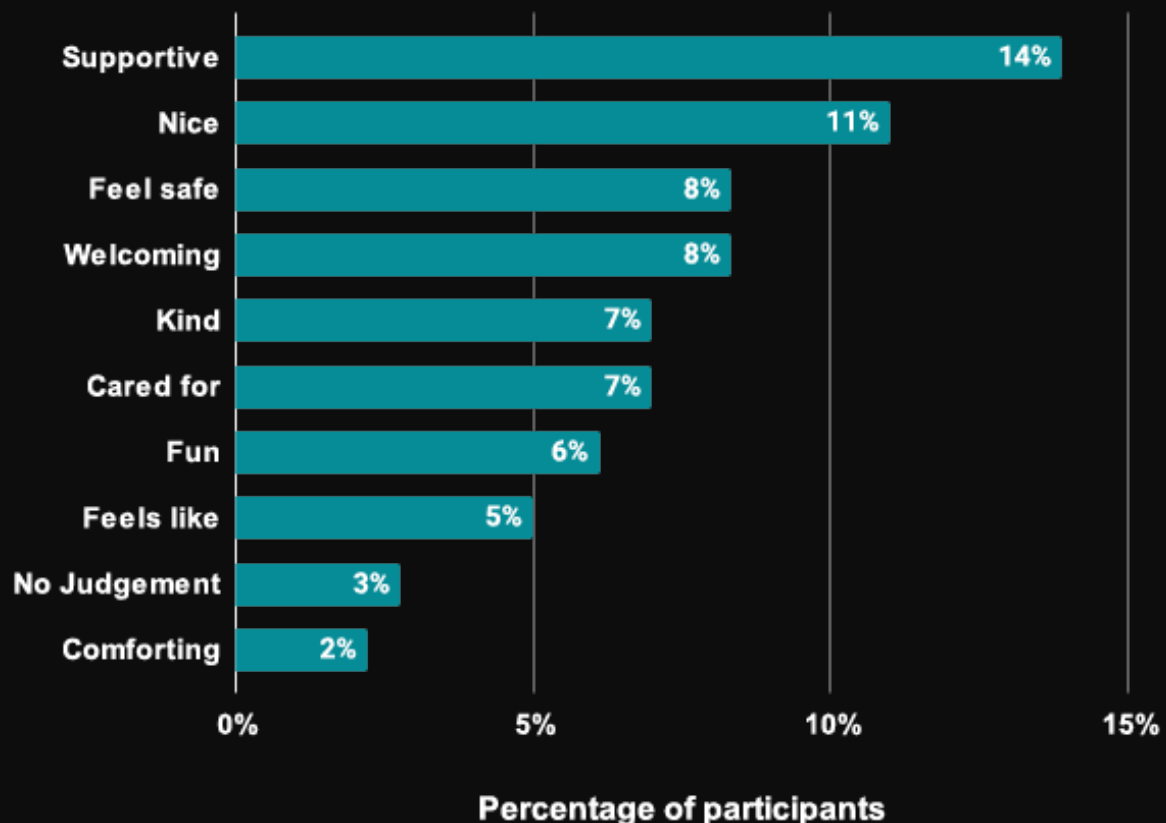
“ I feel more at home here than I do in my own house”

“ These guys are really helpful and take time to get to know you”

“ Because it just feels safe here and it feels like it's home”

“ The staff are always eager to talk to me about literally anything, and if I have any issues, there's always someone willing to help me out”

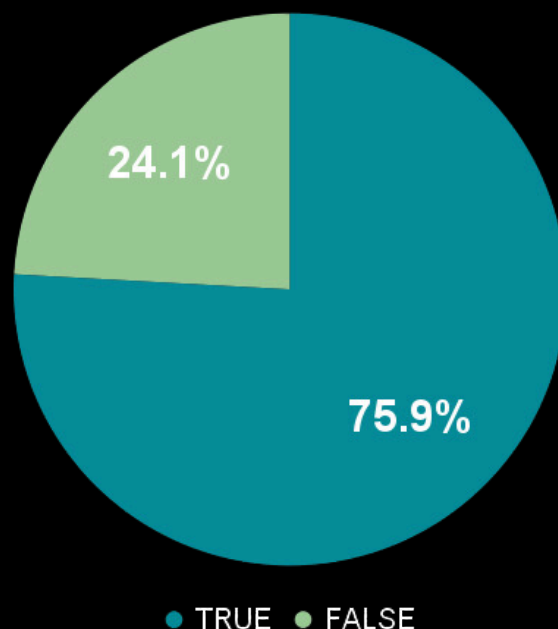
Top Themes



75%

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?

