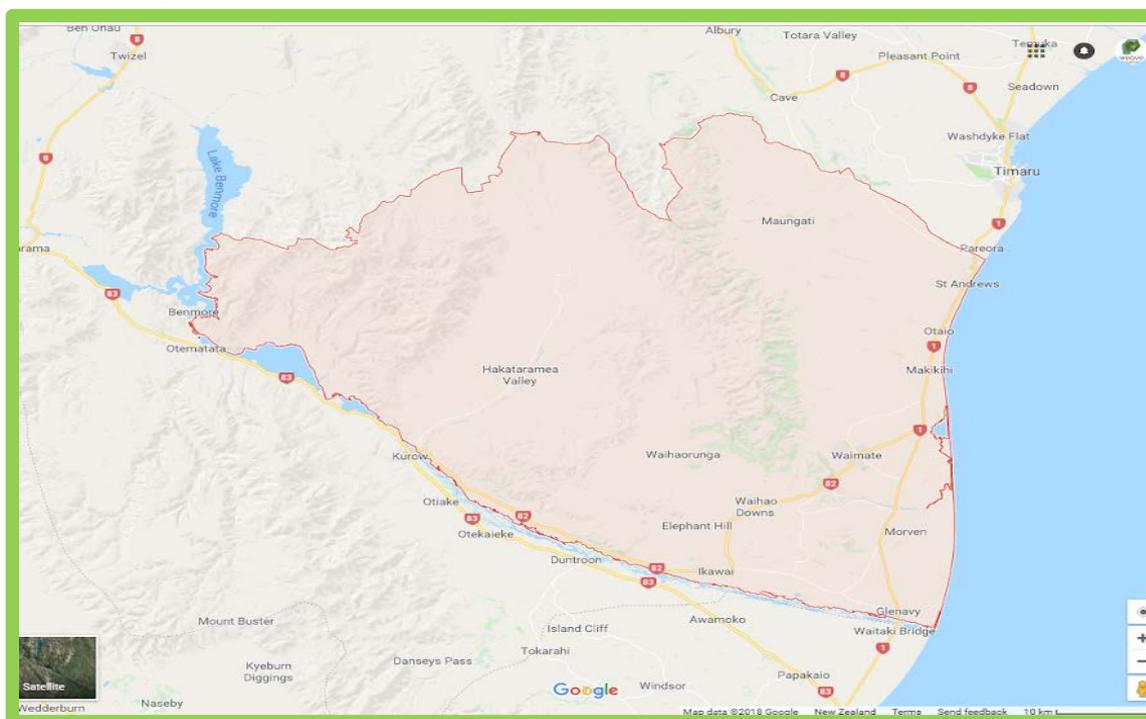


# Waimate Matters Community Research Report



# Acknowledgements

We would like to thank the following people:

The residents of the Waimate District who shared their time, experience and views of living in their neighbourhoods and the Waimate District.

Members of the Project Reference group who gave so generously of their time and energy providing important community input into the specific areas of focus for the survey.

Members of the Project Steering Group: Jakki Guilford, Glenda Begg, John Begg, Jacky Keen, Kylie Douglas and Katie Wiseman.

Taimaz Lariman and the Greater Green Island Community Network for their permission to use particular questions from their survey.

Waimate District Mayor Craig Rowley and Chief Executive Stuart Duncan for their time and sharing their thoughts about the project.

Members of the Waimate District NZEI who brought their expert critical eye to the pilot survey and provided valuable editorial feedback.

Members of the New Zealand Ethics Committee who reviewed the design and processes associated with the research project.

NZ Lotteries Community Sector Research Committee for funding this community research project.

# Executive Summary

The purpose of this report is to present the findings of the 2017/2018 community survey undertaken by the Waimate District Resource Trust (WDRT) known as Community Link. The primary objective of the research was to identify barriers to participation for residents of the Waimate District. This research will in turn support strategic planning undertaken by Community Link.

The research used a 23-question survey to collect data from Waimate District residents. The survey was developed drawing on findings from previous research on the Waimate District, a set of questions from the Greater Green Island Community Network survey and consultation from community members. Surveys were distributed at community events, regular meetings of community organisations and groups, through the News & Views Newspaper and a digital version via facebook. At the conclusion, 239 surveys were received, 191 in hardcopy and 48 electronically.

The respondents were more likely to be female, over 50 years of age and in some form of paid employment or retired. While there was representation from across 15 centres in the Waimate District, the respondents were more likely to identify with Waimate, Timaru and Oamaru.

Two thirds of the respondents engage in volunteering activity, over half for five hours or less a week. The barriers to engaging in volunteering were primarily insufficient time or being too busy. Suggestions for encouraging volunteer activity centre around an explicit and purposeful recruitment and support of volunteers that contains encouragement, support and appropriate matching of person to the role.

Survey results suggest that residents of the Waimate District feel their local communities are good places to live, they know the names of their neighbours, regularly stop and talk and their friendships and associations with other people in the community mean a lot to them. As a result, residents feel a certain pride in their community.

At the same time residents are less likely to actively engage with their neighbours and social groups within the community. Residents are confident their neighbours would help them in an emergency. Indeed, neighbours are the third highest source of help and support for the respondents, after family and friends. Having said this, many respondents don't necessarily feel they belong in their community.

Survey participants expressed considerable pride in the natural, social, and lifestyle features of the Waimate District, along with key community events such as Strawberry Fair and Christmas in the Park. They were less enthusiastic about the dairy industry, rodeo and the climate.

Overall, the highest barriers to people living well in the Waimate District are related to: poor employment opportunities, the lack of shops and services, poor availability and high costs of health care and limited social services, no or limited access to transport and low numbers of volunteers for community groups.

Additional frustrations and barriers faced by residents of the Waimate District span five "environments", the built, economic, natural, social, service, and political.

Over half of survey respondents have heard of Community Link, a quarter had not and a small group weren't sure. Not surprisingly, there was notable confusion about the services Community Link did provide.

It was suggested that Community Link should: promote themselves and their services, expand the services they deliver to include, for example, activities for children and young people and support of the elderly.

The preference for methods of communication between Community Link and residents were email, Facebook and the News and Views newspaper.

Recommendations include:

- To engage in further research with focus groups or one-to-one interviews to better understand the feeling of not belonging in their community.
- To explore the possibilities of extending the reach and community engagement associated with Strawberry Fair and Christmas in the Park. This could be in relation to the profile of Community Link, communicating and consulting with community over research or planning, and the promotion of community groups and volunteering, for example.

## **Waimate Matters Report**

- Community Link to recruit key community contacts and lobby the Waimate District Council and central government agencies to participate in a joined-up holistic series of problem-solving forums. Solutions to these challenging and multi-faceted issues require sustained and effective collaboration and support, at multiple levels. This is not something Community Link can achieve on its own.
- Community Link engage in a programme of promotion of its existence and services. An independent website will assist with the differentiation between Community Link and the Waimate District Council.
- Continue to build and maintain: a facebook presence, community email lists and editorial management of News and Views.
- Community Link to re-use this survey, or core elements of it, for future surveys of the Waimate District community. In this way, gathering a longitudinal sense of progress towards realizing community goals.

# Table of Contents

## Contents

Acknowledgements.....	2
Executive Summary .....	3
Table of Contents.....	6
Introduction.....	8
Community Link .....	8
The Research Project .....	9
What we already know about the Waimate District .....	11
Method.....	18
Survey .....	18
Sampling.....	19
Research Process.....	19
Findings.....	21
1. Who responded .....	21
2. Living in Your Local Community.....	27
Social Interaction .....	27
Pride/sense of belonging to my community.....	28
Community Spirit/Social Participation.....	29
General perception.....	29
If you needed help or support, who would you turn to for help? .....	32
3. Waimate District .....	32
Residents feel proud of living in the Waimate District.....	33
Barriers that might stop people living well .....	39
Other things that stop people living well .....	44
4. Community Link.....	45
Awareness of Community Link’s existence .....	46



## Waimate Matters Report

The services Community Link provide.....	46
The three things Community Link could do to improve your community.....	48
Communication between Community Link and residents.....	48
5. Volunteering Activity .....	49
Summary of findings & Recommendations .....	54
Aim 1: Identification of the barriers to participation for residents living within the Waimate District.....	54
Aim 2: Understanding the profile Community Link enjoys in the Waimate District.....	57
Appendices .....	59
Appendix 1: NZ Ethics Committee Letter .....	59
Appendix 2: The survey .....	60
Appendix 3: Survey Process .....	71
Appendix 4: Additional comments for sources of help and support:.....	74
Appendix 5: What would make you feel proud of Waimate District? .....	74
Appendix 6: Other barriers in the Waimate District that stop you or someone you know living well .....	80
Appendix 7: Three things Community Link can do .....	94
Appendix 8: Reasons for not currently volunteering.....	97

# Introduction

The primary motivation for the research being reported is identification of the barriers to participation for residents living within the Waimate District.

The Waimate District has seen major changes over the last five years. A further withdrawal of government services, a downturn in the dairy industry impacting on employment and local spending, further local business closures, the new Waimate Events Centre being completed, two expansions of the local dairy factories and the new Hunter Downs Irrigation Scheme about to be launched.

As the Waimate District community changes so Community Link must adapt its strategic direction and planning. Specifically, Community Link must identify the match between its existing services and the perceived needs of the current Waimate District Community. Gaining insight into residents' sense of the barriers to participation in the community enable Community Link to engage in evidence-based community development planning. Accordingly, the research project addressed two aims.

Firstly, this research gathered data on the perceptions of residents living in the Waimate District, in rural and urban centres including: Pareora, St Andrews, Otaio, Makikihi, Studholme, Waimate, Waihao Downs, Ikawai, Hakataramea, Kurow, Morven, and Glenavy. The focus of the data gathering was:

- Perceptions about living in their local community
- Their sense of pride in the Waimate District
- Perceptions of district-related barriers that impede residents' ability to live well.

Secondly, data was gathered on the profile Community Link enjoys in the Waimate District. To be an effective agent for community development residents within the Waimate district need to know that Community Link exists and understand what services it provides. Analysis of this data will describe levels of awareness of current services.

## Community Link

Community Link is the trading name for the Waimate District Resource Trust. Formed from identified social need in 1994, the Resource Trust was established to provide a link to social services and information for the Waimate residents.

In 2016 the Waimate District Resource Trust moved into the newly opened Waimate Event Centre. Rebranding resulted in the name change to Community Link as they believe it more accurately reflects their role in the community. Currently, Community Link support community development through:

- Providing information about community groups, clubs, events and services from a reception desk that is open to the public 8am-5pm Monday to Friday.
- Provide office/meeting space to several social services, including – Budget Advice, Brief Intervention Counselling, Public Health Nurse, Local MP visits, Probation and much more.
- Providing funding and governance support and advice to other community groups.
- Daily booking service for the Waimate Community Vehicle fleet
- Mail service, and handling membership enquiries for Waimate Health Developments Gym, Grey Power, Waimate Photography Club and others.
- Publication of the Waimate News and Views, a weekly newspaper distributed in paper and electronic form
- Expos, forums and events to promote health, wellbeing, networking and community engagement. And to raise awareness of what is available in Waimate.

Community Link also have the Heartlands Contract with the New Zealand Ministry of Social Development. Under this contract Community Link provide a point of contact for all government services in Waimate, including:

- The ability to scan Work and Income forms to Timaru
- Weekly Probation service
- IRD once a month
- Providing forms for most government agencies – including Work & Income, Immigration and IRD.

## The Research Project

A **Research Steering Group** was formed in August 2017 to ensure a strong connection between the research project and the WDRT was maintained. The

## Waimate Matters Report

Steering Group included people centrally involved in the research project and representatives of the WDRT:

- Jakki Guilford (Community Link & Heartlands Coordinator)
- John Begg (WDRT Chair)
- Jacky Keen (WDRT Representative)
- Glenda Begg (Community Representative)
- Katie Wiseman (Community Representative and Kylie's supervisor)
- Kylie Douglas (Otago University Social work Intern)
- Bronwyn Boon (Research Consultant from Connect South, and in 2018 Weave Together)

The Steering Group met regularly at monthly intervals through the planning, design and field-work stages. Given the geographical spread of its members this was usually held through a blend of face-to-face and "zoom" video conferencing means. Meetings were a time when issues were raised, decisions about key aspects of research design and implementation were made and general progress was monitored.

A **Reference Group** for the project was established to provide a conduit for community input into the research focus, design and implementation. The Steering Group invited representatives from a range of communities of interest to participate. A Reference Group workshop in September 2017 provided community input to ensure the research focus and design was appropriate for the local context. Reference Group members were also asked to pilot the survey and provide feedback.

The Reference Group will be in operation for the duration of the research project. It is hoped that a further Reference Group will be established once the research project has finished to ensure subsequent community initiatives continue to be community-led.

Ethical approval for the overall research design and survey instrument was sought from the NZ Ethics Committee. Please see the final letter in Appendix 1.

# What we already know about the Waimate District

A number of documents were released in 2017 that report on the Waimate District. Feedback from residents was gathered in 2017 through the District Council's Sport & Recreation Strategy and Economic Development Strategy engagement processes.

### Waimate District Council Sport & Recreation Survey

The Sport and Recreation survey asked Waimate residents about their participation in sport and recreational activities, the barriers to participating, their perception of sport and recreational spaces and facilities in the Waimate District and any suggestions for improvement<sup>1</sup>. The results<sup>2</sup> suggest that:

- Some residents had stopped participating in activities because of: changing health needs; frustration with unsuitable opening hours of the swimming pool and the facility being closed over the winter; and lack of time.
- Most users recorded their level of satisfaction with the main sport and recreation facilities in Waimate District. Most were regarded as safe and family friendly. They were also seen as being value for money. The main areas of concern were with amenities (toilets, equipment, etc) and maintenance.

### Waimate District Council Economic Development Survey

Data gathered during engagement for the 2017 Economic Development Strategy<sup>3</sup> suggests that residents believe:

- The top strengths of the Waimate District are:
  - Suitability for farming
  - Affordable housing
  - Strong community
  - Natural Environment
  - Central South Island location

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<sup>1</sup> Sport & Recreation Plan Community Survey, Waimate District Council, 2016

<sup>2</sup> Waimate District Sport & Recreation Plan 2017-2027 Community Survey Report, Waimate District Council, Accessed 2 October 2017 <https://www.waimatedc.govt.nz/community/sport-and-recreation>

<sup>3</sup> Our District Our Future: Initial Engagement Feedback, The Waimate District Economic Development Strategy, July 2017

## Waimate Matters Report

- The top weaknesses of the Waimate District are:
  - Lack of infrastructure
  - Lack of skilled jobs
  - Over-reliance on Dairy
  - Lack of Retail
  - Small Manufacturing Base
- The top opportunities for the Waimate District are:
  - Promotion & marketing
  - Township beautification
  - Visitors
  - Attracting new residents
  - Infrastructure, including farming & IT
- The top challenges for the Waimate District are:
  - Lack of economic diversity
  - Government regulation
  - Small population base<sup>4</sup>

### The YMCA Youth Survey

The youth of the Waimate District were included in a survey conducted by YMCA South & Mid Canterbury in 2014 and 2015<sup>5</sup>. While only 15% of the 12-24 year old respondents were from the Waimate District, it does provide some insight into the attitudes, participation, education and career plans, and general wellbeing of young people in the district. In summary the survey found:

- The majority of young people in the Waimate District have a largely positive view of the Waimate District and perceive there are good opportunities to find employment/change jobs, study/training and social activities and entertainment.
- The majority of young people usually feel safe in Waimate and agree there are things for a young person to do in the Waimate District. Over half regularly participate in Sports activities. The barriers cited include lack of availability, transportation and expense.

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<sup>4</sup> Our District. Our Future. Waimate District Economic Development Strategy Engagement, Summary Flyer, 2017.

<sup>5</sup> 2017 Youth Survey South & Mid Canterbury, YMCA, August 2017

## Waimate Matters Report

- The majority of young people in Waimate turn to family and friends for help or support during a difficult time. Just under a quarter had experienced stress that had a negative effect on them.

The Waimate District Resource Trust Community Development Project 2011-2013 A key document in terms of background to the current study is the Waimate District Resource Trust Community Development Project 2011-2013 undertaken by Karen Beker. Although now five years old, the report provides base data and a starting point for this current research project. The focus of this study was around building and maintaining social capacity and ensuring long term sustainability of valued community life. Data was collected through engagement with individual residents, community clubs and organisations, social service agencies and rural district communities.

The things Waimate District residents were proud of and concerned about have been included in the survey questions of this current research project.

Included in Karen Beker's recommendations are:

- That community leaders and decision makers adopt a collaborative style of engagement that invites community participation and promotes working together for the community's social wellbeing
- That capacity building initiatives for Waimate District community clubs and organisations be designed around four key themes - Volunteering, Financial Sustainability, Community Cohesion and Personal Reward
- That capacity building initiatives:
  - Focus on working together, sharing ideas, information and resources
  - Include opportunities for education and upskilling
  - Encourage a positive community vision
  - Highlight the personal value of involvement in community groups and community projects.
- That capacity building initiatives for Waimate District social service providers be designed around four key themes – Welfare, Co-ordination, Community Engagement and Community Cohesion
- That capacity building initiatives focus on:

## **Waimate Matters Report**

- Support for social service providers to promote and advocate community welfare provision in the Waimate District and that families remain at the heart of this welfare provision
  - Strengthening the co-ordination of social service delivery in Waimate District
  - Support for social service providers in their endeavours to engage the wider community in contributing to social wellbeing in Waimate District
  - Support for social service providers to work together and contribute to community cohesion.
- That capacity building initiatives for rural communities in Waimate District, with particular reference to newcomer and migrant settlement, be designed around three key themes – Welfare, Access and Co-ordination of Services and Community Engagement:
    - That District community residents, groups, organisations and service providers become more aware of and work to support those living in rural areas
    - That all newcomers and migrants have access to social services, resources and information and that some be targeted especially to suit migrant families
    - That community organisations and social service providers work to streamline access and co-operate in the co-ordination of services
    - That network opportunities are provided service providers working in rural communities
    - That opportunities are promoted for rural dwellers to engage in community activities with a particular focus on newcomers and migrant groups
    - That opportunities exist for migrants to engage in Waimate (town) community life
    - That opportunities exist for Waimate District to grow in multicultural awareness
    - That Waimate District support and work with those involved with Settling In Aoraki (and Settling In Waitaki) to implement initiatives applicable to Waimate District.

### 2006 Waimate District Needs Analysis Report

Of note, in her 2013 report Karen Beker referenced the 2006 Waimate District Needs Analysis Report. Specifically, the issues around health, family, elderly, youth and volunteers within the Waimate community. Given the focus on barriers to living well in this current project, it is worth listing these 2006 findings here for later reference.

- Issues around health included:
  - Permanent consistent General Practitioners - Lack of identification, monitoring and intervention
  - Cost of health care
- Issues around family included:
  - Stress – young parents with infants, families with teenagers
  - Stress around issues of income, health, child supervision, parenting
  - Need for parenting programmes, support and mentoring for young families
  - More after school care and supervision □ Some pressure on early childhood education – resources stretched
- Issues around the elderly included:
  - Lack of general support (as opposed to specialist help)
  - Isolation can lead to: Elder abuse, financial problems (eg medical, food, heating, rental costs), vulnerability to mental health problems
  - Social and emotional support
  - Rest home capacity and palliative care
  - Family support and advocacy
  - Lack of co-ordination of services
  - Community safety
- Issues around youth included:
  - Access to alcohol and drugs
  - Lack of activities and facilities specific to youth
  - Communication (intergenerational)
  - Parental supervision and parenting

## Waimate Matters Report

- Socio-economic impact on youth
- Support and care of those working with youth
- Behavioural issues
- Role modelling and mentoring
- Understanding youth perspectives
- Issues around voluntary work included:
  - Political correctness and regulations/compliance
  - Not enough support for volunteers
  - Costs associated with volunteering
  - Supervision and training of volunteers
  - Co-ordination and organisation of volunteers
  - Numbers declining
- Some general social needs included:
  - Loss of opportunities for social interaction and establishment of informal networks
  - Isolation
  - Low socio- economic status and loss of employment
  - Social services – lack of support and co-ordination
  - Sport and recreation – membership, long term sustainability, leaders
  - Young and middle-aged adults – lack of groups and resources
  - Public transport
  - Policing – more visual presence, under-resourced
  - Central café – meeting place

### 2016 Community Forum

A forum involving 72 service providers was held in May 2016. Collectively the attendees identified that there are many perceived barriers to active community participation and the health and wellbeing of the people of Waimate. These include:

- Employment
  - Opportunities for training
  - Skill gaps
  - Lack of entrance-level jobs
  - Driver licensing
- Education
  - Training opportunities

## Waimate Matters Report

- Technology issues
- Recreation
  - Financial barriers excluding children
  - Transport barriers
  - Struggle with volunteers
  - Water quality
  - Barriers for migrants to join
- Health & Wellbeing
  - Perception of services
  - Lack of awareness of available services
  - Transport to services not available in Waimate
  - Affordability of health
- Social
  - Barriers to access due to no/limited transport
  - Quality of employment relationships
  - Employment opportunities
  - Integrating newcomers
  - Housing availability & quality
  - Bored teenagers
  - Poverty
  - Small number of volunteers
  - Adequate mental health services & support
  - Isolation of beneficiaries
- Rural
  - Townie and rural stigma
  - Stigma about not asking for help

# Method

## Survey

This research used a 23-question survey to collect data from Waimate District residents. The survey design process included:

- Consultation with the Project Reference Group
- Consultation with Waimate District Mayor Craig Rowly and Chief Executive Stuart Duncan
- Results of the reports cited above in the *What do we already know about the Waimate District* section
- Discussion amongst the Project Steering Group.

The Waimate Steering Group was also given permission by Taimaz Larimian<sup>6</sup> and the Greater Green Island Community Network (GGICN) to include 16 questions developed for the GGICN survey.

