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## Wellbeing Survey 2012





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Report Prepared For:

### Wellbeing Survey Team

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<b>Date:</b>	October 2012
<b>Ref No:</b>	NZ200343

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**Opinion Statement**

**Nielsen certifies that the information contained in this report has been compiled in accordance with sound market research methods and principles, as well as proprietary methodologies developed by, or for, Nielsen. Nielsen believes that this report represents a fair, accurate and comprehensive analysis of the information collected, with all sampled information subject to normal statistical variance.**

## 1.0 Executive Summary

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### Introduction

This report has been prepared for the agencies partnering the CERA Wellbeing Survey. It presents a high-level overview of results from a survey of residents of greater Christchurch.

CERA is developing the Canterbury Wellbeing Index to measure the progress of earthquake recovery. The survey supplements indicators drawn from official data sources by collecting data on the self-reported wellbeing of residents.

The survey also monitors residents' perceptions of the recovery.

The intention is to conduct this survey at six-monthly intervals until the end of 2014 to monitor progress.

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### Method

This survey was carried out using a self-completion methodology. A random selection, of residents of greater Christchurch, was made from the Electoral Roll and respondents either completed the survey online or via a hard copy questionnaire posted to them.

Fieldwork took place between 29 August and 15 October 2012.

Completed questionnaires were received from 2381 respondents made up of 1156 Christchurch City residents, 618 Selwyn District residents and 607 Waimakariri District residents.

The response rate was 52%.

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### Overall Observation

The body of the report compares results for every question between the three territorial local authorities making up greater Christchurch.

As an overall observation:

- Residents of Christchurch City rate their quality of life less positively than residents of Selwyn District and Waimakariri District
  - Higher proportions of Christchurch City residents have experienced issues as a result of the earthquakes that have had a strong negative impact on their everyday lives.
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### Quality of Life Indicators

Nearly three quarters (74%) of greater Christchurch residents rate their quality of life positively (good or very good), while just 7% believe it to be poor.

However, over half (54%) believe that their quality of life has deteriorated since the earthquakes.

Four in five residents (97%) have experienced stress at least sometimes in the past 12 months that has had a negative effect on their lives. Nearly a quarter (23%) indicate they have been living with this type of stress most or all of the time over the past year.

### Negative Impact of the Earthquakes

A list of 26 possible negative issues or outcomes was shown to residents who indicated whether or not they had experienced each as a result of the earthquakes and, if experienced, the extent to which each has had a negative impact on their everyday lives.

On average, each resident has experienced 10 of the 26 issues identified.

The three most prevalent issues experienced as a result of the earthquakes are:

1. Loss of recreational, cultural and leisure time facilities (e.g. cafes, libraries, arts and cultural centres)
2. Distress and anxiety associated with ongoing aftershocks
3. Dealing with EQC or insurance issues in relation to personal property or house.

These three issues are also the most likely to have had a moderate or major negative impact on people's everyday lives.

Most prevalent negative impacts	% of greater Christchurch residents experienced this issue	% of greater Christchurch residents for whom issue had a moderate or major negative impact on everyday lives
Loss of other recreational, cultural and leisure time facilities	69%	34%
Distress or anxiety associated with ongoing aftershocks	66%	42%
Dealing with EQC/insurance issues in relation to personal property and house	65%	37%

### Positive Impacts of the Earthquakes

A list of 10 possible positive issues or outcomes was also presented to respondents.

On average, each resident had experienced four to five of these positive issues or outcomes.

The four most prevalent outcomes, and the proportion of residents who believe each of these outcomes has had a strong positive impact on their everyday lives, is shown in the table below:

Most prevalent positive impacts	% of greater Christchurch residents experienced this	% of greater Christchurch residents for whom issue had a moderate or major positive impact on everyday lives
Pride in ability to cope under difficult circumstances	76%	41%
Family's increased resilience	69%	36%
Renewed appreciation of life	68%	45%
Heightened sense of community	67%	34%

### Confidence in Decision-Making

Residents' opinions are polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery.

While 34% feel confident that, overall, the agencies involved have made decisions that have been in the best interests of greater Christchurch, 37% express a lack of confidence while 29% remained non-committal.

The level of confidence expressed in the decision-making of specific agencies varies, with the highest level of confidence expressed with Waimakariri District Council by its residents and the least confidence expressed with Christchurch City Council by Christchurch City residents.

Confidence that agency has made decisions in best interests of relevant area	% express confidence in decision-making	% express lack of confidence in decision-making
CERA (best interests of greater Christchurch)	40%	29%
Local council (best interests of relevant city/district):		
Christchurch City Council	29%	41%
Selwyn District Council	39%	26%
Waimakariri District Council	42%	30%
Environment Canterbury (best interests of greater Christchurch)	26%	33%

Three in ten residents are satisfied with the opportunities the public has had to influence earthquake recovery decisions while 28% are dissatisfied and 42% are non-committal.

### Satisfaction with Information and Communications

Residents' views of the communications and information they have received about earthquake recovery decisions are also polarised.

While 35% express satisfaction with the overall communications and information received, 32% express dissatisfaction while the remaining 33% do not have a firm view.

The great majority of residents had noticed communications/ information relating to earthquake recovery decisions from EQC (92%), CERA (89%) and their local councils (90% of Christchurch City and Waimakariri District residents and 83% of Selwyn District residents). Over three quarters (77%) had noticed Environment Canterbury's communications/ information. Some 86% had received communications/information from their private insurers.

Recipients of Waimakariri District Council's communications express higher satisfaction while recipients of EQC's communications relating to their specific policy express greater dissatisfaction.



Satisfaction with communications/information about earthquake recovery decisions among recipients	% express satisfaction	% express dissatisfaction
CERA	40%	18%
Local council		
Christchurch City Council	28%	27%
Selwyn District Council	36%	17%
Waimakariri District Council	42%	19%
Environment Canterbury	22%	23%
EQC (relating to resident's policy)	27%	42%
Private insurer (relating to resident's policy)	31%	33%

*Base: Those who recall receiving communications or information from the various organisations.*

## 2.0 Background

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### Background

CERA is developing the Canterbury Wellbeing Index to measure the progress of earthquake recovery and to provide timely feedback to social and other agencies when trends in community wellbeing emerge.

CERA wants to supplement indicators drawn from official data sources by collecting data around the self-reported wellbeing of residents. It also wants to monitor residents' perceptions of the recovery.

Nielsen has been commissioned to undertake this research. The intention is to conduct a survey every six months between 2012-2014.

The CERA Wellbeing Survey is being partnered by Christchurch City Council, Waimakariri District Council, Selwyn District Council, Canterbury District Health Board, Ngāi Tahu and the Natural Hazards Platform (a multi-party research platform funded by the Ministry of Science and Innovation). The survey is also a collaboration between Government departments and the academic community which will undertake detailed analysis of the data.

This report provides a high-level overview of the results of the survey.

Nielsen would like to sincerely thank the residents of greater Christchurch who took the time to respond to this survey.

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### Ethics Approval

After seeking advice, the Survey Team determined that the method and content of the CERA Wellbeing Survey did not require Health and Disability Committee ethics approval.

The project design was peer-reviewed by the Massey University Ethics Committee and the chair confirmed that it fell into the low ethical risk category. The research conforms to the Massey University Code of Ethical Conduct for Research Involving Human Participants.

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### Questionnaire Development

A draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch. A copy of this questionnaire is included in Appendix 3.

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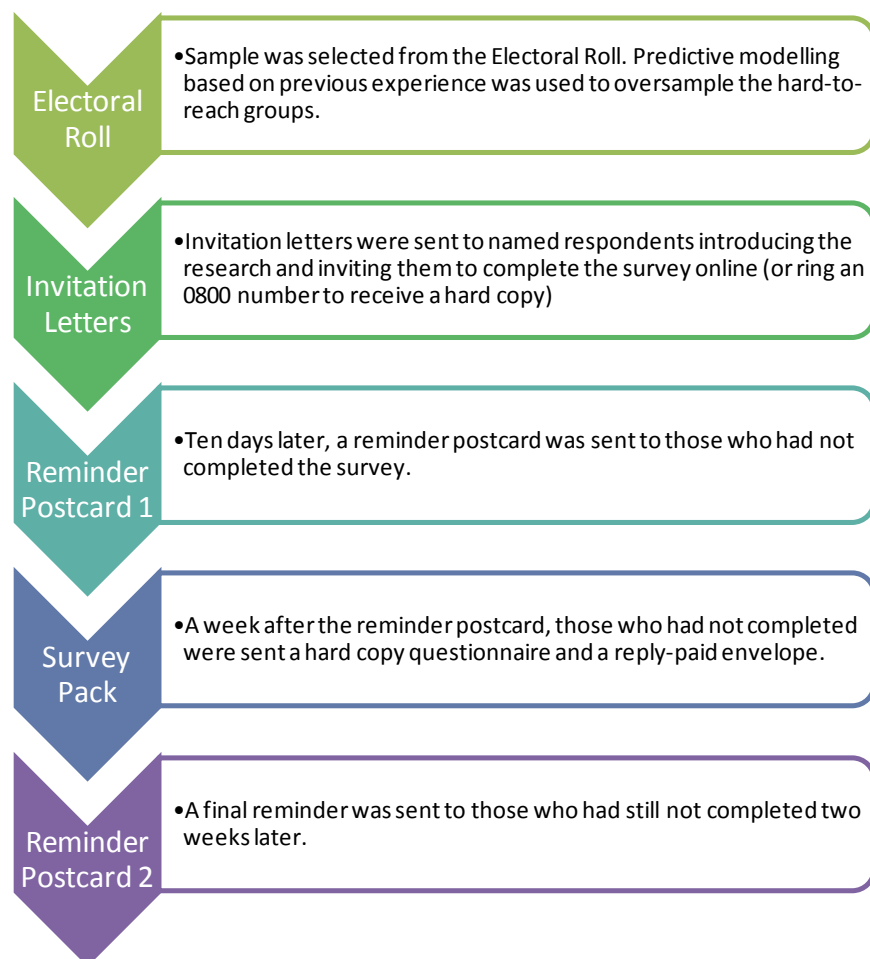
## Overview of Method and Sample

The target population for this research was people aged 18 years and over who currently resided in greater Christchurch.

The Electoral Roll was used as the sampling frame as it is the most comprehensive database of individuals in New Zealand.

This survey used a self-completion methodology, with respondents being encouraged to complete the survey online initially before being provided with a paper questionnaire.

An overview of the research process is shown below:



The research took place between 29 August 2012, when the first invitation letters were sent, and 15 October 2012 when the survey closed.

For more details about the methodology, please refer to Appendix 1.

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**Response to Survey**

From 5195 people selected randomly from the Electoral Roll, 2381 completed questionnaires were received. The response rate for this survey was 52%. This is calculated as the number of completed interviews as a proportion of total number of selections minus exclusions based on known outcomes (e.g. death, moved out of region, gone no address). (Please see Appendix 1 for detailed response rate calculations).

The 2381 completed questionnaires received were from:

Christchurch City	n= 1156
Selwyn District	n= 618
Waimakariri District	n= 607.

Fifty-nine percent of questionnaires were completed online while 41% were completed in paper copy.

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**Data Analysis**

The sample design over-sampled residents of the two districts with smaller populations to ensure that the sample size within each district was sufficient to allow reliable and robust analysis.

At the analysis stage, the data was adjusted by a process called weighting. This process adjusts for discrepancies between the profile of people who completed the survey and the known profile of residents of greater Christchurch.

Population statistics are obtained from Statistics New Zealand data and is based on the latest population projections.

Weighting increases the influence of some observations and reduces the influence of others. So, for example, while 618 or 26% of completed interviews came from Selwyn District, the population of Selwyn actually represents about 8% of greater Christchurch. Thus, the data was adjusted so that 8% of any 'greater Christchurch' result reported is based on the responses of Selwyn residents.

For more details about the weighting and data analysis, please refer to Appendix 1.

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**Margin of Error**

All sample surveys are subject to sampling error. Based on a total sample size of 2381 respondents, the results shown in this survey are subject to a maximum sampling error of plus or minus 2% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 52% and 48%. As the sample figure moves further away from 50%, so the error margin will decrease.

