



Covid-19 Impact Report



October 2021

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Executive Summary

Victory Community Centre has the vision of Victory being a thriving and caring community of health, hope and possibility. The Board and staff were very aware in early 2021 that people living in Victory have faced many challenges since Covid-19 happened. With the support of funding from Department of Internal Affairs Lotteries Covid Wellbeing Fund, they commissioned these community conversations to find out how people in the Victory community had been impacted by Covid in 2020. The process became more complex when Covid lockdown happened again while the community engagement process was already underway in August 2021.

This meant changes to how we could engage with people meaning some discussions were over the phone or in smaller groups than originally intended. In addition to the community conversations, an online survey was also completed, the findings of which are presented later in this report. The timing of the project did also provide an opportunity to gauge the impact of the second lockdown and find out how the community was coping with the situation. The writer was constantly impressed with how people made themselves available to share their experiences in what were often challenging situations. Their generous gift of time to talk with us has enriched the information in this report and will help to inform even greater responsiveness of the Victory community in the future.

The first part of the discussions focused on the questions relating to the impact of Covid 19, documenting some of the impact of Covid 19 on the community and suggests additional supports which could help people in these challenging times. The other questions were more general about living in Victory and connection with Victory Community Centre. The report shines a very positive light on the Victory area and Victory Community Centre while also highlighting areas for change and future development.

32 community conversations were held with groups and individuals involving 97 people ranging in age from 11 to 82 years. They had lived in Victory from under one year to over twenty years and were residents of 21 streets in the area. Their ethnicity included Māori, Pasifika, Myanmar, El Salvador, Indonesia, England, Cambodia, Ireland, Kenya, Japan, Pakistan, Israel, Malaya and NZ European. The living circumstances varied from nine living alone to 24 families having more than four members, with the largest family group of eleven people.

108 people completed the online survey with a fairly even split in the time they had lived in the area with only 5% resident for less than one year. They represented a broad range of streets in Victory and some from the wider community who felt connected with Victory Community Centre for various reasons. Ethnicities included Māori, Pasifika, Pakistani, Israeli, Polish, German, American, Bhutanese, Colombian, British, Irish, Chin Myanmar, Karenni Myanmar and NZ European.

Summary of what participants would like to see more of with regard to Covid 19:

(*indicates the recommendation came up in both the community conversations and the online surveys)

1. Provide counselling services at Victory Community Centre – people report they are waiting six months to be seen. Counselling services are needed to address feelings of stress and pressure as a direct result of Covid 19. *
2. That vaccinations are available through a mobile service in workplaces and community gathering places
3. Communicate with ethnic groups in their own language, using more social media. This was seen as important to counter the false information distributed about Covid 19 and vaccinations.
4. Provide interpreters of all refugee languages at the Victory pharmacy.
5. Ethnic liaison position for police reinstated at Victory Community Centre. This worked very well in the past and is good base for when things like Covid lockdown happen. *
6. Have a telephone tree during lockdowns for older adults who normally attend social activities at Victory Community Centre.

Summary of what participants would like to see more of with regard to Victory Community Centre and local services in general:

A. Victory Community Centre

1. Develop a communication plan better promoting Victory Community Centre and its services using other options besides Facebook and website. This included extending the distribution of the newsletter. Put notices up in the Four Square to promote activities – maybe have a dedicated space on the noticeboard like Victory on the Move blown up.
2. A community wide distribution of the newsletter and activities from the Community Centre, a regular letterbox drop in addition to the current online and digital information. *
3. Welcome people – some people were not sure if they were able to come to Matariki or if it was just for Māori or just the school. Some people feel the activities and services are just for the underprivileged, and some people are generally unsure if they would be welcome or are shy. *
4. Connection activities/services: more than half the respondents reported increased feelings of loneliness since Covid 19 began. *
5. A closer association with Victory Primary School. *
6. That Victory Community Centre convene a networking meeting for local agencies and organizations 3-4 times per annum to update on activities and issues in Victory.
7. General promotion of the Victory area being a great place to live. Work to overcome the negative stereotyping and the perception from the rest of Nelson that Victory is an undesirable area. *
8. Extend opening hours, including evenings and weekends. *

9. Old signs around for Victory Community Centre look shabby and information is out of date – would be good to spruce things up.
10. Some felt the Koha shed can look very messy and suggested it could be closed off. After the weekend there is often a lot of stuff dumped there. Sometimes it's not open during actual opening hours.
11. It would be good to have a supply of flyers at Victory Pharmacy and other local shops so they can tell people about what is happening at Victory Community Centre.
12. Increase parking options for disabled people attending groups at Victory Community Centre.
13. Engage with people in the community who would love to volunteer with Victory Community Centre but are not sure how to do this. Several recommended tightening up of volunteers through increased training and supervision. *

Health

14. Develop health area to include health education and discussion groups.
15. That Victory nurses extend connections with local organizations.

B. Local facilities

1. Advocate for more facilities like seating, skatepark at Victory Square
2. Advocate for a child friendly café where people can meet, possibly at Victory Community Centre. *
3. Extend relationship Victory Community Centre has with Pasifika community.
4. Better traffic management and use of traffic slowing devices/strategies, and more consideration of pedestrians and cyclists in the traffic management plans for the Victory area. *

C. Former refugees

1. Hold information sessions (as mentioned above) at Victory Community Centre for former refugee community, with the support of their leaders and interpreters.
2. Have a Refugee Nurse based at Victory Health.
3. Provide counselling service for former refugees at Victory Community Centre.
4. Support the Victory Pharmacy student from the Chin community who is undertaking a census of former refugees.
5. Closer connection between Victory Pharmacy and Community Navigator based at Victory.
6. Look at option of Victory Pharmacy being located at Victory Community Centre.
7. Provide Interpreters at some activities at Victory Community Centre. *

D. Sports and other activities

1. Advocate for more volleyball courts in Victory Square.
2. Support former refugees to find sponsorship for their football teams.
3. Install a raised stage in Victory hall.
4. Have a dad's group in evenings or weekends with planned activities like train trip, Flip out. Lots of mums would like the dads to take the kids somewhere on Saturdays. There are lots of new families moving to Nelson and men want to meet other men. *

5. Offer Te Reo courses. *
6. Offer ukulele teaching – a volunteer has offered to provide this.
7. Informal whanau games nights – table tennis, badminton etc. *
8. Community movies. *
9. Second-hand market. *
10. Skills transfer/swap, gardening was a particular interest but many other community skills could be included. *

E. Youth

1. A teen hub/drop in/hang out area that also offers support/tautoko for our rangatahi, including holiday programmes and after school activities. *
2. Provide a youth nurse and counsellor in Victory.
3. Have a regular Talent show and open mic nights for kids and teenagers with judges from local community. *
4. Holiday programmes and after school activities. *
5. Students from Nelson Intermediate School offered to help prepare food and help in Community gardens.

F. Elderly

1. Engage volunteers to help elderly people with small jobs around their homes and keep them company.

Background

Victory Community Centre has the vision of Victory being a thriving and caring community of health, hope and possibility. The Board and staff were very aware in early 2021 that people living in Victory have faced many challenges since the appearance of Covid-19. With the support of funding from Department of Internal Affairs Lotteries Covid Wellbeing Fund, they commissioned these community conversations to find out how people in the Victory community had been impacted by Covid in 2020. The process became more complex when Covid lockdown happened again while the community engagement process was already underway in August 2021.

This meant changes to how we could engage with people meaning some discussions were over the phone or in smaller groups than originally intended. In addition to the community conversations, an online survey was also completed, the findings of which are later in this report. The timing of the project did also provide an opportunity to gauge the impact of the second lockdown and gauge how the community was coping with the situation. The writer was constantly impressed with how people made themselves available to share their experiences in what were often challenging situations. Their generous gift of time to talk with us has enriched the information in this report and will hopefully help to inform even greater responsiveness of the Victory community in the future.

The first section focuses on the effects of Covid on their lives relating to food, health, alcohol and drug use, increase in stress, loneliness and anxiety. There were also questions about the effect of Covid on jobs, businesses and income, followed by more general questions on the impact of Covid.

Those discussions were then followed with questions about living in Victory, what people liked and what they found challenging with recommendations developed from the suggestions of what people would like to change or see more of. The report shines a very positive light on the Victory area and Victory Community Centre while also highlighting areas for change and future development. It also documents some of the impact of Covid 19 on the community and suggests additional supports which could help people in these challenging times.

32 community conversations were held with groups and individuals involving 97 people ranging in age from 11 to 82 years. They had lived in Victory from under one year to over twenty years and were residents of 21 streets in the area. Their ethnicity included Māori, Pasifika, Myanmar, El Salvador, Indonesia, England, Cambodia, Ireland, Kenya, Japan, Pakistan, Israel, Malaya and NZ European. The living circumstances varied from nine living alone to 24 families having more than four members, with the largest family group of eleven people.

108 people completed the online survey with a fairly even split in the time they had lived in the area with only 5% resident for less than one year. They represented a broad range of streets in Victory and some from the wider community who felt connected with Victory Community Centre for various reasons. Ethnicities included Māori, Pasifika, Pakistani, Israeli, Polish, German, American, Bhutanese, Colombian, British, Irish, Chin Myanmar, Karenni Myanmar and NZ European. Findings for the online survey are presented separately later in this report

but recommendations from the community conversations and the online survey have been combined.

Methodology

The first part of the community engagement focused on the impact of Covid 19 on the lives of residents and organizations in Victory. Participants were asked to rank their experience as follows:

Have any of the things listed below been more difficult for you since Covid-19 began?

Scale between 1-3.

1 Harder

2 Same

3 Easier

1. Ability to pay for food.
2. Effect on health post Covid/any impact on access to health, e.g. making appointments.
3. Has there been an increase in alcohol and drug use?
4. Increased stress or pressure in daily life because of Covid.
5. Increased feeling of loneliness as a result of Covid.
6. Has Covid affected your job or business?
7. Has Covid affected your income?
8. Do you feel more anxious since Covid 19 came to NZ?
9. Has Covid had any other positive or negative impact on your life?
10. Is there any support you would like?

This was then followed by general questions about Victory Community Centre and living in Victory.

11. What do you like about living in Victory?
12. What are things you find difficult about living in Victory?
13. What things would you like to change about living in Victory?
14. Do you go to the Victory Community Centre?
15. Is there anything you would like to see happening in Victory?
16. Do you feel welcome at Victory?
17. Is there anything that makes it difficult to use the services or go to activities at Victory?
18. How well does Victory Community Centre support the community?
19. What would you like to see more of?

Those who do go to Victory Community Centre were also asked:

- Are your children attending school in the area?
- What are their ages?
- What services or activities do you attend?
- Is there anything else you want to add?

Profile of participants in community conversations:

1. Young adult locals
2. Older resident at Victory
3. Nelson Intermediate bilingual group
4. Principal, Victory School
5. Community Navigator, Victory
6. Kai facilitator, Victory
7. Victory Boxing
8. Plunket nurses
9. Alcohol and Drug counsellor, Victory
10. Activity Coordinator, Victory
11. Tea and Talk, Victory
12. Victory Pharmacy owner
13. Minister of Victory Community Church
14. Minister of Victory Celebration Church
15. Police
16. Nurse, Victory Health
17. Elderly residents, Toi Toi flats
18. Nelson Intermediate pupils
19. Bilingual interpreters, Victory
20. Pharmacy interpreters and staff, Victory pharmacy
21. Manager, Franklyn Hall
22. English Language Partners, Victory
23. Residents, Jenner Road
24. Residents, Vanguard and Brunner
25. Residents, Waimea Road
26. Resident Waimea Road
27. Residents, Flaxmore and Broadfield
28. Residents, Jenner and Tukuka
29. Manager, Victory Community Centre
30. Public Health nurse, Victory Community Centre
31. Refugee Leaders
32. Mixed group

How long have you lived in Victory?

97 participants took part in this community engagement process, and they have lived in Victory for between 2 months and 25 years. The range of years for the 75 people living in Victory is distributed as in the chart below, with the other 25 not living in Victory but working there on a daily basis and very engaged with Victory community.

Participants	Time living in Victory
5.5%	Less than one year
21%	1-3 years
22.5%	4-5 years
22.5%	5-10 years
18%	11-20 years
3.5%	Over 20 years

The geographical spread of participants included the following streets in Victory:

- Abraham Heights
- Alfred Street
- Broadfield Place
- Brunner Street
- Chamboard Place
- Emano Street
- Flaxmore Place
- Franklyn Street
- Gorrie Street
- Jenner Road
- Kawai Street
- Montreal Road
- Murphy Street
- Northesk Street
- St Vincent Street
- Tipahi Street
- Toi Toi Street
- Tukuka Street
- Vanguard Street
- Vincent Street
- Waimea Road
- Washington Valley

The age range of participants was from 11 to 82.

Under 20	21.6%
20- 25	7%
26-35	9.4%
36-45	27%
46-55	12.5%
56-65	6.5%
66-75	11%
Over 75	5%

A wide range of ethnicities took part in community conversations. While the majority was NZ European, other ethnicities included the following:

Ethnicity	Number of participants
Māori	17.5%
Myanmar	11%
South America	5.5%
Indonesia	4%
Pasifika	3%
UK	3.4%
Cambodia	3%
Ireland	2%
Kenya	2%
Japan	1.6%
Pakistan	1%
Israel	1%
Malaya	1%
NZ European	44%

How many household members do you live with?