The survey contains six sections:

- Section one asks for residents' perception of living in their local community. Specifically, their sense of connection and overall perception of living in their local community. These are the 16 questions included in the GGICN community survey.
- Section two asks for residents' perception of living in the Waimate District. Specifically, the things they feel proud about and the things that may create barriers to them living well.
- Section three asks for residents' awareness of Community Link. Specifically, the services currently on offer, what Community Link could do to improve their community and the most effective way for Community Link to communicate with them.
- Section four asks respondents to provide demographic information. Specifically, their gender, age, work status, years of residence in Waimate District and the centres they identify with. Section five also asks about the residents' participation in volunteering activities.

Please find a copy of the survey in Appendix 2.

The survey was piloted by the Steering Group, the Reference Group and Members of the Waimate District NZEI. Minor changes were made before wider release.

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<sup>6</sup> PhD student in the Geography Department at the University of Otago

### Sampling

The sampling strategy undertaken can be described as open, eclectic, innovative and pragmatic.

Given that the Waimate District had been asked to engage with several District Council surveys over the previous year an element of survey-fatigue was anticipated. Therefore, the decision was made to avoid the conventional approach of post-box mailing a sample of residents. The survey was opened to all residents in the District over the age of 18 years. In the 2013 Census the total population of the Waimate District is recorded as 7,536.

### Research Process

Distribution and collection of the survey was through:

- A hard copy version made available to participants at a number of community events, such as: The A&P Show, Volunteer Expo, Christmas in the Park and regular community organisation and group meetings. Community Link personnel attended these social events to distribute and collect the completed surveys.
- A copy of the survey was included in the News & Views, a local newspaper distributed through the Waimate District. Post boxes for completed surveys were available in the local shops, pubs and libraries, as appropriate for each centre.
- A link to a digital version through two Facebook postings.

Please see the Waimate Matters Survey Process in Appendix 3.

Data from 239 surveys were collected:

- 191 were completed in hard copy form
- 48 were completed in digital form

Data from the hard copy surveys was entered into a separate spreadsheet by Bronwyn Boon, a non Waimate District resident and spot-checked by Jakki Guilford, Community Link Coordinator. A result of the distribution strategy taken was that several printing sessions had to be made. In one early printing the response boxes on the demographic-based questions were transposed and some prompts missing. This presented some confusion for a small set of responders. In entering the data consistency of response was looked for (i.e. on the right or left side). In terms of reporting, this does suggest the demographic data may contain



## **Waimate Matters Report**

a small element of error.

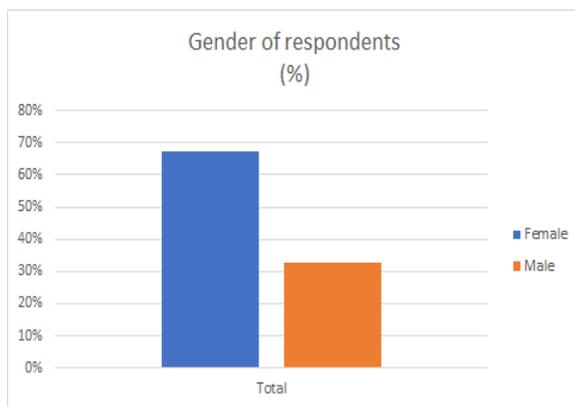
Data analysis undertaken was descriptive statistics through excel charts and pivot tables. Textual responses were analysed using thematic analysis.

# Findings

## 1. Who responded

In terms of demographic profile, the majority of respondents were female: 67% are female and 33% male. Given that the 2013 Census<sup>7</sup> reports 50% of Waimate District residents identify as female, this suggests a degree of female bias in the results.

Graph 1: Gender



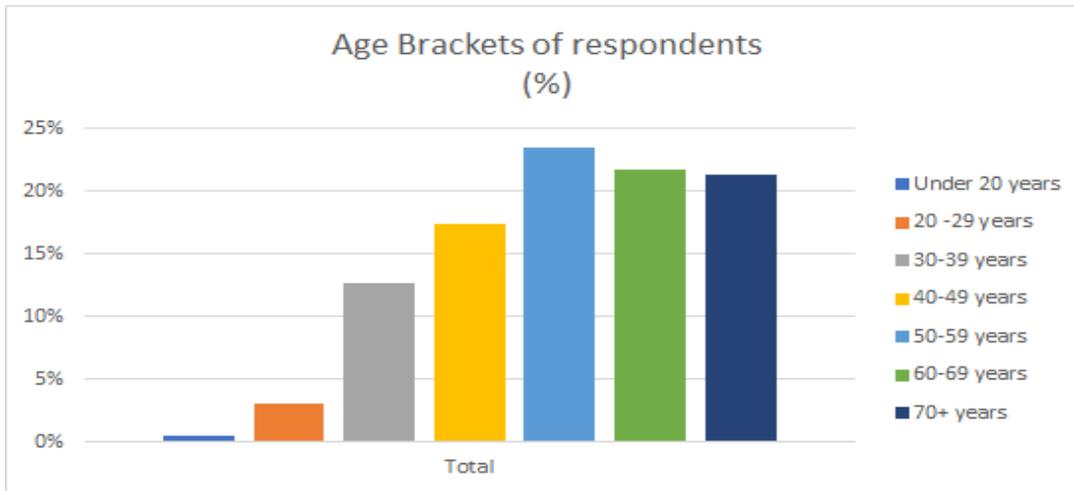
n=230

The respondents also reflect a more mature adult perspective. 66% of the respondents were 50 years and over while only 34% were under 50 years old. This survey explicitly targeted the adult population and required participants to be 18 years or over. In conjunction with the very low participation of the 18-29-year olds this results in a weak young adult perspective in the results. Subsequent research may have to target this age group specifically to get a stronger young adult perspective.

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<sup>7</sup> NZ Statistics 2013 Census Quick Stats Waimate District

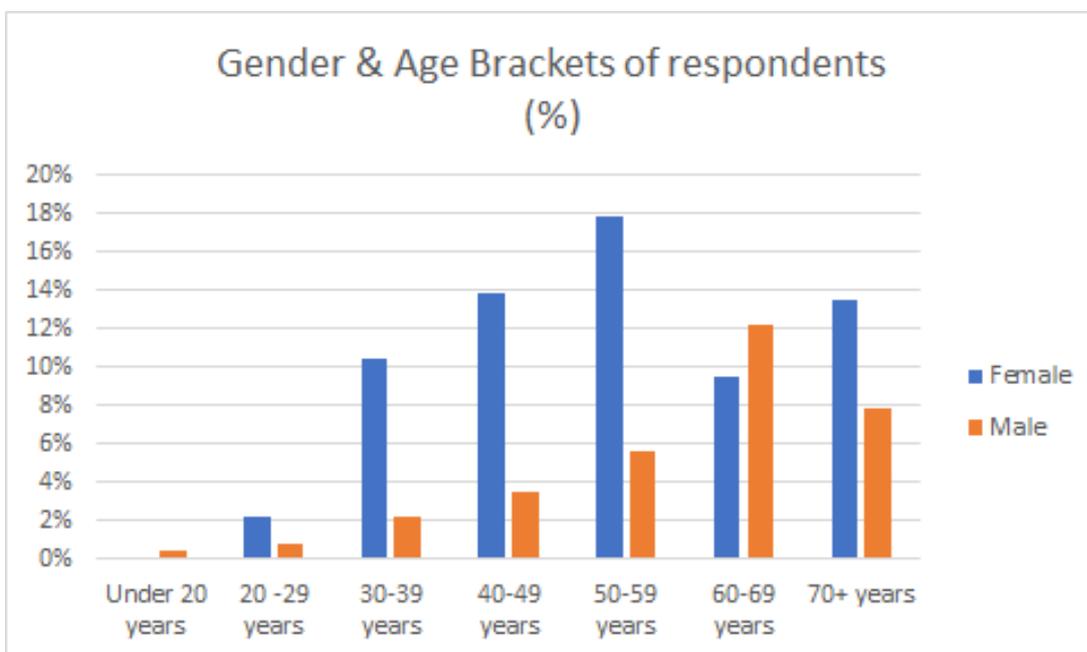
Graph 2: Age



n=230

Cross referencing age and gender suggests that the female perspective dominated the mid-age range while a male voice was more dominant in the 60-69 year-old group.

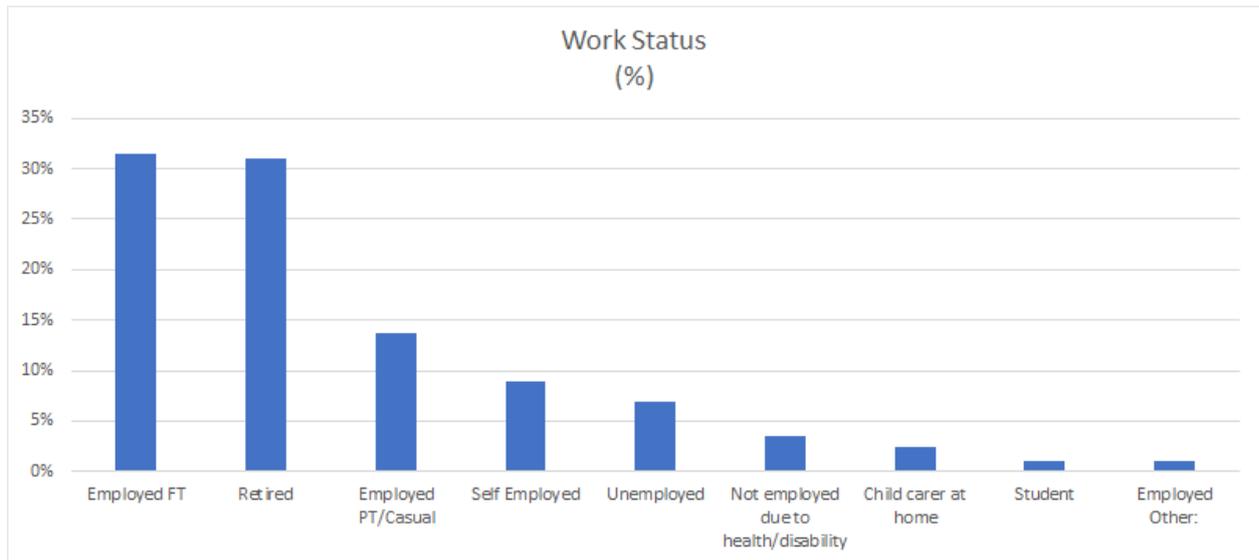
Graph 3: Gender and Age



n=230

The work status of respondents suggests that just over half were in some form of paid employment, be it full time, part time and self-employed. A third are retired. This significant retired portion is not a surprise given the mature age profile described above.

Graph 4: Work Status

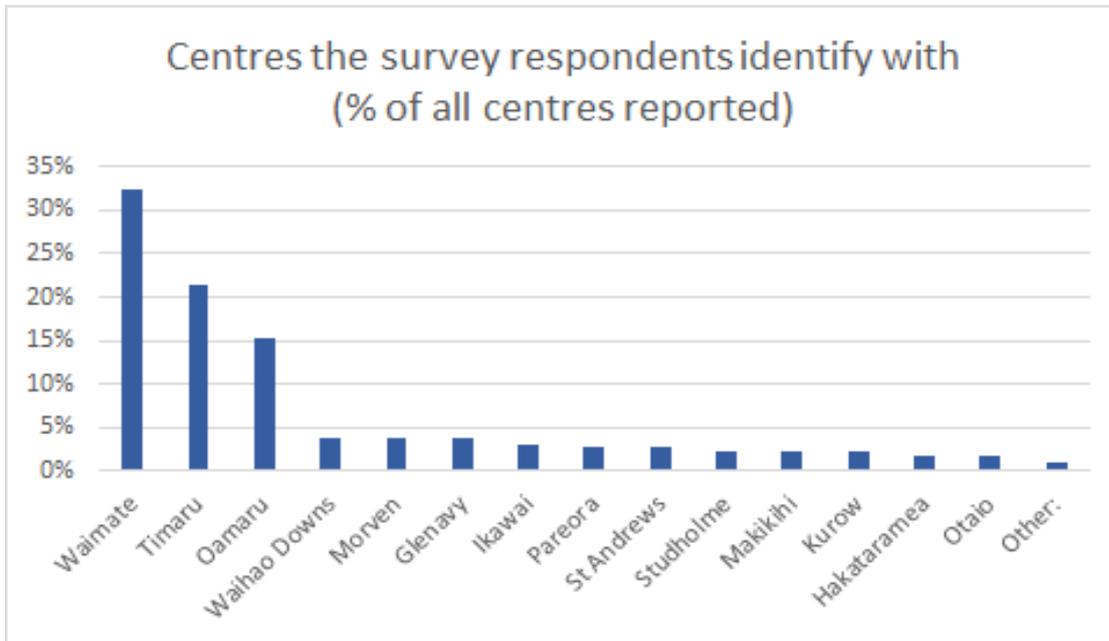


N=204

Survey participants were asked to identify which urban centres across the Waimate District they identified with. Multiple centres were able to be chosen. The list provided included: Timaru, Pareora, St Andrews, Otaio, Makikihi, Studholme, Waimate, Waihao Downs, Ikawai, Hakataramea, Kurow, Morven, Glenavy, and Oamaru. Under the "Other" category, respondents also identified with: Waihaorunga, Fairlie, Christchurch, Hook, Hunter and England.

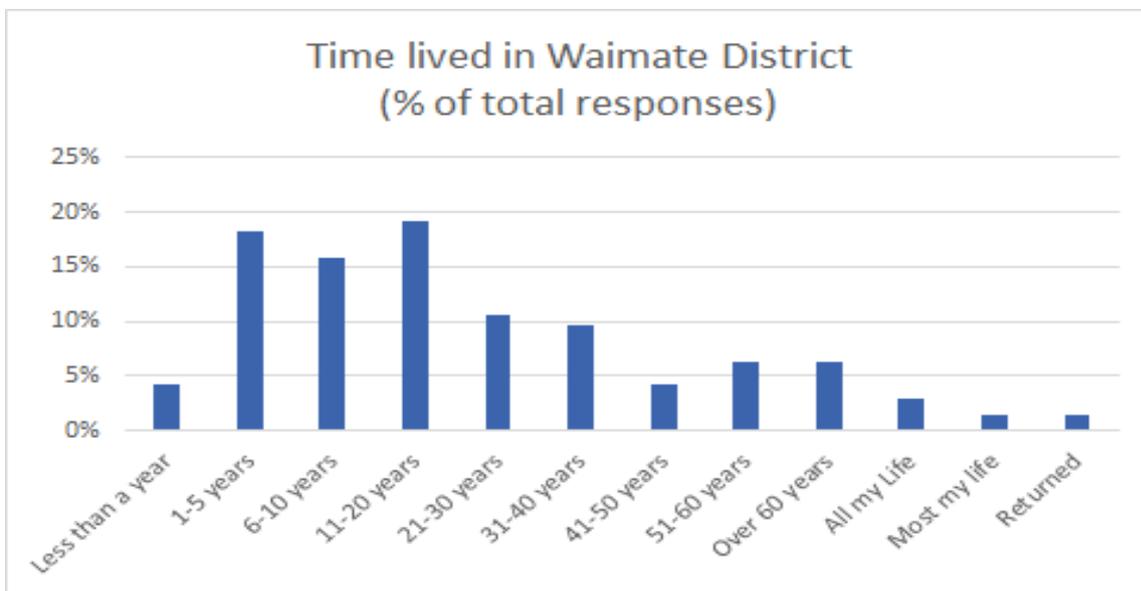
Graph 5 shows that respondents identify with Waimate the most. Coming second and third are the two larger centres of Timaru and Oamaru. Linking to this result is the frequent reference made to travel to Timaru and Oamaru for healthcare and shopping. Which in turn explains the importance of affordable transport for Waimate residents.

Graph 5: Centre Identification



Among the respondents there was a good range of new to the district and long-term residents. Almost a quarter have lived in Waimate District for five years or under while a third have been in the district for over 30 years.

Graph 6: Time living in the Waimate District

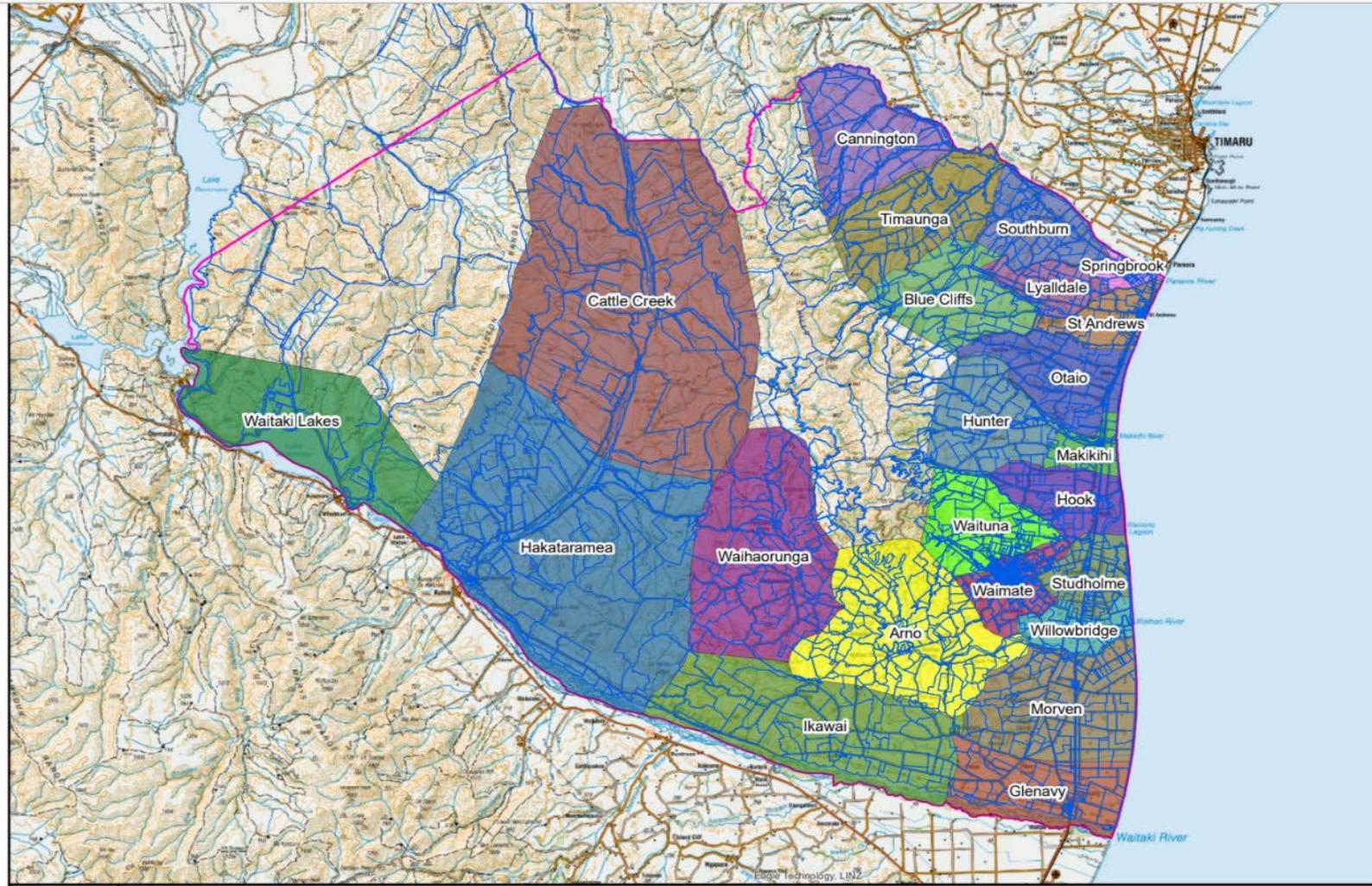




## Waimate Matters Report

n= 209

## Waimate District Council Ratable Hall Areas



## 2. Living in Your Local Community

In section one the survey asked respondents to agree or disagree with statements provided about:

- Their level of social interaction with neighbours
- Their sense of pride and belonging to their local community
- Their sense of community spirit and participation
- Their overall perception of their local community.

To report the results in a more useful aggregated way averages have been generated for each question. The averages are created by assigning a value to each of the five options:

- Strongly agree = 5
- Agree = 4
- Neutral = 3
- Disagree = 2
- Strongly Disagree = 1

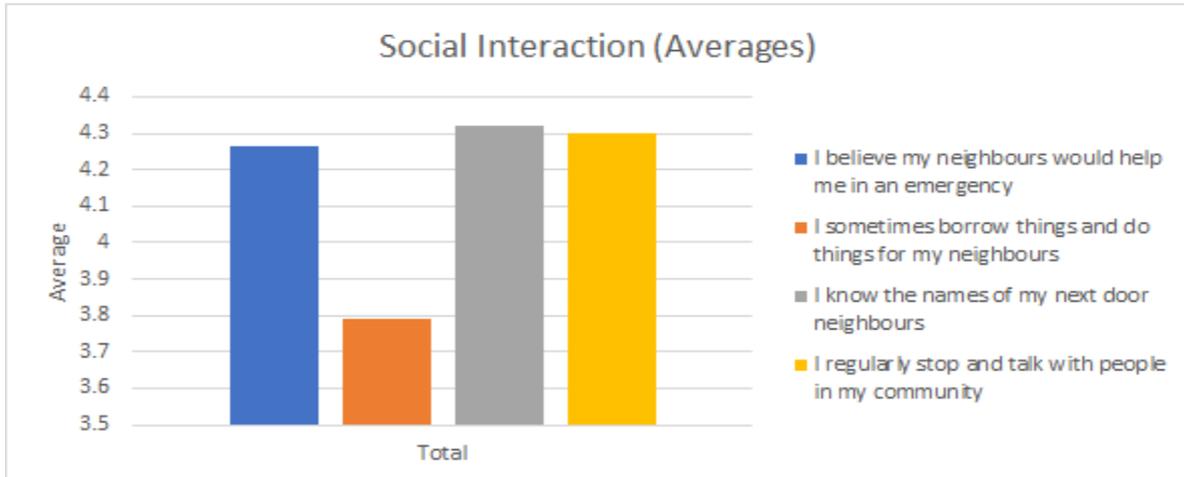
The higher the average, the stronger the agreement with the statement.

