



2021 Annual Report

1 July 2020 - 30 June 2021



Jesse Boyce
Zeal CEO



Rangatahi are experiencing something many of us will never understand. They're navigating important years, forming and shaping identity and belonging within a once in a generation pandemic.



CEO Report

Kia orana,

To say 2021 has been a big year is an understatement. Our rangatahi and communities, particularly our most vulnerable, have shown incredible strength and resilience. We've had the privilege of walking alongside amazing rangatahi and whānau (for much of the year, remotely), providing a listening ear and practical support.

Rangatahi are experiencing something many of us will never understand. They're navigating important years, forming and shaping identity and belonging within a once in a generation pandemic. The landscape is not straight forward, and highlights the inequities many young people already face in their lives.

Despite all this, young people continue to inspire us daily. Through our five spaces and creative activities young people choose to entrust our youth workers with their stories and let us in on what challenges they face in their lives. Our team take this privilege seriously, by ensuring young people feel safe, seen, heard and valued. While we don't claim to have all the answers, building trusting relationships over time leads to young people welcoming deeper support for overcoming their toughest challenges. This really is what makes Zeal so special.

As an organisation, there is a lot to be proud of. Our staff remained adaptable by transferring our work to connect with young people online at the drop of a hat. Leaders kept our teams focussed and energised, with empathy and optimism. But most importantly, you'll read in this report how your aroha and partnership have enabled Zeal to extend manaakitanga and whanaungatanga to young people through over 65,000 points of connection.

Looking to the future, we will put greater emphasis on contributing to decisions that can change national and local support systems for our young people, particularly our most vulnerable and disconnected. Our dream is to enable both local and systems change, and this is something we believe will make a significant difference for all young people in Aotearoa.

Thank you for contributing to the future of young people as we couldn't create change without the help from partner organisations, generous funders, volunteers, staff, leaders and the board. We're committed to enabling transformation in young people's lives, which is only made possible thanks to you!

We're looking forward to stepping into the next exciting chapter and want you to play a key part in that.

Arohanui
Jesse Boyce, CEO at Zeal

How you make a difference

Your impact

Transformative change for rangatahi (young people) in Aotearoa - particularly those experiencing distress and disconnection. At Zeal they feel seen, valued, safe, empowered and have an equitable shot to thrive.

What you enable

By partnering with Zeal, here's what you make happen:



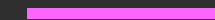
Zeal makes me feel supported, loved, validated, comfortable and no matter what kind of feeling you are experiencing at that moment, there will always be someone to be there for you through it.

Erika, 14



Zeal's a place I call home. It's where you can be yourself and people are always there to help, whether it's family, homework or depression. Every person there supported me when I was at my lowest. Zeal is the place to go for a positive change - I'm so grateful to have them as family.

Caesar, 15



Empowering rangatahi

Transformative spaces and inclusive communities where young people can be themselves, feel safe, valued and seen. We walk alongside rangatahi experiencing challenges - to help them live with mana, self-worth and a sense of belonging.

Building skills

Pathways to further education and employment that ignite young people's passions and connect them to their innate abilities. Where they can learn skills and find new challenges and opportunities to define their own success.

Engaging online

To meet rangatahi wherever we're needed, we expand Zeal's culture and experiences to digital spaces - creating moments of connection with online hangs, Zeal lives, support chats and helping young people design innovative online interventions for their own community.

Why we're here

Every young person in Aotearoa has innate worth and mana, but many experience distress and disconnection. Zeal provides safe, welcoming local and online spaces for young people to belong, learn skills, and overcome the tough stuff. Our youth workers walk alongside young people with realness, compassion, and aroha – no matter what. Zeal is like a whānau, where young people are seen, heard, valued and accepted, and have a real shot to thrive on their terms.

Our Mission

To make transformative spaces and experiences accessible to all young people in Aotearoa.

Our Vision

All young people in Aotearoa living full lives of meaning and purpose.

Impact across regions and online

29,210

Young people at events

612

Event volunteers

606

Event performers

129

Total events

9,407

Young people at creative workshops, activities and alternative education

1,195

Total sessions

26,994

Young people at hangs, Zeal Nights, street youth work, gatherings and online activities

1,159

Total sessions

90,151

Social Media engagements

Thank you for continuing to care

Lives have literally been saved, so celebrate the highlights, stories and impact you've made as you read the next few sections. None of this could have happened without your support.

Zeal is a not-for-profit that relies on the generous support of key partners who we're proud to call whānau.