The maximum error margins for each of the territorial local authority areas is:

<b>TLA</b>	<b>Sample Size</b>	<b>Maximum margin of error</b>
Christchurch City	1156	± 2.9
Selwyn District	618	± 3.9
Waimakariri District	607	± 4.0

## 3.0 Notes to Report

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- Where 'Greater Christchurch' is referred to in this report, this includes Christchurch City, Selwyn District and Waimakariri District.
  - Some of the percentage tables and charts may not add exactly to 100% due to rounding.
  - For those results charted in the report, the combined percentages are based on the rounded number shown in the charts, not the unrounded figures in the data tables.
  - A small number of respondents who completed the survey in hard copy skipped over one or more questions they were meant to answer. Therefore, the number of respondents who answered each question varies slightly. For each question, the number providing an answer to that question forms the base for analysis rather than the total sample of n=2381.
  - The protocol for identifying significant differences between sub-groups applied throughout this report is:
    - a) the difference must be statistically significantly at the 95% confidence level and
    - b) the difference must be greater than five percentage points.
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## 4.0 Quality of Life

### Introduction

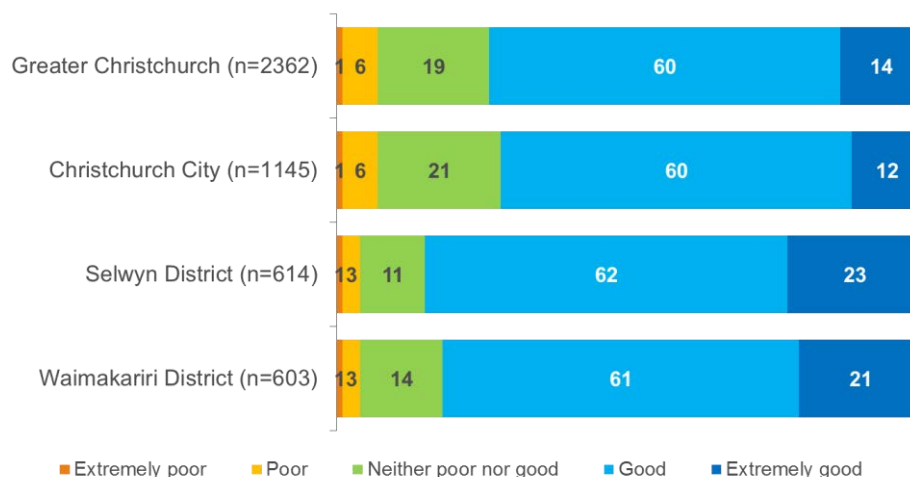
Early on in the survey, prior to being asked specifically about the impacts of the earthquakes, respondents were asked to rate their overall quality of life.

They were then asked whether or not their quality of life had changed since the earthquakes.

### Overall Quality of Life

Three quarters (74%) of greater Christchurch residents rate their quality of life positively (14% rate it *extremely good* while 60% rate it as *good*). Just 7% indicate that their quality of life is poor.

**Figure 4.1: Overall quality of life (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to rate their overall quality of life positively (74%) are:

- With a household income of more than \$100,000 (88%)
- Living in the Selwyn (85%) or Waimakariri Districts (82%)
- Aged 18 to 24 (81%)

Those less likely to rate their overall quality of life positively are:

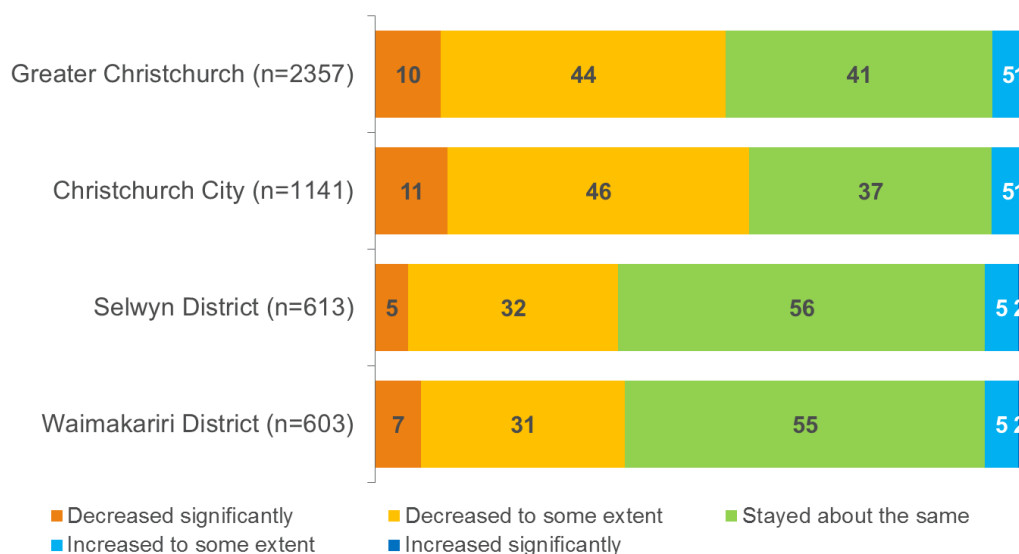
- Of Māori (56%) or Pacific / Asian / Indian ethnicity (64%)
- From a household with an income of less than \$30,000 (56%)
- Living in temporary housing (58%)
- Aged 50 to 64 (67%)

Among the small proportion (4%) of the sample living in temporary accommodation, 17% rate their quality of life as poor.

**Quality of Life since the Earthquakes**

When asked whether or not their quality of life had changed since the earthquakes, over half (54%) indicate their quality of life has *decreased significantly* or *decreased to some extent*. Only a small proportion (6%) feel their quality of life has improved (either *increased significantly* or *increased to some extent*).

**Figure 4.2: Quality of life since the earthquakes (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to say their quality of life has decreased since the earthquakes (54%) are:

- Living in temporary housing (70%)
- Of Māori ethnicity (68%)
- Aged 35 to 49 (60%) or 50 to 64 (62%)

Those less likely to say their quality of life has decreased since the earthquakes are:

- Living in Selwyn District (37%) or Waimakariri District (38%)
- Aged over 65 years (43%) or 18 to 24 (45%)



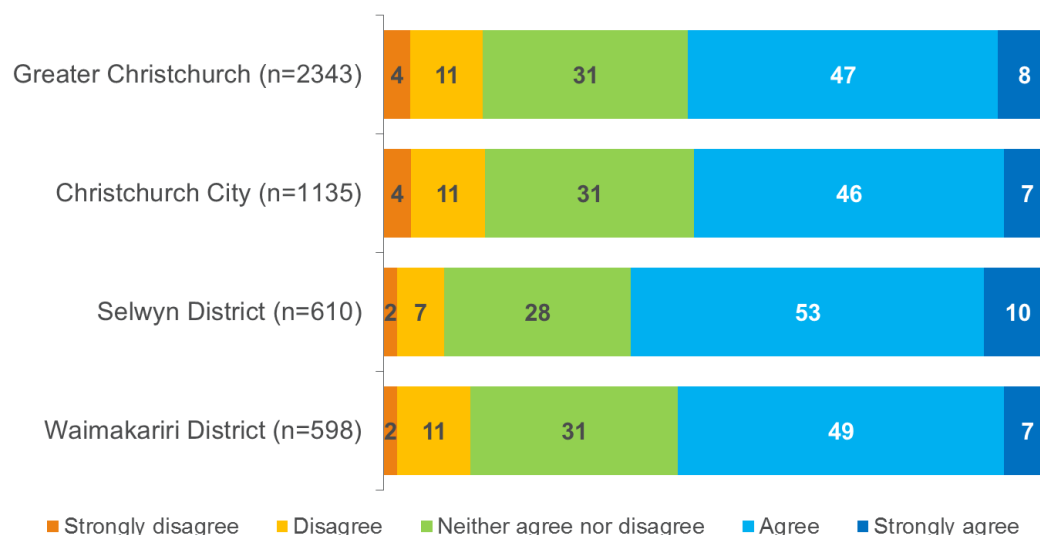
## 5.0 Social Connectedness

**Introduction** Two indicators of social connectedness were included in the survey. These were:

- The extent to which a person feels a sense of community with others in his/her neighbourhood
- Whether or not there is anyone a person could turn to for help if faced with a serious injury or illness, or needed emotional support during a difficult time.

**Sense of Community** Half (55%) of those living in greater Christchurch agree (*strongly agree* or *agree*) that they feel a sense of community with others in their neighbourhood.

**Figure 5.1: Sense of community with others in neighbourhood (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to agree they feel a sense of community with others in their neighbourhood (55%) are:

- Living in the Selwyn District (63%)
- Aged 35 to 49 (60%) or 65 or over (60%)

Those less likely to agree are:

- Not living in the same address compared to where they were living before the earthquake on 4 September 2010 (43%)
- Aged 18 to 24 (38%).

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

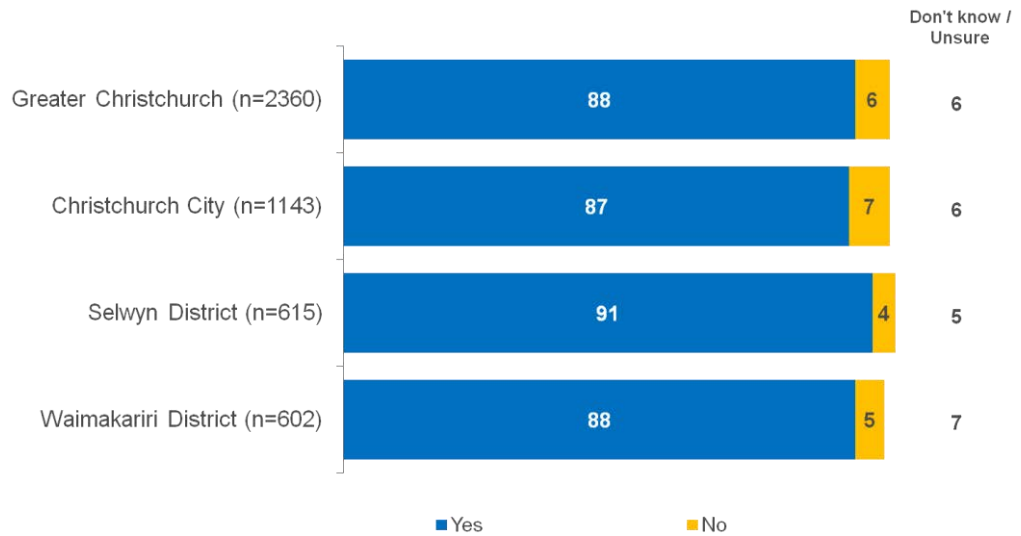
Confidence in Decision-Making

Satisfaction with Communications and Information

**Support Network**

The majority (88%) say they have someone to turn to for help if faced with a serious illness, injury or for emotional support.

**Figure 5.2: Whether there is anyone to turn to for help if faced with a serious illness, injury or needed emotional support (%)**



Base: All Respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to say they do have someone to turn to (88%) are:

- From a household with an income of more than \$100,000 (94%)

Those less likely to say they have someone to turn to are:

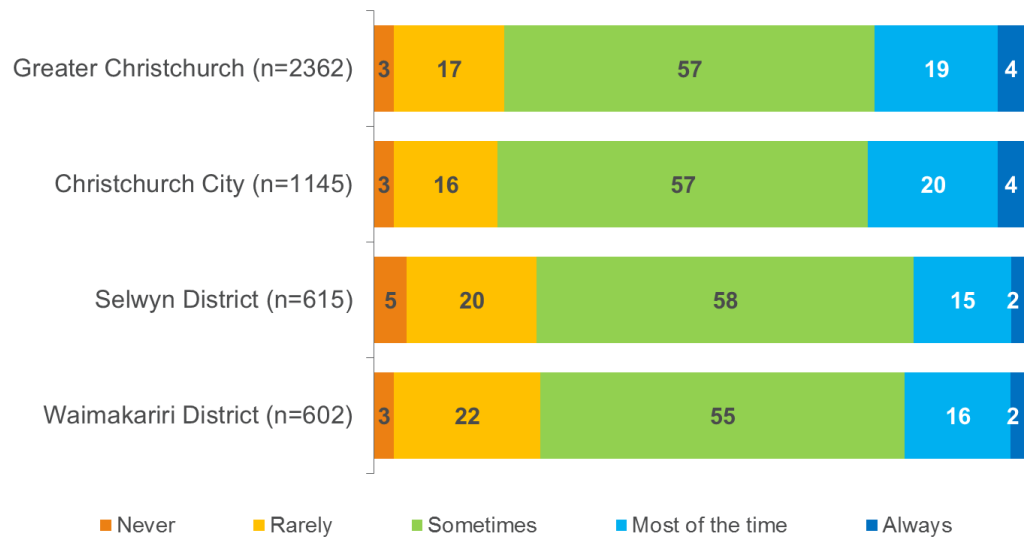
- Of Pacific / Asian / Indian ethnicity (63%)
- From a household with an income of less than \$30,000 (83%).