In what follows a graph is presented for the responses for each sub-section of living in your local community. A final graph presents the responses for all the statements together.

### Social Interaction

It is clear from Graph 7 that overall the responses report a strong and positive sense of social interaction with their neighbours. While neighbours are less likely to borrow and do things for their neighbours, they do know their neighbours' names, stop and talk regularly and believe that their neighbours would help them in an emergency.

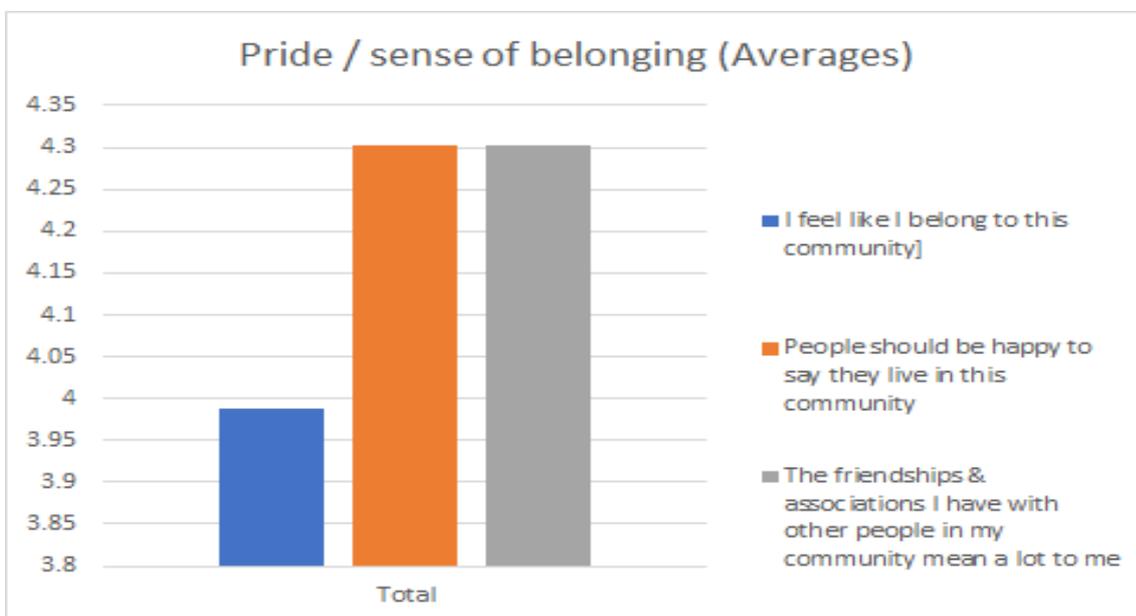
Graph 7: Social interaction



**Pride/sense of belonging to my community**

Graph 8 also suggests that respondents show a good level of pride in their local communities and their friendships and associations mean a lot to them. Clearly the sense of belonging to their community is not as strong. This could be explained by the number of newer residents described above. Or it could suggest that a number of residents don't feel fully accepted despite knowing their neighbours' names and stopping and talking regularly.

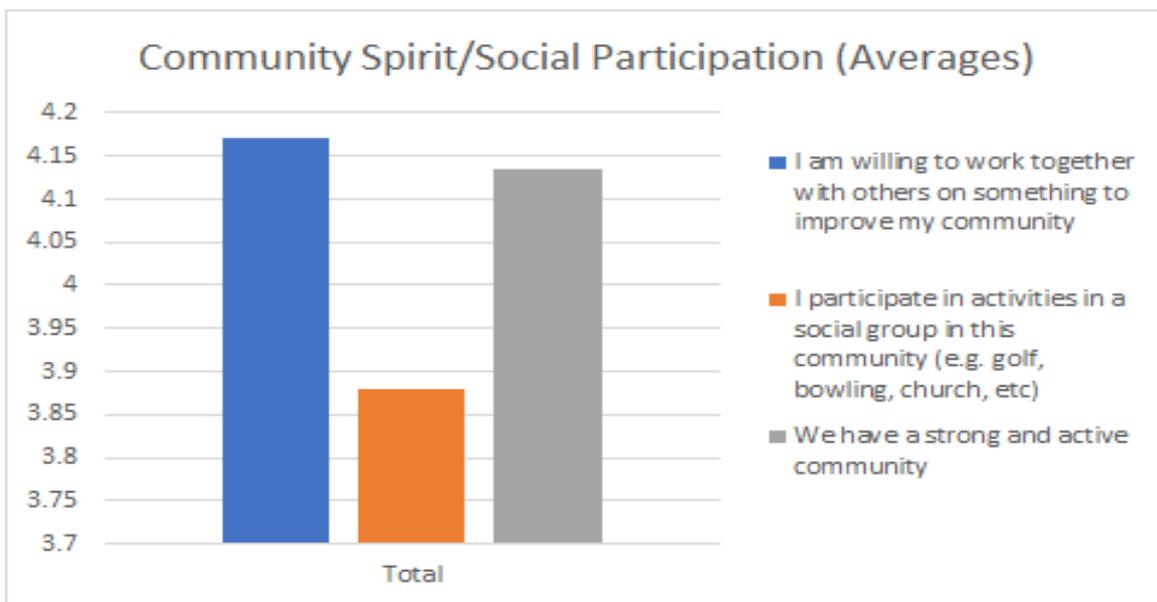
Graph 8: Pride / sense of belonging



**Community Spirit/Social Participation**

In Graph 9 the willingness to work together with others to improve their neighbourhood and a belief that they currently have a strong and active community is notable. Interestingly, individual levels of participation are not so strong. This suggests that a person need not be actively involved in community activities themselves to perceive that there is a good level of community spirit within their local community.

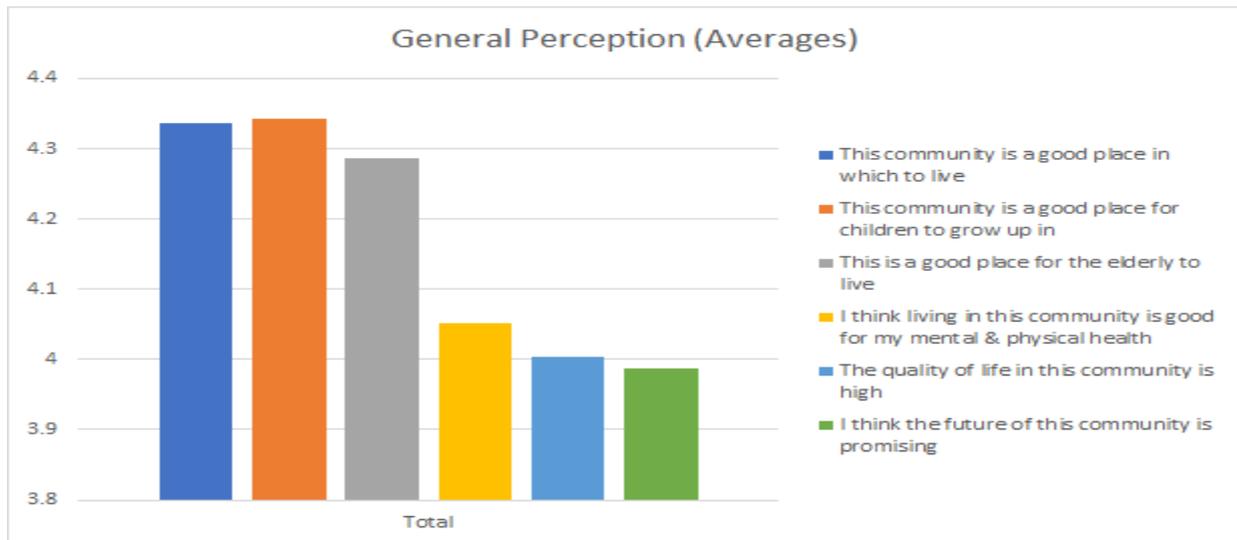
Graph 9: Community Spirit / social participation



**General perception**

Graph 10 suggests that overall the respondent's feel their communities are good places to live: generally, and for children and the elderly specifically. By comparison, they are not so confident in their local community in terms of being good for their health, the quality of life and prospects for the future.

Graph 10: General perception



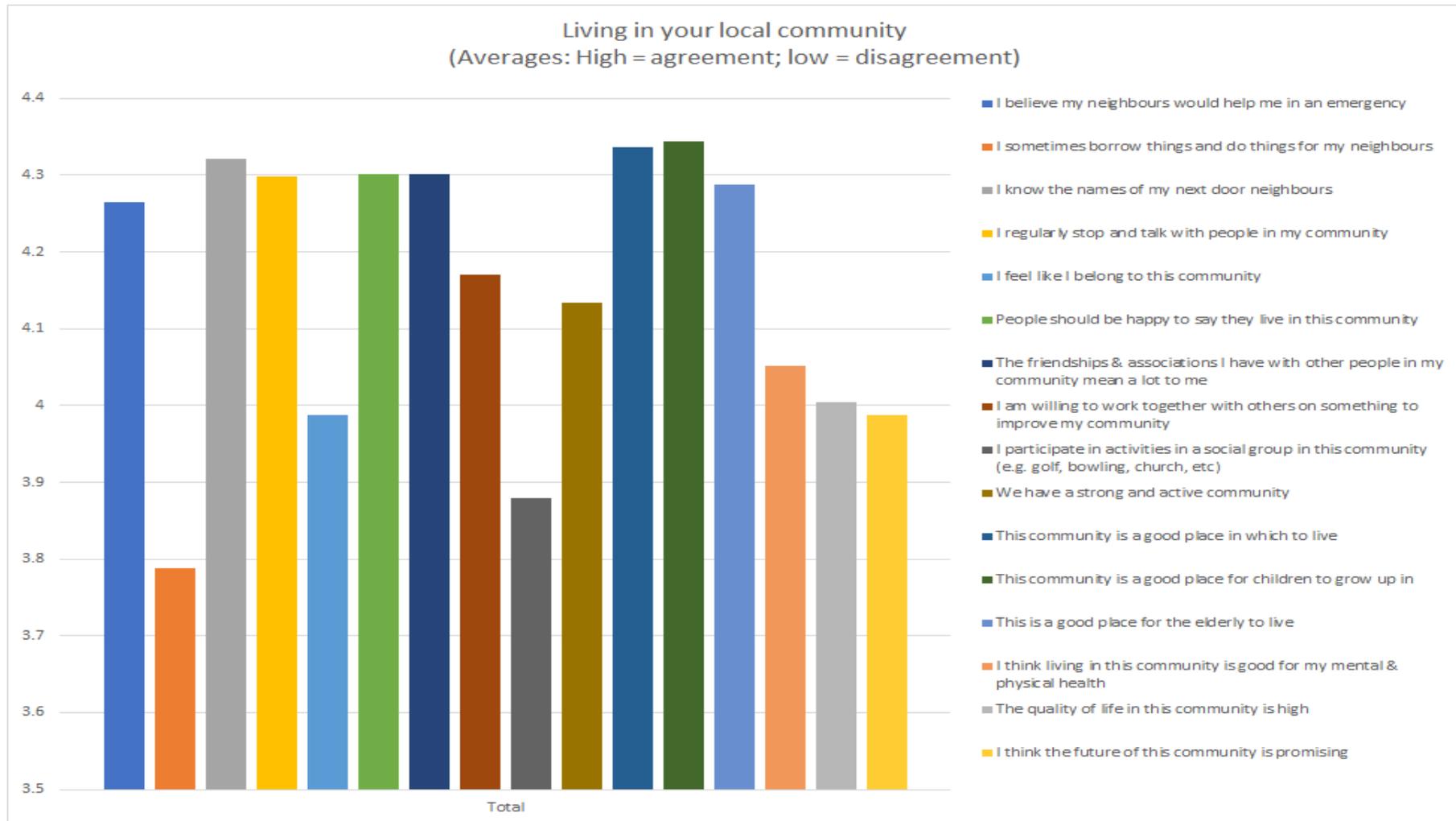
Bringing the living-in-your-local-community results together in Graph 11 suggests two levels of perception in play within local communities. On a general level, residents are positive about their local communities: they are good places to live, they know the names of their neighbours, regularly stop and talk and their friendships and associations with other people in the community mean a lot to them. As a result, residents feel a certain pride in their community.

On another level, as individuals, they are less likely to borrow or do things for their neighbours, participate in activities in a social group in the community and don't necessarily feel they belong.

An explanation for this may be the small-town factor. It is easier to speak to your community members and know their names when you live in a small urban or rural centre. Further, you value these contacts because there not many people in your immediate environment to interact with and that level of engagement is not over-whelming.

You may not have to be very active to enjoy this level of social interaction. As such, it may not lead you to feeling particularly connected to the community. Or, it may be that you look elsewhere, in Timaru, Oamaru or Waimate for the more active engagement in communities of interest that are not available in your local community. Perhaps it is with these geographically distant friends or communities of interest, a stronger connection is felt.

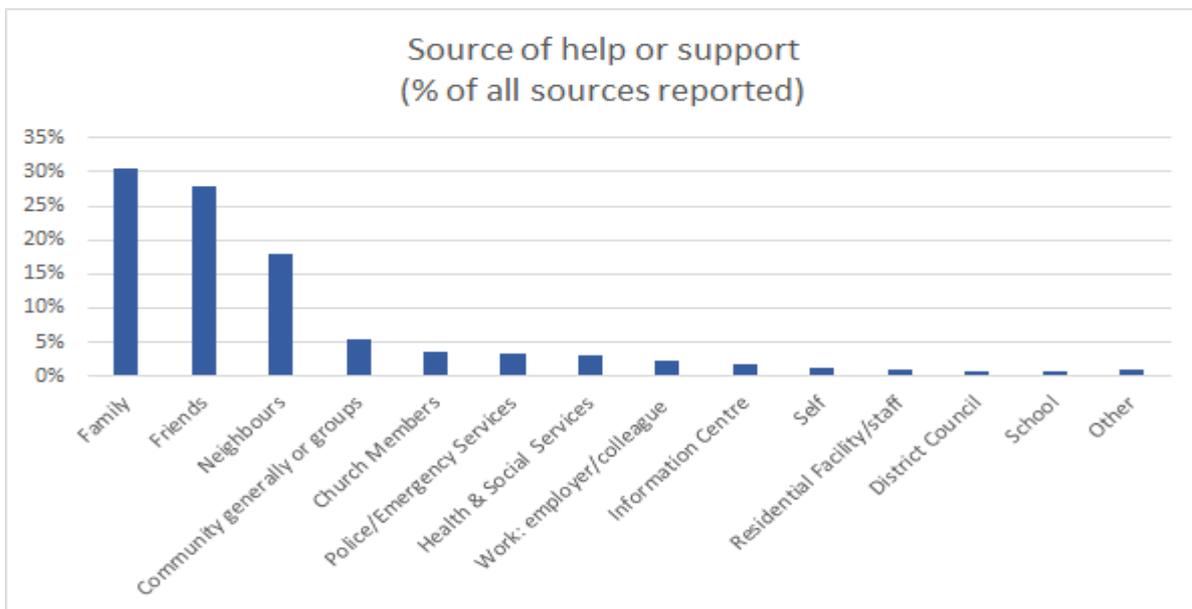
Graph 11: Living in your local community



**If you needed help or support, who would you turn to for help?**

Family, including partners, friends and neighbours are the people most respondents would turn to for help and support. These three groups represent over two thirds of the sources of support reached out to. People in the wider community also feature, albeit to a less extent. These sources of support include peers within community groups, church, emergency services, health and social services, work contacts and the information centre. See Appendix 4 for additional comments provided.

Graph 12: Source of help or support



**3. Waimate District**

Extending the scope to the wider Waimate District, section two of the survey asks residents about the things they feel proud about and the things that may create barriers to them living well in the Waimate District. Accordingly, respondents were asked to agree or disagree with statements provided about:

- Feeling proud about specific features and activities in the Waimate District
- Feeling that certain features and aspects of Waimate District that may stop them living well

Additional open questions were asked to provide an opportunity for respondents to discuss these issues in more detail. While appendices 5 and 6 capture the detail

of the comments collected for these open answers, the themes identified are presented in this section.

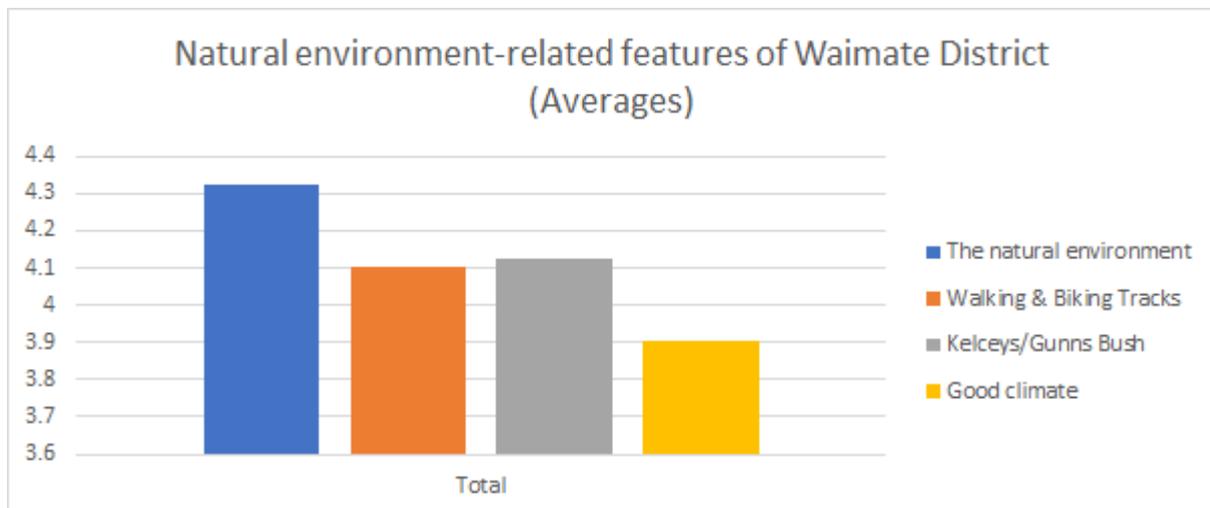
### Residents feel proud of living in the Waimate District

Items in the “do you feel proud because of” question have been clustered into six themes for reporting. After the averages for each theme are presented, a graph showing items for all the themes is presented.

#### Natural environment-related

The natural environment theme contains: the natural environment, walking & Biking Tracks, Kelceys/Gunns Bush, and good climate. Respondents report feeling proud of the natural environment and the features and activities than stem from that. They don’t feel quite so positive about the climate.

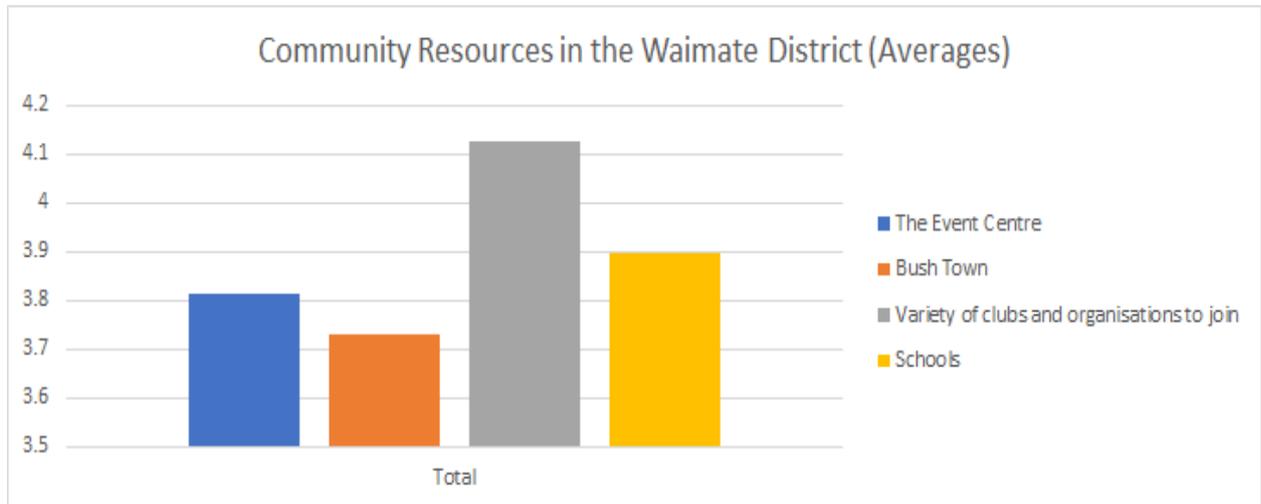
Graph 13: Proud of natural environment



#### Community Resources

The community resources theme contains: the Event Centre, Bush Town, the Variety of clubs and organisations to join, and schools. Graph 14 shows respondents have more pride in the variety of clubs and organisations in the district they can join than the built features, such as the Event Centre and Bush Town.

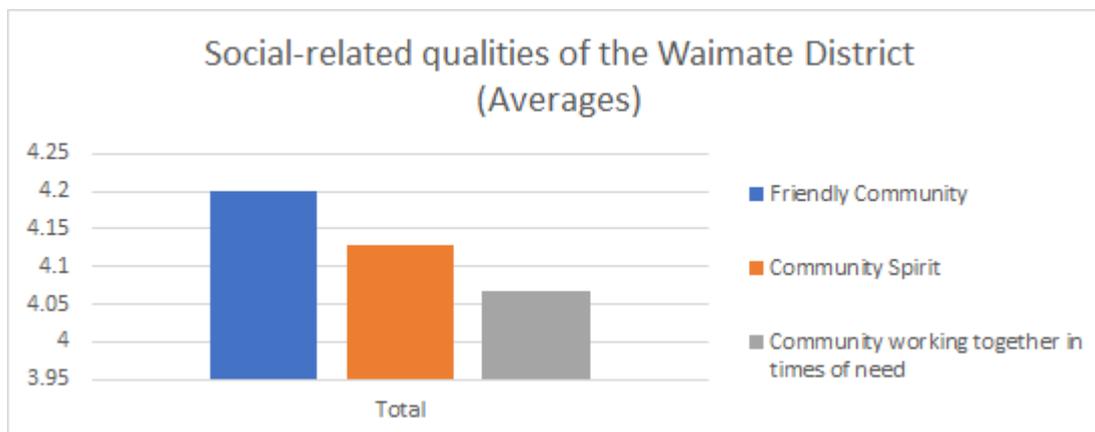
Graph 14: Proud of community resources



## Social aspects of the community

The social theme contains: friendly community, community spirit, and the community working together in times of need. Respondents are particularly proud of their friendly community.