Aileen Drewitt Charitable Trust, Ann Sinclair Charitable Trust, Ara Taiohi Youth Week, Auckland Council, Betty Campbell Accommodation Assistance Grants, Bluesky Community Trust, Common Good Foundation, Community Waikato, Creative Communities Scheme Auckland, Creative Communities Scheme Kapiti Coast, Creative Communities Scheme New Plymouth, Creative Communities Scheme Waikato, David Ellison Charitable Trust, DV Bryant Trust, Foundation North, Four Winds Foundation, Gallagher Charitable Trust, Glenice & John Gallagher Foundation, Hamilton City Council, Henderson-Massey Local Board, IHC Foundation, J M Thompson Charitable Trust, John Ilott Charitable Trust, Joyce Fisher Trust, Kapiti Coast District Council, Len Reynolds Trust, Lion Foundation, Lottery COVID-19 Community Wellbeing Fund, Lottery National Community, Manor Group No2 Charitable Trust, Mike and Jen Ballentyne, Milestone Foundation, Ministry of Women COVID-19 Community Fund, MSD - Provider Capability and Resilience Fund, MSD - COVID-19 Community Capability and Resilience Fund, MYD - Akonga Youth Development Community Fund, New Plymouth District Council, New Zealand Community Trust, Nikau Foundation, Norah Howell Charitable Trust, North Taranaki Alternative Education Group, One Foundation Ltd, Oranga Tamariki - Ministry for Children, Pacific Inc Limited - Le Va Pasifika Suicide Prevention Community Fund, Pelorus Trust, Pub Charity, Rule Foundation, Sargood Bequest, Sky City Auckland Community Trust, Sport Taranaki - Tu Manawa Active Aotearoa, Sutherland Self Help Trust, Tasman Smith Charitable Trust, The Southern Trust, The Trusts Community Foundation, The Trusts - Your West Support Fund, Tindall Foundation, Toi Foundation, Trust Waikato, Vavasour Charitable Trust, Vodafone New Zealand Foundation, Waikanae Lions Club, Waitakere Ranges Local Board, Wallis Trust, Wel Energy Trust, Wellington Children's Foundation, Wellington City Council, Wellington Community Trust, Whau Local Board, Wilberforce 21 Trust, Winton & Margaret Bear Charitable Trust and Yellow.

Become part of the Zeal whānau

If you believe that every young Kiwi deserves to belong, be accepted on their terms, and have a real shot to thrive, you can help create change for thousands of young people.

Contact **hi@zeal.nz** if you'd like to invest in the future of young people by donating or gifting resources or your time. Together we can change the playing field for young people across the motu.

[Learn more at zeal.nz/support-zeal/](https://zeal.nz/support-zeal/)

Annual Zeal Survey 2020

Feedback from young people

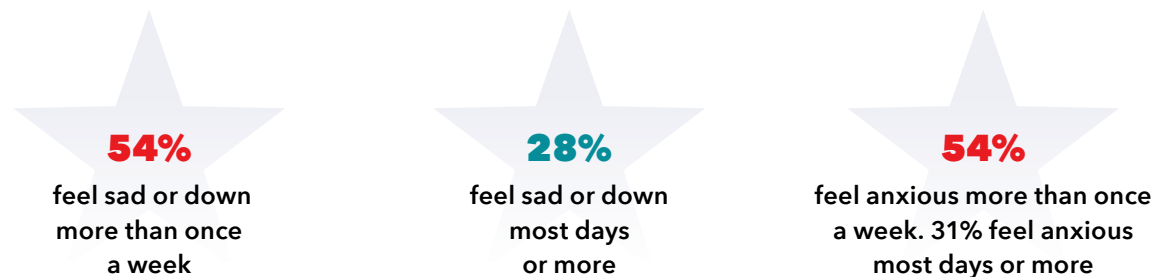
To measure impact and improve, we asked 160 young people to share their experience of Zeal, their challenges and aspirations. Our annual survey covers activities at Zeal to mental health and the effects of COVID-19 lockdowns.

Your impact

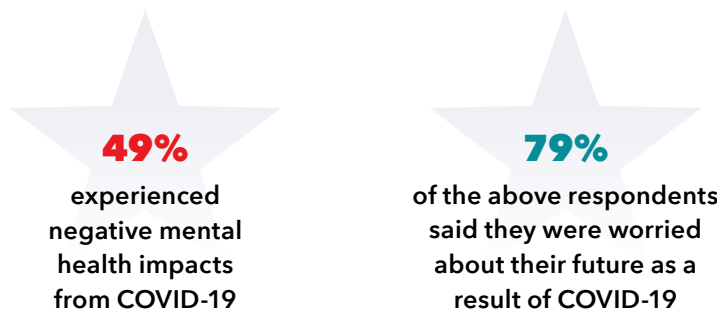
Thanks to our valued partners and supporters, rangatahi have a place to call home and a shot to thrive.



Mental wellbeing



COVID-19 and lockdowns



Boredom, negative physical health and fitness impacts were also closely correlated to adverse mental health effects.

Direct quotes from rangatahi:

“I’ve become more open with myself about how I’m feeling and what I’m thinking, and it has helped me accept myself more.”