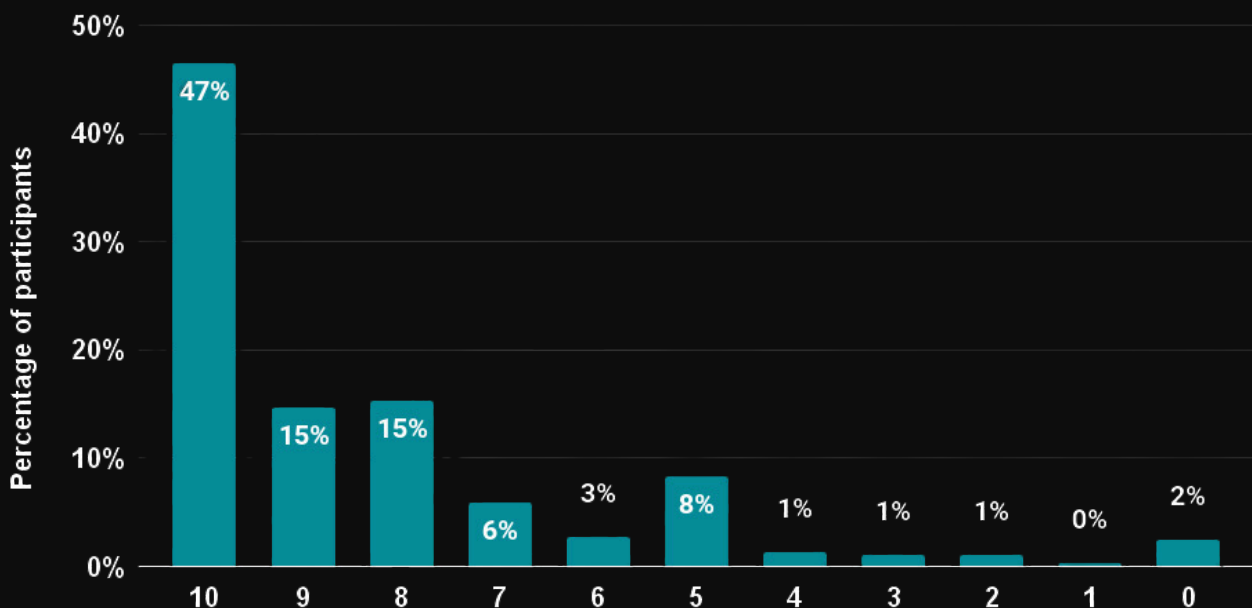


Connection with Zeal staff



85% feel they can approach staff if they have a problem

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



10 = Strongly Agree, 0 = Strongly Disagree

Quotes from young people about Zeal staff

“—
I feel like I can tell them about things cause they are trustworthy and I've been hanging out at Zeal for over a year and it makes me feel like I can approach them and ask for stuff and tell them stuff”

“—
I've gotten to know them really well these past 2 years and I know that they're not here to judge or make me feel like I need to keep problems to myself”

“—
I feel safe with them and they can give me the answer to my problems in a way that I can understand, they listen to understand”

“—
Because the staff are kind supportive people that can take care of serious matters, and offer a shoulder to cry on”

“—
Cause these guys never tell you to go away or belittle your issue”