## 6.0 Health and Wellbeing

**Introduction** The single health and wellbeing indicator to be included in this survey related to levels of stress.

**Levels of Stress** The majority (97%) of greater Christchurch residents have experienced stress in the past 12 months that has had a negative effect on them. Almost a quarter (23%) indicate they have experienced stress *always* or *most of the time* during this period.

**Figure 6.1: Whether experienced stress in the past 12 months that has had a negative effect (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to say they have experienced stress *always* or *most of the time* (23%) are:

- Of Māori ethnicity (36%)

Those *less* likely to say they have experienced stress *always* or *most of the time* are:

- Aged over 65 years (15%)
- From a household with an income of \$30,001 to \$60,000 (16%)
- Living in the Selwyn District (17%).

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

Satisfaction with Communications and Information

## 7.0 Negative Impacts of the Earthquakes

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**Introduction** In this section of the report, we summarise responses to questions aimed at measuring the proportion of residents who were negatively impacted by the earthquakes in each of a number of ways.

Respondents were shown a list of 26 possible issues and, for each, were asked to indicate:

- Whether or not they had experienced this as a result of the earthquakes
- If so, the extent to which each has had a negative impact on their everyday lives since the earthquakes (a major negative impact, a moderate negative impact, a minor negative impact or minimal or no impact).

The results of this information are shown in a number of ways:

- Table 7.1 shows **prevalence** of each issue. It summarises the extent to which each of these 26 issues has been experienced in greater Christchurch as a result of the earthquakes. The table is in rank order from most prevalent to least prevalent
  - Table 7.2 summarises **strength of impact**. It presents the 26 issues in rank order based on the proportion for whom each issue has had a strong negative impact (answered either 'moderate negative impact' or 'major negative impact')
  - Following these summary tables, each of the issues (from most prevalent to least prevalent) is scrutinised individually and significant differences between sub-groups highlighted.
-

**Prevalence of Issues**

As shown in the table following, the **most prevalent** issues that residents have experienced as a result of the earthquakes are the loss of leisure facilities, distress or anxiety caused by ongoing aftershocks, and dealing with EQC or insurance issues.

**Table 7.1: Proportion who have experienced each issue (%)**

	Greater Christchurch	Christchurch City	Selwyn District	Waimakariri District
Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres)	69	72	49	58
Distress or anxiety associated with ongoing aftershocks	66	67	61	60
Dealing with EQC/insurance issues in relation to personal property and house	65	66	63	60
Making decisions about house damage, repairs and relocation	54	56	51	43
Being in a damaged environment and / or surrounded by construction work	52	55	34	39
Living day to day in a damaged home	51	54	38	33
Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks)	47	51	30	26
Uncertainty about my own or my family's future in Canterbury	46	49	36	35
Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members)	45	48	33	34
Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	44	46	27	36
Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes)	44	46	35	35
Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	37	40	22	25
Transport related pressures (work/personal)	36	39	21	26
Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	35	38	21	20
Dealing with frightened, upset or unsettled children	32	32	28	35
Workplace safety concerns (e.g. perception that building is unsafe)	30	31	27	24
Relationship problems (arguing with partner/friends)	28	29	20	23
Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments)	26	29	10	16
Having to move house permanently or temporarily	26	28	16	18
Potential or actual loss of employment or income	25	26	20	21
Poor quality of house (e.g. cold, damp)	21	23	10	10
Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related	19	20	11	17
Dealing with insurance issues in relation to a business or work	18	18	19	14
Difficult decisions concerning pets	18	19	10	11
Difficulty finding suitable rental accommodation	15	17	9	8
House too small for the number of people in the household	7	8	5	4

*Base: All respondents, excluding not answered*

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

Satisfaction with Communications and Information

## Strength of Impact

The next table ranks the same 26 issues according to **strength of impact**. It shows the proportion who indicated that they have experienced a particular issue as a result of the earthquakes **and** that it has had a **moderate** or **major negative impact** on their everyday lives.

**Table 7.2: Proportion who indicate an issue has had a moderate or major negative impact on their everyday lives (%)**

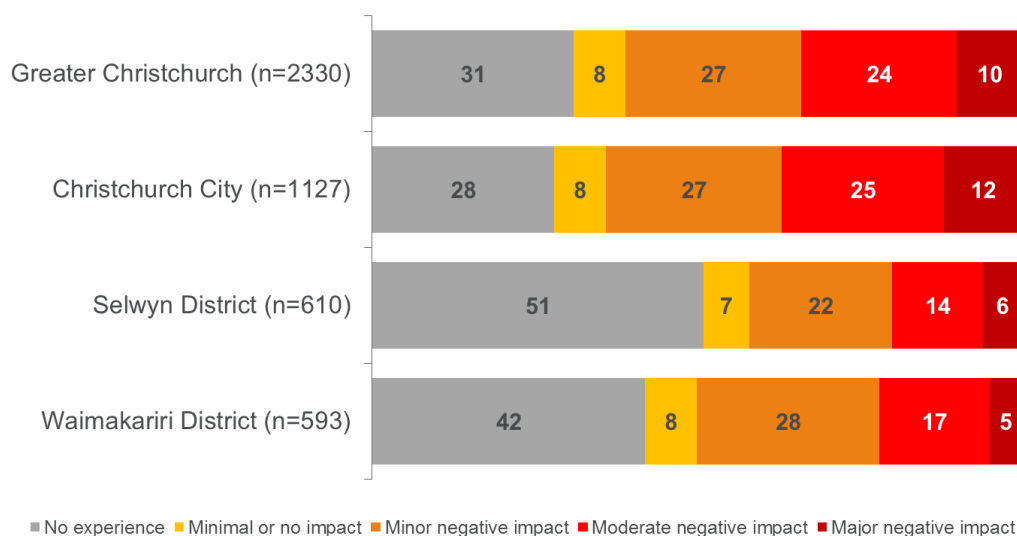
	Greater Christchurch	Christchurch City	Selwyn District	Waimakariri District
Distress or anxiety associated with ongoing aftershocks	42	43	35	39
Dealing with EQC/insurance issues in relation to personal property and house	37	39	30	25
Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres)	34	37	20	22
Being in a damaged environment and / or surrounded by construction work	30	33	14	20
Uncertainty about my own or my family's future in Canterbury	30	31	20	21
Making decisions about house damage, repairs and relocation	29	32	20	17
Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes)	27	28	20	22
Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members)	26	27	19	19
Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks)	24	27	12	11
Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	24	26	11	15
Living day to day in a damaged home	22	24	12	11
Transport related pressures (work/personal)	20	23	9	15
Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	20	22	8	13
Dealing with frightened, upset or unsettled children	18	19	11	18
Potential or actual loss of employment or income	18	18	14	13
Workplace safety concerns (e.g. perception that building is unsafe)	16	17	13	15
Relationship problems (arguing with partner/friends)	16	17	11	13
Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	15	18	8	9
Having to move house permanently or temporarily	16	17	8	11
Poor quality of house (e.g. cold, damp)	14	16	7	6
Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments)	13	14	3	7
Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related	12	13	5	9
Dealing with insurance issues in relation to a business or work	11	11	10	8
Difficulty finding suitable rental accommodation	12	12	6	5
Difficult decisions concerning pets	10	11	4	5
House too small for the number of people in the household	3	4	2	3

*Base: All respondents, excluding not answered*

**Loss of Leisure Facilities**

Seven in ten (69%) have experienced the loss of recreational, cultural and leisure time facilities. A third (34%) indicate this loss has had a *moderate* or *major* negative impact on their everyday lives.

**Figure 7.1: Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Christchurch City residents are more likely to have experienced the loss of leisure facilities (72%, compared with 49% in Selwyn District and 58% in Waimakariri District) and, thus, are also more likely to indicate this has had a strong negative impact on their everyday lives.

Those more likely to have experienced the loss of recreational, cultural and leisure time facilities (69%) are:

- Living in temporary housing (82%)
- From a household with an income of \$60,001 to \$100,000 (76%) or more than \$100,000 (80%)
- Aged between 35 to 49 years (78%)
- From a household with at least one child aged under 18 years (75%)

Those more likely to say the negative impact on their everyday lives has been *moderate* or *major* (34%) are:

- From a household with an income of more than \$100,000 (40%)
- Aged 35 to 49 (41%).

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

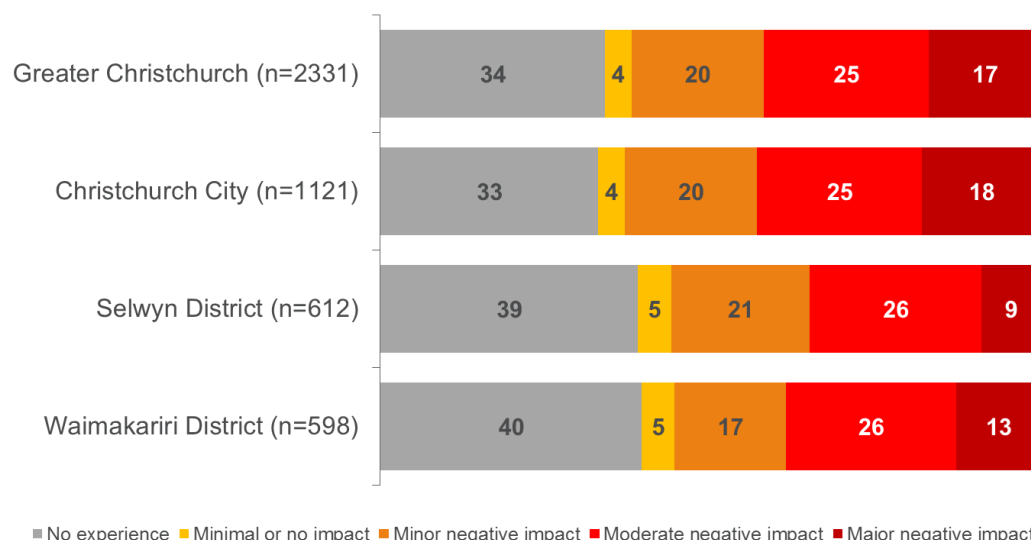
Satisfaction with Communications and Information

**Distress  
around  
Aftershocks**

Two thirds (66%) have experienced distress or anxiety associated with ongoing aftershocks. Four in ten (42%) say the distress or anxiety has had a *moderate* or *major* negative impact on their everyday lives.

Of all 26 issues, distress or anxiety associated with ongoing aftershocks is the issue that has the highest proportion of greater Christchurch residents indicating it has had a *moderate* or *major* negative impact on their everyday lives (42%).

**Figure 7.2: Distress or anxiety associated with ongoing aftershocks (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

The proportion of those who have experienced distress or anxiety associated with ongoing aftershocks is similar across greater Christchurch, although slightly fewer Selwyn residents indicate this has had a strong negative impact on their everyday lives.

Those more likely to have experienced distress or anxiety associated with ongoing aftershocks (66%) are:

- Female (76%)
- Aged 50 to 64 (74%)

Those more likely to say the negative impact on their everyday lives is *moderate* or *major* (42%) are:

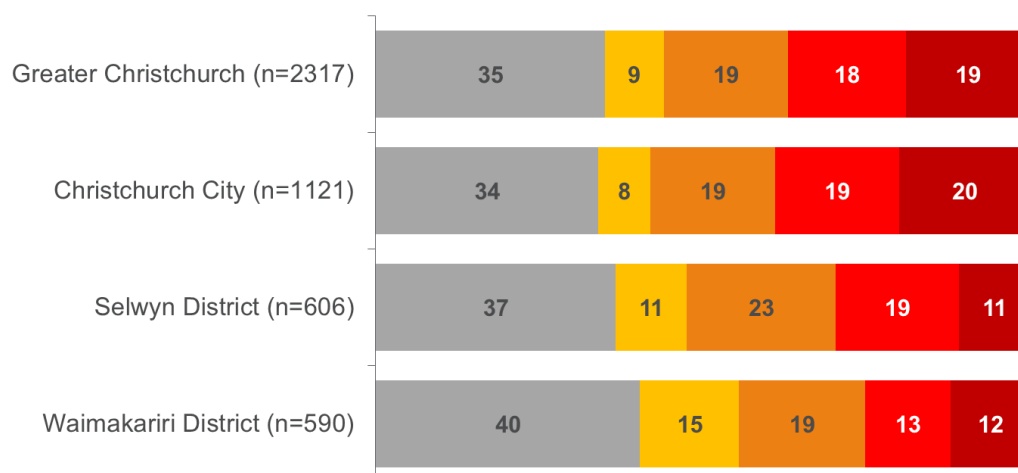
- Female (49%)
- Aged 50 to 64 (49%)



**EQC or Insurance Issues**

Two thirds (65%) have been dealing with EQC or insurance issues in relation to personal property and housing. For over a third (37%) these dealings have had a *moderate* or *major* negative impact on their everyday lives. This issue is the issue with the greatest proportion (19%) indicating it has had a *major negative* impact on their daily lives.