Number of households	
With one member	18%
With two	15.6%
With three	18%
With four	18%
With five	8.4%
With six	6%
With seven	6%
With eight	6%
With ten	2%
With eleven	2%

Findings and recommendations of community conversations

1. Ability to pay for food

55.5% reported it was more difficult

34.5% said it was the same

10% thought it was easier

Many people commented that they found it harder to pay for food in lockdown and that they appreciated there are such good systems in place with Victory Community Centre and Salvation Army in 2020 and 2021 lockdowns. They also mentioned the help of the Community Navigator at Victory.

People felt that food, especially vegetables, had been more expensive in lockdown. Limited access to transport for some meant frequent visits to the supermarket and missing out when other people were stockpiling groceries. It also limited opportunities to go to other places in Nelson where free food or produce is usually available. One person mentioned that out of lockdown, Greypower has been great at driving people to supermarkets or appointments.

Stockpiling also meant missing out on cheaper items or specials. A focus group member said *“things I would normally buy are gone so we’re left having to pay higher prices for more expensive products. Before Covid there was a cheaper and broader range. Asian supermarkets have increased rice from \$45 for 20 kg bag to between \$70-80. It would be better to limit the number of bags people buy rather than charging more for what they have. Supply from overseas is a problem they say.”*

The pressure on food supply was compounded with having all the children at home. One mother of five commented *“Hard when all the kids are home (teenagers) they eat a heap of food all day.”* Another participant commented. *“I know so many families whose children go without because of alcohol and drugs in the family, people don’t like asking for help or too drunk or stoned to ask.”*

Many appreciated the kai shelter and Breakfast club which normally operate at Victory Community Centre. One said *“Victory Community Centre provides food – the kai shelter is never empty. Kids can go to Breakfast Club and Victory School has just joined Healthy Lunches in School for all kids – this is a weight off parents’ shoulders.”* Staff at Franklyn Hall, with 210 residents, reported a lot of food parcels were delivered there through “Kai with Love” in lockdown as well as food delivered by Kai rescue. Victory Boxing also distributes food to families and gives out Countdown vouchers with staff commenting *“people cry, they are desperate.”*

At Victory Pharmacy there did not seem to be the same problems this lockdown, but in 2020 people (mainly refugees) who were coming for flu vaccines, were struggling. The manager said *“Public Health nurse eventually came down to do Civil Defence welfare checks so there was wrap around support. This worked really well.”*

Victory Community Centre distributed many more food parcels following lockdown 2020 with much of the need being a result of jobs being lost following COVID. Staff observed *“People living hand to mouth have no reserves for these situations.”* Supporting food security is an important role for the centre. *“2,500 food parcels were distributed in last 6 months of 2020. 1,700 in first 6 months of 2021. Overall emergency kai provision is down (July 2021). There is a balance between embarrassment asking for help and not creating dependency.”*

Plunket/midwives promote kai and its importance for mums and babies. Staff mentioned a new project starting with Nelson Marlborough District Health Board and Environment Nelson to provide weekly Food Boxes for the community. It is low cost and in conjunction with MG Marketing provides good quality produce. Community members in Victory say *“There’s never enough money or food, especially during lockdown – kids were used to getting food at school. Power bills are very high particularly through lockdown when everyone is at home so that means less money for food too.”*

Kai rescue operates Monday to Friday at Malthouse Lane in Nelson city. Ewers and supermarkets contribute to 50-60 community organizations, including Victory Community Centre. Victory staff members collect a car full of bread and more to make up 2-3 food parcels per day with the remaining food going to the kai stall which also functions as a community meeting place.

A local church pastor said that in 2020 lots of people needed food, especially former refugees and foster parents, but in 2021 things seem to be in place so there has been less demand. The Church takes food weekly for distribution through Victory Community Centre. One community leader commented *“New refugee arrivals struggle in lockdown - they usually have no license or car. Red Cross volunteers can’t visit so it’s a problem to get to the supermarket and get that support. They can’t speak English to organise food delivery. They are very shy to ask for help.”*

2. Effect of Covid lockdown on health

55% reported increased effect on health

42% reported no change

3% reported it was better

One counsellor reported *“there was significant impact on addiction services with wait lists rocketing and a huge wait list for SASH, (a service for sexual abuse and sexual assault).”*

Access to health services

People tended not to try to get medical treatment for more minor conditions and some of these escalated to serious conditions. Many thought general practices were closed. People commented on long waiting lists for cancelled services, mammograms, dental appointments, B4 school checks, and hospital appointments were cancelled. Others said they were too scared to go to the doctor in case the medical centre thought they had Covid. One person said *“We needed Covid tests to get asthma inhalers as the symptoms are similar, that was hard.”*

Plunket reported that some kids have fallen through the cracks after lockdown in 2020 saying *“appointments delayed during Covid have never happened as there was such a backlog and new babies and children who still needed care. Dental care of older kids was delayed because of COVID Level 4 lockdown with little prospect of catching up. Rescheduling for sick kids compounds the waiting list. More people can't keep appointments because of sick kids.”*

Five out of a group of seven 12-year-olds who took part in a focus group had all been to Victory pharmacy to get vaccinated. One had a family member who had to have a Covid test and the family was isolating. They went to local testing site but they said *“they got sick of isolating.”* Several talked about the stress if someone coughs or gets a cold that it might be Covid. They said *“If we go to the doctor or go for a swab we have to sit in the car - we are screened and have to sit in the car with a sick child, not in the waiting room. It is difficult to diagnose an ear infection without seeing the child”*

For those with limited English, especially the former refugee community, some services are difficult to access in lockdown due to language barriers and they can't ring either. Several people commented that for lockdown in 2021, people were better prepared although having no English is a problem, especially with the phone options people get when they ring a medical centre.

There is an interpreter employed at Victory pharmacy who rings people to remind them about appointments, especially the elderly. They pop into the pharmacy – it is quite a hub for them. They can have meetings on Facebook live-stream, but many do not have a phone or device. Leaders of community split into four groups, and each has a telephone tree to get information out around the community. One reported *“someone's phone was not working so they missed a text from the hospital. The best thing would be to have a Refugee Nurse – the one we have now is great but she's just too busy.”*

Local accommodation Franklyn Hall has 210 residents, many of whom have lived there five years or more. The manager said it operated as one “big bubble” during lockdown and is split

into two separate bubbles to avoid movement between the two wings. He said *“it was manageable but getting more difficult after two weeks Level 4 lockdown. Four residents were transferred to mental health services – their behaviour was exacerbated by lockdown.”*

The manager reported there was outstanding support from Head of Nursing, Police, and Corrections – he said it was almost overwhelming. He continues, saying *“there is a great relationship between Nelson Marlborough District Health Board and Franklyn Hall with considerable support from Vulnerable Families team. During lockdown they provided flu vaccines, provided PPE and a phone service to every tenant checking on wellbeing. \$1,000 was given to Victory Pharmacy to cover all prescriptions to make it as easy as possible for residents to get their medicines.”*

Former refugees

Victory community navigator said *“It is very difficult for people with English as a second language – by the time they get through all the phone options before they can actually speak to a receptionist, they are confused and don’t know what is being said. It is okay when former refugees are still supported through Red Cross but after that they can get very lost.”*

One agency said *“If people did have the English to navigate complicated phone systems to get through to the doctor or hospital, they might not have enough credit on their phone. They can usually access internet free at Victory Community Centre, but this was not available during lockdown. That was how people booked their vaccinations.”*

A community leader said *“there is a lot of work for interpreters at the moment. A phone consultation is extremely difficult for some with English as a second language. If the doctor asks where the pain is it is very hard to explain over the phone. Toi Toi clinic has a Karenni staff member but if they go somewhere else they need an interpreter. There are nearly 300 Karenni in Nelson.”*

Another community leader said they pass on information via video as most Kayan cannot read, adding *“since Covid they have more information available and more translated resources. There was a lot of support from community leaders. Ministry of Social Development Community Capability and Resilience fund gave them money to coordinate care. There was regular contact with people by phone and information given out via Facebook. They relayed official information from Red Cross in their own languages. Zember from Victory pharmacy keeps people informed. They also translated information about different levels of lockdown and what people were allowed to do.”*

Another agency mentioned a Pasifika woman who is pregnant and has other children with only one mask in the house that the husband used to go shopping.

Those who felt things **were the same** commented there is a lot of support in place. They are not aware of any problems – people seem able to get the help they need.

One person who said things **were easier** commented *“I have never been so healthy, but more sickness now kids are in contact with others.”*

Effect of Covid on Drugs and Alcohol

45% people noticed an increase in use of alcohol or drugs

55% did not notice any change

No one saw that use of drugs and alcohol decreased

Some people mentioned that there was an increase in consumption in lockdown in 2020 but felt that things had returned to a normal level after lockdown. There were reports of the impact with instances of people breaking their bubble to take kids out of a situation where there was lots of drug and alcohol use to a sober house. Police congratulate people who protect children in this way. People were also reported trying to break into Franklyn Hall to see friends with drug and alcohol issues. One woman reported her son had withdrawals due to no access to weed during lockdown and how that was hard on all the family. Another parent felt there is more of a focus on P and that that is more of the problem in the area. One person commented *"this is definitely an issue for the community but great to have Alcohol and Drug clinic at Victory Community Centre."*

The Alcohol and Drug counsellor at Victory Community Centre reported being busier in 2021 lockdown than 2020. Referrals come through the doctors and many people are happier talking over the phone. One participant commented that prescription drugs are more of a problem than alcohol. Most people reported no real change apart from during lockdown periods although one said *"when there are no routines during lockdown, no alarm clock, no driving, no one visiting so alcohol consumption went up, no reason not to."*

Some former refugee communities have problems with alcohol, but not all. One commented that it is interesting that websites like "Deliver Easy" can only deliver alcohol and not takeaway food.

They said *"It doesn't help that alcohol is delivered to the door during lockdown. People drink more on their own because they can't get together. There was a case of drink/driving during lockdown."*

One agency said *"the downside of people being given free food is they use their money to buy more alcohol. They can get deliveries because it is an essential service."* Another commented *"it is happening but it's hidden. Lockdown stops people getting together to drink. One former refugee talked about how in their culture "they grow up with rice wine."*

4. Increased stress or pressure in daily life because of Covid

**77% of people felt there was more stress or pressure
23% felt it was the same**

Parents talked about the stress of a child having a runny nose. One said *“then the child can’t go to childcare – I can’t go to work. I have no sick leave left.”* One single mum put it as follows *“if my child is sick and I have to stay home, I use my Annual Leave so that’s a problem for holidays. We need Parental or family leave as well as sick leave. Older grandparents can’t look after little kids during Covid. So people choose to still come to work and then everyone gets sick. This is all happening when job security is threatened.”*

Many mentioned the important role that Victory pharmacy plays in the community, especially during Covid, commenting that there is increased demand for interpreting at the pharmacy. The staff gave examples of an isolated refugee woman, pregnant and not speaking English who was very lonely and isolated when her Red Cross volunteer can’t visit. They commented *“there are many situations where the family can’t support, like when a new baby is born in lockdown.”* They also mentioned vulnerable people, especially those living alone who were already challenged pre-Covid. One staff mentioned *“People are rude coming in for a vaccine. They are abusive – it seems to be fight or flight reaction to Covid. Other people are especially kind, offering to pay \$5 for prescription fee to help someone out. The random acts of kindness really help. People seem a bit more relaxed in 2021 Covid.”*

Other staff at Victory Pharmacy talked about continuing high levels of stress. One said *“Franklyn Hall and the homeless in Victory present a huge challenge to keep them safe from COVID. There is desperation from people confined to small spaces. Some people were so stressed – staff and customers didn’t know what was going to happen – there was fear of unknown. NOW they are anxious over different things. All the talk of the variant in the media is very concerning.”* Staff at Franklyn Hall commented *“It was generally stressful for staff at Franklyn– uncertainty was frightening. One person with dementia was confined to his room.”*

People also commented on how people felt isolated with overseas families not able to visit. One talked about how this is especially hard with the birth of a new baby. A young mother said *“normally both grandmothers would come and help in the first year and maybe even support the mum returning to work.”* Teachers also noted increase in anxiety in school with one commenting *“yes, everyone has felt stress and tension. Relationships have been put to test. There is global stress.”* Another person talked about the tension and anxiety in people *“exacerbated by climate change. It’s a storm of anxiety for people.”*

While some children said how they liked lockdown, parents reported that home-schooling was a stress,. One said *“I can’t manage the home, work and do home-schooling – it was too much.”* Others mentioned how there was no rent freeze in this recent lockdown (in 2020, a 6-month rent freeze) so that creates stress that the rent might go up. This also created financial stress.

Another parent said they missed the lack of routine during lockdowns – *“this made me feel depressed. It feels like its dragging on this time.”* Another said *“in level 4 I had no washing*

machine as ours broke and I couldn't get one till Level 3". Someone else said "there were too many announcements from the government making me feel depressed, I've had to stop watching the 1pm press conference. They also felt lack of certainty – lack of preparedness leads to stress."

Another common issue which one person referred to as a "first world problem" was that some people are distressed about not seeing families overseas. They also mentioned that people are nicer in Level 4 but as things return to normal people seem to be more agitated.