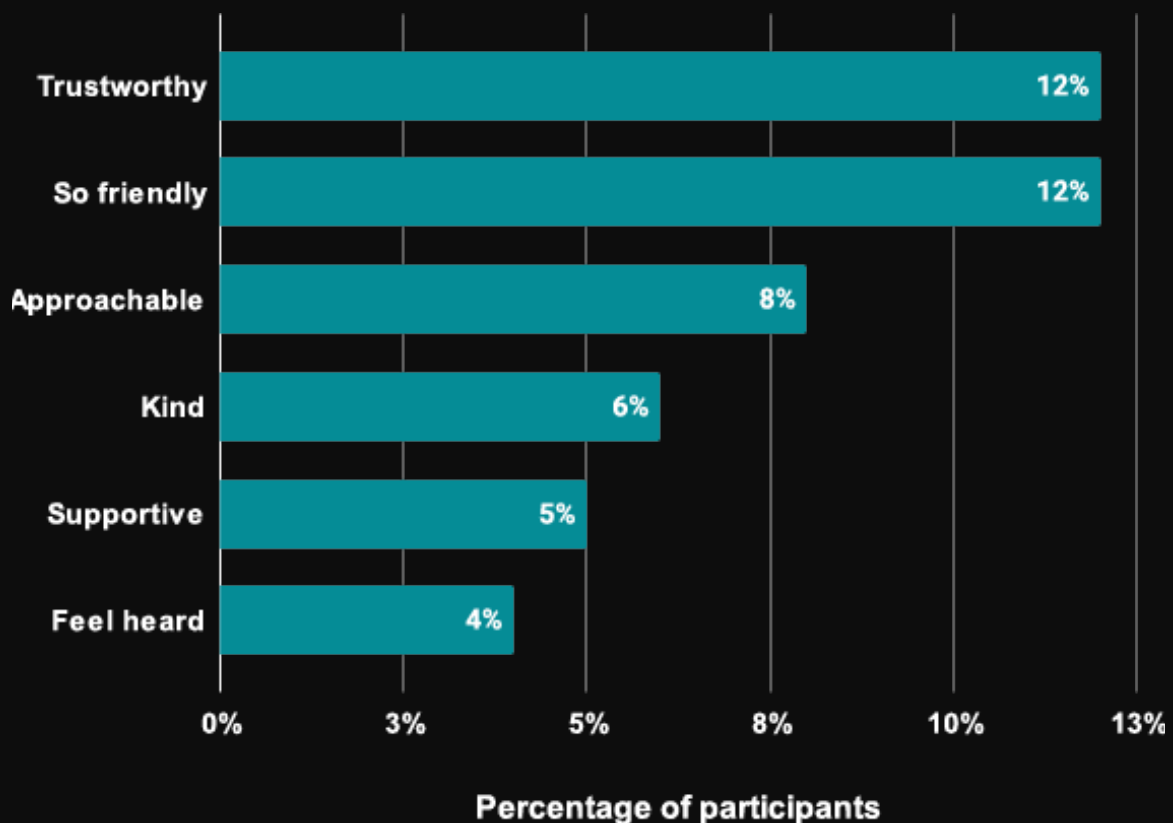
Quotes continued

“—
Always make me feel like I can talk to someone at all times”

“—
Because they have always made sure I feel safe and supported when coming to them about things”

“—
They are nice and I can trust them”