**Figure 7.3: Dealing with EQC/insurance issues in relation to personal property and house (%)**



■ No experience ■ Minimal or no impact ■ Minor negative impact ■ Moderate negative impact ■ Major negative impact

Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

The proportion of those dealing with EQC and insurance issues is similar across greater Christchurch. However, Christchurch City residents indicate a higher level of negative impact on their everyday lives.

Those more likely to have been dealing with EQC or insurance issues (65%) are:

- From a household with an income of \$60,001 to \$100,000 (75%) or more than \$100,000 (77%)
- Aged 35 to 49 (74%) or 50 to 64 (77%)
- From a household with at least one child aged under 18 years (72%)

Those more likely to say the negative impact on their everyday lives is *moderate* or *major* (37%) are:

- Living in temporary housing (55%)
- Aged 35 to 49 (43%) or 50 to 64 (44%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

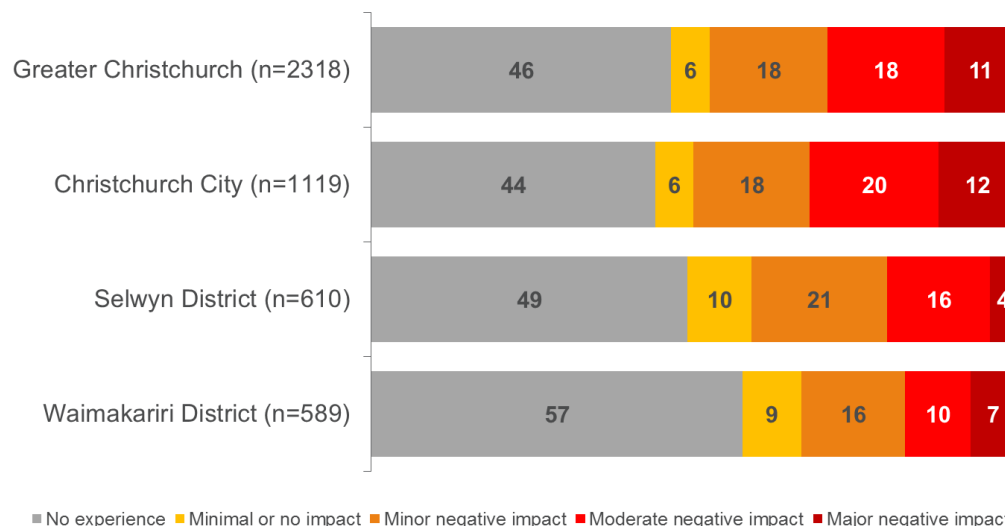
Confidence in Decision-Making

Satisfaction with Communications and Information

**Decisions around Damage, Repairs and Relocation**

Over half (54%) of greater Christchurch residents have had to make decisions about house damage, repairs and relocation. For three in ten (29%), making these decisions has had a *moderate* or *major* negative impact on their everyday lives.

**Figure 7.4: Making decisions about house damage, repairs and relocation (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those living in Waimakariri District are less likely to have had to make decisions about house damage, repairs, and relocation (43%). Again, Christchurch City residents appear most affected by this issue.

Those more likely to have had to make decisions in this area (54%) are:

- Currently living in temporary housing (69%)
- From a household with at least one child aged under 18 years (64%)
- From a household with an income of more than \$100,000 (63%) or \$60,001 to \$100,000 (61%)
- Aged 35 to 49 (63%) or 50 to 64 (60%)

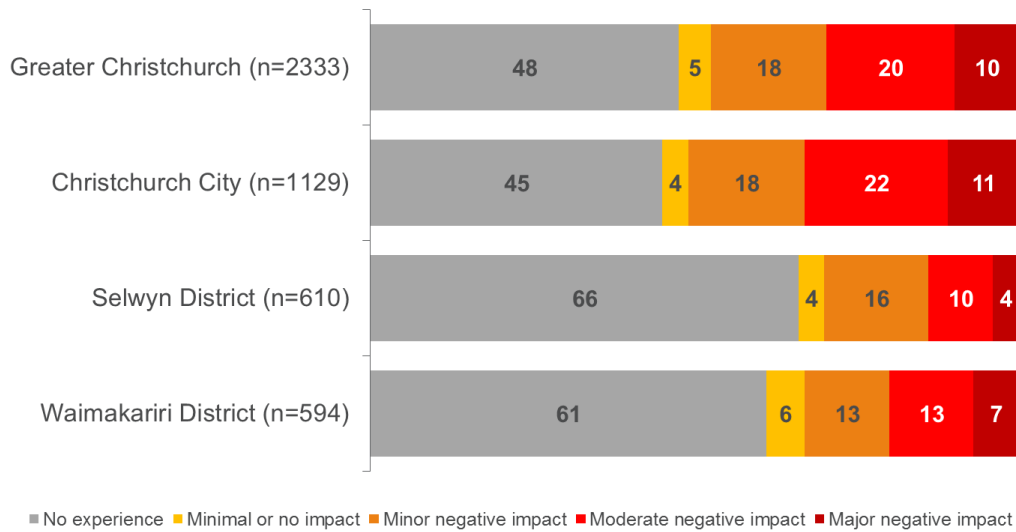
Those more likely to say the negative impact on their everyday lives is *moderate* or *major* (29%) are:

- Living in temporary housing (57%)
- Aged 50 to 64 (37%)
- From a household with at least one child aged under 18 years (35%)

**Damaged Environment**

Just over half (52%) have experienced being in a damaged environment or surrounded by construction work. For three in ten (30%) this has had a *moderate* or *major* negative impact on their everyday lives since the earthquakes.

**Figure 7.5: Being in a damaged environment and / or surrounded by construction work (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Again, the impact on residents of Christchurch City has been greater than the impact on those living in Selwyn and Waimakariri Districts.

Those more likely to say they have experienced being in a damaged environment or surrounded by construction work (52%) are:

- Aged 35 to 49 (61%)
- From a household with an income of \$60,001 to \$100,000 (60%) or more than \$100,000 (59%)
- From a household with at least one child aged under 18 years (58%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (30%) are:

- Of Māori ethnicity (46%)

Quality of Life

Social Connectedness

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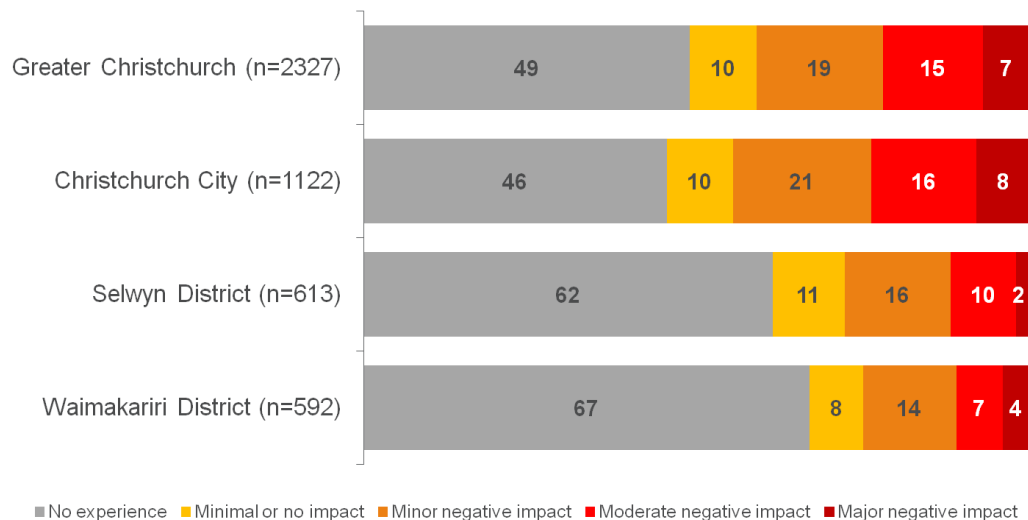
Confidence in Decision-Making

Satisfaction with Communications and Information

**Damaged Home**

Half (51%) of greater Christchurch residents have experienced living day to day in a damaged home as a result of the earthquakes. For two in ten (22%), this has had a *moderate* or *major* negative impact on their everyday lives.

**Figure 7.6: Living day to day in a damaged home (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Over half of Christchurch City residents have experienced living day to day in a damaged home.

Those more likely to have experienced living day to day in a damaged home as a result of the earthquakes (51%) are:

- From a household with at least one child aged under 18 years (59%)
- From a household with an income of \$60,001 to \$100,000 (57%)
- Aged 35 to 49 (57%)

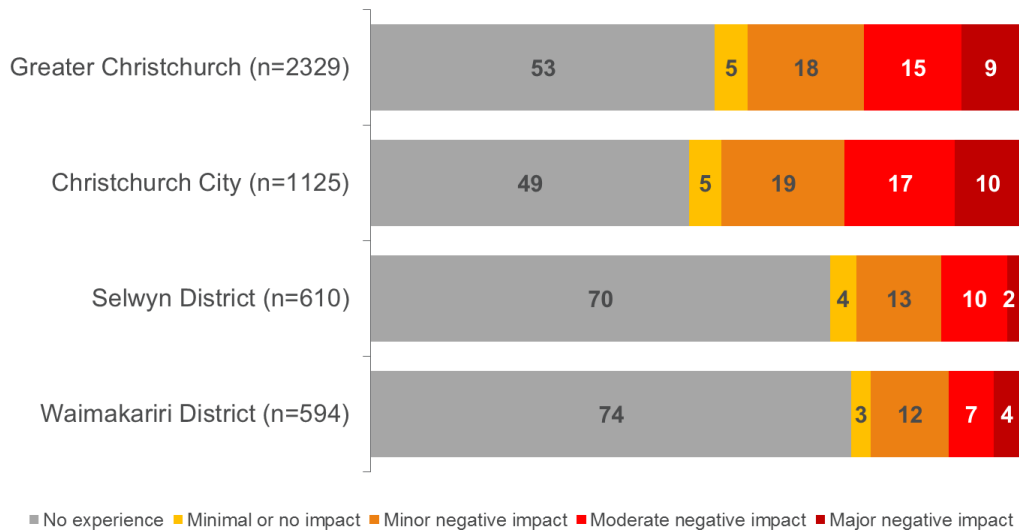
Those more likely to say the impact on their everyday lives has been *moderate* or *major* (22%) are:

- Of Māori ethnicity (34%)

**Access to Natural Environment**

Just under half (47%) have experienced the loss of usual access to the natural environment. This has had a *moderate* or *major* impact on the everyday lives of 24% of residents.

**Figure 7.7: Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks) (%)**



Base: All respondents, excluding not answered  
 Note: The percentages in a chart may not add exactly to 100% due to rounding

Access to the natural environment has been unaffected for most Selwyn and Waimakariri residents.

Those more likely to have experienced the loss of usual access to the natural environment (47%) are:

- Living in a household with an income of more than \$100,000 (55%)
- Aged 35 to 49 (53%)
- From a household with at least one child aged under 18 years (53%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (24%) are:

- Living in temporary housing (40%)
- Of Māori ethnicity (38%)
- Aged 35 to 49 (30%)

Quality of Life

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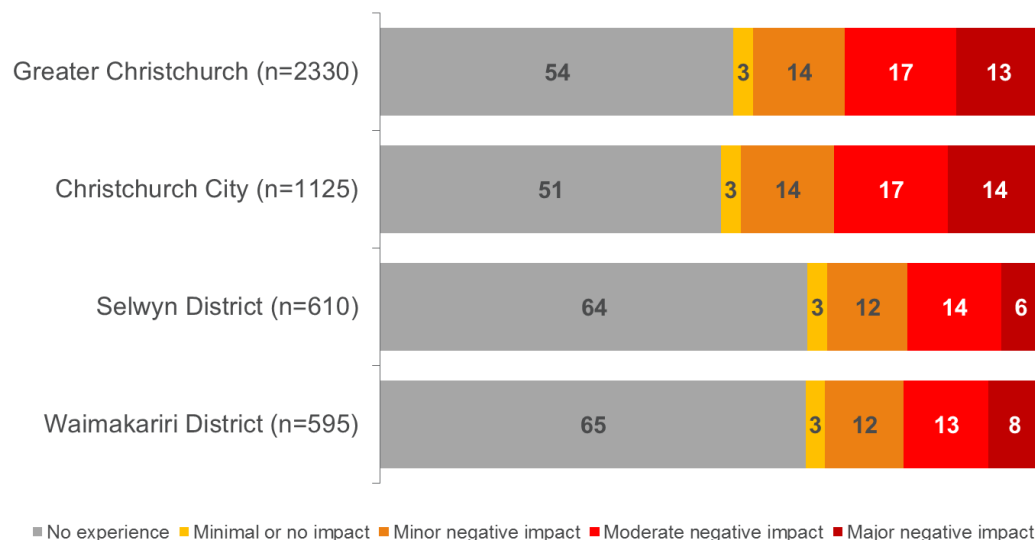
Confidence in Decision-Making

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**Uncertainty about the Future**

Almost half (46%) say they have faced uncertainty about their own or their family's future in Canterbury as a result of the earthquakes. For three in ten (30%) this has had a *moderate* or *major* impact on their everyday lives.