Graph 15: Proud of social aspects of the community



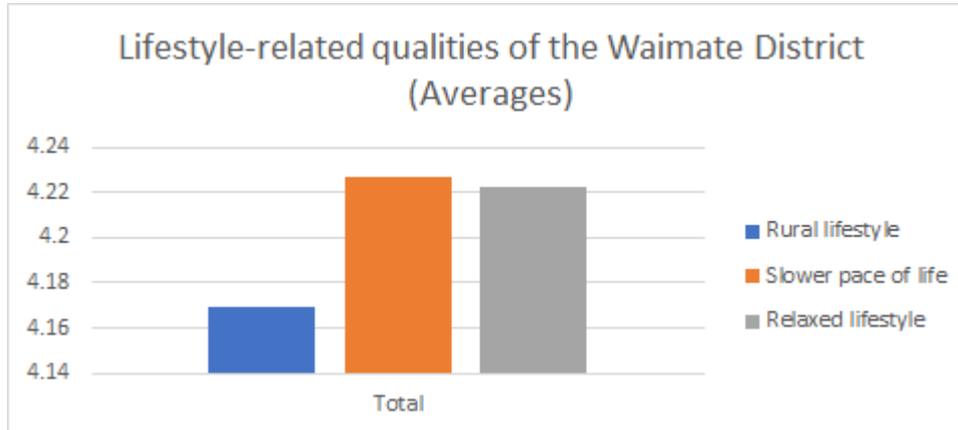
## Lifestyle

Given the small urban centres within the Waimate District, a quieter and more rural lifestyle is recognised to be a distinctive feature. Accordingly, survey

## Waimate Matters Report

participants were asked about their pride in: the rural lifestyle, a slower pace of life, and a relaxed lifestyle. Graph 16 shows it is the slower paced and more relaxed lifestyle that residents are slightly prouder of than the rural quality per se.

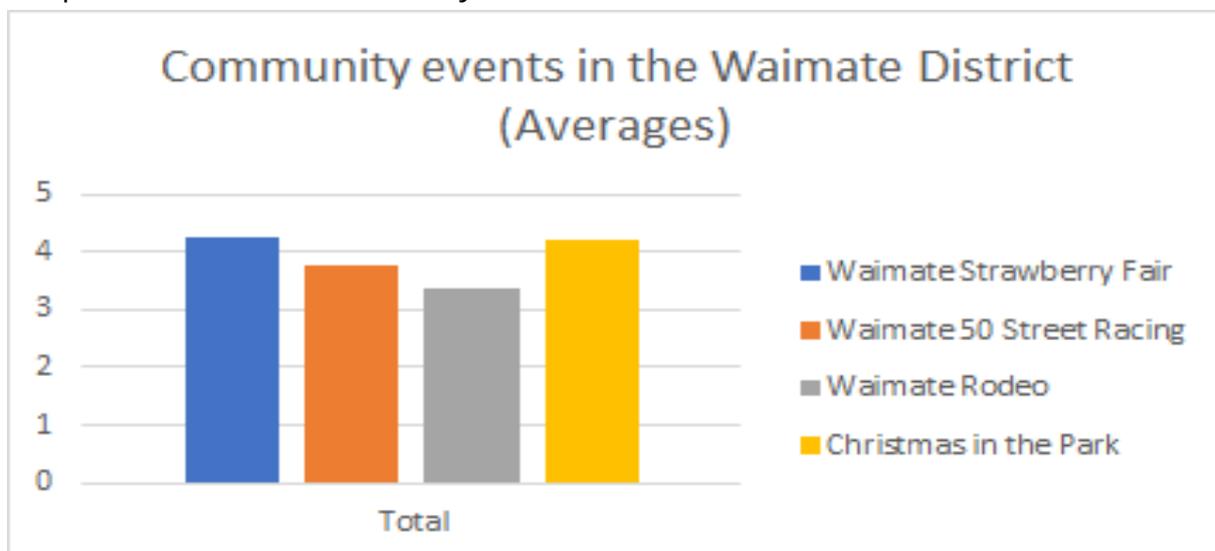
Graph 16: Proud of lifestyle



### Community Events

The key community-wide events of: Waimate Strawberry Fair, Waimate 50 Street Racing, Waimate Rodeo, and Christmas in the Park are contained within the community events theme. Results suggest residents are proud of these events. Strawberry Fair and Christmas in the Park are appreciated more than the rodeo.

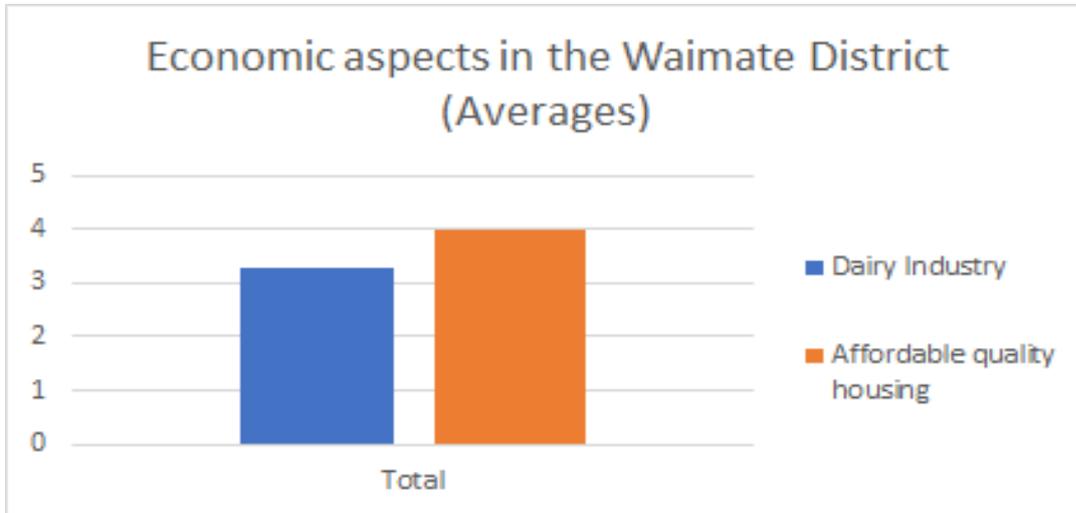
Graph 17: Proud of Community Events



## Economic aspects

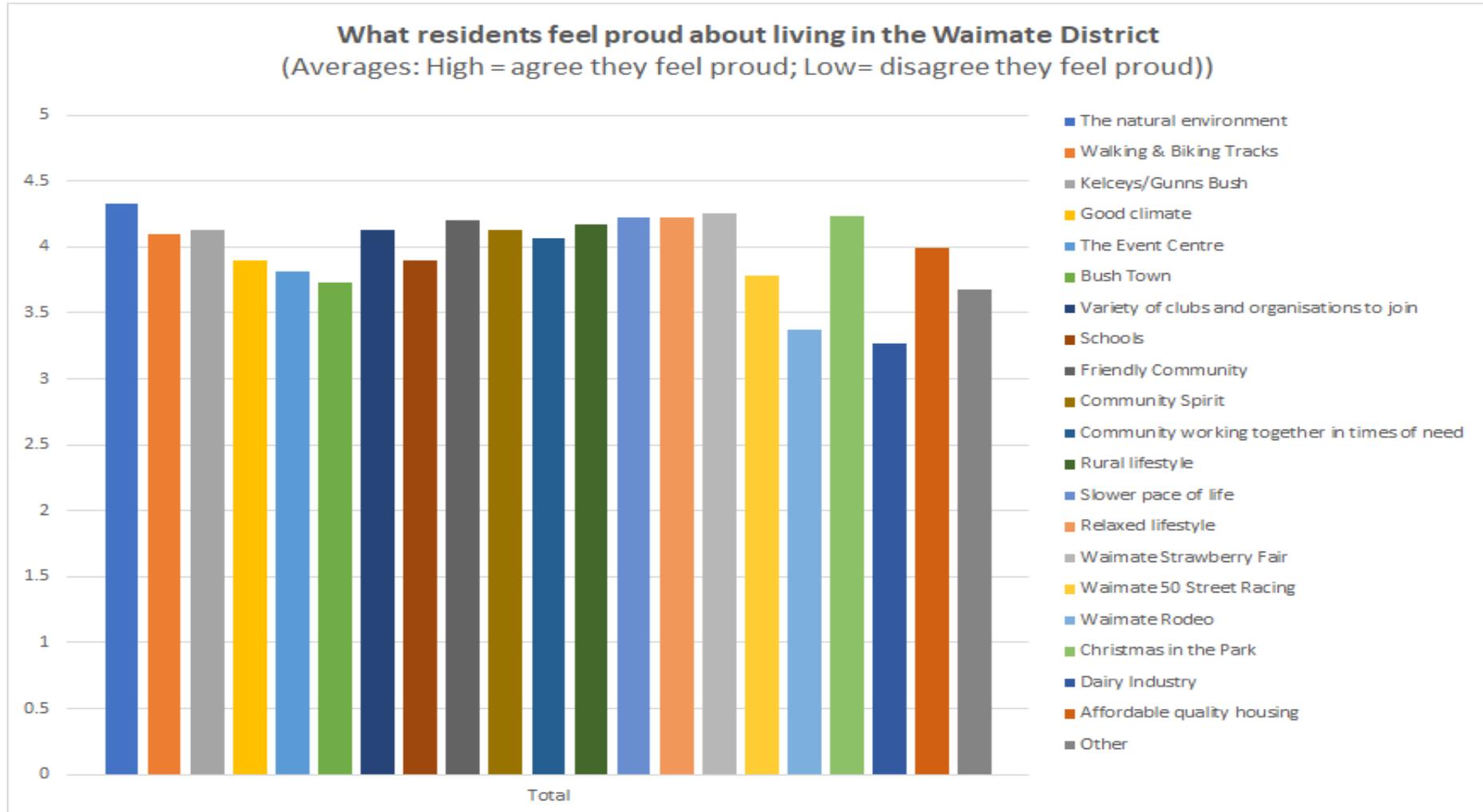
The economic theme contains just two aspects: the dairy Industry and affordable quality housing. Respondents report more pride in affordable housing than the dairy industry.

Graph 18: Proud of economic aspects



Graph 18 shows that overall, survey respondents had the least amount of pride in the dairy industry, rodeo and to a lesser degree the climate. They did, however report considerable pride in: the natural, social, lifestyle features of the Waimate District, along with Strawberry Fair and Christmas in the Park.

Graph 18: Pride across all aspects



What would make people feel proud of Waimate District

Respondents were also given the opportunity to describe things that would make them feel proud of the Waimate District, if the above items didn't. The positive comments echoed the results just discussed. People were proud of and took pleasure in the natural and social environment. For example:

"I feel proud about the Environment and the people around Waimate. They are amazing."

More comments however, raised specific problems or frustrations with aspects of the Waimate District. The full set of comments are provided in Appendix 5. Collectively the comments suggested six broad themes labelled here as six environments. Each environment theme has several sub-themes. In summary these are:

- Problems with the built environment
  - Waimate main street needs to be upgraded
  - Some buildings in High Street are derelict and should be demolished
  - There should be more commitment to maintaining heritage buildings
  - Footpaths and guttering need improving
  - Gardens and sections need tidying
  - Various issues including a good physical environment
- Problems with the economic environment
  - More retail facilities are needed
  - More local employment is needed
- Problems with the natural environment
  - Waterways need to be cleaned
  - Tension in the relationship between farming and the natural environment
  - More respect of the natural environment is needed
- Problems with the social environment
  - A call for more community spirit
  - More caring and acceptance of people is needed
  - More inclusion of marginalised communities
  - Attention to specific social issues

## Waimate Matters Report

- Inadequacies with the service environment
  - More services are needed
  - Better/more local health care services
  - Improvement in education services
  - More support services
  - Stronger police presence
  - More/better amenities & activities
  - More active promotion & reputation building of Waimate District
- Problems with the political environment
  - Waimate District Council need to listen more to ratepayers
  - Local Tangata Whenua iwi recognised
  - In general, better leaders

### Barriers that might stop people living well

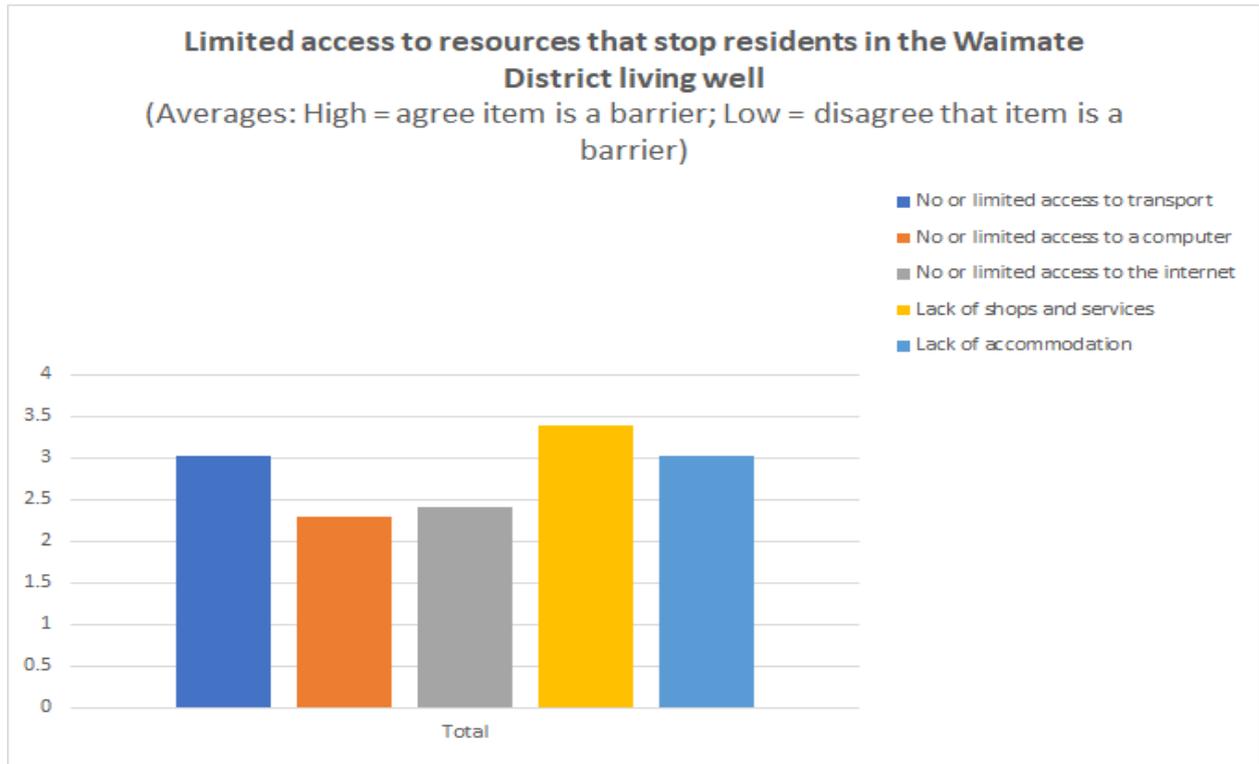
The primary aim for this research project is the identification of barriers people living in the Waimate District experience to participating fully in life and living well. Respondents were presented with a list of barriers and asked to respond by indicating if they agreed or disagreed this was a barrier for them. The items on this list were generated from previous research findings and anecdotal evidence.

The items in the “things that stop people living well” question have been clustered into five themes for reporting. After the averages for each theme are presented, a graph showing all items for all the themes is presented. It is important to note that the averages present a reverse pattern to the previous “proud of” question. Here strongly agree means it is more of a problem so the higher the average, the more it is perceived to be a problem.

#### Access to resources

The access to resources theme contains no or limited access to: transport, a computer, the internet, a lack of shops and services, and lack of accommodation. Results suggest that a lack of shops, accommodation and limited access to transport pose greater barriers to residents of Waimate District than access to computers or the internet.

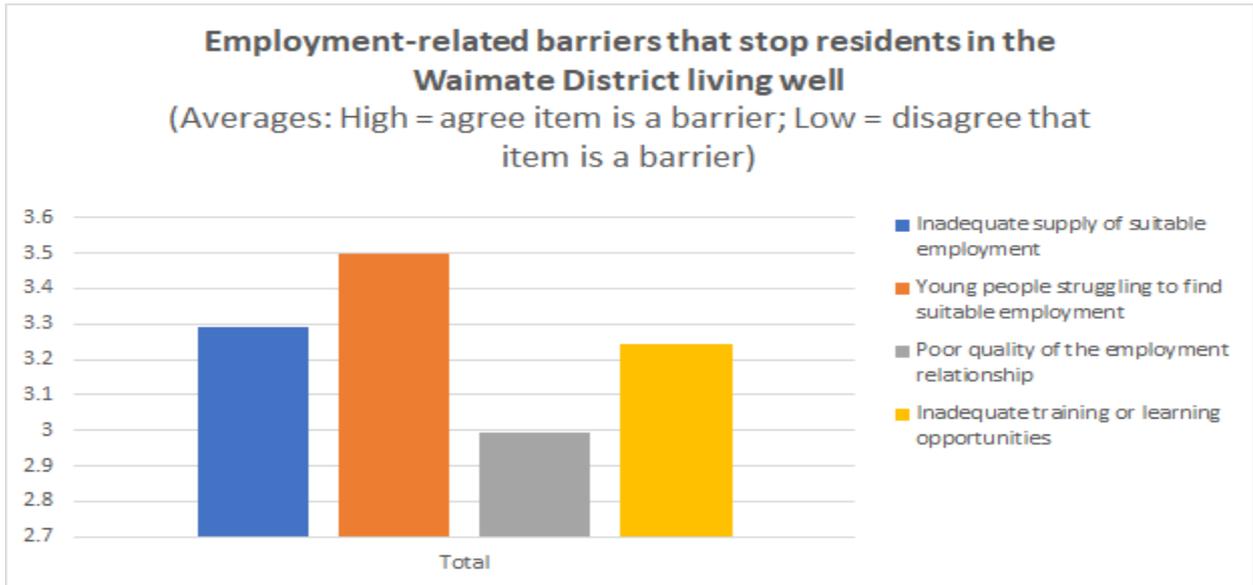
Graph 19: Access to resources barriers



### Employment-related

The employment-related theme contains barriers associated with: inadequate supply of suitable employment, young people struggling to find suitable employment, poor quality of the employment relationship, and inadequate training or learning opportunities. Respondents suggest that young people struggling to find work is the highest employment-related barrier, along with inadequate supply of suitable employment generally. The quality of the employment relationship presents the least challenge.

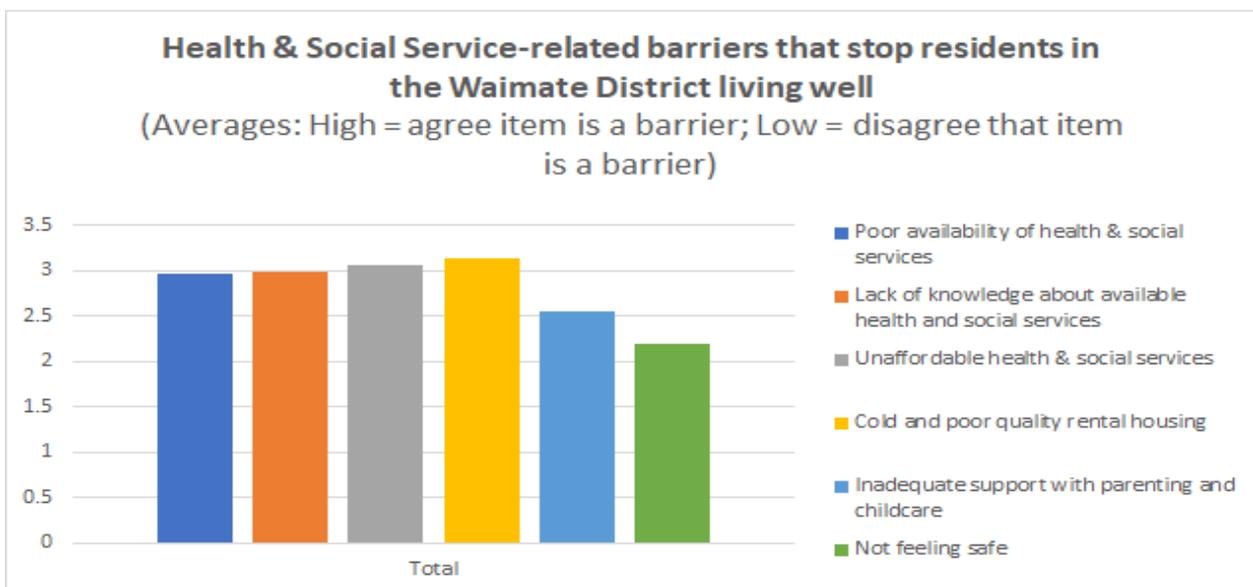
Graph 20: Employment-related barriers



## Health & social services-related

Included in the health and service-related theme are: poor availability of health & social services, lack of knowledge about available health and social services, unaffordable health & social services, cold and poor-quality rental housing, inadequate support with parenting and childcare' and not feeling safe. Responses suggest it is the availability, knowledge about and expense of health and social services that present barriers to residents of Waimate District living well. Not feeling safe inadequate support with parenting are less of a concern.