Top Themes

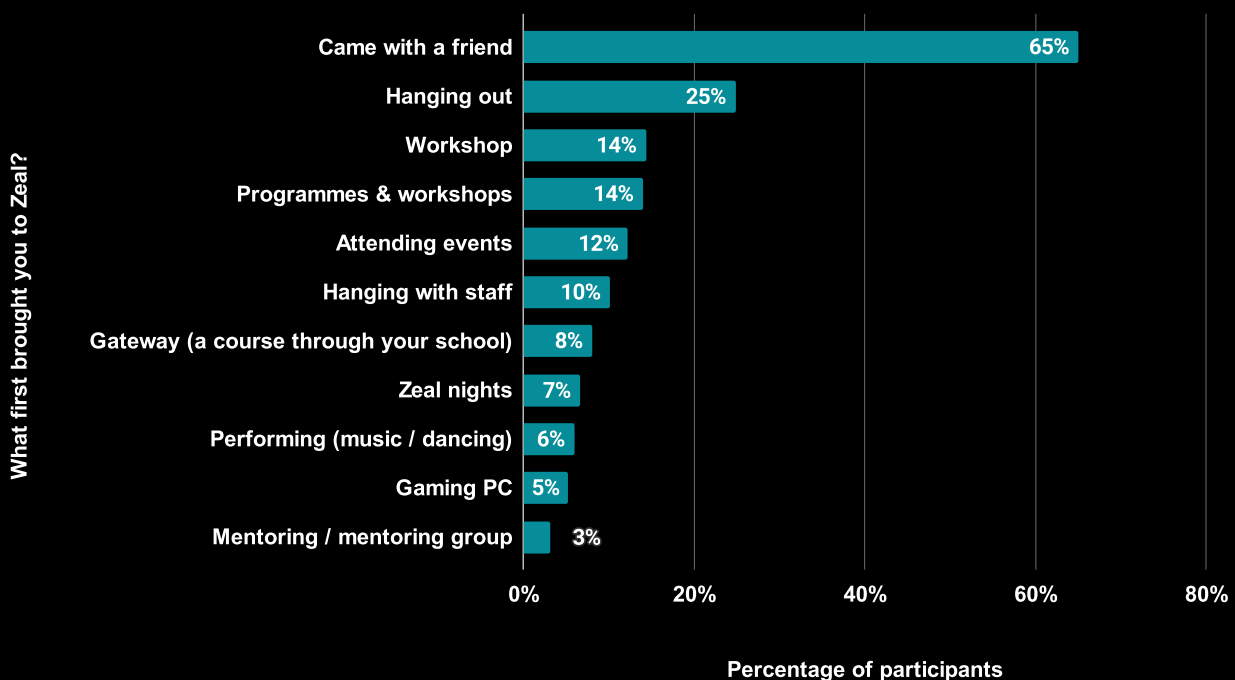


Young people's Zeal journey



65% of young people came with a friend when first connecting with Zeal

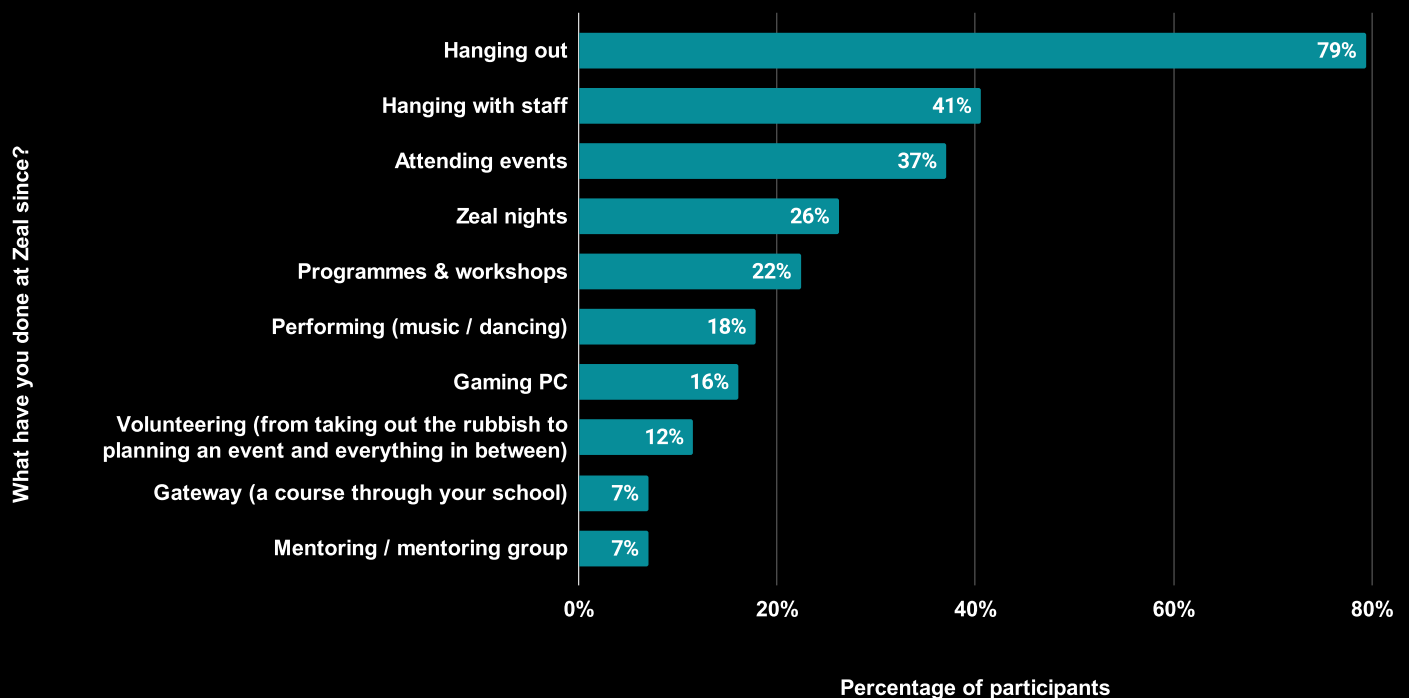
What first brought you to Zeal?