**Figure 7.8: Uncertainty about my own or my family's future in Canterbury (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Uncertainty about a future in Canterbury has been experienced most in Christchurch City but even in Waimakariri and Selwyn District, a third of residents have experienced uncertainty.

Those more likely to have experienced uncertainty about their future in Canterbury (46%) are:

- Of Māori ethnicity (64%)
- Aged 35 to 49 (55%)
- From a household with at least one child aged under 18 years (54%)

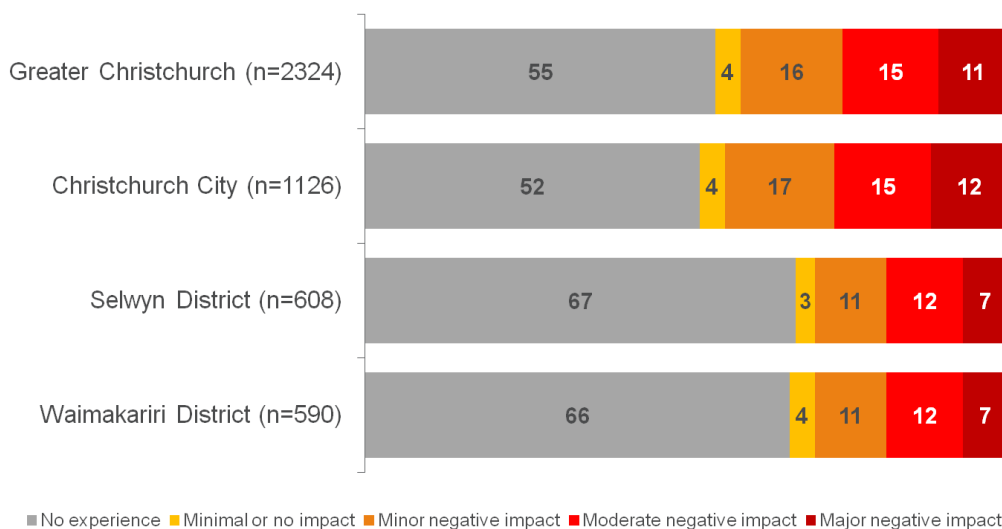
Those more likely to say the impact on their everyday lives has been *moderate* or *major* (30%) are:

- Of Māori ethnicity (39%)
- Aged 35 to 49 (36%)
- From a household with an income of less than \$30,000 (35%)
- From a household with at least one child aged under 18 years (35%)

**Financial Burdens**

Almost half (45%) have experienced additional financial burdens. A quarter (26%) say this has had a *major* or *moderate* impact on their everyday lives

**Figure 7.9: Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Again, those living in Christchurch City have been most affected in terms of facing additional financial burdens as a result of the earthquakes.

Those more likely to have experienced additional financial burdens (45%) are:

- Living in temporary housing (74%)
- From a household with an income of \$60,001 to \$100,000 (54%)
- Aged 35 to 49 (52%) or 50 to 64 (53%)
- From a household with at least one child aged under 18 years (53%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (26%) are:

- Living in temporary housing (54%)
- Not living in the same address as they were before the earthquake on 4 September 2010 (32%)
- Aged 50 to 64 (31%)
- From a household with an income of less than \$30,000 (31%)
- From a household with at least one child aged under 18 years (31%)

Quality of Life

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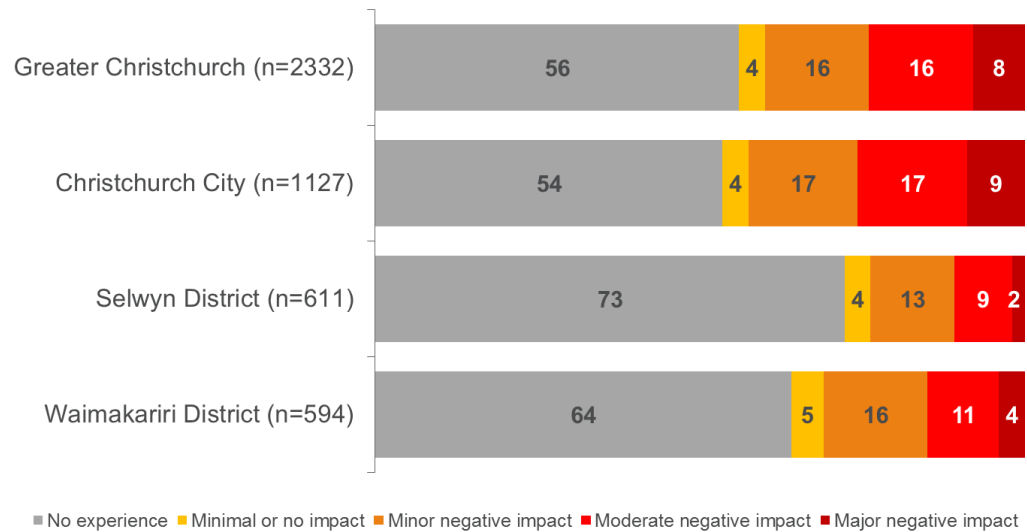
Confidence in Decision-Making

Satisfaction with Communications and Information

**Loss of Indoor Facilities**

Just under half (44%) say they have experienced the loss of indoor sports and active recreation facilities. A quarter (24%) have been *majorly* or *moderately* impacted by this since the earthquakes.

**Figure 7.10: Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those living in Selwyn have been least affected in relation to the loss of indoor recreation facilities

Those more likely to say they have experienced the loss of indoor sports and active facilities (44%) are:

- From a household with at least one child aged under 18 years (59%)
- Aged 35 to 49 (58%)
- From households with an income of \$60,001 to \$100,000 (52%) or more than \$100,000 (52%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (24%) are:

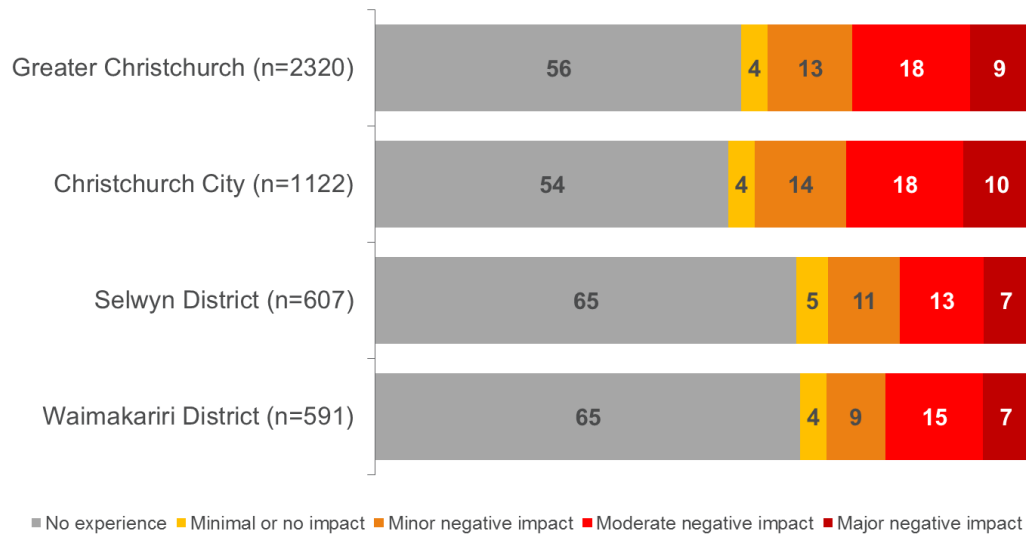
- From a household with at least one child aged under 18 years (33%)
- Aged 35 to 49 (32%)



**Additional Work Pressures**

Just under half (44%) of greater Christchurch residents have been impacted by additional work pressures. A quarter (27%) say this has had a *moderate* or *major* impact on their everyday lives since the earthquakes.

**Figure 7.11: Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have been impacted by additional work pressures (44%) are:

- Of Māori ethnicity (56%)
- Aged 25 to 34 (54%) or 35 to 49 (57%)
- From a household with an income of \$60,001 to \$100,000 (58%) or more than \$100,000 (58%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (27%) are:

- Of Māori ethnicity (41%)
- Aged 35 to 49 (36%)
- From a household with an income of \$60,001 to \$100,000 (34%) or more than \$100,000 (35%)

Quality of Life

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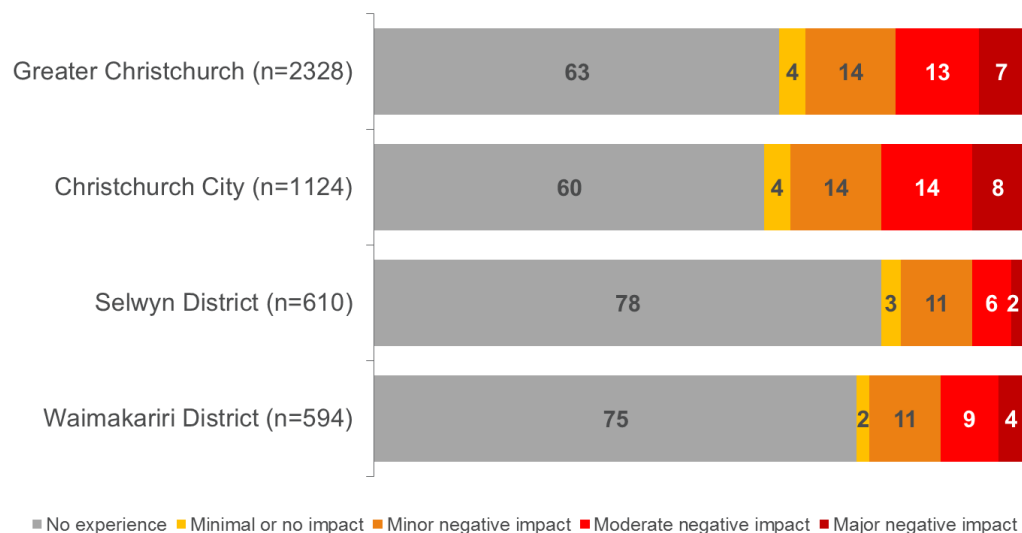
Confidence in Decision-Making

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### Loss of Outdoor Facilities

Over a third (37%) have experienced the loss of outdoor sports and active recreation facilities. One fifth (20%) say the loss of outdoor facilities has had a *moderate* or *major* impact on their everyday lives since the earthquakes.

**Figure 7.12: Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those living in Selwyn and Waimakariri are less likely to have experienced the loss of outdoor recreation facilities.

Those more likely to say they have experienced the loss of outdoor sports and active facilities (37%) are:

- Of Māori ethnicity (54%)
- From a household with at least one child aged under 18 years (49%)
- Aged 35 to 49 (48%)
- From households with an income of more than \$100,000 (45%)

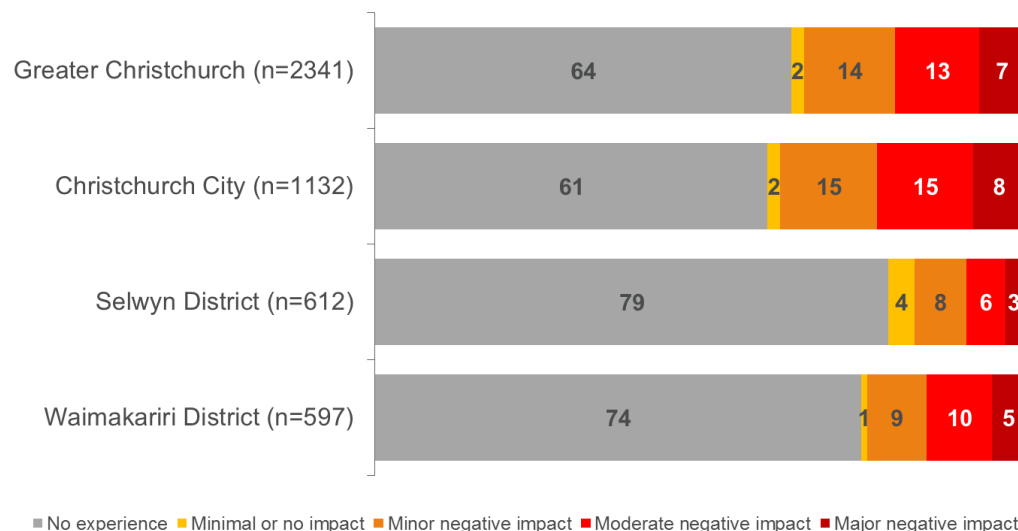
Those more likely to say the impact on their everyday lives is *moderate* or *major* (20%) are:

- Of Māori ethnicity (34%)
- Aged 35 to 49 (27%)
- From a household with at least one child aged under 18 years (26%)

**Transport Related Pressures**

Over a third (36%) have experienced transport related pressures. One fifth (20%) say the transport related pressures they have experienced as a result of the earthquakes have had a *moderate* or *major* impact on their everyday lives.