“I have changed because when I am upset instead of feeling alone I know I have a supportive community behind me, unlike before when I just felt purely alone.”

“Before going to Zeal I was being bullied and heading down the wrong path in life and then I met The Zeal Crew and they’ve become an everyday part of my life.”

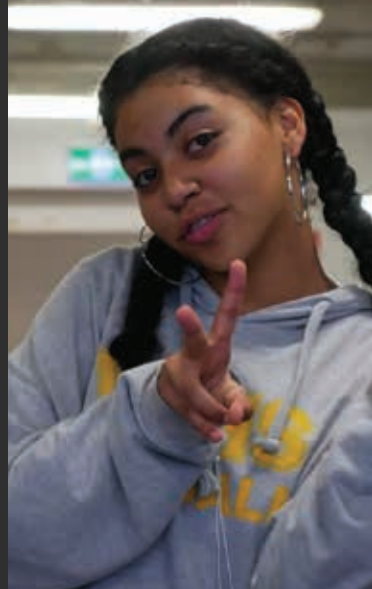
“I used to struggle with my ADHD and anger and trust issues but I no longer have this problem and I’m generally a happier person.”

“I have gained new knowledge and skills that I am using everyday and I am so glad that I have learnt these.”

“I have a more positive mindset and feel better about my body shape.”

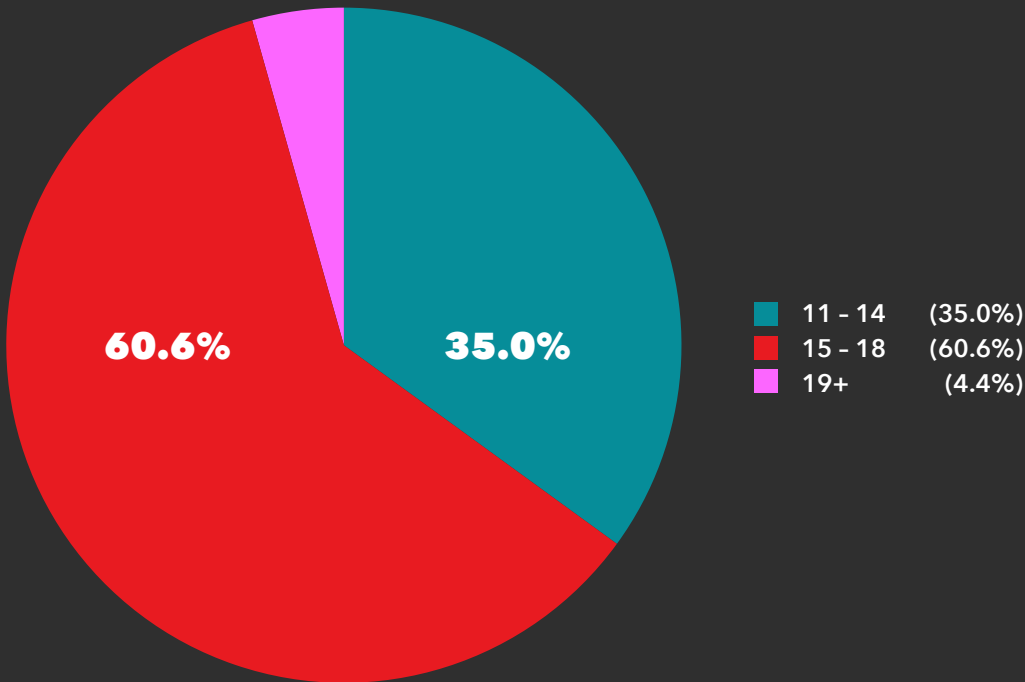
“Growing up at Zeal feels like a second home and since I can be myself I have the confidence to push myself without feeling judged, helping me become better.”

“Zeal is my home and my Safe Place to be who I want to be.”