63%
of young people
participate in more than
one Zeal activity

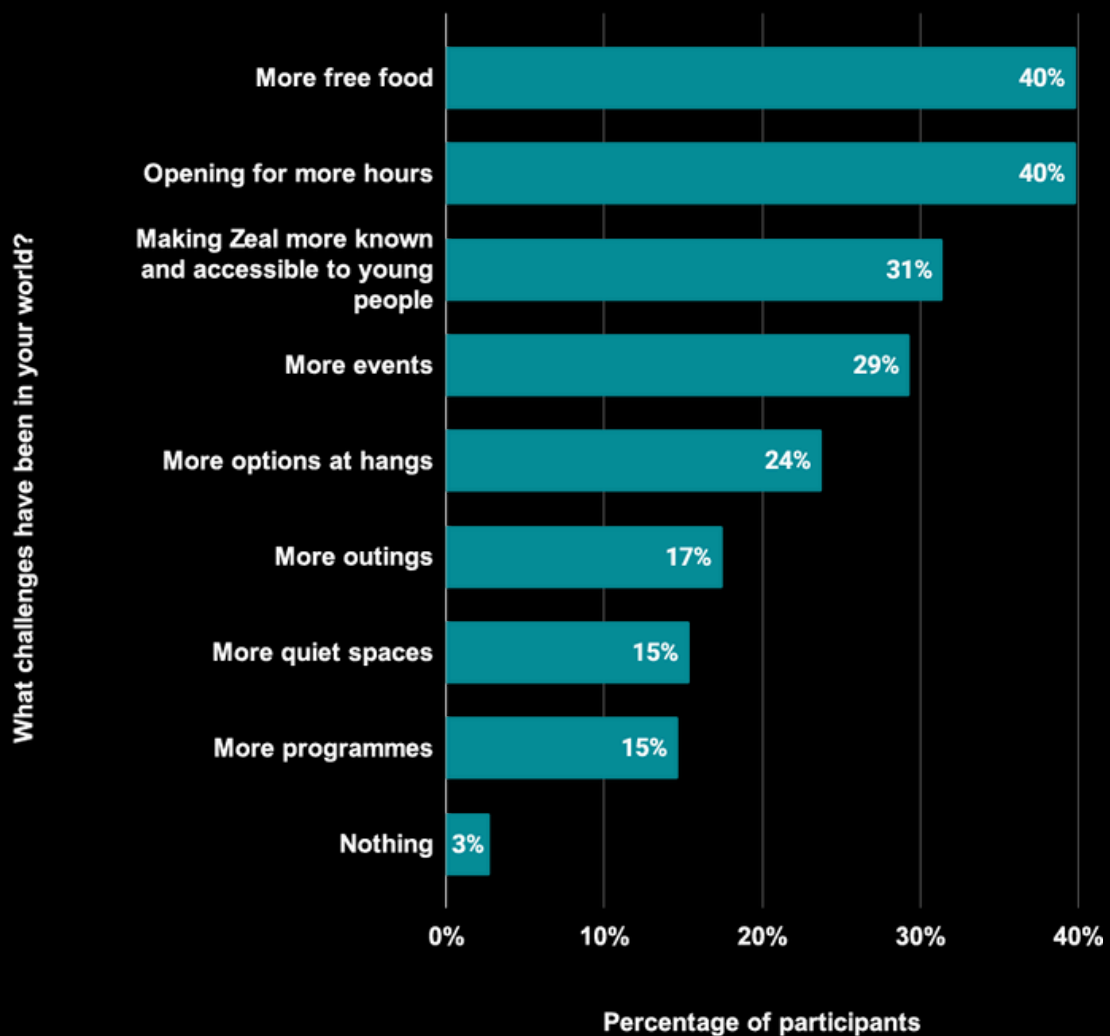
On average, young people take part in 3
different kinds of activities at Zeal

What have you done at Zeal since?



What could Zeal do better for rangatahi?