Former refugees

Some refugees said they are scared if they walk on the street and the police see them, that they will be in trouble. They said this is a hangover from life in their home countries where they were afraid of the police. One said *"they have a panic attack – some families are hiding and scared during lockdown. They are afraid of authorities."*

Other former refugees commented *"some people normally go to the bank to pay for power or phone. They don't have online banking set up. They don't speak English and they can't cope with the systems. It's okay if there are young people in the house to help them but that is not always the case. One family's car broke down and they couldn't get it fixed because of Covid – had to bike everywhere, but that was okay."*

23% felt it was the same

Former refugee commented *"Chin community is managing well. The Christian churches look after us well."* A retiree said that there was little impact. *"We just relied on people to do the right thing."*

5. Increased feeling of loneliness as a result of Covid

77% people felt more lonely
23% felt the same

There were many examples of people feeling very lonely during Covid lockdown. One older woman said *"It was hard not to go near children or elderly. It was a very lonely time."* A recently widowed older man on his own was given dispensation to form a bubble with a local family. Many older people are separated from their family and very isolated to the extent that one agency reported that some were threatening suicide.

One Victory staff member commented *"Older people can't get out and don't have phones. They can't have any contact with friends. They are very lonely and isolated. However, those who have phone lines or mobiles can be connected by regular phone calls or Zoom or Face Book. Messenger really helps. Forming small groups to do this works really well. On the other hand, older former refugees usually live with their extended families, so things do not change much for them."*

The Victory Pharmacy was a hub for people during lockdown – a staff member said delivery of medications was a good way to gauge how people were feeling. *"One instance of domestic violence was picked up this way and Victory Community Centre could provide regular support."*

Some younger participants said they felt lonely at home and families without cars found it hard to get around and to get groceries in. Children from bigger households did not feel so lonely. One young participant said *"My sister (7) hated it."* And another said *"I am an only child and I wanted to go to school to see my friends."* Someone else commented *"It was frustrating for grandparents not to be able to help out with grandchildren."*

One young mother mentioned she had a single friend moved in to be in her bubble and her kids also kept her company. A Victory staff member mentioned a grandmother caring for her grandchild permanently who had limited ability to teach and had no technology or wifi.

A former refugee said the community misses socializing, saying a bubble is very limiting. It is good for older Karenni who live with extended family. Victory staff has reached out to older people living on their own through a phone roster. This includes connections with older people who normally attend activities at the centre. *"Interactive activities can't happen. Often youth entertain them, but these activities and festivals can't happen."* Staff mentioned there is ongoing worry about elderly people being isolated. Some said that if more people are involved in activities at Victory, then there is a better connection in difficult times. One person suggested more need for activities for seniors such as Tea+Talk on Mondays from 10-11.30 at Victory.

Young mothers also faced problems when they don't drive and other people can't take them to the supermarket. One mother said *"I am afraid to take my baby out in public."*

Housing:

One young mother commented *“no visitors are allowed in an emergency housing setting and older children don’t want to be living there. This has been going on for me for two months. MSD pay \$1,000 per week for the room. They would pay \$1,600 for two bedrooms. That would rent a good house! The agencies meant to help are swamped – we have to keep a housing diary and attend a renting course. We do all that but the social workers who are supposed to help are swamped with work. I think having a full Māori name is a disadvantage.”* Another young mum said *“Some people have houses that are bigger than they need – there should be house swaps.”*

This young mum suggested that real estate business could work with organizations in a similar way to how the Community Navigator does with Summit. She added *“I feel like I have no chance with four kids – Nelson Tasman Housing Trust are great – they offer a 4 bedroom house for \$130 per week.”*

23% felt the same

One commented *“people get closer during Covid because they are all in the same situation. Life doesn’t really change for me in Covid.”* Another mentioned they are fine with their whanau around them. One agency said *“we rarely hear people talk about loneliness and boredom in our work.”*

6. Has Covid affected your job or business?

67% people felt their business or job was affected

33% people felt their business or job was not affected

One business owner said she was very busy but there was additional worry about staff having work and potential for it to be “a place of interest” if there was a local outbreak of Covid. Another commented “*It’s not always easy to be so busy and see lots of people out walking their dogs and enjoying lockdown.*” He also commented that there is little acknowledgement of the stress for businesses that provide essential services during lockdown.

People mentioned the “worry of the unknown” about jobs. Business owners were very worried, and staffing is an issue without temporary visa migrants coming through. Some mentioned they had lost jobs or had reduced hours. One said “*my husband wasn’t as busy at work so he has lost 5 hours which doesn’t sound like much but it’s a lot to lose for us.*” A mother of a young adult said “*My son’s employment contract means he’s not eligible for lockdown income so he’s living at home during lockdowns not earning, and that’s a strain on the family resources.*” Someone else mentioned the change in the way they worked and noticed more people were more stressed. Several former refugees mentioned they have lost jobs because there is not the same demand for fruit pickers.

One business owner said “*people are spending less and my inability to travel internationally has affected my business and my wellbeing, I feel a bit claustrophobic.*” Another person said “*Lockdown in 2020 meant many people lost income from their businesses and jobs but in 2021 the system is very quick to get payments underway.*” Someone, who had just changed jobs and had only been with the new employer for a week, was still paid in lockdown. He said “*this is very good for the family.*”

One twelve-year-old commented that his parents have a business and the shipping was effected but he said everything was okay. A business owner said “*my business still operates & the wage subsidy has helped me stay afloat.*” Someone mentioned how the Community Navigator at Victory helped to get the wage subsidy organized.

Some people with no income needed food – “*they were shocked and so happy that kai parcels were available.*” One business owner commented on the long hours of work and the complication of complying with health and safety during lockdown. Another person mentioned a family that had to leave Nelson to find work when their business collapsed during Covid in 2020.

33% people felt their situation was unchanged

One participant said “*I am fortunate to have a good job that’s not affected by Covid. The subsidy has really alleviated this.*” Another said “*many tenants at Franklyn Hall couldn’t work but there is good connection with WINZ – initially some people lost jobs mainly in hospitality but this has settled now.*”

7. Has Covid affected your income?

38.5% people reported that Covid affected their income.

58.5% people reported their income was not effected

3% reported being better off

Several people had lost their jobs at Sealord and others had their hours reduced. In 2020, it seemed that many employers took the chance to get rid of underperforming staff. Many people have had hours reduced and even people on ACC have a reduction in their payments. Sealord is not fishing which effects many workers living in Victory. The subsidy in Level 3 and Level 4 is very helpful.

One person said her income had dropped but she is enjoying new roles. The change meant doing three part time roles instead of one, but job satisfaction was high. There was some impact from Covid on job security with worry about what would happen after Covid, but the subsidy helped and the need for churches and other agencies to help gradually went away after lockdown.

Local Victory businesses reported being busy, but customers tended to talk about financial problems.

58.5% of people reported their income was not affected.

Someone commented that there were initially reduced hours, but things have picked up again. Another participant said *"People seem to be well looked after – in fact some have almost too much disposable income if their housing is paid for them. I saw trolley loads of alcohol were being bought."* The general comment was that people are coping okay with payments continuing from either the benefit or the employer. Some former refugees felt the pressure to send money home to their families, and felt bad they were not in a position to do that during lockdown.

3% reported their income was better

A woman appreciated receiving the extra \$40 per week on her superannuation during lockdown.

8. Do you feel more anxious since Covid 19 came to NZ

"People are afraid of the known, rather than the unknown last time."

"People are anxious now because of what they know, but before no one knew much."

62% of people are more anxious

31% feel the same

7% felt less anxious

People are afraid.

While people are still anxious and afraid, they generally reported feeling better in 2021 than in lockdown in 2020. Many felt the Delta variant is certainly making them feel more anxious because it is so contagious and because of the unknown and the uncertainty of what's going to happen next. Some Pasifika participants said they don't want to mix with others or go out even at Level 2 because they are afraid to catch the virus. Some people felt the level of information was overwhelming. They said they would watch the update at 8am each day on what government was doing and listen for updates on level changes and advising what they can do and what they can't do.

One parent said *"I feel fearful and have anxiety of the unknown and the impact it will have on my kids' futures,"* going on to say *"I feel so depressed to see the change in my kids, they were happy and on track, going to courses, playing sport, and now that's all cancelled or on hold."* Another parent said *"My daughter missed three wananga for her kapa haka which she loves - also now she is in Christchurch for Kapa Haka and I am unable to go as no spectators are allowed. I can't go on the trip with her and support her (she's 14) it's really hard not to be there for her."*

Some children who took part in focus groups said they were anxious and said *"what's gonna happen?"*

Agencies reported ongoing anxiety, almost post-traumatic stress, and said they were in crisis management to check on Family Violence, food and other support. Plunket nurses mentioned mothers asking *"if I vaccinate and breastfeed what will happen to my baby?"* Another agency felt the risk of Delta is raising anxiety again and there is a general *"lower mood with Delta variant causing so much worry and uncertainty."* Another agency also reported that people who were sceptical about Covid last time are now taking it seriously – *"everyone wants the vaccine."* One mother said *"It worries me that my children won't have the vaccine."* While another person said *"I am scared of having the vaccine, it feels like there is so much pressure to make the decision."*

During Covid times people are also dealing with all the normal challenges that life brings. One woman talked about her husband who has a terminal illness saying *"he's very vulnerable, Covid creates more stress over and above the illness."* Everyone, but particularly young people, feel the big shift in the world, asking *"What about the future? What about our OE, the dream to travel...Possibilities in life, freedom?"*

Many participants with family overseas worry about when they will ever see them again. One said *"I am afraid for myself and my family. There is a lot of anxiety. I am starting to feel better now but I still sanitise everything."* One older participant said *"I can't fly to Japan to see my elderly mum if she gets sick in Tokyo - having family overseas and not being able to get to them is worrying."*

Others talked about being essential workers and worrying for their extended family, elderly and young that they may be exposing them to the virus because they go out to work. One group mentioned the expectation on front line workers and agencies to deal with the Covid situation, but they are living through it themselves with their families. While some workers were totally stressed others talked about *"the lovely holiday"*. Once again these frontline workers were also worried about bringing Covid back to their families. Special mention was made of Recognised Seasonal Workers (RSE) who were worried about when they can go home to the islands to their families – there was some concern about the mental health of these workers.

Former refugees said they are grateful for getting vaccinations. The interpreters convey this for the former refugees otherwise they don't have a voice. They struggle to get information from overseas and they say they don't get information in their own languages. There was a small subset with some lasting consequences through losing employment or being homeless and placed in emergency accommodation during Covid. One other mentioned the effect on their children's behaviour.

31% of participants felt life was the same for them in Covid.

One 12-year-old said *"We are happy that lockdown is over – mum thinks we will go into lockdown again. It's good to have our vaccinations."*

Others felt things haven't changed too much saying *"the government messaging around the virus has been so good I don't feel anxious."* They mentioned they did feel more anxious in 2020 but not this year. They said they felt more relaxed now they have the vaccine saying *"our community had the vaccine at Victory."*

Some former refugees said that Covid was the least of their worries, commenting *"There are many other things happening, like with family in Myanmar so people take it in their stride. Covid is the least of our worries."* Likewise elderly people living on their own felt their life changed very little with Covid as they rarely went out and didn't see other people much.

Two people mentioned feeling better during Covid saying they were very anxious at the beginning but now they feel safe and very lucky to be here. In general, people are more chilled out and more relaxed than last time. One person said *"having friends and family overseas I feel that NZ is doing well. In 2020 we were all learning about Covid but now we know what we have to do."*

9. Has Covid had any other positive or negative impact on your life?

41% felt Covid had a negative impact on their life

17% felt life was the same

42% thought life was better

One person felt that Covid had a very negative impact saying *“when people feel vulnerable they are hyper vigilant and this leads to tension in relationships. There is stress from the sense of danger. Misinformation about Covid definitely doesn’t help this situation.”*

Pharmacy staff mentioned *“sometimes when doing deliveries they observe stressful situations – non-verbal cues that something is not right. There was one instance of domestic violence which we followed up on.”*

Former refugees mentioned that accessing other services in lockdown has been hard due to language barriers. One man said *“the pressure put on community leaders/translators is a lot. A lot of our community couldn’t understand the instructions from government as it was only in English, so that meant I had constant calls from members of our community asking what is going on.”* He went on to say *“sometimes the information is too much, it’s overwhelming and causes a lot of anxiety.”* Other former refugees said parents were worried about their children spending too much time on the internet. They said *“Our community doesn’t watch the news on TV so they get their information online often from Facebook or Instagram, so not always the best or factual info, plus this uncertain news creates anxiety.”* Another man added *“there is increasing pressure on interpreters for former refugees who have high needs and more complex needs.”*

Former refugees continued saying *“we had a community member trying to settle on a house purchase in the first week of the second lockdown. It was very difficult because of language barriers with the bank over the phone, even with a translator we had difficulty. Not all our community members use online banking or online bill paying so found it difficult during lockdowns to pay their bills. They would normally take money for hire purchase etc directly into the shop or go into the bank for help.”*

Other focus group participants felt increased pressure on family relationships with all being at home. Mothers talked about the large number of one year old babies who their families have not met because they live overseas. They talked about the potential impact on attachment long term. An example was given of one Nelson mother who went with her baby to visit her very sick mother in India. Then there was lockdown in India and three flights she had booked to come back to NZ have been cancelled in May and July. Now she is booked to come in September. Partner cannot go to her because they will lose residency.