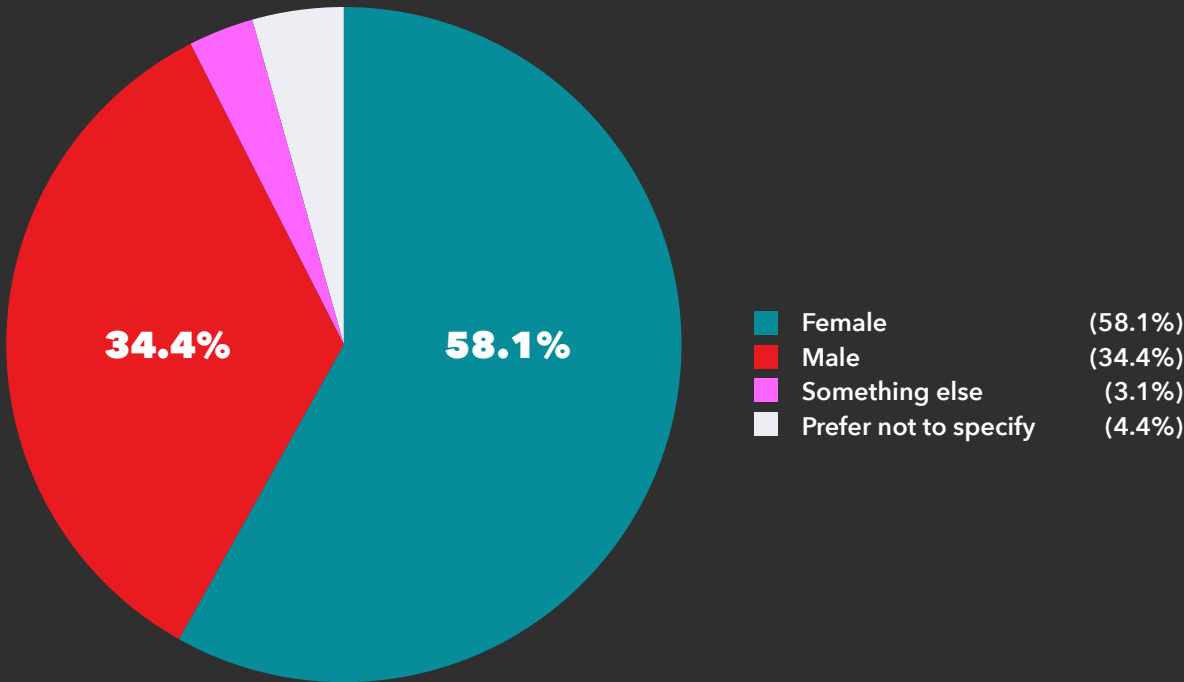


Who took part in the survey

Age range



Gender identity



Amanda Pilbrow
Chairperson



As Zeal grows, funding relies not only on recognition of the ‘need at hand’ but genuine partnership. Zeal values those people who share our goals.

Chairperson’s Report

Nau mai, nau mai.

What an incredible year of highs and lows, celebrations and challenges, affirmations and learning curves that continue to shape the exciting growth of Zeal. The board is confident and encouraged by the healthy culture our team is intentionally creating. CEO Jesse Boyce has held Zeal’s culture at the heart of his thinking and future mission. While the process has been a welcomed challenge, the outcome is building a culture of diversity, inclusiveness, professionalism, and measurable outcomes.

COVID-19 is shaping the creative avenues we use in reaching vulnerable and frustrated young people – but the foot has not come off the gas pedal. I am continually inspired by the innovative connections our staff establish through social media. I’m often brought to tears at the genuine care, creativity, and connection reciprocated – especially in lockdown.

As Zeal grows, funding relies not only on recognition of the ‘need at hand’ but genuine partnership. Zeal values those people who share our goals. Our mission requires us to help rangatahi connect with their mana, innate self-worth, and sense of belonging. The mental and emotional well-being of rangatahi in Aotearoa is at the forefront of what we do.

Thanks to the Government and community trusts and organisations that support our kaupapa. I’d like to recognise our incredible board members, Greg Eden, Murray Thatcher, Helen van Orton, Jon Chapman-Smith, and Glynis Sandland who volunteer their time, enthusiasm, and expertise. Thank you for the tough questions, and for your genuine passion for rangatahi to thrive. And to all Zeal staff and our fabulous volunteers – Ngā mihi nui.

Thank you, Jesse for your insightful leadership, unseen hours, and sincerity in all you pursue – Tēnā rawa atu koe.

Manaaki, tēnā koe,
Amanda Pilbrow



Hadleigh Pouesi
**West Auckland
Manager**

West Auckland

We've had a cracker of a year. Our momentum is growing. We have more youth workers on the ground than ever before, delivering programmes in schools, the community and at Zeal. Needless to say, it is booming.

We are excited to carry on the momentous run we had before experiencing COVID-19 restrictions. Our key programming is reaching hundreds of rangatahi, our space is a home for many community groups, and we have become a trusted place of belonging for the Waitakere community.

Hadleigh Pouesi, West Auckland Manager

Highlights

- Hosting our 2020 End-of-Year Showcase to a packed house at Zeal West, honouring rangatahi in our community with their whānau and friends
- Our growing community regularly using our space with an average of 40 rangatahi a day engaged in our programming – and this number continues to grow
- Distributing over 100 food parcels to whānau who needed it during lockdown

What's ahead

- Strengthen our mentoring programmes including in-school and Pacific leadership
- Continue to build our profile amongst young people through in-school mentoring and events
- Strengthen impact partnerships to ensure support for young people is cohesive



Brooke breaks barriers

Brooke* was on the verge of getting kicked out of school. She suffers from anxiety and experienced an extreme panic attack on a Zeal trip. Young people came together to awhi her and walk with her throughout the rest of the weekend trip. This sense of community not only empowered Brooke to overcome her barriers but helped bring our youth together.