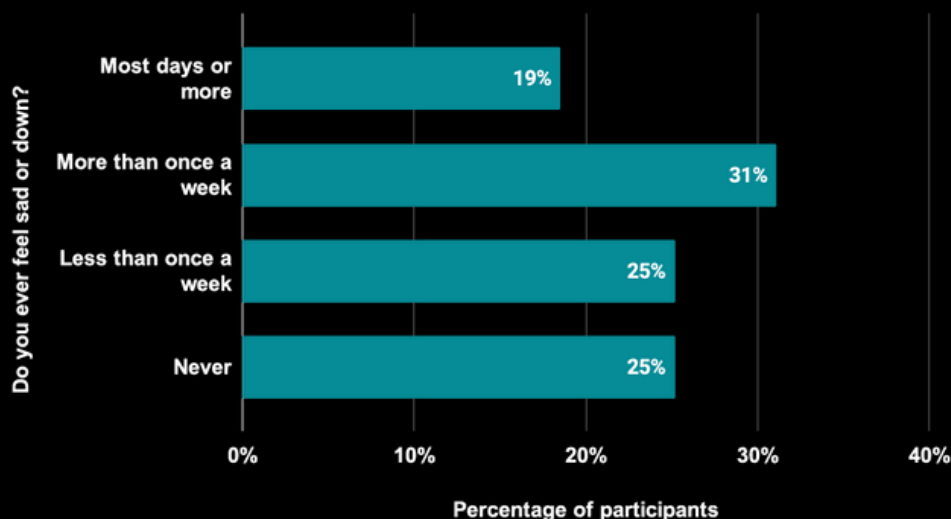
What could Zeal do better?



Navigating mental health



Do you ever feel sad or down?