Participants commented that social isolation is a growing problem. *“Covid makes people aware of physical distance from family around New Zealand and also overseas. People with family overseas in countries ravaged with Covid are constantly worrying about them as well as their situation in New Zealand.”* Someone else said *“people with family in other countries are very worried about whether they will ever see them again. Also some Indian and Nepali former*

refugees worry that there is no vaccine for their family at home.” Former refugees were not only worried about themselves but also worried about their families saying “our dream of reunification is largely gone. This makes us very sad. The uncertainty is very difficult for us.”

People commented how local businesses like Victory Pharmacy are under increasing pressure with the need to keep the pharmacy going and also to vaccinate. Overall people felt Covid had a mainly negative impact because of less income and restriction of movement. Some felt that the mainly negative impact is changing the atmosphere of the community – adding “it’s a big adjustment.” Intermediate school pupils said “the hardest thing is not being able to see friends or get together with lots of people. Things are cancelled – I was going to go to Paintball. Schooling at home was good but some things were hard to do without my teacher.”

Others felt that reduced income is a problem and worrying. They also felt not being able to have overseas travel as a choice is a negative. One agency said “Kids being at home is not great for many of them. If the home situation was not good anyway, then it is exacerbated by Covid lockdown. It compounds the issues and there is more violence in schools.”

17% felt the situation was the same

One person said “Life is pretty much the same – just very busy as an essential service.”

42% felt the situation was better under Covid

Some people talked about the advantage of spending more time with family, and not being so busy was a definite bonus. One person mentioned the positive impact of parents’ better understanding of what teachers actually do with kids, and recognition of what children do at school too. Others felt that lockdown brings family together and that having a common challenge brings people together. They felt people in general are creative with their solutions and generally want to support each other. People find new ways to connect. One mother summed it up like this “for me lockdown is positive because I feel closer to my kids, having had more time to spend with them by not being so busy running here and there all the time.”

The manager of one emergency housing organisation said “Support was coming out my ears. The situation brought people together. Three staff were gone. There were ten volunteer cleaners – a team from each level did this. These included international students.”

Several people commented on how they loved seeing the climate differences, e.g. fish in canals in Venice, smog free cities, but things went back to normal after lockdown. Others commented that they were happy with the really good uptake of vaccinations and a good chance for organisations to network. One said “There are definitely negatives but there are positives around staying healthier as people use better hygiene practices. We are very lucky in New Zealand. We want the border closed. The positive effect was that people became more educated about Covid. There was a good information system to contradict anti-vax publicity.”

One person said “I am happy to still have a job, and a job that enables me to help other people.” A daughter, with her grandmother in her bubble happy to look after the children while

she worked, said *“Working at home can be lonely and challenging with children. Mum moved in to help with kids and I used her home as an office. Social contact of work is important.”*

Another said *“I walked a lot, windows were clean, car was clean, lawns mowed. Neighbours helped neighbours and kept an eye on each other. Dads were around to fix things like kids’ bikes. In that it was a good time.”* She continued *“It felt like a forced holiday, and because you can’t go anywhere, lockdowns have been a chance for doing things at home you wouldn’t normally get to do. It’s nice because things have slowed down a bit, so not so busy busy! It feels a bit like hibernation and I like that.”*

Former refugee communities

Some people mentioned it being a time to read, time to pray, a time to teach my son our language. Others said they felt very lucky to be in a country that was only locked down for weeks not months. There was a strong theme of people feeling lucky compared with people around other parts of the world. Members of the former refugee communities commented *“We are so lucky to have free vaccines available. We really feel welcome and like we belong at Victory Pharmacy.”* Someone else said *“Victory Pharmacy does a lot with refugees now – they refer to hospital appointments. It works so well to have someone who speaks Burmese working there.”* Some of that community also said *“It would be good to have a refugee nurse – at the moment the public health nurse only does 8 hours per week with refugees.”*

One former refugee said *“the Public Health nurse can encourage hospital staff to use interpreters – it is good to have one foot in the hospital and one in the community.”*

Several mentioned it was good that their community lived close to one another saying *“there are around 1,500 former refugees in Nelson – Chin are buying houses out of Victory. Karenni and Colombians move anywhere in Nelson but no one is too far away.”*

10. Is there any support you would like?

40% would like support

60% did not need support

Health

Housing

Food parcels

Network for organizations

Awareness of Victory Community Centre in the community

Interpreters at Victory Pharmacy

Health

One agency commented “Health could do more to look for more vulnerable people. I don’t think they are very good at connecting with vulnerable people. For vaccinating we could have a mobile service, have breakfast for tradies, workplaces like Talleys and take vaccinations there. In 2020, Primary Health Organisation (PHO) knew they needed to be in Victory. They set up in the carpark at Harvey Norman and then moved to Victory Square. Staff from Victory Community Centre and Toi Toi medical centre were there, and welfare assessments were done alongside swabbing.”

That vaccinations are available through a mobile service in workplaces and community gathering places

Housing

Many people interviewed were facing housing issues with some being in emergency housing and others in very overcrowded living situations. Several asked for help to buy a house saying “we don’t know where to start.” One young girl living in emergency housing said “It would be good to get a house – I live at Franklyn Hall.”

One agency interviewed commented “Homeless people are a risk for themselves and the community. When they fight and become violent, police don’t want to get involved with them. They can spit and harm and risk infecting others with Covid. There are such good services like food distribution – one person mentioned the food was much better than they would have at home – and then they have disposable income to spend on alcohol and drugs leading to antisocial behaviour. They won’t wear masks and are a risk to others.”

There was a situation where a sick guy with five kids was living in a tent in someone’s garden. Emergency Response could offer him temporary housing. “They couldn’t believe this was happening in Nelson”

Food parcels

One organisation said *“It would be good to get food parcels for families that are no longer with Red Cross. School kids get food parcels for their families through schools. It would be good if Community Navigator could organise something like this through Victory.”* Another asked *“Is the Kai shed still operating? Or could we pick up food parcels from school in the same way we pick up schoolbooks for children. If there is help, Mae could spread the word in the Karenni community.”*

- 1. Encourage promotion of Kai Resilience: Fruit and vege box scheme to start in Term 4.**
- 2. Also the initiative to store cooked meals in the freezer for distribution to people living on their own especially.**
- 3. Invest in environmental changes like kai resilience, growing vegetables in schools.**
- 4. Better quality food at cheaper prices.**

Network for organisations

Many organisations expressed interest in having meetings around three times per year to keep their information current about what is happening at Victory Community Centre. There was the feeling that some organisations are dealing with big caseloads and there might be potential to “share the load.” Many felt they were out of touch with what is offered at Victory. Some workers were feeling isolated and would like to know more about what other agencies are offering as well. One said *“We could have company, support and help each other out so we can help the whole Victory community better.”*

- 1. Organise community agency network meetings three time per annum at Victory Community Centre.**
- 2. Find financial support for initiatives to create resilience and create community connection.**

Awareness of Victory Community Centre in the community

One migrant working for an agency said *“Lots of us have friends in our home country who have died – so many local people are effected. They live in two realities. They have to put it aside during the day while they work.”* Adding *“The children are worried about their grandparents living in other countries.”* Some migrants and former refugees felt that the wider community were not aware of what they are going through, being away from their families and worrying about them during Covid and other catastrophes.

Communicate with ethnic groups in their own language, using more social media. This was seen as important to counter the false information distributed about Covid 19 and vaccinations.

Interpreters at Victory Pharmacy

Staff at Victory Pharmacy felt refugees don't understand the concept of triage.

We need interpreters of all refugee languages at the Victory pharmacy.

Programmes and activities for children/youth

7. More children/youth programmes, After School and holiday programmes

8. More craft groups like knitting and sewing groups e.g. sewing masks

9. Access to mental health services, especially for young people

This was then followed by general questions about Victory Community Centre and living in Victory.

What do you like about living in Victory?

What are things you find difficult about living in Victory?

What things would you like to change about living in Victory?

Do you go to the Victory Community Centre?

Is there anything you would like to see happening in Victory?

Do you feel welcome at Victory?

Is there anything that makes it difficult to use the services or go to activities at Victory?

How well does Victory Community Centre support the community?

What would you like to see more of?

Those who do go to Victory Community Centre were also asked:

Are your children attending school in the area?

What are their ages?

What services or activities do you attend?

Is there anything else you want to add?

Approximately one third of the 97 participants go to the Victory Community Centre. Many of these families also have children attending Victory school. They visit for the following reasons:

Health

12 go to the Community Nurse

2 visit the Sexual Health Clinic

2 visit the Drug and Alcohol clinic

2 go for acupuncture

2 go to chiropractor

2 attend midwife clinic

Services

10 go to Kai Shed
10 go to Breakfast Club
8 go to Koha Shed
5 go to Community navigator
4 get kai parcels
2 get firewood
3 go to Friday night community dinner

Activities

9 go to Tea + Chat
2 go to Gentle yoga
2 go to Sit and Be Fit
2 go to embroidery

Events

15 people went to Matariki (many with their families)
10 went to Lark in the Park

11. What do you like about living in Victory?

People feel welcome and inclusive

Diversity

- "The diversity that creates inclusiveness, you feel like everyone is on the same level."*
- "I love the diversity; people think Nelson is very white but if you live in Victory you know it's not. Whatever ethnicity you are you can go out and you will see people like you."*
- "It's a great diverse community to grow up in, that is what the world is like."*
- "There's a real richness in the diversity, I love seeing the kids sharing games dances etc."*
- "Love the multicultural festival in Victory Square and love that the event is alcohol and smoke free."*
- "Some people say Nelson is white and grey, but we (family from Auckland) chose to live in Victory for the diversity."*
- There is less "cliquiness" at playgroups and more acceptance of different ways of doing things.*
- "Not so judgey"*
- "Love how refugee families make use of Victory square and the Broads."*
- "I love that I have Bhutanese neighbours on both sides of me, I love that they have been able to get ahead and buy their own homes."*
- "I love seeing the diversity and kids interacting."*
- "I love all the vege gardens: my Nepali neighbours are growing lemongrass on my creek verge (York Creek)."*
- "I love the diversity and sense of community and neighbourliness."*
- "The diversity and the overall warmth of the community."*
- "One of the best and most diverse communities in New Zealand."*

Community feel

- "Stable neighbours, lots of owners in my street, not too many renters (Broadfield)."*
- "It has a genuine community feel."*
- "Some families say they don't want to go to Victory but they like it when they get here."*
- "Great with so many young families."*
- "Community feel, friendly."*
- "There's good support for things from the community"*
- "Safe and comfortable (elderly)."*
- "Our teenage boys play football several times per week."*
- "My house is super private."*
- "Tight community."*
- "The landlord next door is very kind to the tenants, buys them a cord of wood at the start of winter."*
- "It's good knowing my neighbours."*
- "The wealthier people are the ruder they are! We don't have those people here – we get lots of gifts of baking, etc."*
- "Families can afford the houses."*
- "Variety of people now buying in Victory – more homeowners."*

Comments on Victory Community Centre

"Victory is a wonderful community – I admire the Board and the staff at Victory Community Centre. They have so many services in place for when there is a crisis, as well as when there is general need in the community."

"I believe it really offers holistic wellness".

"There are many people who are advocates for Victory Community Centre and want to make sure it is well supported"

"We love going to the centre - thanks to Steve and Jenni and Ara and Millie – it's so lovely to have Millie around and have Marian's dog at Sit and Be Fit."

"It is a friendly, very good place. We can walk around when we don't have a car. The children can play in the park and playground. They like to play volleyball."

"Victory Community Centre is really good – the team works really well together. Very responsive and flexible. Very creative and easy to reach out."

"Victory is the hub for former refugees – close to town, supermarkets."

"I like to come to Victory for kapa haka."

"Community Navigator makes things so much easier – takes pressure off individual leaders, our burden has been lightened."

"Community leaders spread word about help that is available"

"Helpful for communities to have the school and use the hall."

"Jenni is so awesome."

"In 2020 Victory Community Centre offered testing for Covid and now it is very active providing vaccinations."

"Victory Community Centre is amazing. It brings people together."

"The Community Centre is doing a great job."

"The things I love are Victory Community Centre, volunteering at school and the ethnic diversity."

"Peaceful, lovely scenery, good community. I love to see Steph and Tanya from Victory – they call in to check on me. I'm very happy."

Loving the Victory environment

"It feels safe, safer than I felt living in the Brook, it's sunnier and I don't feel depressed like I did in the Brook where it was darker and colder, also I love my kids having more independence living in this area."

"It's much better than living in Oz – much more active. And Oz is more expensive."

"We love the railway reserve; my house looks over it."

"I like the slight grunge feel and hope it doesn't become too gentrified."

"I love the festivals the way they are right in my community."

"I love that Victory Park is well utilised."

"The views."

"The sun."

"The proximity to town."

"Victory Square."

"It's a mean as location."

"I love the Nelson Intermediate skate ramp, it's a really good one and I love that it's in my neighbourhood."

"Big spaces, big parks, family environment. Great events."

"Never had anything stolen."

"Feel secure."

"I like that they don't have the patrols anymore."

"There are a lot of perceptions that Victory is 'a bit of a hood' – the police, especially Dave Cogger, give great support. It is better since the liquor outlet went from Victory. People love living here."

"Being close to town."

"Love the festivals."