Brooke is now a young leader who invites others to connect in our safe space.

*Name changed



4,240

Young people at events

77

Event volunteers

98

Event performers

48

Total events

5,494

Young people at creative workshops, activities

494

Total programme sessions

2,841

Street youth work / Zeal nights engagements

4,881

Young people at hangs, and other gatherings

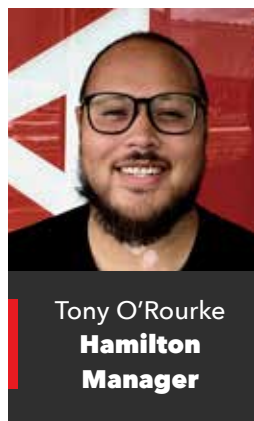
175

Total sessions

175

Total sessions





Hamilton

In January 2021 I was appointed as the new Zeal Hamilton Manager. With over 10 years' experience working in the youth sector and a background in the creative arts, I'm excited to lead Zeal Hamilton into its next phase and to grow it as a leading youth development organisation in the region.

Having developed rhythms and a strong foundation, I believe Zeal Hamilton is well set up to make a significant impact in our community and achieve many more wins over the coming year. We have an amazing team that carries HEART for the young people of Hamilton, and we're looking forward to getting alongside and championing as many young people as we can.

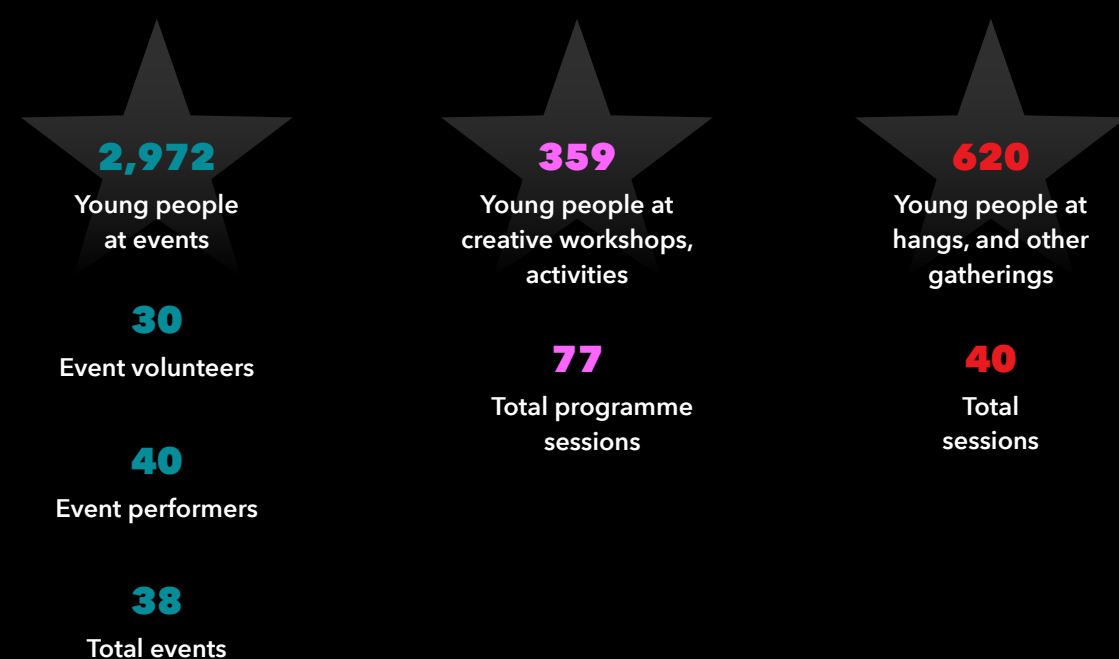
Tony O'Rourke, Hamilton Manager

Highlights

- Kicked off a new suite of creative programmes offering seven different options
- Hosted an epic Youth Week talent quest celebrating young people and collaborated with other local youth organisations
- Welcomed two new staff who bring their own passions to our committed group

What's ahead

- Continue to create a safe, trusted space for young people to hang out and learn skills
- Build Zeal's profile amongst community and key partners
- Extend our relationships and activities within schools



Alex* calls Zeal home

We're grateful that after only a few months, Alex calls Zeal her second home. Alex is always helping and filling the space with her cheerfulness despite having a rough year. One Saturday, things got so bad at home, Alex arrived at Zeal not knowing if anyone would be here. Luckily I could talk her through some coping mechanisms. We're stoked to have her in the whānau, and are currently helping her with what she's going to wear to the ball.