Graph 21: Health & Social Service related barriers

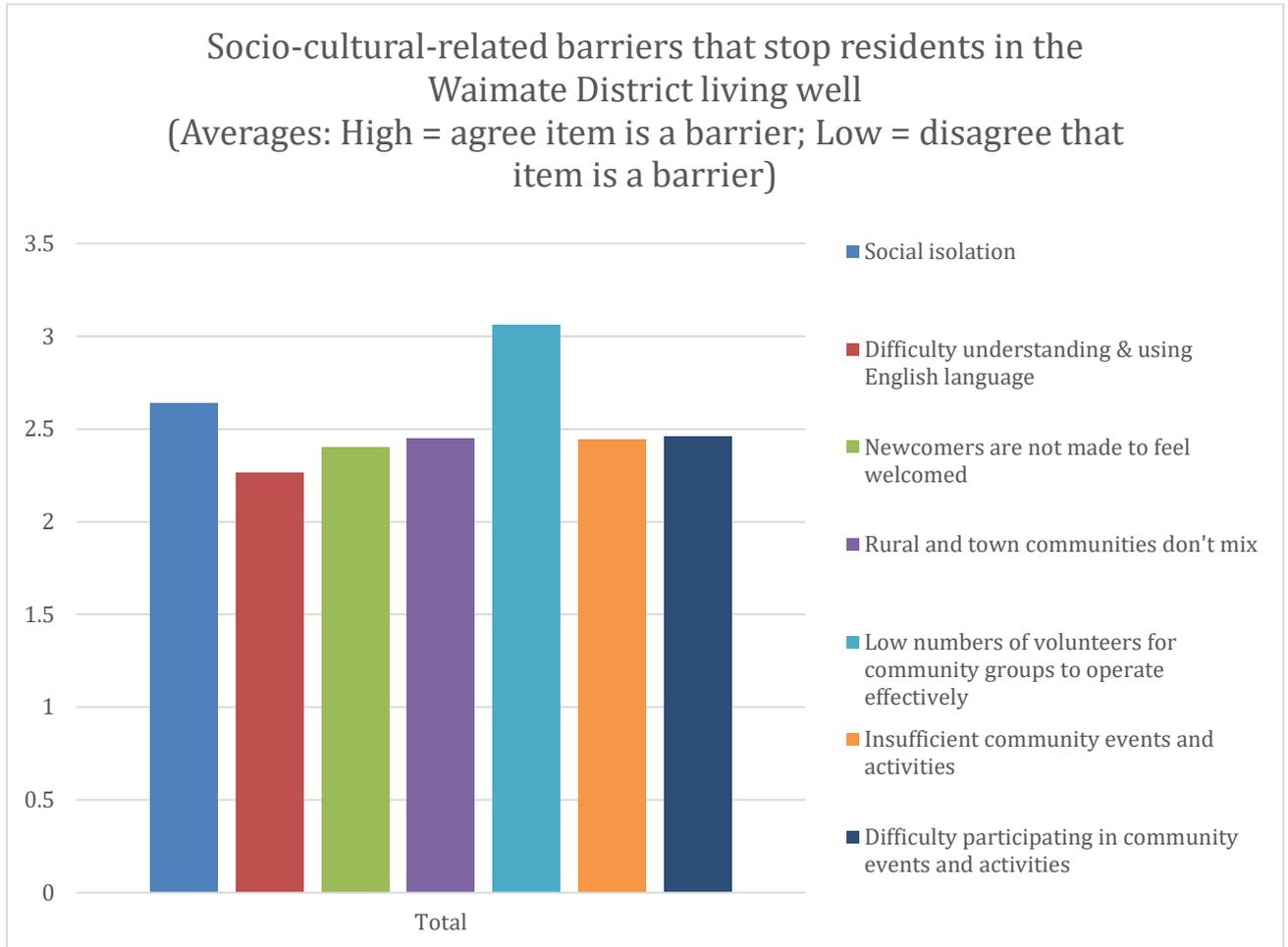


### Socio-cultural-related

The socio-cultural theme clusters eight items together, including: social isolation, difficulty understanding & using English language, newcomers are not made to feel welcomed, rural and town communities don't mix, insufficient community events and activities, difficulty participating in community events and activities, and low numbers of volunteers for community groups to operate effectively. Results suggest that the low numbers of volunteers for community groups present the highest barrier, with social isolation the next significant.

An item called “acceptance & support of Te Ao Māori” was added after the first-wave pilot surveys were completed. The desire to include the pilot surveys in the full study meant that this created data entry inconsistencies and errors when calculating averages. For this reason, the “acceptance & support of Te Ao Māori” item was not used in these barriers results.

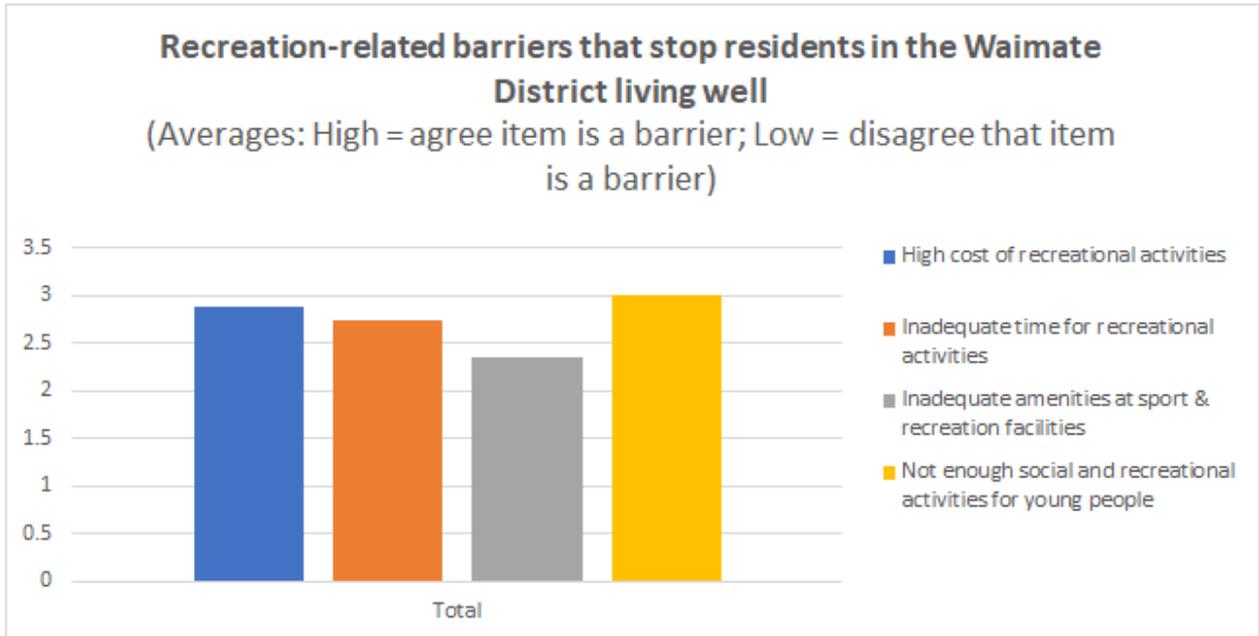
Graph 22: Socio-cultural-related barriers



Recreation-related

The recreation theme clusters the items of: high cost of recreational activities, inadequate time for recreational activities, inadequate amenities at sport & recreation facilities, and not enough social and recreational activities for young people. Respondents indicate that not enough social and recreational activities for young people along with the high costs of recreational activities create the highest barrier to recreation. Inadequate time follows closely.

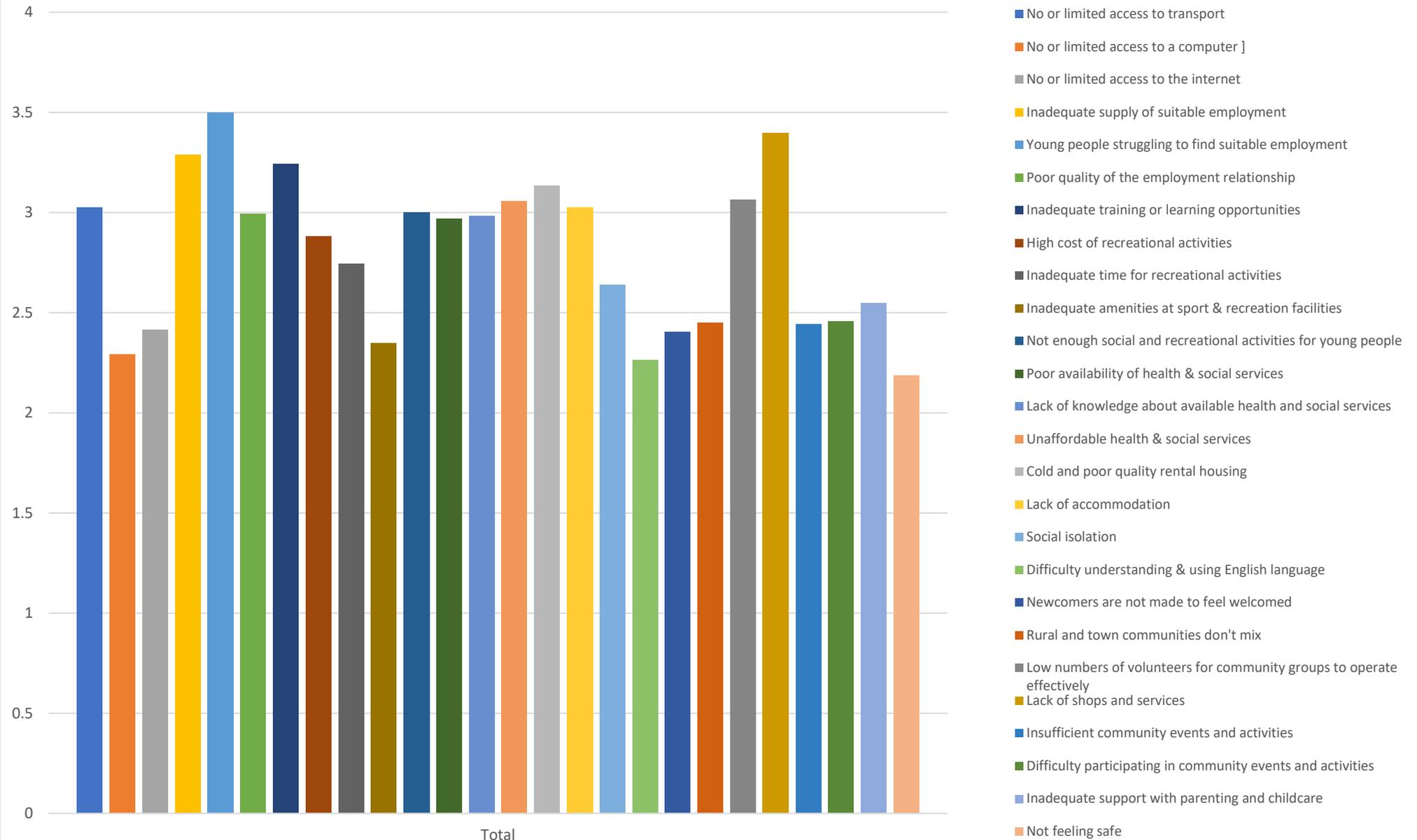
Graph 23: Recreation-related barriers



Bringing all the barrier items together in Graph 24 shows the overall pattern. The highest barriers to people living well in the Waimate District are related to: poor employment opportunities, the lack of shops and services, poor availability and high costs of health and social services, no or limited access to transport and low numbers of volunteers for community groups.

Graph 24: Barriers that stop residents in Waimate living well

## Barriers that stop residents in the Waimate District living well (Averages: High = agree item is a barrier; Low = disagree that item is a barrier)



### Other things that stop people living well

In order to tease out the barriers facing residents of the Waimate District respondents were given the opportunity to describe additional barriers, explain how these created barriers to living well and provide suggestions for how residents may overcome these barriers.

Given that the three questions were linked, a three-column table presents a full set of the comments provided in Appendix 6. At times the issue was identified and described but not elaborated on further.

Like the “problems and frustrations” identified above, these additional barriers are presented in terms of six environment themes with accompanying sub-themes. In summary:

- The built environment
  - Housing in dreadful condition impacts on purchase of real estate
  - Either absent or rough and uneven footpaths impacting on safety
  - The distance from other centres makes it too far to travel to other centres
  - There are too many dogs
- The economic environment
  - More retail/services are needed, to improve evening dining, choice, to attract more people to Waimate, to provide more competition for supermarket prices and to improve internet connectivity
  - More local employment and local industry to support this employment
  - Affordability or issues of poverty and difficulty paying for accommodation, food and the costs of children’s activities
  - A focus or reliance on dairying creates vulnerability in the local economy
- The natural environment
  - Rivers are no longer clean enough for locals to swim in, as they used to
  - Pollution limits a recreational lifestyle with swimming and bush-walks
- The social environment
  - Individual social isolation and loneliness in the community due to health and age-related issues

## Waimate Matters Report

- Low levels of caring and acceptance across the community, particularly for new-comers to the district
- Marginalised communities, such as non-European new migrants who need more integration and barriers around the promotion, teaching and use of te reo māori in schools
- Attention is needed to specific social issues, such as paedophiles being housed in the community and drug users
- People needing to speak up and become involved
- The Service environment
  - A paucity of services
  - Considerable emphasis on the lack of healthcare services, the difficulties of not having adequate services locally are explained and suggestions made, including: “A building with all health services together would be great but also allowing privacy when attending, like separate waiting room entrances. Physio, counselling, midwives etc under the same roof to integrate services.”
  - Support services for single people living on their own in addition to family support
  - Access to activities due to time or physical limitations
  - The availability of activities, for teenagers, for elderly, for those in smaller centres
  - More volunteers needed for community organisations
  - More amenities needed, particularly transport
- The political environment
  - Concern with rates, services and bylaws associated with the Waimate District Council
  - Legal regulation around health and safety causing barriers to putting on events
  - A lack of leadership in the community is noted

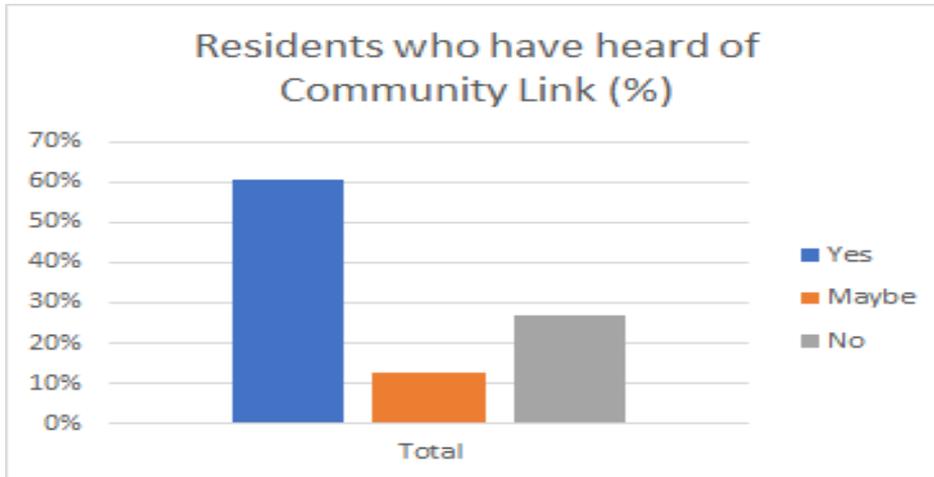
## 4. Community Link

Included in the aims of this research project is an understanding of the profile Community Link enjoys in the Waimate District. To be an effective agent for community development residents within the Waimate district need to know that Community Link exists and understand what services it provides.

### Awareness of Community Link’s existence

When asked if they had heard of Community Link, over half of the respondents said yes and a quarter said no.

Graph 25: Awareness of Community Link



n=221

### The services Community Link provide

Survey respondents were asked to indicate their understanding of the services Community Link provide by responding “yes”, “no” “not sure” to a set of statements.

The services respondents were most confident about were: advice about services & support in Waimate District, editors for News & views, and managers of the community vehicle booking service. The services with the greatest uncertainty were the Notary Public and Verifying documents for the Ministry of Immigration, maintaining the employment register, advocacy for individuals, and any other services provided.

**Table 1: Community Link services that are correct:**

Activities	Yes	Not Sure	No
Provide Work and Income support	45%	45%	10%
Verify documents for the Ministry of Immigration	26%	59%	15%
Are a Notary Public	15%	71%	14%

Provide advice about services & support in Waimate District	69%	25%	6%
Are Editors for News & views	59%	32%	9%
Provide funding advice for community groups	40%	48%	12%
Maintain the employment register	29%	57%	14%
Provide a venue for Government health & social service visits	43%	47%	10%
Provide advocacy for individuals	33%	57%	10%
Manage the community vehicle booking service	60%	35%	5%
Engage in community development	47%	47%	6%
Other	4%	83%	13%

Two common errors of perception and one additional error were added into the list. The highest error was with the suggestion that Community Link is a division of the Waimate District Council.

**Table 2: Community Link services that are not correct:**

Activities	Yes	Not Sure	No
Are a division of Waimate District Council	34%	50%	16%
Run the local tip	9%	45%	46%
Provide secretarial support for community groups	26%	60%	14%

### The three things Community Link could do to improve your community

Respondents were asked to provide three things that Community Link could do to improve their community. For the full set of comments see Appendix 7.

In summary the suggestions can be grouped according to three themes: about Community link, extension of services, and Waimate District Council-related.

#### About Community Link

- A significant number of suggestions were around the promotion of Community Link's identity and services. Several people didn't know Community existed while others were keen to know more about the services that are provided.
- Some respondents clearly knew about Community Link as they were very positive about the "fantastic job" they do for Waimate.
- A third sub-theme on Community Link was a call to be more visible and accessible on Main St.

#### Expand Services

- Enhance the link to social services, such as WINZ and Workforce
- Support Community Groups through a database of shared resources and secretarial/financial reporting services, for example
- Provide activities for children and young people
- Support for new comers to the District, including new migrants
- Activities and support for the elderly
- Facilitate/provide education and training sessions, such as adult night courses, divers licensing, Te Reo
- Enhance community services, particularly transport-related, health and social services, including a social worker available for young and old

#### Waimate District Council-related

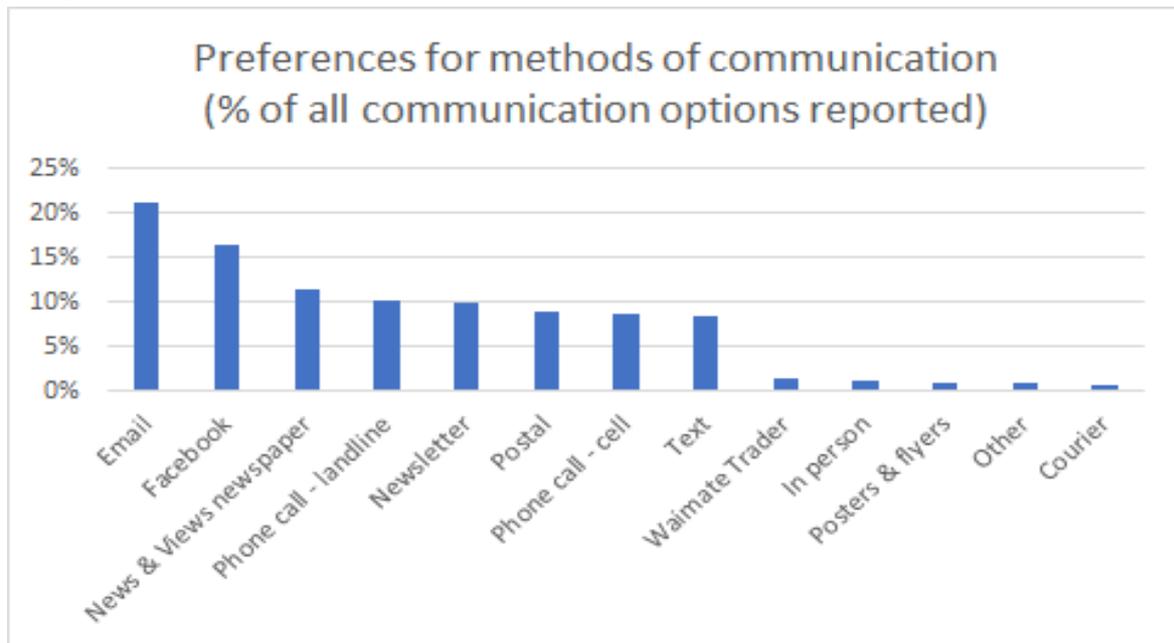
- A final category speaks to the confusion that Community Link is a division of the Waimate District Council in that they relate primarily to council-like services and issues. For example, to "lessen tip fees" and provide better access to St Andrews beach.

### Communication between Community Link and residents

Respondents were asked about the most effective means Community Link

could use to communicate with them. Multiple methods were possible. Graph 26 suggests the top three preferences are: email, Facebook and News and Views newspaper.

Graph 26: Methods of communication



n=357

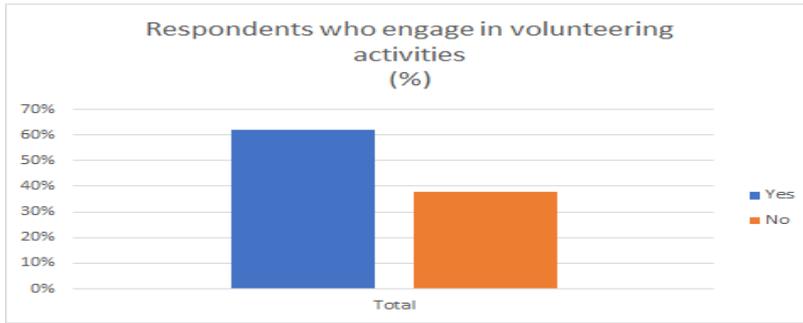
Several people did stress the value of in-person contact. For example:

- "Don't use facebook as it is undermining social and community spirit"
- "Speak to groups with low social member. You need to go out to them, they won't come to you."

## 5. Volunteering Activity

The Waimate District Resource Trust Community Development Project 2011-2013 identified that community organisations and groups in the Waimate District were struggling due to the low numbers of volunteers. To seek more information about the volunteering profile of residents in the Waimate District the survey included four questions about volunteer behaviour. Two thirds the respondents do engage in volunteering activity.