"I like playing on the courts after school at Nelson Intermediate."

"There are lots of hawks and kereru around."

Moving around Victory

"I love the Railway reserve as a cycleway and walkway, I used it a lot as a teenager."

"I like the railway reserve, I feel safe biking along it and getting off the roads."

"We love walking the Grampians regularly and for dog walking."

"It is nice and quiet most of the time – it was good fun to bike around on Railway Reserve. We know people and everyone is friendly. We don't want Southern Link to spoil that."

"Accessibility to everywhere."

"No traffic problems (Jenner Rd)."

"I like being able to walk to school and friends' houses and the dairy."

"I can walk to school easily."

"So glad no Southern Link built."

"It's central to everything."

"Close to work."

Victory services

"We love Victory School, the full-time bilingual unit is good."

"Literally at school they enrol the family, not just the child. Both the school and centre operate as a safety net."

"That Nelson Intermediate School and Victory Primary School are centre points for the community."

"Love that the schools are close to the Railway Reserve, I enjoy walking and seeing the kids at school."

"Victory School is great."

"Victory Kindy is awesome."

"Yes the pharmacy is amazing, employing former refugees and also running Covid vaccination clinics."

"I like working in the pharmacy – Dee really understands the community. I interpret for the pharmacy but can also go out to people's homes. I am training to be a pharmacy technician."

"Awesome pharmacy, they work alongside the community so well, they know the community, even looking out for my elderly neighbour after his wife died."

"The Pharmacy is amazing they go above and beyond."

"Glad we have the pharmacy and glad we are rid of the pub."

"There are the shops and the pharmacy so handy and helpful with Zember as well."

"Victory Boxing is an awesome asset for our community."

"Seido Karate is great for our youth but there's a cost."

"Victory Boxing is amazing and Paul helps a lot, great for the kids expending energy."

"I like the dairy and the shops. It's good having different types of shops – even eyebrow threading, and we would love more shops there. Glad that the bottle store is gone though."

"People spend locally – Countdown and Warehouse."

"I like how the hospital is handy."

"I appreciate having a local vegetable shop."

"It's close to the supermarket and I love having the dairy and shops just over the park."

"I like being close to town and also all the services on Vanguard St."

"It's nice to live close to each other – we can play football in the park."

Good connection between help agencies and community leaders

"Good connection between help agencies and community leaders. Community Navigator is important for this."

"Community spirit and diversity."

"Working out of Victory builds a better connection with Victory Community Centre – we can promote the Centre."

Access to food, free clothes and household goods

"I like to come to Victory to study and also to get food from the Kai shelter – this is very good and helpful. We can also get free clothes from Koha shed – this really helps us. It is good to live near the hospital if we need it." (Former refugee)

"We love the community centre and the koha shed, the only koha shed in the area."

12. What are things you find difficult about living in Victory?

Housing

Feeling Unsafe

Not feeling welcome

People needing help

Traffic

Housing

Housing was a big concern for many focus group participants. Several saw the housing shortage problem as massive and knew people were moving to other parts of New Zealand because they can't get housing in Nelson. They said *"what people earn in their jobs does not equate to the cost of rent. And it means adult kids have to stay at home for longer."* They knew other local families struggled to get rentals in the area and have to go further outside the community like Stoke and Richmond even though they want to live in Victory. Some thought the influx of refugees in our community has put that pressure on rentals. One person said *"I like that they're here but it puts a big demand on housing at the cost of the locals."*

There were many comments about high house prices being a worry, and how they are unrealistic for our community. One said *"I worry about the area becoming gentrified."* Also commenting that the standard of some of the rental housing is very poor. Several people mentioned not only the difficulty of finding housing but also the condition of it, saying many houses are cold and damp. One said that Kaianga Ora advised one person in a damp house they needed a dehumidifier, but she couldn't afford the power to run it. One person commented on the nice houses that Nelson Tasman Housing Trust has, like the ones in Emano Street, saying *"we need more of these. How do people get them? People also commented that Kaianga Ora takes too long to refurbish houses, saying that one has been empty for nine months."*

A local agency said there is a waiting list for Franklyn Hall of around 4-5 people each week. They said *"some people staying at Franklyn Hall like it and some are very anxious. Some families have permanent placement there."* They also advised that people can leave giving 48 hours' notice, and prospective new tenants make a pre-payment to go on a waiting list. Paperwork is completed prior to a place becoming available and WINZ pay in advance. They said this relationship works well although there is not so much contact with Nelson Tasman Housing Trust or Kaianga Ora (Housing NZ).

Someone else said *"It (Victory) used to have a bad name, but now there is more home ownership,"* adding *"some of the infrastructure is pretty old, e.g. overhead power lines are ugly and old school, it makes you wonder how well loved this community is by residents and those in power."* Another said *"high housing costs are a worry, would love to buy a house, have a plan to share buying a house with my Mum in a few years."* One mother said *"security around renting with kids is a concern. I have an agreement with my landlord that this is a secure rental but who knows."*

"Former refugees need to learn how to manage a New Zealand home."

“Emergency housing is reviewed week to week. Sometimes they have to move motel rooms – transience within transience.”

One mum said she felt safer in her caravan than in transitional emergency housing.

One service based in Victory said *“housing is one of the biggest issues and there’s nothing we can do to help.”* They said they still try to help support parenting but said *“Who cares about brushing your teeth when you don’t know where you’re going to sleep at night?”*

Focus group participants talked about people coming in and out of transitional housing, saying one client was attacked in transitional housing and said Family Start and Oranga Tamariki are using transitional housing where lots of bad things are going on. Another commented that motels are not safe for toddlers saying *“there is no outside area to play. The motel has tiny rooms with no proper ventilation. Older kids are playing up - can’t get outside. There is no oven for cooking – only microwave and tiny fridge. People take food parcels but there is no way to keep them cool so the people can’t have healthy food or exercise. There are four people in one bedroom – no cot so baby is co-sleeping with parents. Stress on relationship and danger for child.”*

One agency said cases like this come up every month. Another example was a tiny baby in a motel with three siblings, the mother and grandmother, saying *“maybe the motel had two very small bedrooms and no outside area. Pool not safely fenced – lots of safety issues.”*

Feeling unsafe

“Drunk or drugged people hanging out on the street (Vanguard St in particular).”

“Anti-social behaviour at nights, especially Friday and Saturday nights, can be unsettling hearing it outside from inside our home.”

“There is a perception of Victory in wider community where people think it’s unsafe, but we love the community. There are changing demographics as friends buy “more affordable” housing there. And there is more home ownership.”

“I remember people coming to pick up their kids from school, high and in dressing gowns and slippers. That’s just not happening anymore. The Community Centre has been a catalyst for change.”

“Some community members are scary, maybe they come from Franklyn House, not necessarily a negative but feels intimidating at times.”

“We would feel safer if there was a local police presence, would help us feel more secure.”

“There is no relationship with the police. It would be good to have a local police officer that knew the community and we knew who they were.”

“Sometimes there are drunk people hanging around Victory Square.”

“Lighting in our street is not great.”

“Mongrel Mob lives two doors down from us in Jenner Road. They are so loud, throw rubbish. Police come sometimes. They have noisy parties and spin tyres on their cars.”

“Vandalism, broken stuff and rubbish thrown over our fence.” (Jenner Rd)

“It feels like living in a slum.”

“There’s a real underbelly, and also the people in the neighbourhood that are on a witch hunt towards the underbelly, which I don’t like either. It feels hard to relate to either of those.”

“There’s no safe space for teenagers to hang out.”

“Hells Angel lived here but have now moved out – they seemed to have a code of conduct so did not feel like such a threat.”

“Now Mongrel Mob have moved in – feel less safe.”

“Some people are scared about living in Victory.”

“There were some thefts from Emano Street with bikes and shoes taken, though in general we feel safe.”

“Some people are scared about living in Victory.”

Several young teenagers said *“usually we feel safe walking around Victory, but there is often an old man standing in the park when we are going home from school.”*

Not feeling welcome

At the start it is difficult being accepted – in fact, I think that is the case for all of Nelson. It takes time to gain the trust of organisations. It really depends on the demographic – I think it is easier with a family than being on your own or just with a partner.

High rental area so harder to form friendships with neighbours.

There's a big effort in welcoming refugees which is good but other newcomers find it hard to gel with the existing residents and the underbelly – feels like a big disconnect.

People needing help

Free firewood is great.

Donation of a heater was helpful.

Hard sometimes to know who needs the help.

Money to feed kids and for family activities.

The playground in Victory Park needs to be bigger and have more things to play on.

People often present to a GP with health issues but sometimes miss the cues to refer on for Drug and Alcohol issues.

80% can manage on their own but the other 20% would benefit from being picked up earlier and treated at primary level.

“I am worried I might lose my driver's license but then I guess I will just shop local.” (elderly)

Traffic

Some people were worried about living with the threat of Southern Link and also mentioned the flower boxes to slow traffic are annoying. Others said *“it is difficult to cross from the shops to the park – many children cross here to go to Victory school. It would be good to have a pedestrian crossing.”* They also mentioned how sometimes the traffic along Vanguard St builds up due to people using it as a way to avoid Waimea Road, and that it can be a bit challenging pulling into Waimea Road. Another person said they don't like how Waimea Road splits the community saying *“it's not easy to cross the road to see neighbours and it feels like my side of Waimea Road is less connected to Victory because of the road.”*

13. What things would you like to change about living in Victory?

A. Victory Community Centre

People talked about how Victory is a community on the change, one person saying *"In the 80s it was such a lovely family place, and it feels like that is happening again."* Another mentioned that Victory was once voted community of the year with one saying *"The community spirit used to be high, I don't find that as much anymore."* Another said *"It keeps on getting better and better!"*

There was a feeling that Victory Community Centre is underutilised and that it could be more of a gathering place for community, for example former refugee communities. One person said *"Victory Community Centre should continue doing what it's doing"* while another mentioned that equity and access to services was a challenge for many residents saying *"there are more older, poorer people from increasingly diverse communities."*

Many agencies suggested it would be good to have a networking meeting of organisations that support Victory Community Centre around 3-4 times a year. This could be a physical meeting or an online forum. Others felt people don't really know what Victory Community Centre offers – that they're not aware of all the help that's available.

Many people thought the relationship with school could be closer, saying it would be good to have more collaboration with school for Matariki and other events. Several mentioned the need to enhance the profile of the school saying *"word of mouth is often negative – there are lots of misconceptions."* One agency mentioned families have had to move from Victory because of housing and are in transitional housing and lose the support of Victory Community Centre when they possibly need it the most.

One person said *"There is a lot happening at Victory Community Centre but how do people find out about it, citing Alcohol and Drug service as an example and it is the only primary based one in Nelson."* Another suggested having Health Improvement Practitioners (HIP) who give ongoing support - a "warm handover" to set goals for diabetes and Alcohol and Drug use.

Some felt there was need to develop the health area more with clinics and health education on good health and wellbeing suggesting interactive groups where people feel comfortable to ask questions and have discussion. Another mentioned that Rotary have offered to assist with funding and project-managing an upgrade of the kitchen to commercial standard. The meeting room will be painted, and the plan is for more comfortable furniture that can be wiped down and sanitised in Covid times.

Elderly users of the centre mentioned a shortage of parking for classes like "Sit and Be Fit" when many disabled people attend and a staff member of a local organisation mentioned *"Nurses from Victory used to come every fortnight, but this stopped because of an aggro client. It would be good to reconnect."*

Recommendations:

A. Victory Community Centre

1. Develop a communication plan better promoting Victory Community Centre and its services using other options besides Facebook and website. This included extending the distribution of the newsletter. Put notices up in the Four Square to promote activities – maybe have a dedicated space on the noticeboard like Victory on the Move blown up.
2. A community wide distribution of the newsletter and activities from the Community Centre, a regular letterbox drop in addition to the current online and digital information. *
3. Welcome people – some people were not sure if they were able to come to Matariki or if it was just for Māori or just the school. Some people feel the activities and services are just for the underprivileged, and some people are generally unsure if they would be welcome or are shy. *
4. Connection activities/services, more than half the respondents reported increased feelings of loneliness since Covid 19 began. *
5. A closer association with Victory Primary School. *
6. That Victory Community Centre convene a networking meeting for local agencies and organizations 3-4 times per annum to update on activities and issues in Victory.
7. Provide counselling services at Victory Community Centre – people report they are waiting six months to be seen. Counselling services are needed to address feelings of stress and pressure as a direct result of Covid 19. *
8. General promotion of the Victory area being a great place to live – work to overcome the negative stereotyping and the perception from the rest of Nelson that Victory is an undesirable area. *
9. Extend opening hours, including evenings and weekends. *
10. Old signs around for Victory Community Centre look shabby and information is out of date – would be good to spruce things up.
11. Some felt the Koha Shed can look very messy and suggested it could be closed off. After the weekend there is often a lot of stuff dumped there. Sometimes it's not open during actual opening hours.
12. It would be good to have a supply of flyers at Victory Pharmacy and other local shops so they can tell people about what is happening at Victory Community Centre.
13. Increase parking options for disabled people attending groups at Victory Community Centre.
14. Engage with people in the community who would love to volunteer with Victory Community Centre but are not sure how to do this. Several recommended tightening up of volunteers through increased training and supervision. *

Health centre

15. Develop health area to include health education and discussion groups.
16. That Victory nurses extend connections with local organizations.