**Figure 7.13: Transport related pressures (work/personal) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Four in ten residents of Christchurch City have experienced transport related issues.

Those more likely to have experienced transport related pressures (36%) are:

- Of Māori ethnicity (56%)
- Living in temporary housing (52%)
- From a household with an income of \$60,001 to \$100,000 (45%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (20%) are:

- Of Māori ethnicity (37%)
- Living in temporary housing (33%)

Quality of Life

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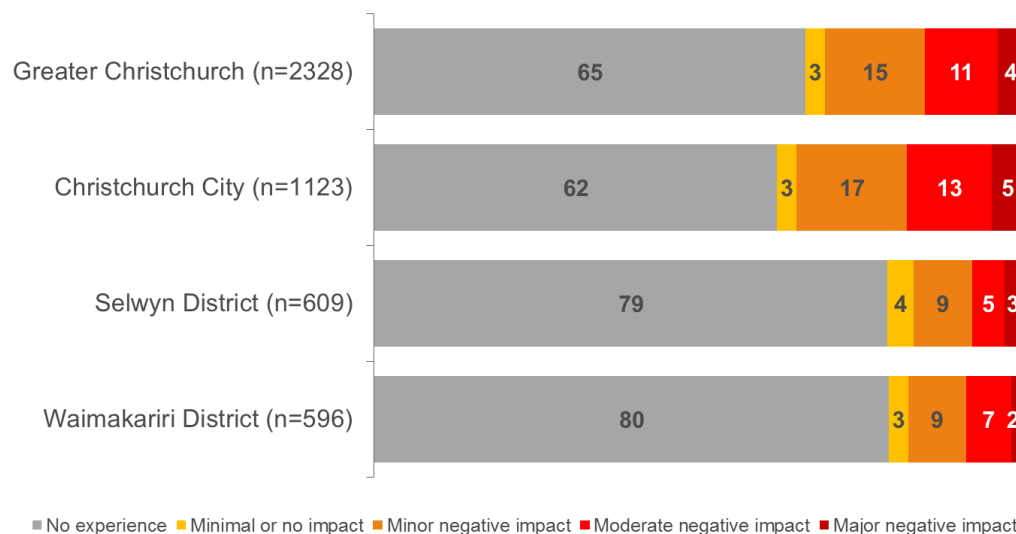
Confidence in Decision-Making

Satisfaction with Communications and Information

**Loss of Opportunity for Leisure Pursuits**

A third (35%) of greater Christchurch residents have experienced a loss of opportunities to engage with others in their community through arts, cultural, sports or other leisure pursuits. For nearly one sixth (15%) the loss of these opportunities has had a *moderate* or *major* impact on their everyday lives.

**Figure 7.14: Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits (%)**



Base: All respondents, excluding not answered  
 Note: The percentages in a chart may not add exactly to 100% due to rounding

Again, this issue has been more keenly felt by Christchurch City residents.

Those more likely to have experienced the lack of opportunities to engage with others in their community through arts, cultural, sports and other leisure pursuits (35%) are:

- Living in temporary housing (49%)
- From a household with an income of more than \$100,000 (42%)
- Aged 35 to 49 (41%)

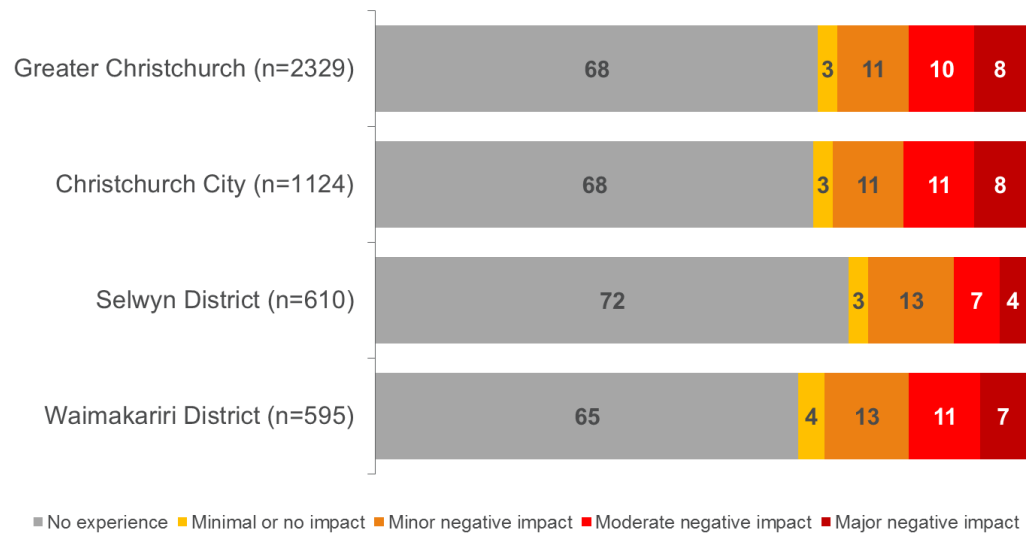
Those more likely to say the impact on their everyday lives has been *moderate* or *major* (15%) are:

- Living in temporary housing (29%)
- Of Māori ethnicity (27%)

**Frightened, Upset or Unsettled Children**

A third (32%) of residents have been dealing with frightened, upset or unsettled children as a result of the earthquakes. For two in ten (18%) this has had a *moderate* or *major* impact on their everyday lives.

**Figure 7.15: Dealing with frightened, upset or unsettled children (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced dealing with frightened, upset or unsettled children (32%) are:

- From a household with at least one child aged under 18 years (58%)
- Aged 35 to 49 (51%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (18%) are:

- From a household with at least one child aged under 18 years (34%)
- Aged 35 to 49 (31%)
- Living in temporary housing (30%)

Quality of Life

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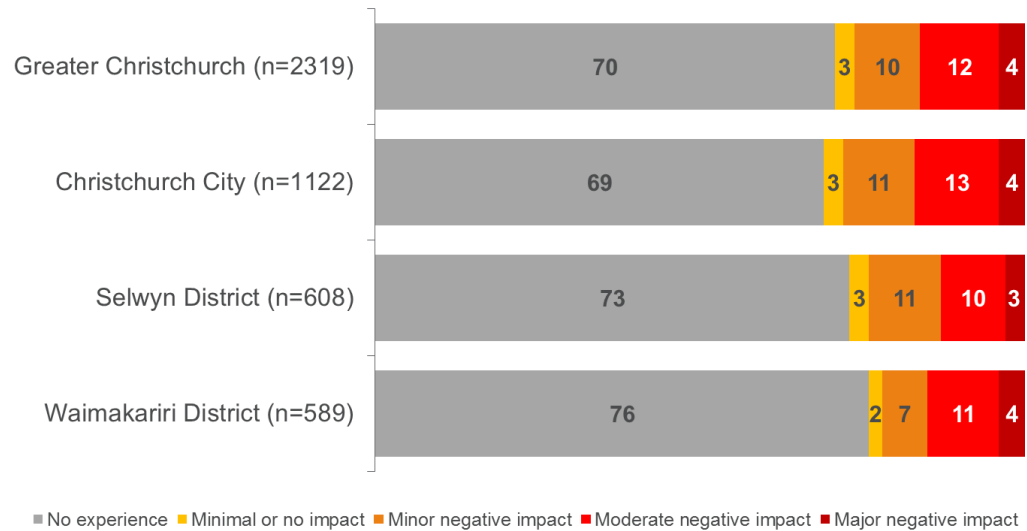
Confidence in Decision-Making

Satisfaction with Communications and Information

**Workplace Safety Concerns**

Almost a third (30%) have faced workplace safety concerns. For 16% these concerns have *moderately* or *majorly* impacted their everyday lives.

**Figure 7.16: Workplace safety concerns (e.g. perception that building is unsafe) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have faced workplace safety concerns (30%) are:

- Of Māori ethnicity (46%)
- Aged 35 to 49 (40%)
- From a household with an income of \$60,001 to \$100,000 (39%)
- From a household with at least one child aged under 18 years (36%)

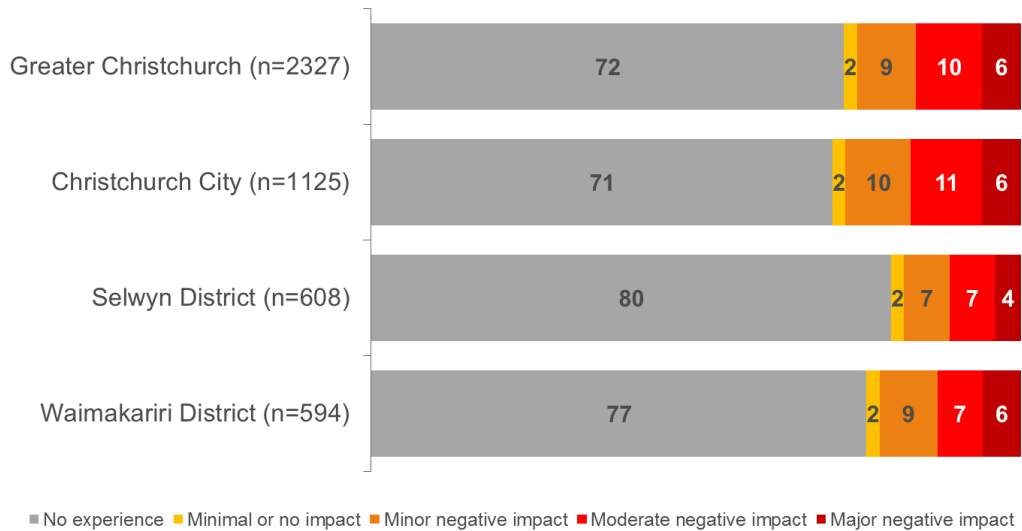
Those more likely to say the impact on their everyday lives is *moderate* or *major* (16%) are:

- Of Māori ethnicity (26%)

**Relationship Problems**

Three in ten (28%) have experienced relationship problems as a result of the earthquakes. For one in six (16%) residents the impact on their everyday lives has been *major* or *moderate*.

**Figure 7.17: Relationship problems (arguing with partner/friends) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced relationship problems (28%) are:

- Of Māori ethnicity (42%)
- Living in temporary housing (42%)
- Aged 35 to 49 (37%)
- From a household with at least one child aged under 18 years (35%)
- From a household with an income of \$60,001 to \$100,000 (33%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (16%) are:

- Of Māori ethnicity (26%)
- Aged 35 to 49 (23%)

Quality of Life

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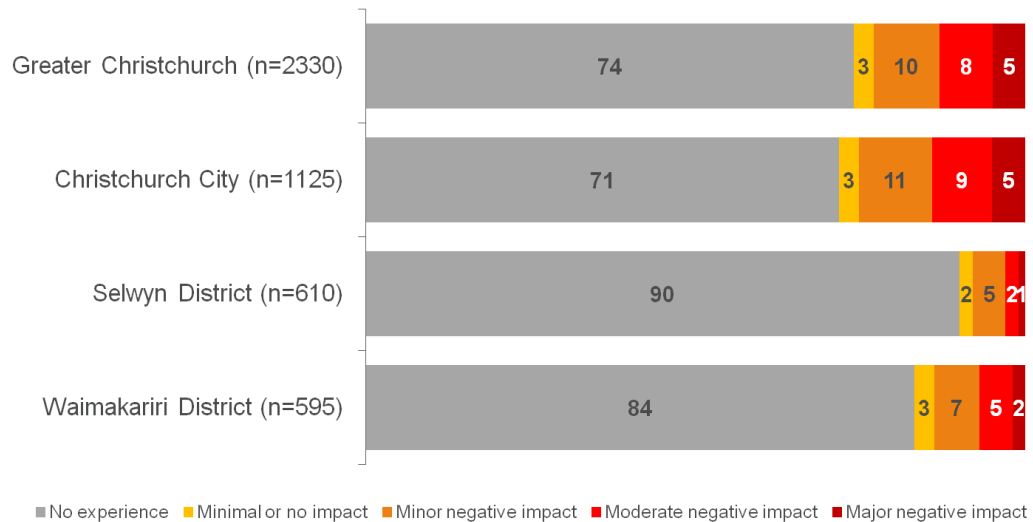
Confidence in Decision-Making

Satisfaction with Communications and Information

**Loss of Services**

A quarter (26%) have experienced the loss or relocation of services. For 13% this loss has had a *moderate* or *major* impact on their everyday lives.