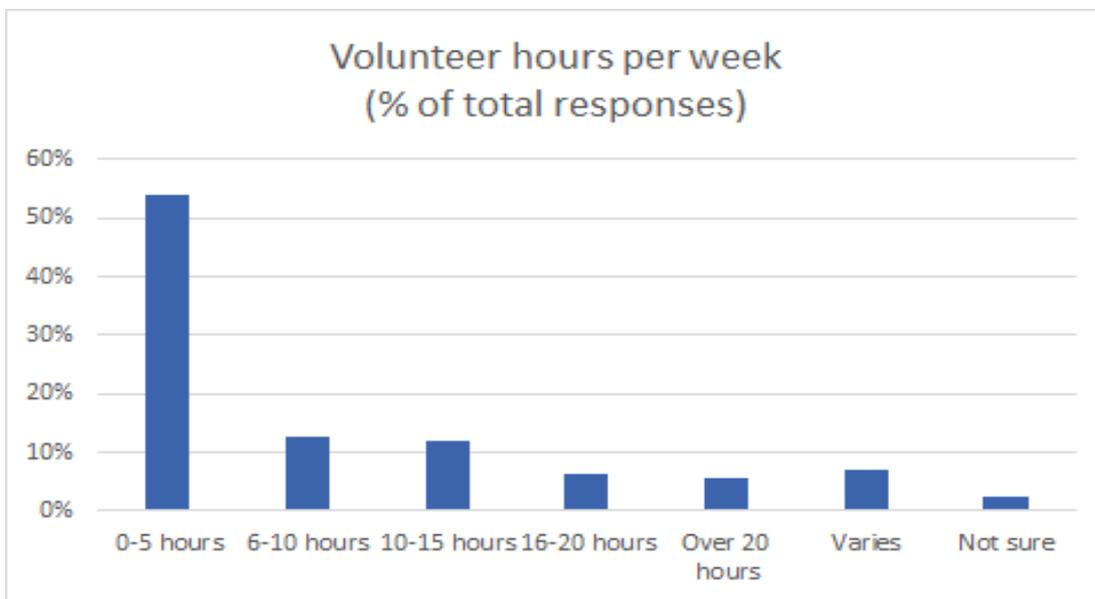
Graph 27: The percentage who engage in volunteering



n= 227

Over half of those who volunteer do so for 0-5 hours per week. For some respondents the hours vary.

Graph 28: The number of voluntary hours per week

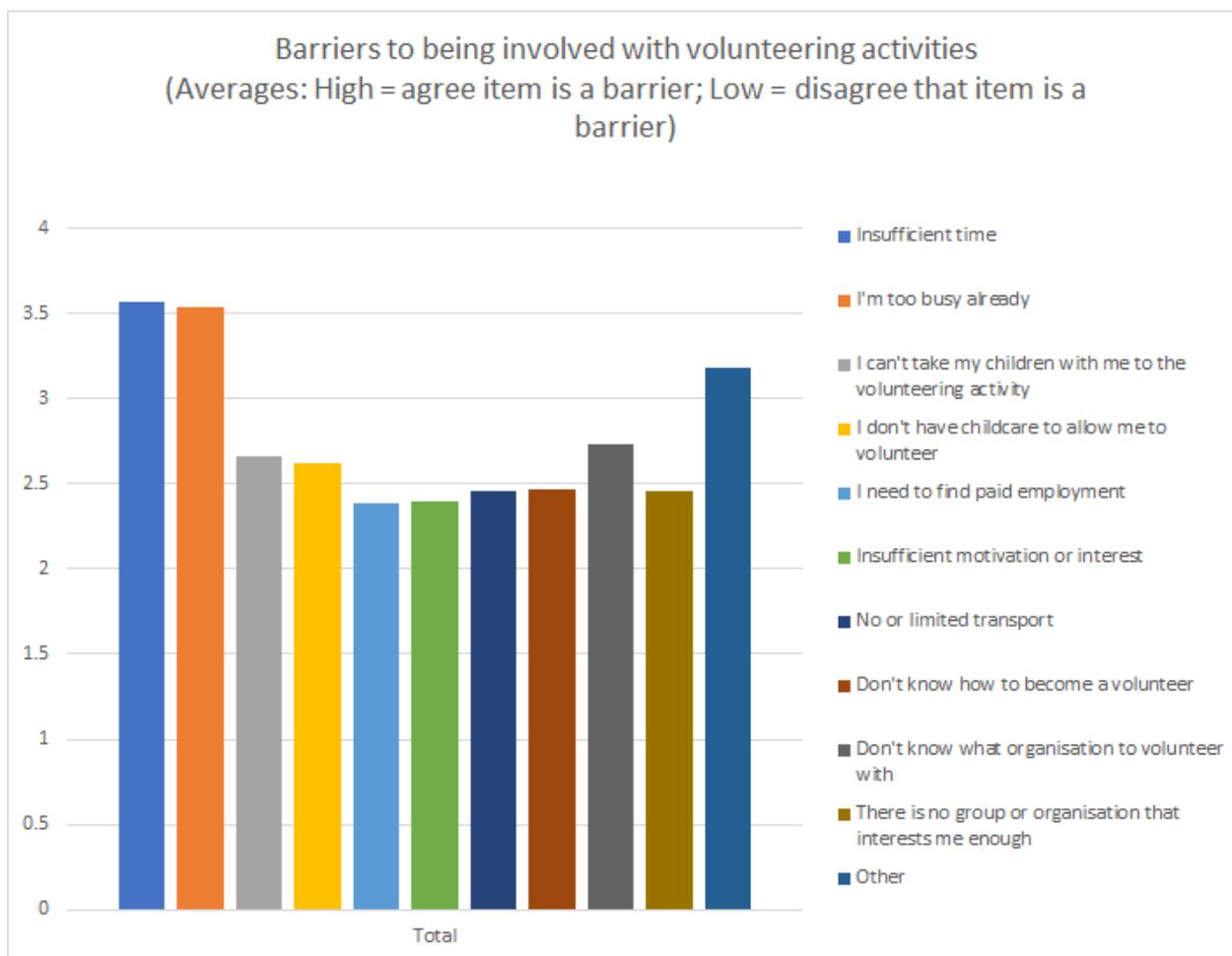


n=126

Note: If a range of hours was presented the higher number was used.

Respondents who were not currently engaged in any volunteer activity were asked about the barriers to their involvement. Graph 29 indicates that the most common barriers are insufficient time and competing demands on their time.

Graph 29: Barriers to volunteering



Those who were not currently volunteering were asked what would help them become involved. A number of the respondents took the opportunity to elaborate further on why they were not in a position to volunteer. See Appendix 8 for the full set of these comments. In summary they include:

- Time pressures
- An offer had not been taken up
- Past volunteering experiences had put them off
- Childcare demands
- Issues around payment
- Concerns the volunteering was replacing employment
- No interest
- Physical barriers, such as age, ill-health, and disability

Table 3 contains the suggestions for encouraging volunteer activity. In essence these suggestions centre around an explicit and purposeful recruitment and support of volunteers that contains encouragement, support and appropriate

matching of person to the role.

Table 3: What would help in encouraging volunteer activity

Theme	Comment
Promotion/ invitation needed	<ul style="list-style-type: none"> <li>○ Advertising for Volunteer</li> <li>○ Greater understanding of needs of community for what my skills would be to advantage to both group &amp; myself"</li> <li>○ I don't know the choices yet</li> <li>○ I would like to volunteer to help with animals</li> <li>○ If I was asked face to face I might consider it</li> <li>○ Information as to where the most need is for volunteers</li> <li>○ Knowing what help was required</li> <li>○ Yes, in areas I could help.</li> </ul>
Be given a chance	<ul style="list-style-type: none"> <li>○ Being given the opportunity to prove yourself to others. Been able to be given a chance.</li> <li>○ One of the organisations I've asked saying "yes" and taking me on.</li> </ul>
Mentoring / training	<ul style="list-style-type: none"> <li>○ Social mentoring</li> <li>○ Will be volunteering next year after receiving some training</li> </ul>
Area of interest/ expertise	<ul style="list-style-type: none"> <li>○ Special interest group</li> <li>○ Only if I am interested in what I'm doing. Don't want to do shit</li> <li>○ Skill set = computers</li> </ul>
Physical ability	<ul style="list-style-type: none"> <li>○ Being younger</li> <li>○ Better health</li> </ul>
Change regulations	<ul style="list-style-type: none"> <li>○ An example of what I am trying to get across. The [*] needed a person to keep the floors swept and dusting shelves just a few hours a week. No luck, but we had been able to pay that would have been a different story. Then again why should those on the Benefit work if they get it for not doing anything so maybe this could be a political story. Rules need to be changed???? Work and you lose some of your benefit - not helpful.</li> <li>○ Have been told I cannot volunteer till council produces a new protocol.</li> </ul>



## Waimate Matters Report

# Summary of findings & Recommendations

The Waimate District has seen some major changes over the last three years. This research project seeks to capture the impact of those changes on residents and to identify the needs that require addressing. The evidence-based community development this research represents is important for the well-being of the community as well as providing a strategic direction for Community Link.

This research project has two aims:

1. identification of the barriers to participation for residents living within the Waimate District
2. Understanding the profile Community Link enjoys in the Waimate District.

### **Aim 1: Identification of the barriers to participation for residents living within the Waimate District**

A sense of social connection, social belonging and overall perception of their local communities

Overall the survey suggests that residents feel their local communities are good places to live, they know the names of their neighbours, regularly stop and talk and their friendships and associations with other people in the community mean a lot to them. As a result, residents feel a certain pride in their community. This pride in a strong and friendly community has been captured in previous reports.

Interestingly, when it comes to individual participation the results suggest people are less likely to actively engage with their neighbours and social groups within the community. Residents are confident their neighbours would help them in an emergency. Neighbours are also the third highest source of help and support for the respondents, after family and friends. Having said this, many don't necessarily feel they belong in their community. Perhaps it is the quality or depth of the routine engagement with their neighbours and community groups that is influencing this somewhat contradictory result? Or a small-town dynamic? Further research and discussion is needed to tease out the explanation for and solution to this finding.

### Recommendation: 1

To engage in further research with focus groups or one-to-one interviews to better understand the feeling of not belonging in their community.

### Features of the Waimate District that invoke pride

Overall, survey respondents expressed considerable pride in the natural, social, lifestyle features of the Waimate District, along with key community events such as Strawberry Fair and Christmas in the Park. The dairy industry, rodeo and to a lesser degree the climate were least likely to invoke a sense of pride.

Pride in the natural environment, lifestyle and community are consistent with previous reports. Pride in the community events of Strawberry Fair and Christmas in the Park is certainly a positive. Taking an appreciative inquiry approach to building on the positive suggests that further community engagement may be able to leverage off the popularity and support given to these events.

### Recommendation 2:

To explore the possibilities of extending the reach and community engagement associated with Strawberry Fair and Christmas in the Park. This could be in relation to the profile of Community Link, communicating and consulting with community over research or planning, and the promotion of community groups and volunteering.

When asked what would make you feel proud many respondents raised specific problems or frustrations with aspects of the Waimate District. These frustrations clustered into five “environments”: built, economic, natural, social, service, and political.

- Built issues centre on Main St in Waimate, old buildings, gardens and footpaths
- Economic issues centre on the need for more retail facilities and local employment
- Natural concerns relate primarily to waterways and farming
- Social issues centre on the need for more community spirit, greater acceptance of people, and inclusion of marginalised communities

- Service issues focus on the need for more and better services, particularly healthcare and social support
- Political frustrations focus on the relationship between Waimate District Council and their ratepayers.

### Barriers to living well

Overall, the highest barriers to people living well in the Waimate District are related to: poor employment opportunities, the lack of shops and services, poor availability and high costs of health and limited social services, no or limited access to transport and low numbers of volunteers for community groups.

Many of the frustrations and issues described in the “what would make you feel proud” question echo the findings in the barriers to living well section. Including:

- Built environment barriers of buildings and footpaths
- Economic barriers of inadequate retail/services and local employment. In addition, are barriers associated with affordability and/or poverty.
- Natural environment barriers are polluted rivers
- Social barriers are individual social isolation and loneliness in the community due to health and age-related issues, low levels of acceptance across the community, particularly for new-comers to the District, marginalised communities such as non-European new migrants who need more integration, and barriers around the promotion, teaching and use of te reo māori in schools
- Barriers in relation to the service environment include the paucity of services, considerable emphasis was placed on the lack of healthcare services, paucity of support services, difficulties with the availability and access to community activities, more amenities needed, particularly transport, and more volunteers needed for community organisations.
- Political environment barriers again feature concern with rates, services and bylaws associated with the Waimate District Council.

In relation to the barriers to living well, the results of this research project serve to confirm the issues raised in previous reports. The Waimate District Resource Trust Community Development Project in 2013, the 2006 Waimate District Needs Analysis Report before it and the 2016 Community Forum after it collectively raise the same issues that feature in this current project. In this

sense the recommendations these reports make are still largely relevant for 2018.

What becomes very obvious is that success in addressing these long term complex barriers can only be achieved through collective and coordinated efforts involving representatives from: the community, Community Link, the Waimate District Council, and central government ministries, for example: Health, Social Development, Education, and Business Innovation and Enterprise.

Recommendation 3:

Community Link recruit key community contacts and lobby the Waimate District Council and central government agencies to participate in a joined-up holistic series of problem-solving forums. Solutions to these challenging and multi-faceted issues require sustained and effective collaboration and support, at multiple levels. This is not something Community Link can achieve on its own.

### **Aim 2: Understanding the profile Community Link enjoys in the Waimate District.**

Over half of the survey respondents have heard of Community Link, a quarter had not and a small group weren't sure. Not surprisingly, there was notable confusion about the services Community Link did provide. The services respondents were most confident about were: advice about services & support in Waimate District, editors for News & views, and managers of the community vehicle booking service.

The services with the greatest uncertainty were the Notary Public and Verifying documents for the Ministry of Immigration, maintaining the employment register, advocacy for individuals, and any other services provided. A number of respondents also weren't sure if Community Link was a division of the Waimate District Council, ran the local tip and provided secretarial support for community groups. The latter three are not accurate.

Again not surprisingly, a significant number of the "three things Community Link could do to improve their community" included more promotion and communication about Community Link activities.

### Recommendation 4:

Community Link engage in a programme of promotion of its existence and services. An independent website will assist with the differentiation between Community Link and the Waimate District Council.

The major category of things Community Link were being asked to do centred on the expansion of social services: for children and young people, the elderly, newcomers, community groups; and general amenities, significantly transport. These requests for expanded services speak directly to the discussion above in recommendation 3. A final category speaks to the confusion that Community Link is a division of the Waimate District Council in that they relate primarily to council-like services and issues.

The preference for methods of communication between Community Link and residents were email, Facebook and News and Views newspaper.

### Recommendation 5:

Continue to build and maintain: a Facebook presence, community email lists and editorial management of News and Views as a means of effectively communicating with residents in the Waimate District community.

This research project has built on the work by Karen Beker with the Waimate District Resource Trust Community Development Project 2011-2013. While many of the findings are similar, the current research adds to the profile building exercise by providing a statistical benchmark for the community. In this way the impact of community development initiatives can be tracked at different points in the future using this reference point.

### Recommendation 6:

Community Link re-use this survey, or core elements of it, for future surveys of the Waimate District community. In this way, gathering a sense of the longitudinal progress towards realising community goals.

# Appendices

## Appendix 1: NZ Ethics Committee Letter

New Zealand Ethics Committee

10 January 2018  
Dr Bronwyn Boon  
Waimate District Resource Trust  
135 Queen Street  
Northcote Point  
Auckland 0627  
NZEC Application 2017\_44: Waimate Matters

Dear Dr Boon

The New Zealand Ethics Committee has reviewed your application for Waimate Matters

and has agreed that the project meets appropriate ethical standards for social research.

The ethos of the NZEC is to see ethics review as an ongoing iterative relationship. After

the formal ethics review the research questions and the research design often change.

We encourage you to return to the committee at any time if any ethical dilemmas arise

in the future.

This approval expires three years after the date of approval.

We wish you every success in your research.

Kind regards  
Sue Fish

NZEC Administrator

## Appendix 2: The survey

### Community Link Survey

Haere mai, welcome to the Community Link Survey. We thank you very much for the time you are taking to fill in this survey for us.

This survey will take approximately 25 - 30 minutes to complete although it could take longer depending on your answers.

Your participation in this study is completely voluntary. If you feel uncomfortable answering any of the questions you are able to skip that question and carry on to the next one. You can also withdraw from the survey at any point.

Your survey responses will be anonymous and data from this research will be reported only in aggregate form.

Please take your time to go through the information sheet for participants below.



Be in to win one of two \$100 grocery vouchers!

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Click on the link at the end of the survey to be in to win one of two \$100 grocery vouchers.



### Information about the survey

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The Waimate District Resource Trust, or Community Link as you probably know us by, can make a guess about what we think people living in the Waimate District might need; but it will only be a guess.

We applied to the Department of Internal Affairs (DIA) Lotteries Grant for funding to help us hear from you about what you want from the Waimate District and from Community Link.

As a resident of your local community and the wider Waimate District there are four topics we are very keen to hear your views on:

Your thoughts about living in your local community;

Your thoughts about living in the broader Waimate District;

Your sense of Community Link; and

A little bit about you, to help us understand the demographic groups we have heard from in the survey.

You can participate in this survey in one of two ways:

By filling out the survey in paper form at a community event. A postal box or envelop will be provided for you to put your survey in when you have completed it.

By clicking on this link: <https://goo.gl/forms/1DiFlit6w1DtGinm2> and completing the survey online.

You will not be identifiable if you fill in the survey:

Your name or any other identifying details will not be collected or recorded. The results of the survey will be grouped together in the reporting of the survey results.

It is your right not to answer any questions that you do not feel comfortable answering and you may withdraw from the project at any time prior to submitting or handing in the survey. Also if taking part in this research raises and/or reveals issues for you that you would like further support with, please visit or contact the Community Link office (03-689-6226) where we can provide you with options for accessing this support.

The information in the survey will be analysed and presented in a report for Community Link. The overall findings from this survey will be made available to you

through material posted on the Community Link face book page, community events, News and Views and other publications.

All written material collected from the surveys will be stored securely until 2019 at Community Link, at which time it will be securely destroyed.

If you have any questions regarding this study please contact Jakki Guilford at jakki@communitylinkwaimate.co.nz or Kylie Douglas at the Community Link office on 03-689-6226.

Some of the questions included in this survey were developed by Taimaz Lariman, a PhD student at the University of Otago, and the Greater Green Island Community Network. Community Link wish to thank the Greater Green Island Community Network and Taimaz Lariman for their permission to use these questions.

### Living in Your Local Community

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Please answer these questions thinking about your local community

#### 1. Social Interaction

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutra	Agree	Strongly Agree
I believe my neighbours would help me in an emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I sometimes borrow things and do things for my neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know the names of my next door neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I regularly stop and talk with people in my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2 If you needed help or support, who would you turn to for help?

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#### 3. Pride/sense of belonging to my community

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutra	Agree	Strongly Agree
I feel like I belong to this community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People should be happy to say they live in this community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The friendships & associations I have with other people in my community mean a lot to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. Community Spirit/Social Participation**

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutra	Agree	Strongly Agree
I am willing to work together with others on something to improve my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I participate in activities in a social group in this community (e.g. golf, bowling, church, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a strong and active community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. General perception**

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutra	Agree	Strongly Agree
This community is a good place in which to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This community is a good place for children to grow up in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This is a good place for the elderly to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think living in this community is good for my mental & physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of life in this community is high	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think the future of community is promising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Waimate District**

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Please answer these questions thinking about living in the Waimate District as a whole

## Waimate Matters Report

6 Do you feel proud of living in the Waimate District because of:

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The Event Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bush Town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking & Biking Tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kelceys/Gunns Bush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly Community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waimate Strawberry Fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waimate 50 Street Racing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waimate Rodeo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Christmas in the Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Spirit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community working together in times of need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rural lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slower pace of life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of clubs and organisations to join	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dairy Industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxed lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good climate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable quality housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. If not, what would make you feel proud of Waimate District?

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8 People have said that there are some things about living in the Waimate District that stop them living well. Are these an issue for you? Mark only one oval per row.

## Waimate Matters Report

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
No or limited access to transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No or limited access to a computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No or limited access to the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate supply of suitable employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people struggling to find suitable employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor quality of the employment relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate training or learning opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High cost of recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate time for recreational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate amenities at sport & recreation facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not enough social and recreational activities for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor availability of health & social services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of knowledge about available health and social services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unaffordable health & social services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cold and poor quality rental housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social isolation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty understanding & using English language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newcomers are not made to feel welcomed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of understanding, acceptance & support of Te Ao Māori	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rural and town communities don't mix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low numbers of volunteers for community groups to operate effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of shops and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient community events and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty participating in community events and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate support with parenting and childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not feeling safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9 Are there other things about living in the Waimate District that stop you or someone you know living well?

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10. Can you tell us a little more about how these create barriers to you living well.

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11. What would help you overcome these barriers?

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### Community Link

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Please answer these questions thinking about Community Link

12. Have you heard about the Community Link? Mark only one oval.

- Yes
- No
- Maybe

13 What activities are you aware of that Community Link are involved with? Community Link: Mark only one oval per row.

	Yes	Not sure	No
Are a division of Waimate District Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide Work and Income support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verify documents for the Ministry of Immigration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are a Notary Public	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide advice about services & support in Waimate District	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are Editors for News & views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Run the local tip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide funding advice for community groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain the employment register	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide a venue for Government health & social service visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide advocacy for individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage the community vehicle booking service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide secretarial support for community groups			
Engage in community development			
Other			

14. If Community Link could do three things to improve your community what would that be?

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15. What is the most effective way for Community Link to communicate with you?

Tick all that apply.

- Phone call - landline
- Phone call - cell
- Text
- Email
- Facebook
- Postal
- Newsletter

News & Views newspaper

Other:

### A little bit about you

Please fill in the following questions. Your answers to these questions help us understand the demographic groups we have heard from in the survey.