B. Local facilities

People mentioned missing having Kiwibank and the fruit shop in Victory, saying “*not everyone uses online banking.*” Another older resident commented “*I liked when I moved into Victory 26 years ago that there was a Sex Shop and a Police Station side by side in the shopping area, I thought here’s a community I’m going to like.*” Another resident said “*We used to have a local police officer, if it’s the right cop it’s great, lots of issues can be sorted out with mediation over a cup of tea, so I think a community cop would be great* “

Many participants saw the potential to make shops and park more of a community hub, saying “*A skatepark, café and benches to sit on would encourage people to linger and create a place to meet. Nelson doesn’t have a child friendly pub where young parents can go with the kids. Some places say they are ‘child friendly’ but when children go there it’s not really suitable.*”

Recommendations

- 1. Ethnic liaison position for police reinstated at Victory Community Centre. This worked very well in the past and is a good base for when things like Covid lockdown happen. ***
- 2. Advocate for more facilities like seating, skatepark at Victory Square.**
- 3. Advocate for a child friendly café where people can meet, possibly at Victory Community Centre. ***
- 4. Extend relationship Victory Community Centre has with Pasifika community.**
- 5. Better traffic management and use of traffic slowing devices/strategies, and more consideration of pedestrians and cyclists in the traffic management plans for the Victory area. ***

C. Former refugees

Leaders of the former refugee communities felt that it would be good to have more information sessions at Victory Community centre and provide the information in many languages. The community leaders suggested they could help to get people along to these including:

- Colombian parents and youth
- Kayan men, women and youth
- Chin men, women and youth – many men feel a loss of status from their former life. Gambling is another problem

Topics could include:

- Parenting course for New Zealand
- How to manage a New Zealand home
- Drug and alcohol use
- Sexual health

Participants mentioned that English is their lifeline to a better life saying they want to learn more English before they have to go to work. Poor English leads to accidents in the workplace. The leaders of the former refugee communities said they need a safe forum to express their concerns and don’t always feel that they can say what they really think.

The leaders also said that no one knows exactly how many former refugees live in Nelson and it would be good to find this out. Young former refugees mentioned how some people call out horrible things saying “*someone blocked the footpath. We told the police and Dave Cogger*

came out and spoke to them. Young people are the worst – they drive past in cars and shout and swear at us.”

Mental health is a concern for the refugee community, saying “we need help with this. At the moment leaders try to deal with it, talking with people who are having problems, but this is not always good. Depression is treated by community leaders. Those needing help don’t want to talk to a doctor.”

“We really want counselling support at Victory – how to cope with anxiety, mental and physical.”

“There was a case in Palmerston North where a refugee guy went missing – no one could find him and then they found his body. We don’t want that in Nelson.”

“There is a sports weekend for Chin on Labour weekend, and we would like to have a motivational speaker at night. Lots of people there understand English. These are the opportunities to talk to our communities about community resilience.”

Victory Pharmacy have started a census of refugee communities because no one really knows how many former refugees live in Nelson Tasman. This is partly to determine entitlement to health care taking into account how people come into the country. Factors include if they come for family reunification, or had children born in different refugee camps or countries before coming to New Zealand.

Recommendations

- 1. Hold information sessions (as mentioned above) at Victory Community Centre for former refugee community, with the support of their leaders and interpreters.**
- 2. Have a Refugee Nurse based at Victory Health.**
- 3. Provide a counselling service for former refugees at Victory Community Centre.**
- 4. Support the Victory Pharmacy student from the Chin community who is undertaking a census of former refugees.**
- 5. Closer connection between Victory Pharmacy and Community Navigator based at Victory.**
- 6. Look at option of Victory Pharmacy being located at Victory Community Centre.**
- 7. Provide Interpreters at some activities at Victory Community Centre.**

D. Sports and other activities

Many different groups mentioned how they love to play volleyball, but commented *“The courts in Victory Park are very worn and there are often lots of different people who want to play. We would love more courts that are better maintained - that would be really good. Girls want to play as well.”* They also suggested it needs to be supervised some time – in evenings, holidays and weekends.

Former refugees talked about how they love to play football – *“We join different clubs, but it would be great to have our own team and have a sponsor. We want to get a club uniform, but we need a sponsor for that.”* They would really like this for when they go to Tensing Hilary tournament in Christchurch, Wellington and Auckland. They also suggested that it would be good to have a raised stage in the hall for when we have events and entertainment.

Recommendations

- 1. Advocate for more volleyball courts in Victory Square.**
- 2. Support former refugees to find sponsorship for their football teams.**
- 3. Install a raised stage in Victory Hall.**
- 4. Have a dad’s group in evenings or weekends with planned activities like train trip, Flip out. Lots of mums would like the dads to take the kids somewhere on Saturdays. There are lots of new families moving to Nelson and men want to meet other men. ***
- 5. Offer Te Reo courses. ***
- 6. Offer ukulele teaching – a volunteer has offered to provide this.**
- 7. Informal whānau games nights – table tennis, badminton etc. ***
- 8. Community movies. ***
- 9. Second-hand market. ***
- 10. Skills transfer/swap, gardening was a particular interest, but many other community skills could be included. ***

E. Youth

Many people, including the young people, felt there was a need for a non-religious, drop-in centre and holiday programme for rangatahi, intermediate age and a bit above. Pizza nights, movie nights or after school, saying *“I would love it if they had somewhere they could pop in make a hot chocolate, hang out, feel safe - they’re too young for a benefit, but too old to be at home in a violent home.”* Another said *“it would get kids off phones, take pressure off families and not have under 14s hanging around the streets or park.”*

Several mentioned having Talent shows maybe on Friday night. One family who went to Matariki this year said they enjoyed it but the young teenagers felt like there weren’t any activities for them, only for little kids and adults.

Several mentioned that a youth nurse and counsellors based in Victory would be good to help some of the troubled youth.

Recommendations

1. **A teen hub/drop in/hang out area that also offers support/tautoko for our rangatahi, including holiday programmes and after school activities. ***
2. **Provide a youth nurse and counsellor in Victory.**
3. **Have a regular Talent show and open mic nights for kids and teenagers with judges from local community. ***
4. **Holiday programmes and after school activities. ***
5. **Students from Nelson Intermediate School offered to help prepare food and help in Community gardens.**

F. Elderly

Some elderly don't have family or don't have any family who visit – they often need help with little things like stacking wood, hanging pictures, fixing little things. They have Nurse Maude or other formal agencies with specific tasks. It would be good to have a group of volunteers to do these little things. It would also be company for the people often living alone. Another suggestion was a telephone tree during lockdown for older people who normally attend social activities at Victory, e.g. Sit and Be Fit. Several elderly interviewed said Victory Community Centre was their only community link.

Recommendations

1. **Engage volunteers to help elderly people with small jobs around their homes and keep them company.**
2. **Have a telephone tree for older adults who normally attend social activities at Victory Community Centre.**

Online survey

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Introduction

The Victory Community Centre's Covid-19 Study measured the impacts of Covid-19 on the residents of the Victory Community. An online survey was conducted between 18 August and 30 September 2021. It was available to all residents aged 16 and over.

Objectives

To understand the impacts of Covid-19 on the community and how the Victory Community Centre can better respond to and offer assistance to residents of all ethnicities/ages/family make-up.

Background

The Victory Community Health Centre (now called Victory Community Centre) was established in 2007 from a collaboration between community groups and Victory Primary School, the kaupapa of Victory Community Centre is to be a physical hub based around a multipurpose community, health and recreation centre, and school hall.

Methodology

Data was gathered using an online survey promoted on the Victory Community Centre website and Facebook page. It was promoted widely at gatherings through the Centre, distributed through the Centre email database, flyers were printed for distribution in the community, it was posted on to various community Facebook pages, there were stories in local media via Stuff and The Nelson Weekly. It was promoted to participants of focus groups and via direct messaging.

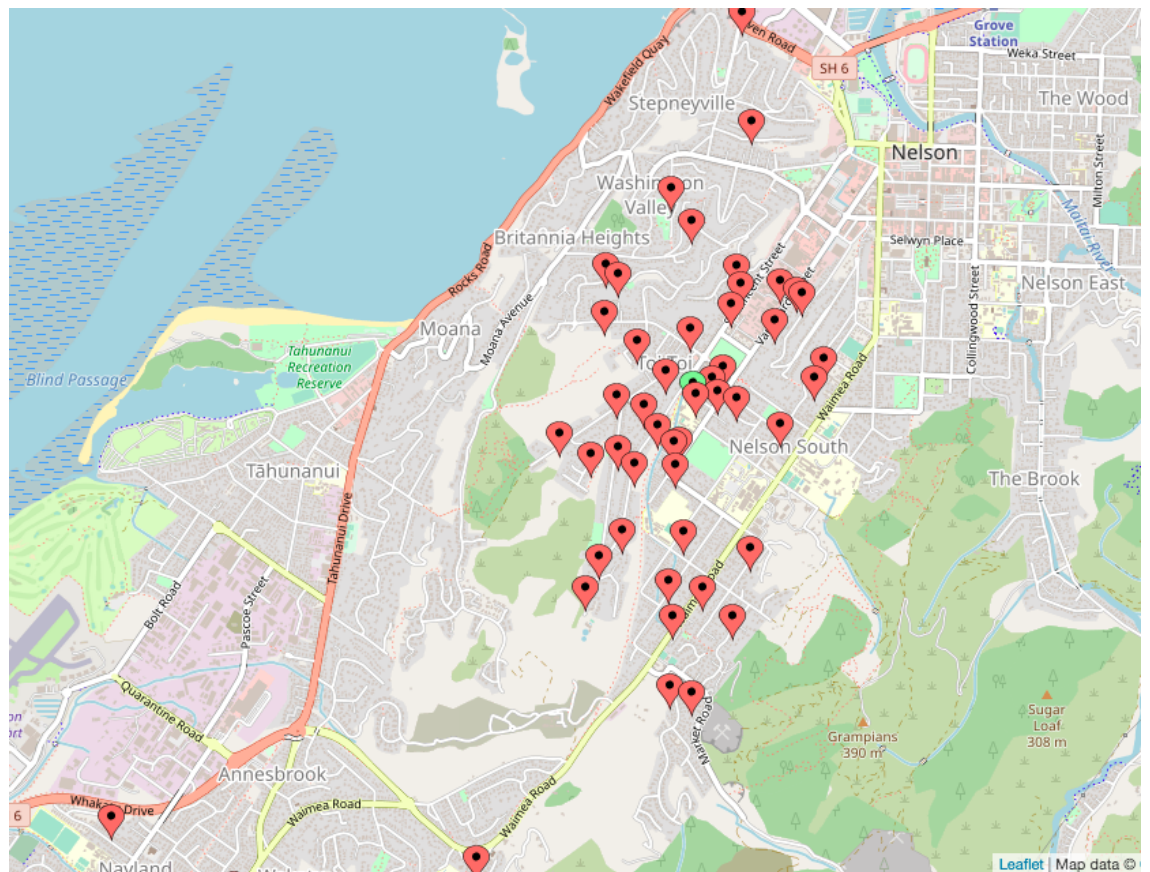
Response

The survey was launched on the 18 August 2021, initially for a 4 week period, however due to New Zealand going into a Level 4 Covid-19 lockdown for the first three weeks of the survey it was extended by two weeks to 30 September to enable wider promotion. The survey was online for a period of 6 weeks, we received 108 responses. The demographic profile can be found in Section 7.

Results

a) Location

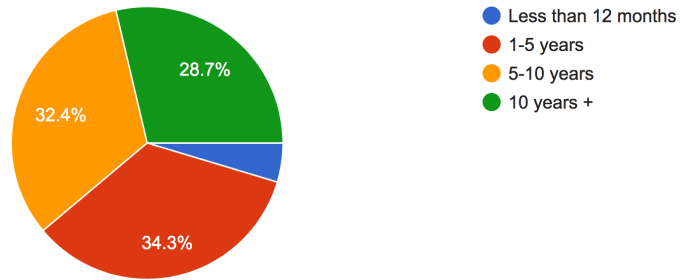
The locations the respondents lived in were from a wide cross section of the Victory community, covering most of the major streets, Vanguard St, St Vincent St, Jenner Rd, Emano St, Murphy St, Montreal St, Kawai St, Tipahi St, Abraham Heights and others, as well as some of the smaller streets like Rimu St, Piko St, St Annes Pl, Mahoe St, Jasper Way, Gorrie St, Orsman Cres, Broadfield Street and others. There were some respondents that live on the perimeter of the Victory area on Waimea Rd, Renwick Pl, Campbell St, Flaxmore Place, and people connected to the Victory Community Centre a little further out - on The Ridgeway, a couple of respondents in Stoke/Nayland, one person at Riverside Community and one in Atawhai. These were respondents that feel connected to the Centre for various reasons. Specific addresses are not shown just a street indication.



b) How long in the Victory Community? (108 responses)

There was a fairly even split in the duration of living in the area.
 34% have lived in the community 1-5 years
 32% have lived there 5-10 years
 29% have lived there 10+ years
 only 5% of respondents have lived there less than one year

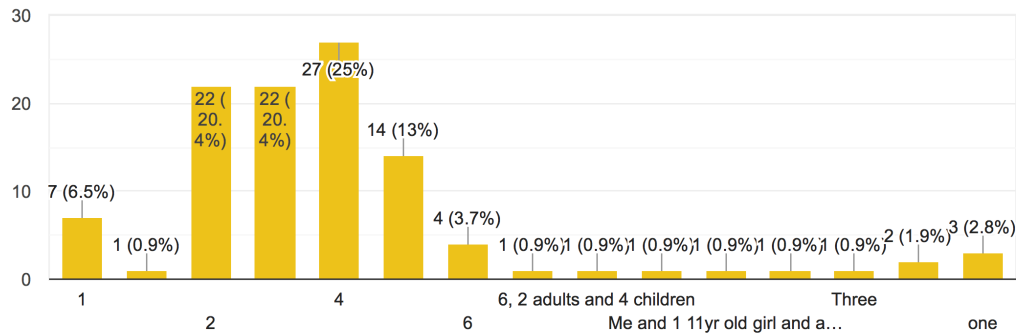
How long have you lived in the Victory community?
 108 responses



c) How many people live in your household? (108 responses)

The majority of people live in a household of 2, 3 or 4 people.
 25% of respondents live in a household of 4 people
 20% live in a household of three people
 20% live in a household of two people

Household members: Including yourself, how many people currently live in your household?
 108 responses



d) What are the difficulties since Covid began?