*Name changed



Luke Galley
Taranaki
Manager

Taranaki

This past year has been everything we could have dreamed of and more even with a few COVID-19 bumps in the mix! We moved into the most iconic and prestigious events space in central New Plymouth which is now a home for rangatahi - shot New Plymouth District Council and our legendary landlord! This incredible space hosted epic events by our core youth crew who can't wait to run more. It's also enabled us to expand creative programmes - barista and music/hip hop workshops.

We've brought onboard talented staff who alongside our young people, make Zeal an amazing life-giving space. Thanks so much to everyone who has invested their time, energy, resources and aroha over these past three years ... I feel as though we're only getting started so bring on 2022!

Luke Galley, Taranaki Manager

Highlights

- Our Afternoon Hangs on four days a week is absolutely pumping - we've had many new faces experiencing a fun vibe
- Establishing an alternative education programme reengaging up to 12 young people
- We held our annual youth-led Empowering Young Leaders' Day to a packed house of 245 students from all 13 Taranaki intermediates and high schools

What's ahead

- Continue to build our profile amongst Taranaki young people and the community
- Explore opportunities for extending support to other young people across Taranaki
- Continue building relationships with partners to improve services for young people



Charlie's road to understanding grief

After Charlie's best friend suddenly passed away, she turned to Zeal for support. "I was beyond devastated and referred to the school counsellor", says the 17-year-old. "Everyone kept telling me that I'll be ok - it just takes time - but I didn't want to hear that and it was actually making it worse. Zeal was what got me through, because they just let me be me and the environment here is fun but also supportive. They weren't trying to get me to talk about my feelings all of the time, I could just come here and enjoy it. Zeal kept me going, I knew I could talk to these guys whenever I needed to, but it wasn't forced. It was also the distraction that I needed with the events and hangs. I recommend Zeal to all of my friends."

Photo credit: @shzee_photography



18,161
Young people
at events

322
Event volunteers

220
Event performers

38
Total events

2,249
Young people at
creative workshops,
activities

354
Total programme
sessions

10,128
Young people at
hangs, and other
gatherings

361
Total
sessions





Kāpiti

This year we've welcomed three new people into our waka, who add so much to our impact and work across Kāpiti. This year has been one of innovation, sowing and preparing for the years ahead. New opportunities, spaces and relationships have been developed and we are excited for the possibilities and potential impact these will have on our young people and communities.

Our focus this year has been to build connections with more young people than ever before through our school visits, programmes, afternoon hangs and events. We love walking alongside young people who call Zeal home and forging new relationships across our diverse community.

Hamish Campbell, Kāpiti Manager

Highlights

- Hosted our successful Musicians' Lounge series across the year - all events were promoted, hosted and headlined by young people
- Delivered successful barista programmes in Ōtaki and Kāpiti colleges
- Expanded support to Ōtaki community through community partnerships to hold three Toi Rangatahi events and established an afternoon hangs programme in Ōtaki College

What's ahead

- Increase impact of space and programmes
- Grow partnership support to Ōtaki community
- Continue to build Zeal's profile in Kāpiti community, inspiring partnership



Ezra's remarkable journey

Ezra* is an important part of our whānau after being introduced by Kāpiti Youth Support. He quickly made himself at home, becoming a regular at afternoon hangs, participating in creative programmes and leadership teams. Ezra is working hard to overcome a range of issues from health, family instability and learning difficulties to become an optimistic young adult. One of our youth workers has mentored Ezra for two years and that, in his words, has been life changing. We're proud to say Ezra is now making his own way in life by working as a commercial fisherman.

*Name changed

5,062
Young people
at events

150
Event volunteers

196
Event performers

30
Total events

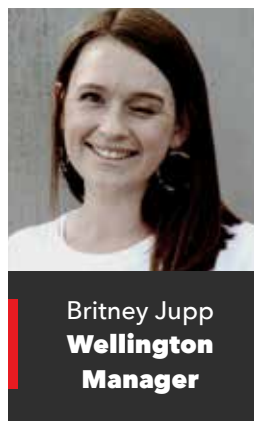
643
Young people at
creative workshops,
activities

169
Total programme
sessions

1,644
Young people at
hangs, and other
gatherings

131
Total
sessions





Wellington

This has been an amazing season meeting the most resilient, beautiful and capable young people. Our whānau has grown with over 200 visits to our centre each week and programmes have doubled. We're so proud of young people whose lives are often full of obstacles. We are constantly inspired at how resilient they can be. It's such an honour to journey with rangatahi and stand alongside them through the ups and downs of life.