16 Gender

Mark only one oval.

- Female
- Male
- \_\_\_\_\_

Other:

17. Age

Mark only one oval.

- Under 20 years
- 20 -29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years

70+ years

18. Work Status Mark only one oval.

- Student  
 Employed Full Time  
 Employed Part Time/Casually  
 Self Employed  
 Unemployed  
 \_\_\_\_\_ Retired

Other:

19. Do you volunteer (give your time to help individuals, groups or organisations for free)? Mark only one oval.

- Yes  
 No

20. If yes, how many hours a week?

\_\_\_\_\_

21 If no, what are the barriers to you being involved in volunteering activities?

Mark only one oval per row.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Insufficient time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm too busy already	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can't take my children with me to the volunteering activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't have childcare to allow me to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need to find paid employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient motivation or interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No or limited transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't know how to become a volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't know what organisation to volunteer with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is no group or organisation that interests me enough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. If no, what would help you become involved in volunteering?

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23. How long have you lived within the Waimate District?

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24. What main centre/s do you identify with? Tick all that apply.

Timaru

- Pareora
- St Andrews
- Otaio
- Makikihi
- Studholme
- Waimate
- Waihao Downs
- Ikawai
- Hakatamea
- Kurow
- Morven

Glenavy

Oamaru

Ngā mihi nui. Again, thank you very much for filling in this survey.

Please click on this link: <https://goo.gl/forms/wBMrLs83VXYGiwWk1> to be in the draw for the survey's spot prize!

## Appendix 3: Survey Process

<b>Issue: Ensuring safety of the research team</b>	
Activity	Process
Reference Group Meetings	<p>Reference Group meetings to involve two or more people from the research team</p> <ul style="list-style-type: none"> <li>● Kylie will generally be responsible for organising and leading the Reference Group meeting</li> <li>● There needs to be at least one other person, ie: Jakki or a member from the WDRT to support meeting agenda and dynamics               <ul style="list-style-type: none"> <li>○ Particularly if a member of the Reference Group becomes upset or needs to talk about a specific issue and referral to an appropriate service</li> </ul> </li> </ul>
Survey Administration	<p>The aim is to make the surveys available to residents in community events, community group meetings and large employment settings</p> <ul style="list-style-type: none"> <li>● Kylie will generally be the lead for this</li> <li>● For the large community events and large employer settings there needs to be at least one other person, ie: Jakki or a member from the WDRT in support</li> <li>● In the small community group meetings one person may be delegated responsibility for the distribution and collection of the surveys - following the process stated below               <ul style="list-style-type: none"> <li>○ This one person should be known by the community group</li> <li>○ If Kylie is this one person, she will let Jakki or a WDR Trustee know the details of the event, where it is and the time of the meeting</li> <li>○ Kylie will phone to confirm she has left the event</li> </ul> </li> </ul>

<b>Issue: Confidentiality for survey participants</b>	
Activity	Process
Administering and collecting completed surveys	<ul style="list-style-type: none"> <li>● The Events, community group meetings and employment settings where surveys were administered will be recorded on a separate sheet               <ul style="list-style-type: none"> <li>○ No indication of the event, group or employment site will be recorded on the hard copy surveys</li> </ul> </li> <li>● No identifying information will be recorded on the surveys</li> <li>● A secure collection box or large envelope will be used to collect completed surveys at each event, group meeting or employment site:               <ul style="list-style-type: none"> <li>○ Completed surveys will be posted into the sealed collection box or large collection envelope by the participant or witnessed by the participant</li> <li>○ The envelope will be sealed and signed (over the seal) by the person collecting the completed surveys</li> </ul> </li> <li>● The hard copy surveys will be dated and times according to <b>the data entry time only</b> not the date and time of survey collection.</li> </ul>
Interaction between research team members about the survey and the survey process	<ul style="list-style-type: none"> <li>● Discussion about the survey process and responses between research team members, the Steering Group and other members of the WDRT will not be held in any public spaces or in hearing of the general public</li> </ul>
<b>Issue: Security of Surveys and data</b>	

## Waimate Matters Report

Activity	Process
	<ul style="list-style-type: none"> <li>● The completed surveys will be conveyed to Community Link premises by members of the research team ASAP               <ul style="list-style-type: none"> <li>○ If the event is after hours, the surveys will be held securely by a member of the research team, Steering Group or other member of the WDRT overnight.                   <ul style="list-style-type: none"> <li>■ The collection box or envelope will then be taken to Community Link ASAP the next morning</li> </ul> </li> <li>○ The surveys will be removed from the sealed box and/or the sealed envelope will be placed in a locked filing cabinet immediately on delivery by Community Link Personnel</li> </ul> </li> <li>● The completed surveys will be stored in a locked filing cabinet at Community Link</li> <li>● Bronwyn Boon will be the only person entering the data from the hardcopy surveys               <ul style="list-style-type: none"> <li>○ Jakki Guilford will engage in regular spot checking of the data entry</li> <li>○ No other person will be handling the surveys and data entry</li> </ul> </li> <li>● Once the data has been entered, the surveys will be returned to the locked filing cabinet for storage</li> <li>● The data entered is maintained on Connect South's secure google drive               <ul style="list-style-type: none"> <li>○ Connect South staff and Jakki Guilford have access to the folder containing the survey responses and data spreadsheets</li> </ul> </li> <li>● At the completion of the project, Community Link will be given a copy of the data and Bronwyn will remove the data from Connect South's drive.</li> <li>● Community Link will store the hard copy material securely for two years and then destroy it securely               <ul style="list-style-type: none"> <li>○ The electronic data will be kept for as long as Community Link see fit</li> </ul> </li> </ul>

I have read and understood the survey process. I agree to adhere to the process in my dealings with the Community Link Survey

Name	Signature	Date

### Appendix 4: Additional comments for sources of help and support:

- I'm not entirely sure, really depends on the complexity of the problem
- Depends what for
- There is no local support
- I didn't need any help
- Likely not local 5 at this time (new resident)
- I live on my own I have no-one to help me unless I pay them and I am on the pension so that is not always possible.

### Appendix 5: What would make you feel proud of Waimate District?

#### a) Positive comments about Waimate District:

- Everything in the short time I've been in the district is far nicer than up north
- It's just a great place to live and meet a diverse community
- Seeing people being friendly, kind and helpful to others as they go about their business in town. The above is why I moved here.
- Strawberries make me proud.
- The scenery
- Great already
- Already feel proud
- This survey is great"
- Close to lakes for fishing
- The people
- The people
- Very friendly to visitors
- A lot of socializing, not meaning drinking
- Friends
- Community spirit is very strong"
- Community Spirit
- So pleasing to see the Christmas parade back after 20 years

### b) What is problematic about Waimate District that needs attending to

Theme	Comments
<b>The Built Environment</b>	
Waimate main street	<ul style="list-style-type: none"> <li>• Main Street</li> <li>• We need to update our Main Street and</li> <li>• Make the Main St brighter</li> <li>• Put contributions to Quinns building to do up main street</li> <li>• A more inviting main street.</li> <li>• A vibrant and clean main street</li> <li>• The main street of Waimate is our front shop window and is decrepit. Desperately need a full upgrade</li> </ul>
Buildings in High St	<ul style="list-style-type: none"> <li>• Get rid of "eye sore" buildings on the High St - they are an embarrassment.</li> <li>• Get rid of the appalling eyesore in High St. Disgusting pile of rubble.</li> <li>• It would help if the half-demolished building in High St was cleared up and other derelict buildings tidied up or demolished.</li> </ul>
Maintaining heritage buildings	<ul style="list-style-type: none"> <li>• Clean up some of the older buildings</li> <li>• More commitment to maintaining heritage quality of town centre</li> </ul>
Footpaths & guttering	<ul style="list-style-type: none"> <li>• Clean up footpaths. Slippery lichen = dangerous.</li> <li>• To have better footpaths</li> <li>• Tidier foot paths</li> <li>• Clean clear gutters &amp; waterways.</li> </ul>
Gardens	<ul style="list-style-type: none"> <li>• I know it all comes with a price - but it would be so lovely if some people would take more pride in their homes and gardens</li> <li>• Several overgrown sections need tidying too.</li> </ul>
Various	<ul style="list-style-type: none"> <li>• "The box is a disgrace!! The box needs urgent attention!! Dead fish &amp; stagnant water!!</li> <li>• Good physical environment.</li> <li>• Herbert St - fast traffic - young drivers</li> </ul>
<b>The Economic Environment</b>	
More retail	<ul style="list-style-type: none"> <li>• More shops in the main street</li> <li>• Another retail food/grocery outlet. Household goods shop.</li> <li>• A good cafe/restaurant.</li> <li>• Encourage more quality shops and galleries</li> <li>• Having more shops</li> <li>• A range of shops and decent restaurants we can take visitors to</li> <li>• More shopping facilities</li> </ul>

## Waimate Matters Report

	<ul style="list-style-type: none"> <li>• Something that would make people really want to visit e.g. a well-known person setting up a business/cafe</li> <li>• More shops</li> <li>• Bush Town being open.</li> </ul>
More local employment	<ul style="list-style-type: none"> <li>• More work opportunities available to the people who live here.</li> <li>• More jobs, full time jobs!!</li> <li>• Having more industry to create jobs</li> <li>• Build a factory and employ all of Waimate people"</li> <li>• More employment for young school leavers.</li> </ul>
<b>The Natural Environment</b>	
Clean waterways	<ul style="list-style-type: none"> <li>• Better care of the environment. ie better water quality and supply, better handling of both stormwater and wastewater to improve the effect Waimate has on the environment.</li> <li>• Having clean rivers</li> <li>• If we could swim in our rivers</li> <li>• Unpolluted waterways, rivers and creeks.</li> </ul>
Relationship between farming & the natural environment	<ul style="list-style-type: none"> <li>• Less farming on walkways and waterways.</li> <li>• Accountability of ignorant farming practices.</li> <li>• If there would be more attention paid and non-aggressive open discussion held, about the dairy industry and the effect on the environment. How can the two issues work in with each other.</li> </ul>
Respect of the natural environment	Respecting our environment
<b>The Social Environment</b>	
Community Spirit	<ul style="list-style-type: none"> <li>• More community spirit.</li> <li>• The whole community backing local events without any negativity</li> <li>• Everyone comes together to help each other when needed</li> <li>• Better community spirit - selflessness.</li> <li>• People who care about community over "what can I get" attitude.</li> <li>• People changing their perspective from "Waimos" who have escaped, or who have drunk the water, to speaking up in a positive way about our community.</li> </ul>
Caring & Acceptance	<ul style="list-style-type: none"> <li>• People who cared more for others</li> <li>• More approachable group</li> <li>• A sense of acceptance from community</li> </ul>

	<ul style="list-style-type: none"> <li>• The saying "you will never be a true Waimate local till you have been here 2 generations rings true"</li> <li>• Newly moved, finding locals unfriendly</li> </ul>
Marginalised communities	<ul style="list-style-type: none"> <li>• More inclusion of marginalised communities</li> <li>• More Maori implemented in all areas of Waimate</li> </ul>
Attention to specific social issues	<ul style="list-style-type: none"> <li>• We need to focus on the bullying culture, including facebook (discussion group prime example)</li> <li>• Clean up the drugs and kids with no ethic</li> <li>• Lower crime rate</li> <li>• Not sending sex offenders here</li> </ul>
<b>Service Environment</b>	
More needed	<ul style="list-style-type: none"> <li>• More available services.</li> </ul>
Health	<ul style="list-style-type: none"> <li>• A decent medical centre</li> <li>• Better health system. It is sometimes difficult to get appointments at Dr</li> <li>• More mental health and poverty support</li> <li>• Available surgery for locals as is the case for Fairlie!</li> <li>• More community health programmes.</li> <li>• A medical centre more easily accessible.</li> <li>• Need more ambulances plus staff to fulfill them. Plus more Doctors</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Waimate High School does not seem to have a very good rep. Does the school understand why local families send their children out of the district for school?</li> <li>• Improvement of the standard of the High School."</li> <li>• Community classes.</li> <li>• Could have a coin donation for a van to collect parents so as go classes.</li> </ul>
Support	<ul style="list-style-type: none"> <li>• Social worker for the elderly. (Trained) Lot of elderly are being ripped off.</li> <li>• Toot for tucker - does food collected stay locally - should if not.</li> <li>• One on one; family - grocery shopping 6/52 programme, menu, recipes, support in home</li> <li>• Need help, it's always handy.</li> <li>• People sometimes need to help older people without expecting payment or high payment.</li> </ul>
Police	<ul style="list-style-type: none"> <li>• Better police presence.</li> <li>• Get police out more i early to late evenings to monitor what happens in our town. When everyone knows that police will not be around after 5pm, it does not give good sense of security or road safety."</li> </ul>

## Waimate Matters Report

	<ul style="list-style-type: none"> <li>• Lack of police presence</li> </ul>
Amenities & activities	<ul style="list-style-type: none"> <li>• Better public toilets</li> <li>• Returning info centre back to main street</li> <li>• Buses to and from Waimate to Oamaru &amp; Timaru. Petrol is sometimes more expensive</li> <li>• Many good activities away</li> <li>• A new heated swimming pool covered to use all year round</li> <li>• Good facilities</li> <li>• Gym</li> <li>• Hub</li> <li>• More activities/places for youth 20-25</li> <li>• Accessible christmas parade.</li> <li>• More activities for the young people</li> </ul>
Promotion & Reputation of Waimate District	<ul style="list-style-type: none"> <li>• Better State Highway 1 signs promoting it</li> <li>• Waimate reputation by surrounding towns and districts needs improving- some rebranding would be great!</li> <li>• A town outsiders enjoy not just pass through.</li> </ul>
<b>The Political Environment</b>	
Waimate District Council	<ul style="list-style-type: none"> <li>• There needs to be more community buy in to things..... the council so far haven't achieved that..... the last survey was way too structured to get a particular answer.</li> <li>• Council listening to residents."</li> <li>• If the local council listened to the ratepayers and delivered on what the ratepayers want and NOT their own desires at ratepayers cost.</li> <li>• Having the WDC take an active interest in our community</li> <li>• "More positivity towards change and a better relationship with the ratepayers and council in big decisions</li> <li>• A Council that listens to and represents rate payers</li> <li>• Non-corruption in local council.</li> <li>• I live in St Andrews that rates are way too high for what St Andrews is. Waimate has got more than we have. Waimate District Council is ripping us off so drop the price of rates.</li> <li>• "Greener Council". More emphasis on sustainability instead of helter-skelter pursuit of "growth"</li> </ul>
Tangata Whenua	<ul style="list-style-type: none"> <li>• Local iwi (Waitaha) to be recognised, not subsidiary to Ngai Tahu</li> </ul>
General	Better leaders



## Waimate Matters Report

## Appendix 6: Other barriers in the Waimate District that stop you or someone you know living well

Other things about living in the Waimate District that stop you or someone you know living well		How these create barriers to residents living well	What would help residents overcome these barriers
Theme	Comments		
<b>The Built Environment</b>			
Housing	<ul style="list-style-type: none"> <li>• Lot of housing in dreadful condition.</li> </ul>	<ul style="list-style-type: none"> <li>• Not good to buy a nice home with house/neighbours in rundown condition</li> </ul>	
Footpaths	<ul style="list-style-type: none"> <li>• No footpaths in Glenavy</li> <li>• I am in a wheelchair and some footpaths are disgraceful</li> <li>• Rough uneven pavements causing my elderly father to ride his mobility scooter on the road</li> </ul>	<ul style="list-style-type: none"> <li>• My son loves riding his bike and I love walking but there's no footpaths in Glenavy and people are always speeding. We do not feel safe.</li> <li>• This puts my father at risk of being hit by a car or being tipped out of his scooter.</li> </ul>	<ul style="list-style-type: none"> <li>• If the speed limit was lowered to 50 instead of 70 and footpaths put in.</li> <li>• Make the pavements safer</li> </ul>
Distance to other urban centres	<ul style="list-style-type: none"> <li>• Too far to travel anywhere ie: Oamaru or Timaru</li> </ul>	<ul style="list-style-type: none"> <li>• Jobs, shopping etc</li> </ul>	<ul style="list-style-type: none"> <li>• Nothing</li> </ul>
Dog control	<ul style="list-style-type: none"> <li>• Too many dogs</li> </ul>		
<b>The Economic Environment</b>			
More retail/services needed	<ul style="list-style-type: none"> <li>• Mainly the lack of a great restaurant/cafe /bar that's open in the evenings.</li> </ul>	<ul style="list-style-type: none"> <li>• I feel New World is too expensive. I wish there were more food options</li> </ul>	<ul style="list-style-type: none"> <li>• Travelling to Oamaru/Timaru</li> <li>• Fibre....or better broadband</li> <li>• Support with on-line shopping</li> </ul>

## Waimate Matters Report

	<ul style="list-style-type: none"> <li>• Lack of a good coffee!</li> <li>• Lack of quality night time dining.</li> <li>• Restricted shopping</li> <li>• More grocery food competition</li> <li>• Lack of accommodation for visitors</li> <li>• We need more shops the kind of which we need - eg. shoes/better selection clothing of the affordable variety/not preloved/selection of electrical stores. I am aware that small towns do have problems with this due to population numbers.</li> <li>• Some years ago the Savoy Tea rooms made the best cream cakes you ever tasted. (First of all the selection needs to be upgraded). People came from far and near just to have afternoon tea in an Edwardian setting. Wallaby pies brought people into town. Yes they were made here. What happened to the closed down sawmill. Is there an opening in the Horticulture area. Maybe develop a</li> </ul>	<p>eg: meat/bread/veg @ the farmers market</p> <ul style="list-style-type: none"> <li>• New World has monopoly on groceries. Another supermarket would allow better choices.</li> <li>• [Poor internet connectivity] Creates an issue with building business, accessing some learning programmes, and online meeting quality</li> <li>• Lack of accommodation as for holiday makers and friends visiting. Lack of shops - could be better - too many second-hand shops</li> </ul>	
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## Waimate Matters Report

	<p>Waimate compost/fertilizer. What else?</p> <ul style="list-style-type: none"> <li>• One grocery shop (no access to online shopping).</li> <li>• Need to look at days open Tues - sat</li> <li>• Unable to source acceptable variety of grocery items. Travelling to Oamaru/Timaru, sources are much better there</li> <li>• [Internet] connectivity</li> </ul>		
<p>More Local Employment</p>	<ul style="list-style-type: none"> <li>• Employment opportunities</li> <li>• Have to work out of town to have a decent income, so added travel time each day means my work/life balance is screwed.</li> <li>• Work</li> <li>• I would like to have a job here; or at least some voluntary work to feel more engaged with locals</li> <li>• Jobs/ money</li> <li>• We need industry to provide that population. We used to have furniture making/a clothing factory/a woollen manufacturer provided work. Cheese has been DONE -</li> </ul>	<ul style="list-style-type: none"> <li>• Is this town going to become Roonyville</li> <li>• \$\$\$</li> </ul>	<ul style="list-style-type: none"> <li>• Having decent employment in town other than a supermarket and dairy farms. How about employers actually hire people on their merits, not because they are from the same social clique</li> <li>• Money, jobs</li> <li>• MOre local employment</li> </ul>

## Waimate Matters Report

	<p>Chocolate making seems past it's time. But sugar free goods are the thing. Small fruit seems to be already taken care of. Not big in labour required. But there must be other areas that could be encouraged to start up.</p> <ul style="list-style-type: none"> <li>• I understand the 2 dairy factories suggested to prospective employees they should live in Timaru or Oamaru. HmMMM - no wonder we need population.</li> <li>• Lack of employment ie: Oceania!!</li> <li>• No jobs</li> <li>• Just lack of employment. Oceana are terrible at hiring locals!!</li> <li>• If there was more employment in the town much of (the barriers to living well) would fall into place.</li> </ul>		
Affordability/poverty	<ul style="list-style-type: none"> <li>• Friends who rent have problems getting good affordable properties</li> <li>• Increasing costs of living for those on a fixed income such as pensioners - e.g rates, electricity costs keep rising</li> </ul>	<ul style="list-style-type: none"> <li>• They are in poor housing and say they cannot find better affordable housing</li> <li>• Anxiety and depression and serious health issues, struggling financially</li> </ul>	<ul style="list-style-type: none"> <li>• Maybe more affordable rentals</li> <li>• Surgery</li> <li>• Cheaper activities</li> <li>• Donation</li> </ul>

## Waimate Matters Report

	<p>well beyond the increase in their income</p> <ul style="list-style-type: none"> <li>• People with children on low incomes struggle.</li> <li>• Economic</li> <li>• Rental costs.</li> <li>• Higher supermarket prices</li> <li>• Travel costs to meet health issues apart from medical.</li> <li>• Low income, physical disability</li> <li>• Costs for kids activities "too high", except for the rich.</li> <li>• Cost (of transport)</li> <li>• Cost of community vehicle - low income.</li> <li>• Not enough money to go to the pub for a beer</li> <li>• Everything keeps going up not the wages</li> </ul>	<ul style="list-style-type: none"> <li>• Living in a garage with two rooms to live and sleep and shower and cook in with [my family]</li> <li>• Cheaper food, fuel and accommodation. Firewood, WINZ</li> <li>• Can't afford to go out much or join clubs</li> <li>• Can't afford sports and activities for the kids</li> <li>• Rates, house insurance, power</li> </ul>	<ul style="list-style-type: none"> <li>• Good job with good wages. Or win lotto</li> </ul>
Focus on dairy	<ul style="list-style-type: none"> <li>• Frustration that everything is about dairy. What happens if it goes belly-up?</li> </ul>	<ul style="list-style-type: none"> <li>• They do not create barriers for me personally, but they can create barriers for a community that has become reliant on one industry.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>The Natural Environment</b>			
Clean waterways	<ul style="list-style-type: none"> <li>• Good water quality and quantity in rivers, etc"</li> </ul>	<ul style="list-style-type: none"> <li>• Swimming in local rivers was a common pastime in years gone by. Will it ever be again? People (probably from out of the district)</li> </ul>	<ul style="list-style-type: none"> <li>• Concerted effort by ALL to look after our waterways - people</li> <li>• Clean waterways</li> <li>• Be happier, healthier</li> </ul>