Ability to pay for food:

69 reported it was the same
32 thought it was more difficult
4 said it was easier

Ability to manage health & access support:

62 said it was the same
39 thought it was harder
2 said it was easier

Ability to manage stress or pressure in daily life:

57 reported it was harder
37 thought it was the same
10 said it was more difficult

Feelings of loneliness:

47 said it was harder
44 thought it was the same
4 reported no change
9 said it wasn't applicable

e) Has Covid had any other positive or negative impacts on your life? (96 responses)

Positive:

Many people reported that the increased family time has had a positive effect on them and their whānau, more time with kids, more time to exercise, cooking together as a family, catching up on projects & chores, connecting with neighbours, time with pets, more rest, connecting with teachers and being more involved in their tamariki schooling. Others said that working from home was a benefit, more time to sleep in as not having to get ready for work, and more available to the family when working from home. Other comments were:

"Less pressure to attend events and an excuse to say no to unwanted physical affection from strangers e.g., hongi and hugs & kisses."

"It's been lovely having the kids home and there's been more time to cook and be together as a family."

"Great to be able to spend time with my family, not having to rush around so much."

"It has simplified our schedules so that we can really hone in on each other's needs, which can't always be met, but which we can be aware of & show compassion for."

"Positive local engagement during lockdown... passing people in the street... more people out and about."

"Have got to spend more time with my son and learnt to be still and not always on the run."

Negative:

Some of the negative impacts on people were missing seeing people both in New Zealand and overseas, less exercise, lockdowns impacting mental health, loss of income due to job loss or reduced hours, the pressure to make a decision on vaccination, the worry of it all, relationship breakdowns, increased stress on family life, higher food and power costs, and the uncertainty around planning things. Working from home was quite a stress for a number of people, distractions and motivation were a problem, and also when home schooling was required, mask wearing created stress for some, others had difficulty with bureaucracy, reporting that WINZ and MSD were slow to process their documents. Some comments were:

“Job loss, relationship break up/separation, asking for financial assistance via government agencies for the first time and falling through all the gaps that I thought would support me.”

“Hard to reach out to our fellow Chin community who are struggling mentally and physiologically due to what’s happening back home in Chin state and also Covid-19 here.”

“I have a new child and would like to meet other parents but hard due to events/groups being cancelled.”

“It has forced decisions I otherwise wouldn’t have made.”

“Arguments, angst and division with one family member choosing to vaccinate, 5 adults & 2 teens choosing not to.”

“Negative because of premature baby, husband and son unable to see us up in hospital for 22 days. Missing them and they miss me and seeing new baby.”

“I am studying full time and have two small children and am a solo parent, so it is quite challenging to juggle all of the things. I am finding myself needing to do a lot of deep breathing and meditation to cope with anxiety.”

f) What do you like about living in Victory? (81 responses)

The most common theme was the community and the sense of community. Other common themes are friendliness, diversity, multiculturalism, whanaungatanga, close to town, close to schools, close to church, close to the hospital. A beautiful environment including Victory Square, the Railway Reserve, the Grampians, Pipers Reserve, Te Manu reserve. Activities and services, in Victory Square, the book exchange, the Koha Shed, social services for people. Facilities, Victory School/Kura te Wairepo, Victory Kindergarten, the Community Centre, Victory Pharmacy, the local shops with friendly shop workers, the playground in the park. Other positives were: always something happening, close knit, peace and quiet, rural feel, great views, close to family, a lively area, non-judgmental support, bilingual unit at school, vibrant, the interesting characters, varied, interesting, cross cultural, caring, so normal and familiar.

Other comments were:

“Victory is an eclectic mix of life’s fabulous people.”

“I’ve been resident since 1990... relaxed...unpretentious... diverse ... community ... koha shed ... thriving active go getters.”

“I love the diversity of the community. More young families with children have moved into my street which makes it so much more enjoyable. I live near the Upper Murphy St Reserve where there is a community effort to restore native flora & fauna and rid the area of exotic

pests & predators. I love the green-ness of the area, and love to see everyone using the park at Victory. It's also not far to walk into town."

"The friendliness, easy access to businesses that know my name, all within walking distance, and the park."

"Everything! The different cultures all around us. The opportunities my family have to get to know other people's cultures. Victory Square & everything that happens there. Victory Community Centre, a home away from home, all the things it offers and the fantastic team working there!"

"Victory is familiar, the people are from all walks of life & cultures. I love it."

"Close to town, railway reserve, awesome Toi!"

"I love my neighbourhood and community. My heart is in Victory."

g) What are the things you find difficult about living in Victory? (106 responses)

Many people reported that there was nothing difficult about living in Victory, but for those who did have difficulties the main issues were traffic, fast cars, noise, a feeling of being unsafe, and image or stereotyping from the rest of Nelson. Other issues were rubbish, vandalism, broken glass, intimidation, seeing poverty/addiction/mental illness issues, a housing/rental shortage, language barriers with multi cultures, the cold, problematic neighbours, emissions from household fires, high density housing, no café, low level of exchanging, and hill living with limited mobility & lack of flat area for kids to play.

Some of the comments:

"No difficulty but misunderstood by the rest of uppity Nelson – stuff their pretentious attitudes."

"Gang affiliated households who are intimidating and often attracting police attention, drugs, violence and vandalism to local vehicles."

"Used to live Thompson Tce but too hilly, too remote, even in Kawai South St. it's too polluted, wrong wood being burnt on fires, too many cars."

"Where we are situated it is COLD in winter!!!"

"Having to move, not enough rentals."

"At times, the noise. At times, the situations I see in the neighbourhood. The very clear signs that life is tough for too many people. The rubbish I see in the park and on the streets."

"Feel unsafe. Won't go out walking by myself."

"Periodically having my vehicle tyres slashed and the volume of dog poo on the path outside my house."

"The muppets that floor their cars up the street all day and night. Some road safety measures, or speed bumps up Emano would be so beneficial."

"Rubbish in the streets, lack of care for the physical environment. Increased traffic, and little effort to make it more pedestrian and bike friendly by council."

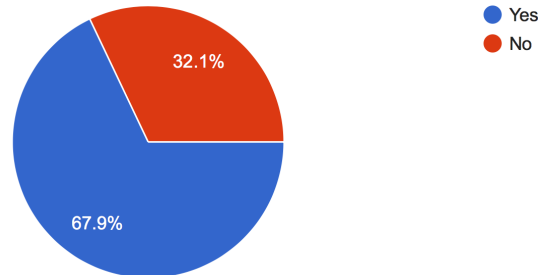
"Shortage of housing, and language barriers with multi cultures."

"Seeing poverty, addictions, mental illness issues."

"I would like to see speed humps installed on Murphy St. (Some) cars speed down the street daily and I fear for little kids learning on their bikes or scooters, or pets. Also for the drivers. There are parked cars on either side of the street making it very narrow and I fear there is an accident waiting to happen."

h) Do you go to the Community Centre? (106 responses)

Do you go to the Victory Community Centre?
106 responses



i) Which services do you currently use? - results don't add up to 100% as respondents could choose more than one option.

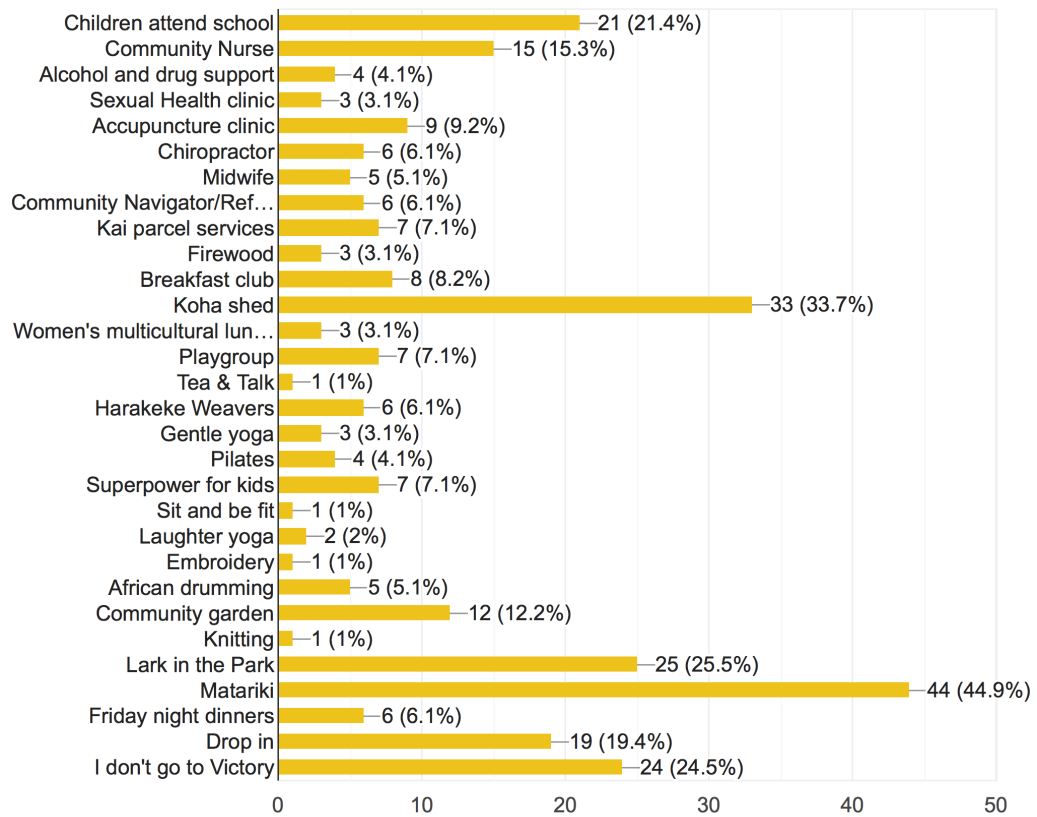
- 45% said they went to the Matariki celebration
- 34% said they used the Koha Shed
- 25% reported that they go to Lark in the Park
- 21 % said they had children that attended the school

Other popular activities/services were the community nurse (15%), drop in (19%), community garden (12%), under 10 % - acupuncture clinic, Breakfast club, Kai parcel services, Community navigator, chiropractor, Friday night dinners, super power for kids, African drumming, harakeke weavers, midwife, alcohol & drug support, sexual health clinic, firewood, pilates, yoga, multicultural women's lunch.

24.5% of respondents reported that they don't go to the Centre

Which services/activities do you currently use at Victory Community Centre. Tick all that applies.

98 responses



j) Are there any activities or services you would like us to offer? (61 responses)

This question asked what activities or services you would like us to offer & if there is any reason you used to visit but no longer, firstly here is a list of activities or services people would like to see at the Centre;

- ⇒ Talent quest/community open mic
- ⇒ Budgeting help
- ⇒ Informal whānau games like badminton, table tennis
- ⇒ After school activities
- ⇒ Smear tests
- ⇒ Doctors & nurses clinics – wound dressing
- ⇒ Maori events
- ⇒ Skating

- ⇒ Holiday programmes
- ⇒ Yoga
- ⇒ Mens yoga
- ⇒ Dementia support group for carers & sufferers
- ⇒ Free vegetables
- ⇒ Programmes for at risk teens
- ⇒ Te Reo beginner classes
- ⇒ Beauty service for low-income families
- ⇒ Winter community movies
- ⇒ Nepalese language classes
- ⇒ Screen management/addiction for kids
- ⇒ 5-7 year old kid activities
- ⇒ Counselling
- ⇒ Dad's group
- ⇒ Sit & be fit

Some reasons why people used to visit but no longer;

- ⇒ Most things happen during the day when I'm at work
- ⇒ No time
- ⇒ I have no need to visit
- ⇒ Not visiting currently because my husband needs a lot of care
- ⇒ I forget you have so much to offer
- ⇒ If there were more night classes & activities I would go
- ⇒ Volunteers can be rude & unhelpful
- ⇒ Used to get the newsletter in our letterbox so knew what was on, if you aren't on the Facebook page you don't hear about what's going on
- ⇒ Kids have grown up
- ⇒ I have a baby now & no driver's license so I can't get to you
- ⇒ I used to come for counselling and wanted to join some of the classes, but I am really shy, plus the cost though minimal I still couldn't afford
- ⇒ More activities after work hours that Mum's could attend (after kids go to bed 7.30pm)

"I haven't fully accessed services but have asked for a roast twice. Visited for a budget matter but was not given the help sought for."