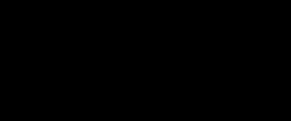
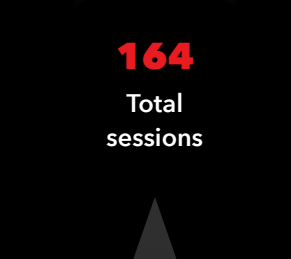
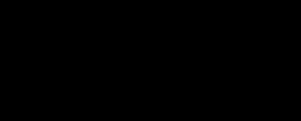
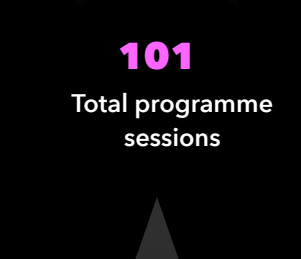
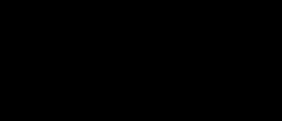
Britney Jupp, Wellington Manager

Highlights

- Finished the first and second intake of our Le Va project connecting Pasifika young people to identity and mentorship through photography. It was brilliant and beautiful and amazing
- Launched our Street Youth Work project and it is epic! We are connecting with heaps on rangatahi who spend their days on the street
- Started our Ākonga project supporting 60 young people reengaging in education and training. The outcomes of this project are big and the impact strong

What's ahead

- Building on the success of our Pacific youth mentoring programme, supported by Le Va
- Focusing on long-term financial sustainability into our high impact programming
- Securing a new, purpose-built building to cope with increasing numbers of young people in our space



A fresh start

Sam* has led a tough life so in order to gain some stability, the police referred him to Zeal. He got in to a bit of trouble and spent some time in a Youth Justice facility, but we were rapt when he returned to Zeal. We could tell there was still a lot going on for Sam. Eventually he shared how he had got involved in a gang and was really scared for his future. Through our community connections we were able to help Sam navigate this and break free from some of the trouble he had found himself in. Sam has got a fresh start and wants to start a building apprenticeship to get his life back on track. We blimmin love him.

*Name changed



Joe Shephard
Stories
Café Manager

Stories

Espresso Bar

Zeal's social enterprise container café located in the heart of Wellington provides training, work experience and employment opportunities to young people. Since officially reopening in February after a nine-month closure due to COVID-19, our café and students are thriving.

We've been able to train some of our most at-risk young people to let them experience the workforce. Twenty students have blossomed into their roles, gained confidence and 11 of them gained employment straight after their programme finished.

Joe Shephard, Stories Café Manager

Highlights

- Receiving funding through the Ministry of Youth Development to support young people who the school system is failing
- 20 young people received paid employment while learning barista and employment skills, setting them up for the future
- 11 rangatahi have gone on to gain permanent employment in the hospitality industry. We are so proud of them!!

What's ahead

- Looking forward to rebranding the container café to Zeal so customers know they're supporting Wellington's rangatahi
- Working on partnerships with cafés to open up even more long term employment opportunities for rangatahi. Our dream is that young people are valued in the workplace and we are working hard to make that happen



20
Young people
trained and given
work experience

637
Hours of paid
work experience
delivered



Alexia's resilience

Alexia* was learning to be a barista but suffered from extreme anxiety. Through building confidence, Alexia began to realise her hidden talents. In her final weeks of the course, I asked her to work during Cuba Dupa, our busiest day. Alexia made hundreds of coffees and thrived in the stressful environment. She delegated where needed and created phenomenal coffees. Last week an employer asked for a reference and I'm proud to say Alexia got the job!

*Name changed



Digital

What an exciting first season for the digital team after joining the Zeal whānau in August 2020. We pivoted Zeal's Online Crisis Intervention work, to focus on Aotearoa. In the process we have partnered with and employed 25 rangatahi, supporting them to validate, design and execute their own ideas - it has been amazing to journey alongside such committed and talented teams.

I'm humbled by Mike and Jen Ballentyne, the Vodafone Foundation, and countless technology and mental health expert volunteers for their support - we said we wanted to challenge what power looks like for rangatahi in co-design, and you backed us 100%.

We look forward to testing the results of a mental wellbeing tool designed by rangatahi for rangatahi, as well as scaling up our online chat support to those Googling how to navigate challenges, or seeking support via Instagram Stories.

Chris Winder, Digital Director

Highlights

- Putting seven innovative concepts through our validation process in collaboration with rangatahi from three different regions
- Our Kāpiti Innovation Team presented their 'Online Wellness Plan' to external collaborators, including Green Party MP Chlöe Swarbrick and leading health researchers at the University of Auckland
- Launched online peer-to-peer mentoring groups, with young people leading the programming and culture

What's ahead

- Continuing to collaborate with our Kāpiti Innovation Team on testing the results of their 'Online Wellness Plan' concept
- Continuing to grow our online 1:1 support chat for rangatahi navigating their mental health challenges on Google and social media, and other online youth work
- Supporting rangatahi wanting more access to the digital world, whilst protecting the land through our West Auckland device upcycling project in collaboration with The Western Initiative



Creating connection

Tyler came to our Innovation Workshops, but feared he would struggle to participate due to his possible ADHD. A youth worker facilitated an introductory session about Kawa, how we treat each other and collaborate in our shared space. During this session, Tyler spoke beautifully about the value he places in people using his name and pronouns correctly. He also connected with other young people about anxiety and the process he was going through to be possibly diagnosed with ADHD. He led the group to use code words like 'warm toast' if a conversation was triggering, or 'cold toast' if they were feeling seriously uncomfortable. The group has honoured these protocols, and built a beautiful online working culture. Tyler burst into tears of pride after presenting his group's ideas at parliament. After delivering the presentation, Chlöe Swarbrick said it would give some industry leaders a run for their money! We're so incredibly proud of his determination, focus and love for our Kaupapa.