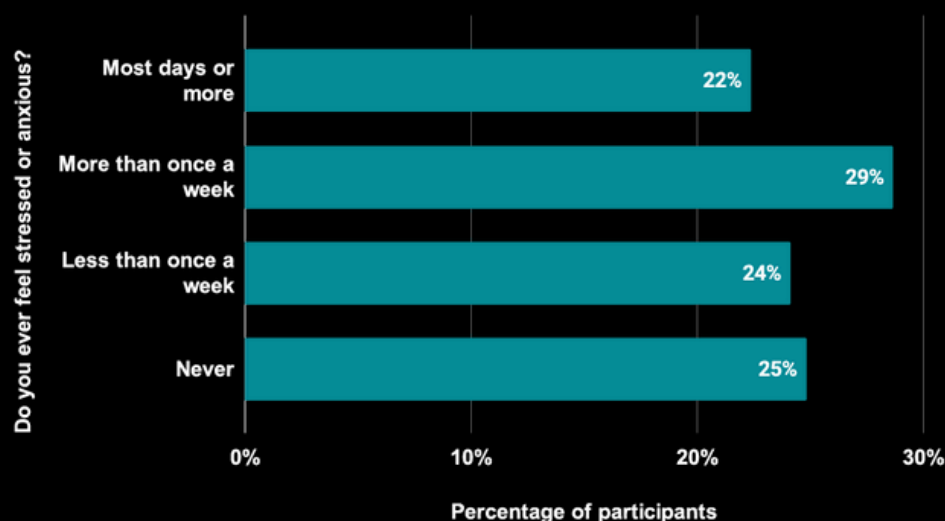
50%

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

51%

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

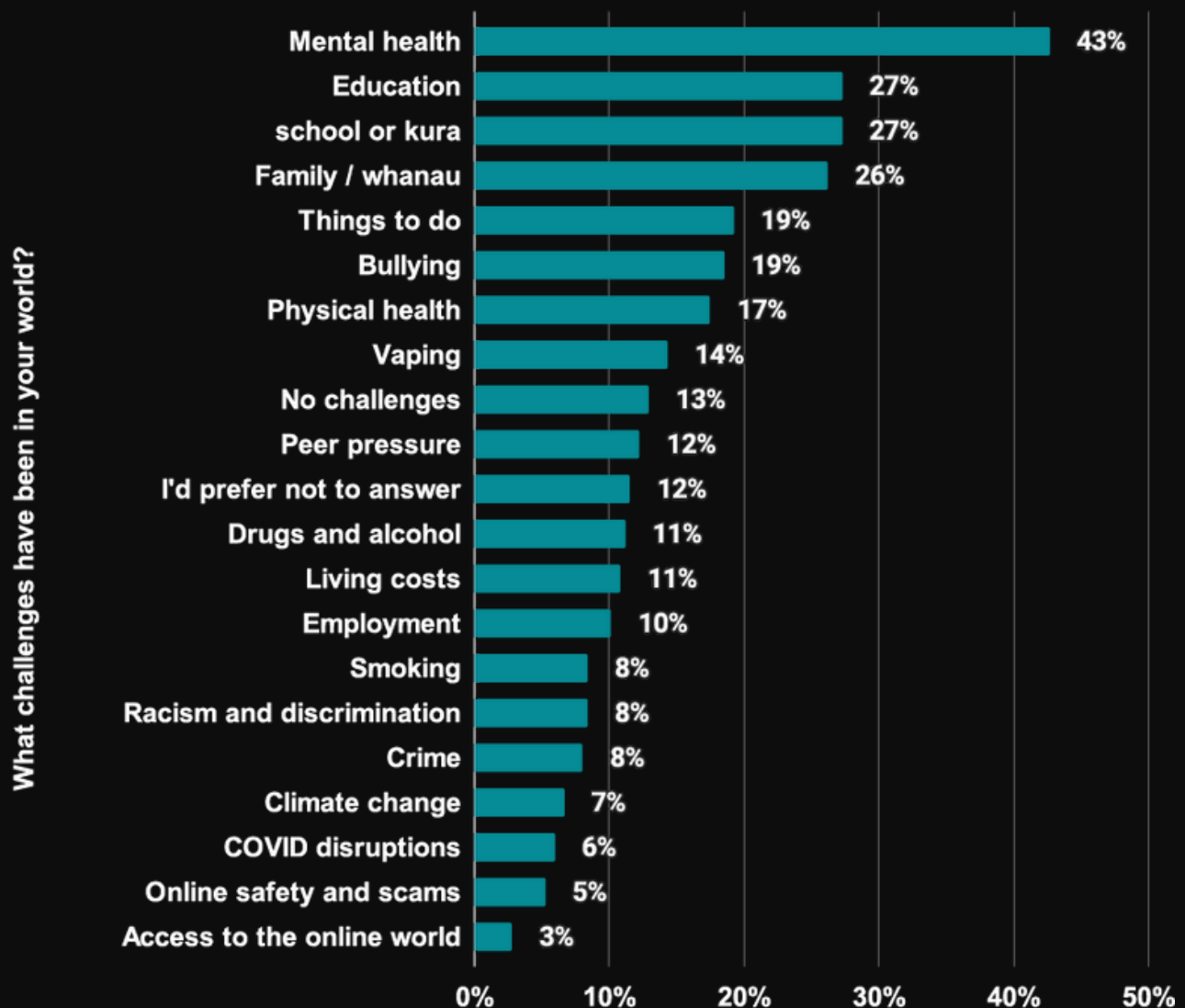
Do you ever feel stressed or anxious?



43%

of young people feel mental health is a challenge

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



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

“—
Better mental health support”

“—
More funding towards companies that support these problems”

“—
More funding towards companies that support these problems”

“—
BETTER MENTAL HEALTH SYSTEMSSSSSSSS!!!!!!!!!!!!”



“—
have more places like Zeal for people to seek help”

“—
More kindness”

“—
More activities for youth that are involved or have been involved with youth gangs/crime”

“—
No more bullying”

“—
Be more understanding of teenagers and have more options available”

“—
Listening to each others perspectives, and acknowledging our differences and diversity as strengths”

Quotes continued



“—
| More money into the community”

“—
| More funding towards companies that support these problems”

“—
| Be in contact with people who are leaving school to see if they need help”

“—
| The main thing to me would be the support youth get with their mental health. So many youth around New Zealand are struggling with their battle of mental health. New Zealand needs to change how long it takes for youth to get help whether that is talking to a therapist/counsellor and/or getting a diagnosis or any other medical help. Schools need to encourage a balance between school work and living life as a teenager. teachers may suffer from burnout but so do us students”

“—
| First off, everything needs to be atleast a little bit cheaper. I find that so many families struggle to feed everyone or find places to live and it's horrible. Second is that I think teachers and other adults at school need to act on cases where students are being bullied, when I go to teachers I don't feel comfortable telling them about my problems as it seems like they don't care and the school has never done anything to help me”