## Waimate Matters Report

	<ul style="list-style-type: none"> <li>• Clean rivers for recreation</li> <li>• Pollution</li> </ul>	<p>dumping rubbish and creating problems for locals.</p> <ul style="list-style-type: none"> <li>• Unable to enjoy river swimming due to contamination</li> <li>• Unable to enjoy a recreational lifestyle with friends and family, swimming, bush walks</li> <li>• Swimming in local rivers was a common pastime in years gone by. Will it ever be again? People (probably from out of the district) dumping rubbish and creating problems for locals.</li> </ul>	
<b>The Social Environment</b>			
Social isolation/loneliness	<ul style="list-style-type: none"> <li>• Individual experiences of social marginalisation and health-related issues</li> <li>• No immediate family here now</li> <li>• Some elderly people are socially isolated and lonely.</li> <li>• Isolation of the elderly in general and perhaps transport options to Timaru and Oamaru ( a problem not specific to Waimate though).</li> <li>• People are too busy. One parent families are an issue</li> </ul>	<ul style="list-style-type: none"> <li>• Very dependent on a limited and exp. service. To travel. Which would put some off. Transport not easily accessed.</li> <li>• Being in a nursing home</li> </ul>	<ul style="list-style-type: none"> <li>• We do need to remember that some people are "happy loners" and maybe don't always want to mix in. Also it is a two-way process.</li> <li>• To be able to be more mobile</li> </ul>

## Waimate Matters Report

<p>Caring &amp; Acceptance</p>	<ul style="list-style-type: none"> <li>• Exclusive attitude of most female clubs I have attended</li> <li>• The malicious gossip, the judgements</li> <li>• People talking about everyone else</li> <li>• I would like to have a job here; or at least some voluntary work to feel more engaged with locals</li> </ul>	<ul style="list-style-type: none"> <li>• I have only lived here for over 15 years which is not long enough to be accepted</li> <li>• As an out of town person it is hard to get friendships as rather clicky I have been lucky and involved in lots but for others I don't think always welcoming place</li> <li>• Have had a new mum say that she felt so uncomfortable at the mum group at hub that she hasn't been back</li> <li>• In Waimate it takes 20 years to be a local. They are nice to your face and nasty to your back. The whole town operates on who you know and who you are.</li> <li>• I am very well involved in the town. I grew up here and love the town and have no problems but can appreciate new comers having issues.</li> <li>• I get lonely sometimes</li> <li>• Occasionally made to feel unwelcome in groups. Lack of interest or support by support.</li> <li>• Culture, morals teaching</li> <li>• Lack of understanding round special needs. Culture morals and social standing</li> <li>• As a volunteer in the community the lack of support and exposure to</li> </ul>	<ul style="list-style-type: none"> <li>• A change in attitude on the longtime residents. There was a new comers group formed to overcome these barriers. It would not have been needed in a more caring town.</li> <li>• Change of culture - more new-comers, less nepotism, less intimidation from council and locals</li> <li>• Speak. Be open minded</li> <li>• I believe the locals are friendly enough and if anybody wants to be involved in activities in the town, they are more than welcome. If you are a good person you will be welcomed with open arms.</li> <li>• Minimise the restrictions on language</li> <li>• Moving away. Childcare. Safer community</li> <li>• Understanding ? new people generally move to Waimate of free choice, often bringing a different outlook, a point of view which is not wrong just different.</li> </ul>
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## Waimate Matters Report

		<p>personal attacks and bullying in all levels of society is shocking</p> <ul style="list-style-type: none"> <li>• General negativeness among locals of longstanding</li> </ul>	
Marginalised communities	<ul style="list-style-type: none"> <li>• Non-European newcomers are not made to feel welcome.</li> <li>• [Re: lack of understanding, acceptance and support for Te Ao Maori:] "too much of this"</li> <li>• [Re: Lack of understanding, acceptance and support for Te Ao Maori:] "able to support themselves well"</li> </ul>	<ul style="list-style-type: none"> <li>• At first I'm a little bit nervous but people around Waimate they accept me a migrant. I still feel like home</li> <li>• Attitude needs to be look at. There are barriers in schools lunch hours instead of school hours. The reo needs to be spoken all the time. Barriers needs to come down with young people's attitude. More Maori tutors in schools.</li> </ul>	<ul style="list-style-type: none"> <li>• Maybe more activities which migrants can participate too</li> <li>• By having a lot of understanding with other cultural diversity in the community and social society. NO BARIERS FROM THE COMMUNITY.</li> </ul>
Attention to specific social issues	<ul style="list-style-type: none"> <li>• Dept of Corrections' offenders being placed in our community</li> <li>• Department of Corrections placing paedophiles in our town. IE Letters from High School this year warning us to take extra care as paedophile was in town</li> <li>• F***ing drug users</li> </ul>	<ul style="list-style-type: none"> <li>• Feel kids are unsafe</li> <li>• Everybody know drugs f**k you up</li> </ul>	<ul style="list-style-type: none"> <li>• A gun</li> <li>• They're not my barriers cause I don't do drugs.</li> </ul>
Agency / speaking up	<ul style="list-style-type: none"> <li>• Attitude perhaps?? Lack of effort??</li> <li>• I think nothing can stop me living in this lovely community. Been here like 9</li> </ul>		

## Waimate Matters Report

	<p>years. I haven't felt alone. Well for me you need to speak up so that they will know.</p> <ul style="list-style-type: none"> <li>• There is everything in town that everybody needs. If people want to get involved they should. But some people live here for a quieter life-style.</li> <li>• Insufficient community events "It's there if you want it"</li> </ul>		
<b>Service Environment</b>			
	<ul style="list-style-type: none"> <li>• Poor services.</li> </ul>		
Health	<ul style="list-style-type: none"> <li>• Lack of proper medical care for my children when most needed</li> <li>• Lack of medical attention</li> <li>• Lack of access to mental health support services - locally</li> <li>• Specialist health services.</li> <li>• Poor availability of ""quality"" health and social services.</li> <li>• A better ambulance service.</li> <li>• A bit far to hospital (especially if no license)</li> <li>• Doctors' charges too dear!</li> </ul>	<ul style="list-style-type: none"> <li>• Solo mother and... [sick child]...having to take [child] to Timaru hospital means all [other] children have to come</li> <li>• In emergencies it takes 30-45 minutes to get help</li> <li>• Not having Doctors readily available is definitely a barrier. Not sure I would want to retire here.</li> <li>• Ambulance service means a long wait for help, especially weekends. A clinic with a range of health services isn't available, only out of town.</li> <li>• I do not have all the treatments on doctors' visits that would be ideal because of costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Drs 24 hours a day</li> <li>• A medical emergency facility in Waimate</li> <li>• Publicly accessible information on community noticeboards, Info Centre, Library about access to health services. Community Groups, Elderly Support, Childcare etc</li> <li>• A better Doctors surgery</li> <li>• A building with all health services together would be great but also allowing privacy when attending, like separate waiting room entrances. Physio, counselling, midwives etc under the same roof to integrate services. Better community transport advertising.</li> </ul>

## Waimate Matters Report

	<ul style="list-style-type: none"> <li>• Having to travel to Timaru for services - OPD Dental for treatment, counselling (ACC)</li> <li>• The price of Doctors plus prescriptions far too expensive</li> <li>• A national issue - elderly people need free GP visits</li> <li>• Health</li> <li>• Emphasis on health in "poor availability of health and social services</li> <li>• Dependence on Timaru for health services &amp; supplies of eg: footwear</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health services are more or less non-existent here, for me and others I know this makes life harder</li> <li>• Cannot afford them</li> <li>• Felt safer at home</li> </ul>	<ul style="list-style-type: none"> <li>• Lower the costs</li> <li>• A group for support, or more than one part-time counselor in town</li> <li>• Cheaper Drs plus prescriptions</li> </ul>
Support	<ul style="list-style-type: none"> <li>• Having to engage with budget advice when getting food parcel.</li> <li>• Good range of services for families, need to balance out with similar support services for single people living on their own</li> <li>• People expect to be paid too much for what they do here, so I can't afford to have help which I sometimes need as I have a bad leg and back</li> </ul>	<ul style="list-style-type: none"> <li>• Sometimes feel isolated when there are a lot of family type events.</li> </ul>	
Access to Activities	<ul style="list-style-type: none"> <li>• Activities and groups tend to meet during my work hours. Even a lot of shops in town</li> </ul>		

## Waimate Matters Report

	<p>are only open work days. I live here, but I don't get to be a part of the community</p> <ul style="list-style-type: none"> <li>• Health reasons inhibit me taking part in community events</li> <li>• Physical difficulty participating in community events and activities</li> <li>• Difficulty participating in community events &amp; activities: "medical"</li> </ul>		
Availability of Activities	<ul style="list-style-type: none"> <li>• Exercise and social groups for older people in Glenavy</li> <li>• Not much for teenagers socially</li> <li>• Need more community events.</li> </ul>	<ul style="list-style-type: none"> <li>• Miss the social interaction</li> <li>• Lack of activities for youth 20-25</li> </ul>	<ul style="list-style-type: none"> <li>• Activities at Glenavy hall</li> <li>• Concerts, sports to attract more people</li> <li>• Have more events for younger people the oldies can look after themselves</li> </ul>
Community organisations	<ul style="list-style-type: none"> <li>• Am unsure about being in town after dark</li> </ul>	<ul style="list-style-type: none"> <li>• Too busy</li> </ul>	<ul style="list-style-type: none"> <li>• More support of volunteers - some volunteers are on more than one committee</li> </ul>
Amenities	<ul style="list-style-type: none"> <li>• Lack of public transport in the evening.</li> <li>• Airport</li> </ul>	<ul style="list-style-type: none"> <li>• People have mobility and go out of town for shopping, socialising, dining. Timaru and Oamaru have covered swimming pools - attracts people out of town.</li> <li>• Hard to travel out of town</li> <li>• Car dependent</li> </ul>	<ul style="list-style-type: none"> <li>• Cover the Norman Kirk Pool. Build a better main street</li> <li>• Bus or cheap travel service</li> <li>• It would also be good to have daily bus service to Oamaru &amp; Timaru so you could go there, do your shopping and have a bus to</li> </ul>

			<p>bring you home. It is hard for me to drive longer distances in the car.</p> <ul style="list-style-type: none"> <li>Daily/weekly vehicle link as community car lifts are for essentials</li> </ul>
<b>The Political Environment</b>			
Waimate District Council	<ul style="list-style-type: none"> <li>The high cost of rates for such a small community especially considering the lack of service the council seems to provide.</li> <li>Harassment by neighbors and a council that allows obvious harassment</li> <li>Lack of services</li> <li>A more secure water supply - maybe a deep bore, fluoride-free. The droughts will get worse in years to come.</li> <li>Councils' attitude to ratepayers</li> <li>Rates are too high</li> <li>Rates</li> <li>Are our Council active in advertising OUR TOWN</li> </ul>	<ul style="list-style-type: none"> <li>We...agree with the need for bylaws when people are using them to harass knowingly then it becomes a huge emotional and stressful experience.</li> <li>Poor roading</li> <li>Social acceptance of who you are! Not how people "think" you are. Less discrimination from council staff. Assessing by looks!</li> <li>Vision for the future is missing/ public engagement and leadership</li> <li>Council to do more for youth and Waimate people</li> </ul>	<ul style="list-style-type: none"> <li>The council make good on what needs doing and what the ratepayers want without massive increases in rates all the time.</li> <li>The council being a bit more realistic when it comes to enforcing bylaws.</li> <li>Greater input from WDC</li> <li>Knowing that all council employees, especially inspectors or heads of departments, are not on the take. Or are doing their job by the book, not because of other's family connections! No use flapping about it, it goes on.</li> <li>Local Government effectiveness Review / Gap Analysis</li> </ul>
Legal	<ul style="list-style-type: none"> <li>"Fear of Health &amp; Safety laws prevent some activities from being run - organisers worry that they will be prosecuted if</li> </ul>	<ul style="list-style-type: none"> <li>Fun activities (eg paintball) are not being offered because of it is thought that the Health &amp; Safety requirements are too hard to meet.</li> </ul>	<ul style="list-style-type: none"> <li>Give really clear examples and/or instructions for how to meet Health &amp; Safety obligations</li> </ul>



## Waimate Matters Report

	someone sprains an ankle on rough ground, for example.		
Community Leadership		<ul style="list-style-type: none"><li>• Lack of leadership in the community and support for what others are doing</li></ul>	



## Waimate Matters Report

## Appendix 7: Three things Community Link can do

Theme	Comments
<b>About Community Link</b>	
Promotion of Community Link's identity & Services	<ul style="list-style-type: none"> <li>• Advertise in a brochure what services they do provide.</li> <li>• Have an open day.</li> <li>• Have not heard from it in outlying areas.</li> <li>• Be more visible</li> <li>• More publicity re community link, never heard of it.</li> <li>• Advertise their services more</li> <li>• Advertise what it can do for the individual</li> <li>• Send out a paper showing what you do and drop it in everyone's letterbox. We've been in Waimate since 2009 and have never heard of Community Link</li> <li>• Do not know about it but keen to find out</li> <li>• Advertise more about helping people do CVs. IS it free?</li> <li>• Make Joe Public more aware of who, what and how they work. Twas a great surprise to me that there is "Community Link". I actually thought that the local tip was privately owned! They that work there, "act like they do"!</li> <li>• Need to know a bit more about what Community Link are about through News &amp; Views</li> <li>• Be more visible e.g. signage of services etc. Make people aware that you are there (I didn't know).</li> <li>• I do not know much about this; ot it's range of services; or how well it is resourced</li> <li>• Advertise services via public meeting. Visit Groups</li> <li>• "Never heard of them</li> <li>• Well! What do they do?</li> <li>• Promote themselves better. I have heard the name but really have no idea what they do. And I work in education!</li> <li>• Keep notices posted on facebook.</li> <li>• Obviously some of the points in 12 that I did not realise community link does."</li> <li>• Advertise their service</li> <li>• Let us know ALL the services you provide</li> <li>• Heard the words but not sure what it means</li> <li>• Make it more known. Advertise more often.</li> <li>• Have public meetings.</li> <li>• i must have missed somehow anything about Community Link. Do you have a newsletter? Do you advertise your activities? How do I get to know what services you provide?</li> </ul>
Positive Comments	<ul style="list-style-type: none"> <li>• I think they do enough</li> <li>• They are already great and the staff are wonderful!!!</li> </ul>

## Waimate Matters Report

	<ul style="list-style-type: none"> <li>• I'm not sure what more they can do. They do a fantastic job of what they do for Waimate</li> <li>• They do enough, great job</li> <li>• Continue to do all the wonderful things they already do. Maybe advertise these more so people know</li> </ul>
Improve Accessibility of Community Link	<ul style="list-style-type: none"> <li>• Be in a more accessible location - better at the Community Centre than the Event Centre</li> <li>• Be visible on the main st.</li> <li>• Feel it was more accessible on Main Street (Queen), as a simple walk from town to base. Maybe nearer and warmer, but sometimes locality is important.</li> <li>• Be more visible - eg: Main St accessible, stand-alone identity.</li> </ul>
<b>Expand Services</b>	
Enhance Link to Social Services	<ul style="list-style-type: none"> <li>• Get WINZ to come down once a week again.</li> <li>• Promote knowledge of support services, social group. Promote inter-connectivity of all support services and make publicly available,</li> <li>• Link to Workforce.</li> <li>• Link to Services</li> </ul>
Support Community Groups	<ul style="list-style-type: none"> <li>• Support groups that are already providing services that Community Link is now duplicating</li> <li>• More support for volunteer groups - secretarial and financial - esp with EOY reporting. You might already offer this, if so publicise it please.</li> <li>• Try and attract more volunteers to be back up for community events needing help</li> <li>• Manage a database of shared resources in the community that community groups could use. Networking with various groups.</li> <li>• Keep community spirits going for our old and young people.</li> <li>• Promote the clubs more.</li> </ul>
Activities for children & young people	<ul style="list-style-type: none"> <li>• Higher engagement for youth</li> <li>• More things/activities for children from underprivileged families (outside of school). Reading to children at the local library"</li> <li>• Provide job training for youth. eg: interview technique how to write a CV</li> <li>• After school programmes</li> <li>• Climbing wall should become a separate entity, have someone manage and get it used more regularly, especially when centre is closed. This happens via a group of trained wall managers. Please see St Martins Scouts website. This</li> </ul>

## Waimate Matters Report

	<p>brought \$30,000 into group. INcluding regular school visits from as far away as Ashburton &amp; Rangiora.</p> <ul style="list-style-type: none"> <li>• Organise/ liaise holiday programmes for children.</li> <li>• Events for younger people which would keep the shops in town occupied and not empty, every week something or somebody is shutting up.</li> </ul>
Activities for new comers to the District	<ul style="list-style-type: none"> <li>• Reach out new comers in the district. Dairy workers should not be taken for granted specially those having issues.</li> <li>• Helping new migrants &amp; new comers</li> </ul>
Services for the elderly	<ul style="list-style-type: none"> <li>• Advice and support for elderly</li> <li>• Celebrate the elderly - features in the paper.</li> <li>• Arrange weekly social opportunity for retired people.</li> <li>• Have someone for handy help for elderly who is reasonably priced or ready to volunteer a little help.</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Adult night courses.</li> <li>• Some training/learning opportunities such as computing, work skills etc</li> <li>• Driver licencing? AA support desk (satellite site)"</li> <li>• Link to full-time training for jobs.</li> <li>• Link to Te Reo.</li> </ul>
Enhance existing community services	<ul style="list-style-type: none"> <li>• Community vehicle on weekends</li> <li>• Maybe a transport service to Timaru?</li> <li>• Community vehicle is a marvelous idea and very reasonably priced. Use it often."</li> <li>• Bus service to Timaru and back</li> <li>• Better bus service to Oamaru &amp; Timaru.</li> </ul> <p>Offer a friendly face  More activities for special needs.  More cultural awareness.  Mental health services  Monthly community meal for low income. More social events for people on their own  Have a social worker available for young and old</p>
<b>Council-related</b>	
	<p>Operate separate from Council"  That depends on who is running it  Find out what Mr Rooney is going to do with all these buildings he's bought. Shops don't know what is going on and if its worth doing alterations and can't sell their business with the uncertainty at present. Is he going to knock it all down?  Lessen tip fees.  Improve the postal service at Xmas. 3 days a week is no good for Xmas card sending.  A good access to At Andrew's beach. take the fence down at the rest area, tidy the whole rest area up.  Library - excellent. Pool, is church which isn't council 'God's' council</p>

## Appendix 8: Reasons for not currently volunteering

Theme	Comments
<b>Have volunteered previously</b>	
	<ul style="list-style-type: none"> <li>• Have just finished with volunteer group</li> <li>• Used to volunteer</li> <li>• Used to having a rest</li> <li>• Used to volunteer</li> <li>• Have done prior to moving here</li> <li>• Used to</li> <li>• Presently having a break from volunteering work</li> </ul>
<b>Reasons for not currently volunteering</b>	
Other pressures on time	<ul style="list-style-type: none"> <li>• Need more coin so not always looking for work, keen though</li> <li>• other commitments</li> <li>• I am interested once I have balanced work and home</li> <li>• Time</li> <li>• Time</li> <li>• More spare time</li> <li>• More spare time e.g. retired</li> <li>• More time off in the week</li> <li>• Not being in full-time employment</li> <li>• Not having to spend upwards of 55 hours a week travelling and working outside of town</li> <li>• Self-employed, too busy. My way of giving back is donations of gift vouchers for prizes ...No time for any more</li> <li>• When my kids finish their schooling</li> </ul>
Offered but not taken up	Put name forward meals on wheels but haven't been asked yet

Past volunteering experience	<ul style="list-style-type: none"> <li>• Working with control freaks</li> <li>• Safety reasons, being attacked</li> <li>• Taken advantage of</li> </ul>
Childcare	Having been a volunteer of many years I speak with experience. Maybe if there was government funding where volunteers could apply to have their children in childcare. That may give a person motivation and give a petrol allowance if required. Waimate would probably not have an organisation big enough to provide childcare facilities.
Payment	When volunteering in the public relations area I found a reasonable standard of clothing was required. Many people in speaking to me about what I did, assumed I was paid. When being told no they would say 'but you should be' and indicated they would not do this unless they were. I was always happy to receive Supermarket Vouchers every year. My choice to do this BUT really from what I hear, it is a lack of payment. People want paid. The word Volunteer seems to have been lost. I understand from the past there was a fund for some something but Waimate did not qualify. Not sure about that.
Replacing employment	<ul style="list-style-type: none"> <li>• Some voluntary jobs have stopped employment</li> <li>• Really volunteering is a way of ""NOT"" paying wages to some who could work. It's a ""free"" way to get stuff done for free without laying out money otherwise."</li> </ul>
No interest	People keeping to themselves
Physical barriers	

## Waimate Matters Report

Age	<ul style="list-style-type: none"> <li>• I'm nearly 80 so can't do much</li> <li>• Age – past that, getting a bit slow</li> <li>• My age</li> <li>• Too old</li> <li>• Age and health and not educated very well so would struggle</li> <li>• Age and health</li> <li>• I'm 96 years old"</li> <li>• Too old</li> <li>• Too old</li> <li>• Too old</li> <li>• Retirement</li> <li>• Retirement</li> </ul>
Ill-health	<ul style="list-style-type: none"> <li>• Not really due to health</li> <li>• Husbands ill health reason for retiring</li> <li>• Injury</li> <li>• More time - I'm terminally ill with stage 4 cancer</li> <li>• nothing for medical reasons</li> </ul>
Disability	<ul style="list-style-type: none"> <li>• Physical hardship getting around and no computer skills</li> <li>• I need someone to volunteer to help me</li> <li>• I have a disability</li> <li>• Inability to do what I used to like doing</li> <li>• Not very mobile</li> </ul>