222
Attendance at
co-design workshops

58
Co-design
workshops

25
Young people
employed as co-designers

3
Innovative
youth-designed
concepts validated
for further design

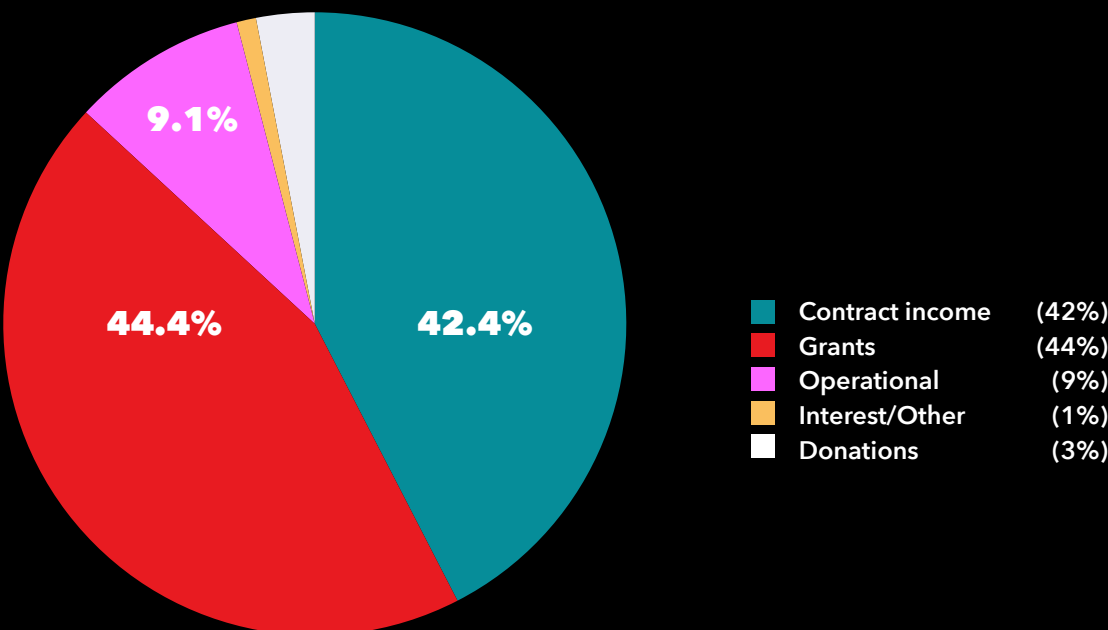
Finances

Profit and Loss Account

Revenue	FY21	FY20
Donations	85,296	92,922
Grants	1,270,904	857,177
Contract income	1,222,672	1,416,203
Operational	270,316	442,958
Interest/other	37,902	316,712
Total	2,887,090	3,125,972
Expenses	FY21	FY20
Volunteer/employee costs	2,044,467	2,184,574
Operational	678,048	721,208
Depreciation	273,059	289,524
Other expenses	71,974	104,545
Total	3,067,548	3,299,851
Surplus/(Deficit)	(180,458)	(173,879)

Note: though this report shows an annual loss in our profit and loss, it is material. When you add back depreciation, in 2021, Zeal operated at a surplus.

Income Sources



Balance Sheet

Assets	FY21	FY20
Current assets		
Bank accounts/cash	935,851	666,972
Debtors/prepayments	29,367	29,987
Total current assets	965,218	696,959
Non-current assets		
Property/plant/equipment	1,718,311	1,900,426
Total assets	2,683,529	2,597,385
Liabilities	FY21	FY20
Current liabilities		
Creditors/accrued expenses	83,789	53,483
Employee costs payable	96,738	95,183
Unused donations/grants with conditions	634,178	399,437
Total current liabilities	814,705	548,103
Non-current liabilities		
Loans	-	-
Total liabilities	814,705	548,103
NET ASSETS	1,868,824	2,049,282
Accumulated Funds	FY21	FY20
Accumulated funds (or deficits)	1,868,824	2,049,282
Total Trust Funds	1,868,824	2,049,282



zeal.nz
0800 FIND ZEAL
@zealnz