**Figure 7.18: Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Christchurch City residents have been most impacted by the loss or relocation of services.

Those more likely to say they have experienced the loss or relocation of services (26%) are:

- Living in temporary housing (39%)
- From a household with at least one child aged under 18 years (32%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (13%) are:

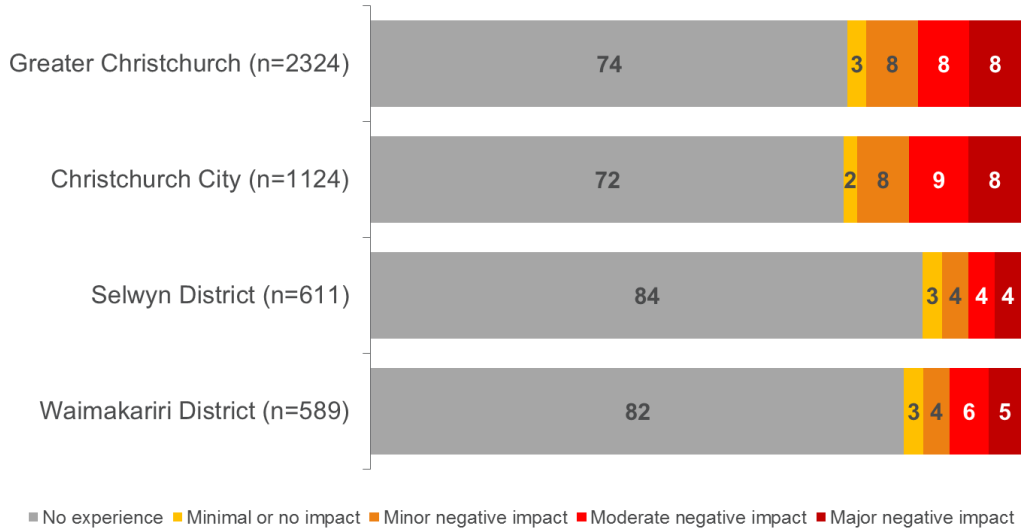
- Living in temporary housing (27%)



**Moving House**

A quarter (26%) has had to move house permanently or temporarily. The everyday lives of 16% of residents have been strongly impacted by needing to move.

**Figure 7.19: Having to move house permanently or temporarily (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those living in Selwyn and Waimakariri are less likely to have had to move house permanently or temporarily (16% and 18% respectively).

Those more likely to say the impact on their everyday lives is *moderate* or *major* (16%) are:

- Living at a different address to their address on 4 September 2010 (32%)

Quality of Life

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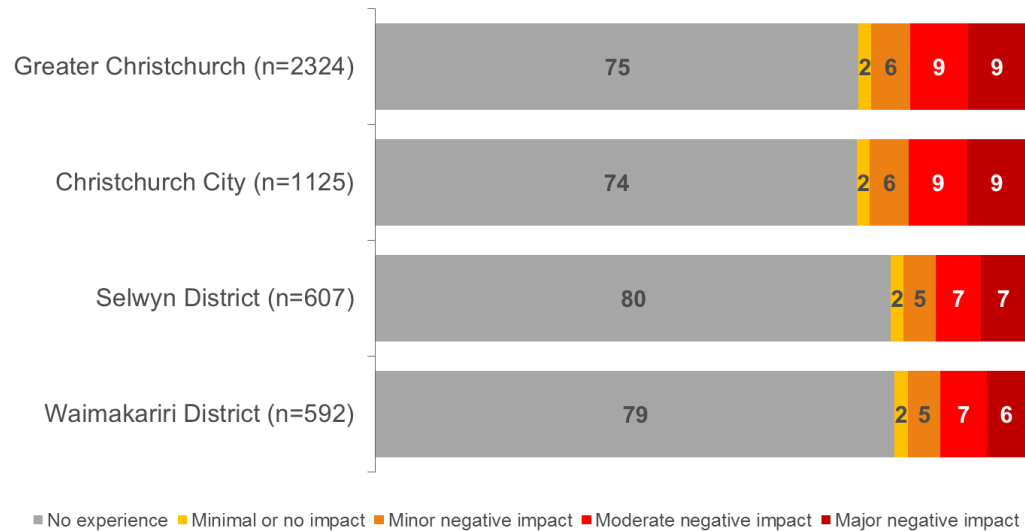
Confidence in Decision-Making

Satisfaction with Communications and Information

**Loss of Employment or Income**

A quarter (25%) have experienced potential or actual loss of employment or income as a result of the earthquakes. As would be expected, the majority (18%) of those experiencing loss of employment or income have been strongly impacted by this.

**Figure 7.20: Potential or actual loss of employment or income (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

The proportion of those who have experienced potential or actual loss of employment or income as a result of the earthquakes is similar across greater Christchurch.

Those more likely to have been affected by potential or actual loss of employment or income (25%) are:

- Living in temporary housing (42%)
- Aged 50 to 64 (31%)

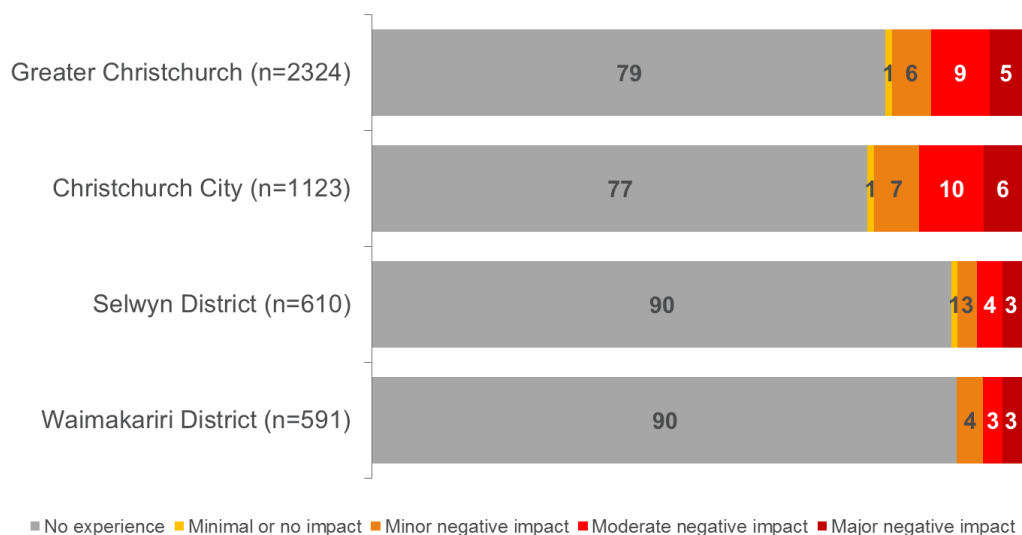
Those more likely to say the impact on their everyday lives is moderate or major (18%) are:

- Of Māori ethnicity (30%)
- Living in temporary housing (42%)

**Poor Quality of House**

Two in ten (21%) have experienced living in a poor quality house. For 14% the impact on their everyday lives has been *moderate* or *major*.

**Figure 7.21: Poor quality of house (e.g. cold, damp) (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Christchurch City residents are more likely to have experienced living in poor quality housing as a result of the earthquakes.

Those more likely to have experienced living in a poor quality house (21%) are:

- Currently living in temporary housing (44%)
- Of Māori ethnicity (33%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (14%) are:

- Living in temporary housing (30%)
- Of Māori ethnicity (26%)

Quality of Life

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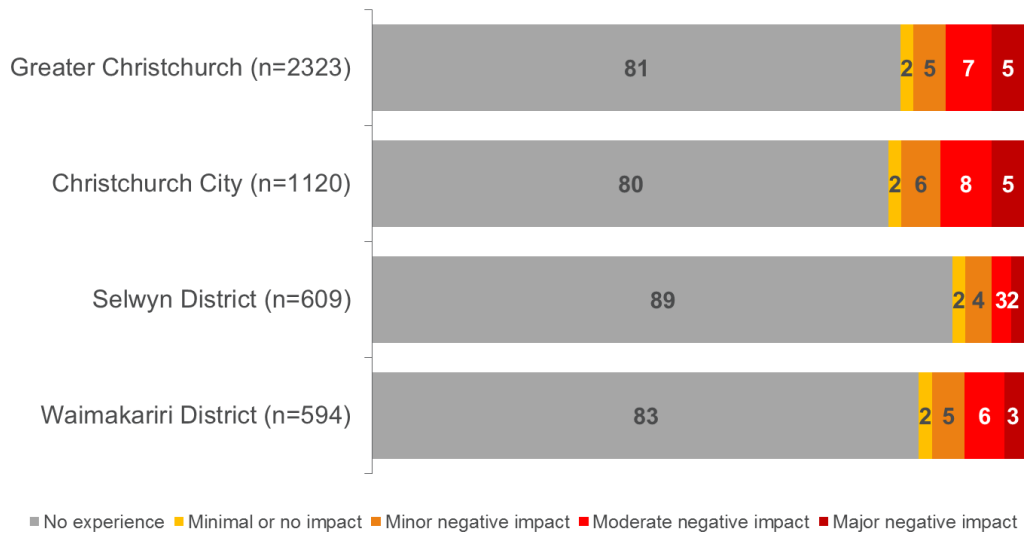
Confidence in Decision-Making

Satisfaction with Communications and Information

**Barriers around Disabilities**

Two in ten (19%) have experienced dealing with barriers around disabilities (whether existing or earthquake related). For 12% this is having a *moderate* or *major* negative impact on their everyday lives.

**Figure 7.22: Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to be dealing with barriers around disabilities (19%) are:

- From a household with an income of less than \$30,000 (32%)

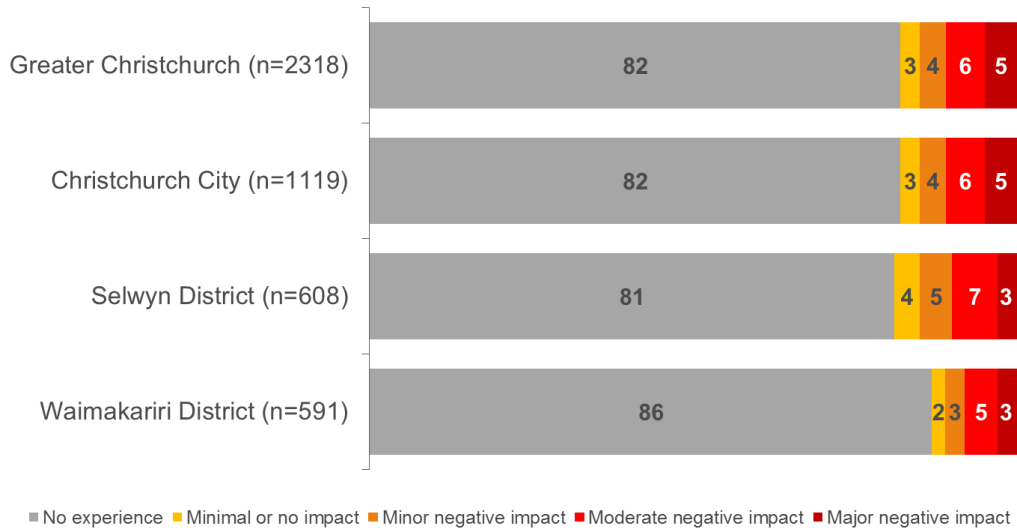
Those more likely to say the impact on their everyday lives is *moderate* or *major* (12%) are:

- Living in temporary housing (23%)
- From a household with an income of less than \$30,000 (23%)

**Insurance Issues for Business Place**

Almost two in ten (18%) have dealt with insurance issues in relation to a business or work. For 11% this has had a *moderate* or *major* impact on their everyday lives.