“—
| More things for people to do, better online safety”

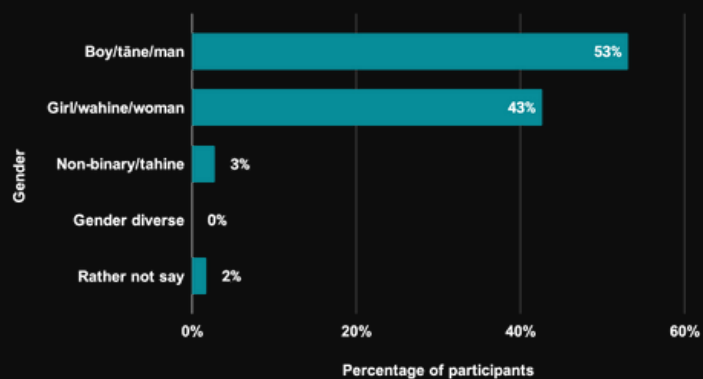
“—
| Try and keep the cost of living down”

“—
| More places like Zeal in different cities”

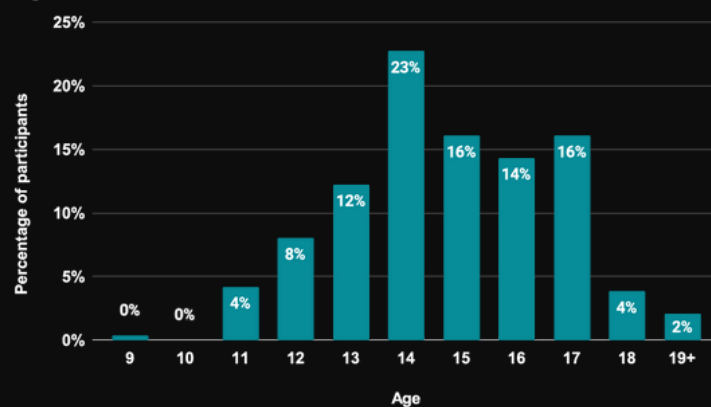
Who took part



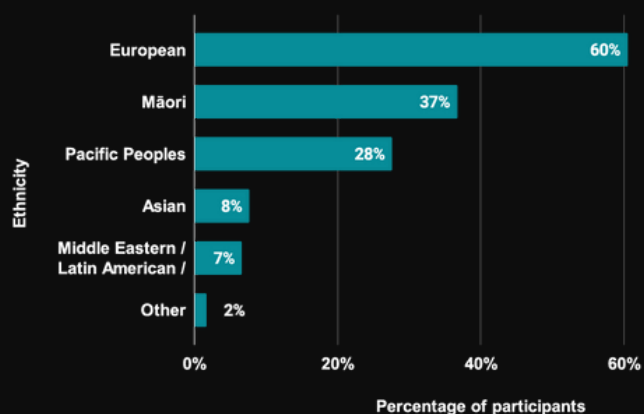
Gender



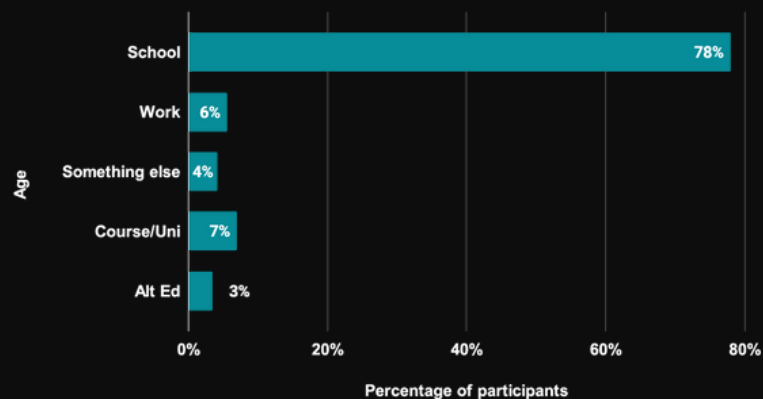
Age



Ethnicity New Zealand Standard Classification 2021



What you do/occupation



This report was prepared by staff at Zeal. The survey took place between 29 July and 23 August 2024.

You can read more about the Zeal Kaupapa, get updates and support us at zeal.nz

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