“Not really...I have a wide social network, exercise with a group, involved in a community organisation. Once my world becomes more constrained, then I would use activities offered at VCC. However, looking at the list below there are some activities and services I would try.”

“It would be fun to have more informal family activities - games, badminton, table tennis.”

“I would love to see some activities aimed at risk teens. I don't quite know what but would be great to get the ideas flowing.”

“I used to go to Wednesday night yoga which was great. Now I go to Thursday night drumming with Kim which is amazing. My wife uses VCC for her superpowers course & after school badminton. She used to run a skipping class there also. Thanks heaps.”

“Actually I used to go to Laughter Yoga which is now elsewhere. I tend to forget that you have so much to offer so I'll sign up for your newsletter. I am aware of the great service you do overall for the community.”

“Volunteers can be rude and unhelpful. Also not a good image when volunteers are always seen taking the best of what's donated, being greedy!”

“yoga, fitness, taking care of indoor plants, exchanging recipes and doing them together.”

“Keep doing all of the awesome stuff you do.”

k) Is there anything that makes it difficult to use the services or go to activities at VCC? (73 responses)

- ⇒ I'm too busy (6 people)
- ⇒ Time & availability not matching up with activities
- ⇒ Don't know what's on (6 people)
- ⇒ I've not considered the need to use it
- ⇒ I didn't know there were so many services, but I'm not sure I'd be entitled to them as I work (3 people)
- ⇒ Feeling shy/whakamā (2 people)
- ⇒ Language is a barrier for me
- ⇒ Transport (5 people)
- ⇒ Health condition
- ⇒ Can you do a leaflet drop or open day? (2 people)
- ⇒ Cost (2 people)
- ⇒ Childcare (3 people)
- ⇒ Never been feeling at ease there
- ⇒ Opening hours

"I used to come for counselling and wanted to join some of the classes, but I am really shy, plus the cost though minimal I still couldn't afford."

"I am a pakeha, I feel like I shouldn't be using these resources as they are for refugees or Maori that are underprivileged. Even though I am underprivileged."

"Not at all, everyone's amazing 🙏"

"No it's great. Keep up the fine mahi. Big props to Steve McLuckie – a nice helpful & approachable chap who seems fairly streetwise too."

"Not being aware of what's going on, I think if there was a community pānui put in letterboxes would be great."

l) How could Victory Community Centre support you better? (61 responses)

- ⇒ Unsure (3 people)
- ⇒ Not aware of all the services they provide (2 people)
- ⇒ Include programmes for a wider audience
- ⇒ Te Reo classes
- ⇒ Second hand market
- ⇒ Skills transfer/swap
- ⇒ Help for everyone not just the needy
- ⇒ Don't know (5 people)
- ⇒ Teen hub
- ⇒ Holiday activities
- ⇒ Free beer
- ⇒ None needed, I'm happy (6 people)
- ⇒ Bring counselling services back
- ⇒ Improve the venue
- ⇒ Interpreters for people with low English
- ⇒ Open on evenings and at weekends
- ⇒ Food
- ⇒ Confidentiality being broken by volunteers so puts people off asking for help
- ⇒ Growing closer associations with VPS students so young people can access the services they & their families need
- ⇒ You're doing great (6 people) "you guys are very supportive"
- ⇒ To be able to bring my kids to classes

"I think they do an excellent job and if I needed support I know that I would be able to access it from there."

"It's a great question.....not sure how to answer this? It would be really great to have a second hand market or skills transfer swap sessions. It feels like there's an emphasis on helping the "needy" but everyone needs help, community and connection.....how can we all come together as human beings and give time, kindness and generous listening? Creating opportunities for people to come and offer whatever they can without being the needy or the needed. It looks like there is lots on offer and I wonder how we can be more involved? We've dropped off spare produce, attended exercise classes and donated to the koha shed but I still feel quite separate from the awesomeness that is Victory Community Centre."

"Perhaps broaden its approach to reflect a changing socio-economic diversity here. Include programmes to suit a broader audience."

"Victory Community Centre does an outstanding job at supporting its community, open and inviting to anyone and everyone"

"More casual drop in coffee social times, meet more local people"

"Be there to awahi when Maori events are on"

"I don't need support, there are others who need it far greater."

"Get a nice big sound system to use at lark in the park on Fridays & also hire it out to community for private celebrations."

m) Struggling? If you need support let us know & we'll get in touch (29 responses)

⇒ Yes, asking for help, (6 people – they provided either email address or phone number)

⇒ Yes describing feelings of sadness & loneliness

⇒ Not struggling (7 responses)

⇒ Will contact when we need to (2 people)

⇒ I'm sending you an email (2 people)

"Answering these questions brought up strong sad feelings. Yes I am struggling. I live here and I don't know anyone to talk to. I have no friends here in Nelson or the South Island."

"I'm okay but I love the inclusion of this question"

"We will contact the centre or community navigator when we need"

n) Is there any extra support you would like? (82 responses)

Many respondents said no, or not now, they were doing okay (21 respondents), those that did indicate they needed help were looking for assistance in the following areas, kai, financial, childcare, support having a young baby, children's activities or a toy/book library, help for the homeless, and asked that working parents be acknowledged and the pressures of home schooling on them. Other comments were;

"Find shelter for our homeless community or consider opening up your kitchen and the hall for them - they need somewhere dry and sheltered with cooking and washing facilities."

"Thank you, we received gift vouchers which we shared within our three households..."

"It's hard to know what support could actually help."

"Don't like to ask for help."

"No thanks we are doing fine."

"I'm good but would like to seek support for my Whanau, which I believe VCC has always provided and I appreciate that."

"If anyone can fix this situation we'd be grateful. Been in contact with Rachel Boyack, so hopefully things might move forward now."

"Give WINZ a boot to process things they've had for over a month now and love help in family court for support."

"Someone to chop wood. A service available to do shopping as needed rather than when convenient for friends. Civil Defence did shopping pick up last year but not yet this year."

Recommendations - General

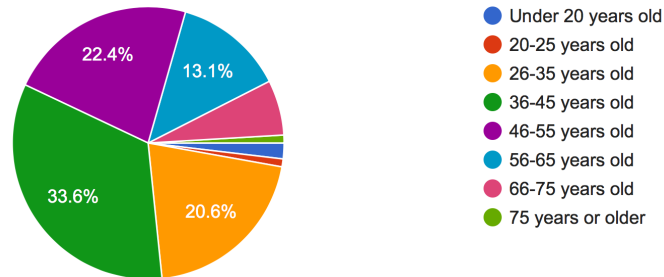
1. **Counselling services to address feelings of stress and pressure as a direct result of Covid 19, more than half of the respondents reported it harder to cope with the stress and pressure of daily life since it began.**
2. **Connection activities/services, more than half the respondents reported increased feelings of loneliness since Covid 19 began.**
3. **A community wide distribution of the newsletter and activities from the Community Centre, a regular letterbox drop in addition to the current online and digital information.**
4. **General promotion of the Victory area being a great place to live, a number of respondents would love to try and overcome the negative stereotyping and the perception from the rest of Nelson that Victory is an undesirable area.**
5. **Better traffic management and use of traffic slowing devices/strategies, and more consideration of pedestrians and cyclists in the traffic management plans for the Victory area.**
6. **A local community police presence. A lot of respondents reported issues with vandalism, anti-social behaviour, gang presence with intimidating behaviour, neighbour problems, noise, rubbish, not feeling safe at night and other issues.**
7. **A number of people would like a local café.**

Recommendations – Community Centre

1. **Counselling Services at the Community Centre.**
 2. **A teen hub/drop in/hang out area that also offers support/tautoko for our rangatahi.**
 3. **Wider opening hours, including evenings and weekends.**
 4. **A regular talent quest, open mic nights.**
 5. **Holiday programmes and after school activities.**
 6. **Transport to and from the centre.**
 7. **Te Reo classes.**
 8. **Dads classes/groups.**
 9. **Informal whānau games nights – table tennis, badminton etc.**
 10. **Community movies.**
 11. **Second hand market.**
 12. **Skills transfer/swap, gardening was a particular interest but many other community skills could be included.**
 13. **Tightening up of volunteers, increased training and supervision.**
 14. **More welcoming, some people feel the activities and services are just for the underprivileged, and some people are generally unsure if they would be welcome or are shy.**
 15. **A closer association with Victory Primary School.**
 16. **Interpreters at some activities**
 17. **Consideration of opening a café at the Centre**
1. **Demographic Information**
 - **Age**

The largest age demographic was in the 36 – 45 year old age range, the second largest was in the 46 – 55 year old age range.

Age: What is your age?
107 responses



- **Ethnicity**

This survey captured 14 different nationalities, the largest was NZ European;

60.4% (64 people) identified as NZ European

15.1% (16 people) were Maori

3.8% (4 people) were Bhutanese/Nepali

Other respondents identified from the following ethnic groups, at least one person per group;

Columbian

British/Irish

Chin Myanmar

Karenni Myanmar

Pakistani

Pacifica

Israeli

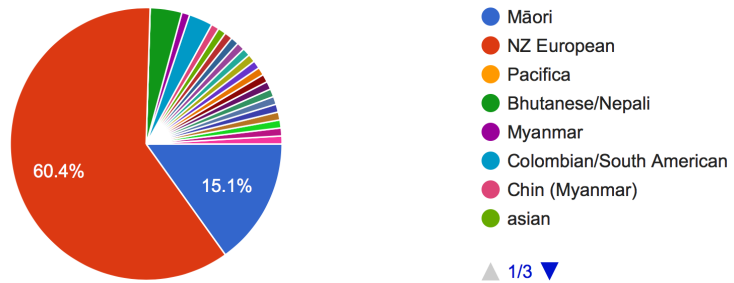
Polish

German/English

Kiwi/Aotearo'an (self-described)

American European

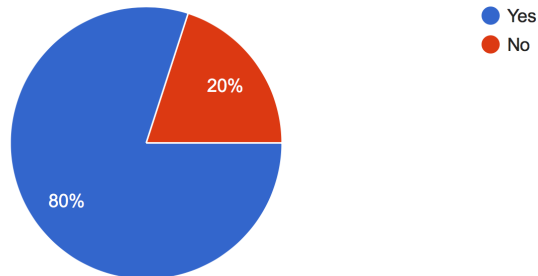
Ethnic origin: Please specify your ethnicity.
106 responses



2. Newsletter

Finally, respondents were asked if they would like to sign up for the Victory Community Centre newsletter, there were 105 responses, 80% said yes, 20% said no.

Would you like to sign up to receive Victory Community Centre's email news?
105 responses





Victory Community Centre - Covid-19 Impact

**We are keen to understand the impact of Covid-19 on the
Victory Community.**

Please take 5-10 minutes to give us the information we need to help our Victory Community Centre team support you better. The survey is for residents of the Victory Community aged over 16 years.

By completing this survey you will automatically enter into the draw to win one of five \$100 Prezzy Cards.

How long have you lived in the Victory community?

- Less than 12 months
- 1-5 years
- 5-10 years
- 10 years +

Which street do you live in?

Age: What is your age?

- Under 20 years old
- 20-25 years old
- 26-35 years old
- 36-45 years old
- 46-55 years old
- 56-65 years old
- 66-75 years old
- 75 years or older

Ethnic origin: Please specify your ethnicity.

- Δ Māori
- Δ NZ European
- Δ Pacifica
- Δ Bhutanese/Nepali
- Δ Myanmar
- Δ Colombian/South American
- Δ Other:

Household members: Including yourself, how many people currently live in your household?

Covid-19 Impact: Have any of the things listed below been more difficult for you since Covid-19 began?

Harder

Same

Easier

Not applicable

- Ability to pay for food
- Ability to manage your health and access support
- Ability to manage stress or pressure in daily life
- Impact on alcohol and/or drug use
- Feelings of loneliness
- Feeling anxious
- Impact on job or business
- Impact on income

Has Covid had any other positive or negative impacts on your life?

Is there any extra support you would like?

What do you like about living in Victory?

What are the things you find difficult about living in Victory?

Do you go to the Victory Community Centre?

Yes

No

Are there any activities or services you would like us to offer? P.S. If you used to visit but no longer do, we would love to know why.

Which services/activities do you currently use at Victory Community Centre. Tick all that applies.

- Children attend school
- Community Nurse
- Alcohol and drug support
- Sexual Health clinic
- Acupuncture clinic
- Chiropractor
- Midwife
- Community Navigator/Refugee support
- Kai parcel services
- Firewood
- Breakfast club
- Koha shed
- Women's multicultural lunches
- Playgroup
- Tea & Talk
- Harakeke Weavers
- Gentle yoga
- Pilates
- Superpower for kids
- Sit and be fit
- Laughter yoga
- Embroidery
- African drumming
- Community garden
- Knitting
- Lark in the Park
- Matariki
- Friday night dinners
- Drop in
- I don't go to Victory

Is there anything that makes it difficult to use the services or go to activities at Victory Community Centre?

How could Victory Community Centre support you better?

Struggling? If you need support let us know and we'll get in touch - type email or phone below.

Would you like to sign up to receive Victory Community Centre's email news?

- Yes
- No