**Figure 7.23: Dealing with insurance issues in relation to a business or work (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have had insurance issues in relation to a business or work (18%) are:

- From a household with an income of more than \$100,000 (29%)
- Aged 50 to 64 (25%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (11%) are:

- Aged 50 to 64 (17%)
- From a household with an income of more than \$100,000 (17%)

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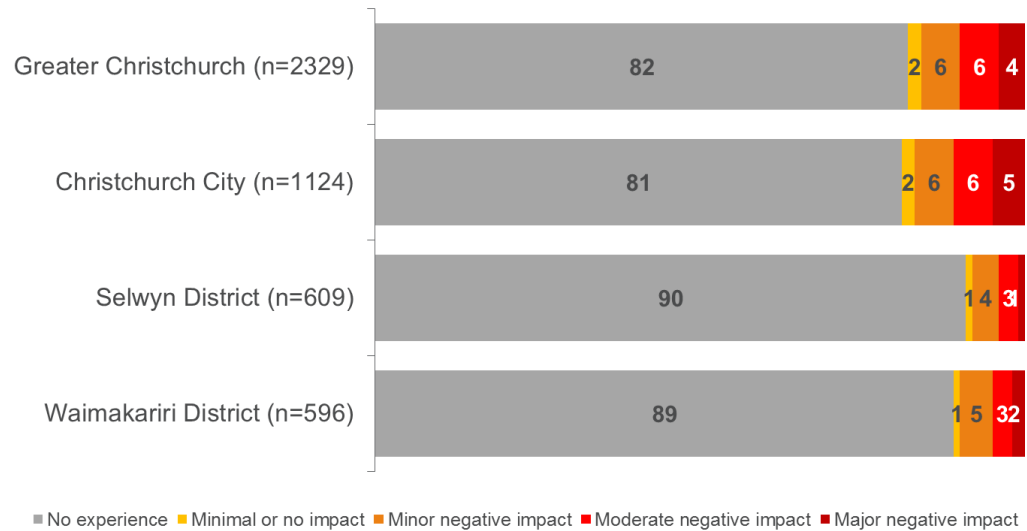
Confidence in Decision-Making

Satisfaction with Communications and Information

**Difficult Decisions Concerning Pets**

Just over one sixth (18%) say they have experienced difficult decisions concerning pets. For one in ten (10%) this has had a *moderate* or *major* impact on their everyday lives since the earthquakes.

**Figure 7.24: Difficult decisions concerning pets (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced difficult decisions concerning pets (18%) are:

- Living in temporary housing (34%)
- Of Māori ethnicity (31%)

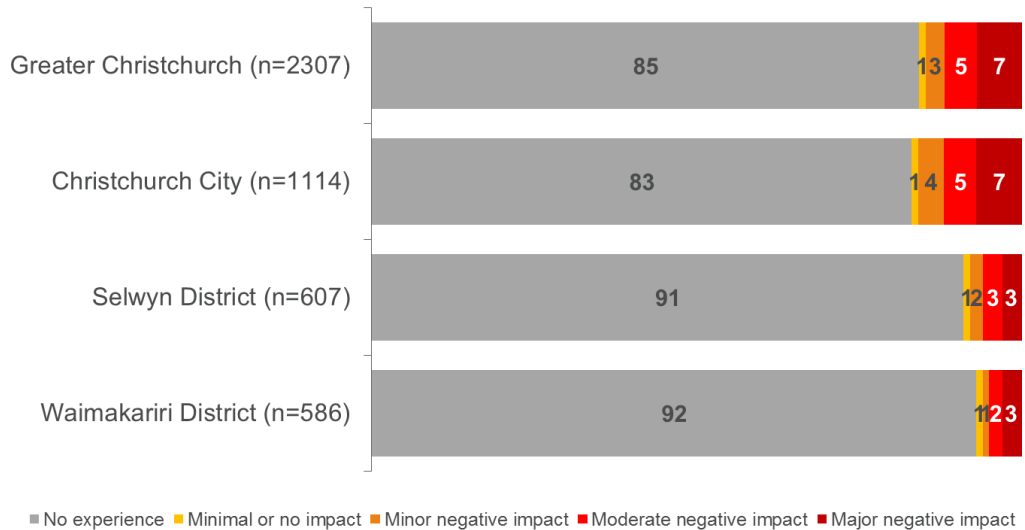
Those more likely to say the impact on their everyday lives is *moderate* or *major* (10%) are:

- Living in temporary housing (23%)
- Of Māori ethnicity (22%)

**Rental Accommodation**

One sixth (15%) have had difficulty finding suitable rental accommodation. Overall, 12% of all residents have been strongly impacted by this.

**Figure 7.25: Difficulty finding suitable rental accommodation (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Issues over finding suitable rental accommodation are more prevalent in Christchurch City than in Selwyn and Waimakariri.

Those more likely to have had difficulty finding suitable rental accommodation (15%) are:

- Currently living in temporary housing (59%)
- Aged 18 to 24 (23%) or 25 to 34 (28%)

Those more likely to say the impact on their everyday lives is moderate or major (12%) are:

- Living in temporary housing (53%)
- Not living in the same address as they were living in prior to the September earthquake (27%)
- Of Māori ethnicity (20%)
- Aged 18 to 24 (18%) or 25 to 34 (18%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

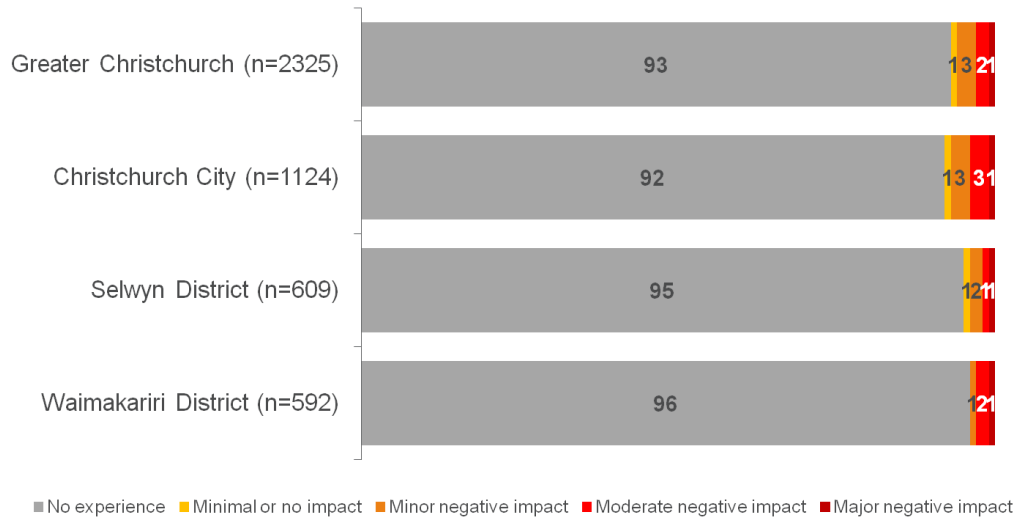
Confidence in Decision-Making

Satisfaction with Communications and Information

**House too Small**

A small proportion (7%) of residents have experienced living in a house that is too small for the number of people in the household.

**Figure 7.26: House too small for the number of people in the household (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced living in a house too small for the number of people in the household (7%) are:

- Currently living in temporary housing (24%)

Those more likely to say the impact on their everyday lives is *moderate* or *major* (3%) are:

- Of Māori ethnicity (10%)



## 8.0 Positive Impacts of the Earthquakes

**Introduction** Questions were also asked to measure the proportion of residents who had been positively impacted by the earthquakes in each of a number of ways.

Respondents were shown a list of 10 positive outcomes and, for each, were asked to indicate:

- Whether or not they had experienced this as a result of the earthquakes
- If so, the extent to which each has had a positive impact on their everyday lives since the earthquakes (a major positive impact, a moderate positive impact, a minor positive impact or minimal or no impact).

The results of this information are shown in the following ways:

- Table 8.1 shows **prevalence** of each outcome. It summarises the extent to which each of these 10 has been experienced in greater Christchurch as a result of the earthquakes. The table is in rank order from most prevalent to least prevalent
- Table 8.2 summarises **strength of impact**. It presents the 10 outcomes in rank order based on the proportion for whom each issue has had a strong negative impact (answered either ‘moderate negative impact’ or ‘major negative impact’)
- Following these summary tables, each of the outcomes (from most prevalent to least prevalent) is scrutinised individually and significant differences between sub-groups highlighted.

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

Satisfaction with Communications and Information

**Prevalence  
of  
Outcomes**

As shown in the table following, the **most prevalent** positive outcome that residents have experienced as a result of the earthquakes is pride in their ability to cope under difficult circumstances.

**Table 8.1: Proportion who have experienced each of the positive outcomes (%)**

	Greater Christchurch	Christchurch City	Selwyn District	Waimakariri District
Pride in ability to cope under difficult circumstances	76	77	74	68
Family's increased resilience	69	70	69	63
Renewed appreciation of life	68	67	74	72
Heightened sense of community (e.g. stronger connections with family and neighbours)	67	68	64	62
Spending more time together as a family	52	51	56	53
Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	47	47	48	46
Opportunity to experience public events and spaces (e.g. memorial events, and initiatives like Gap Filler and ReStart)	35	37	25	26
Business and employment opportunities	18	18	20	16
Increased opportunities for individual creative expression	18	19	15	17
Income-related benefits (e.g. higher income, more stable income)	11	11	12	12

*Base: All respondents, excluding not answered*

**Strength of Outcome**

The next table ranks the same 10 outcomes according to **strength of impact**. It shows the proportion who indicated that they have experienced a particular issue as a result of the earthquakes **and** that it has had a **moderate** or **major positive impact** on their everyday lives.

**Table 8.2: Proportion who say the outcome has had a moderate or major positive impact (%)**

	Greater Christchurch	Christchurch City	Selwyn District	Waimakariri District
Renewed appreciation of life	45	45	49	45
Pride in ability to cope under difficult circumstances	41	41	40	37
Family's increased resilience	36	36	37	33
Spending more time together as a family	36	36	37	36
Heightened sense of community (e.g. stronger connections with family and neighbours)	34	36	32	33
Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	24	24	23
Opportunity to experience public events and spaces (e.g. memorial events, and initiatives like Gap Filler and ReStart)	14	14	9	11
Business and employment opportunities	11	11	13	11
Increased opportunities for individual creative expression	9	9	6	8
Income-related benefits (e.g. higher income, more stable income)	7	7	7	9

*Base: All respondents, excluding not answered*

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

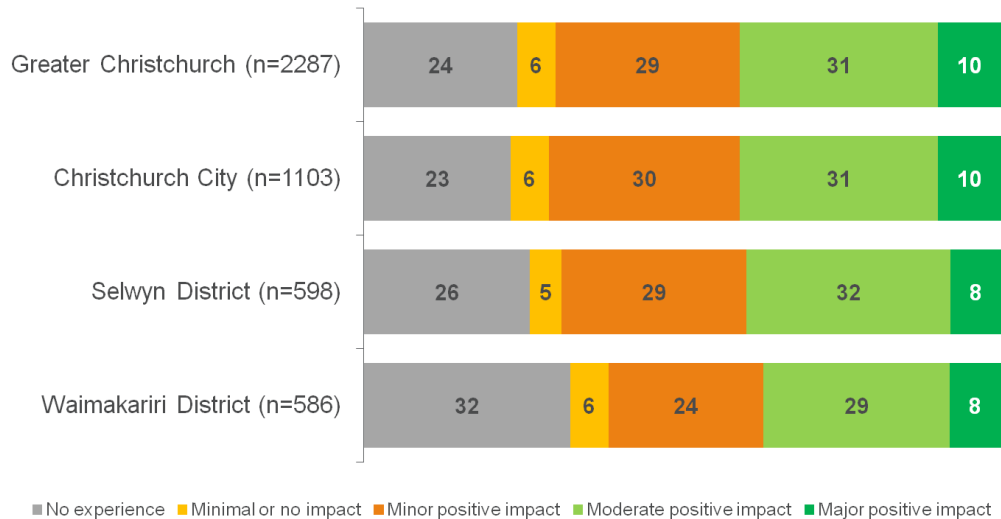
Confidence in Decision-Making

Satisfaction with Communications and Information

**Coping under Difficult Circumstances**

Three quarters (76%) have experienced pride in their ability to cope under difficult circumstances as a result of the earthquakes. For four in ten (41%) this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.1: Pride in ability to cope under difficult circumstances (%)**



Base: All respondents, excluding not answered  
 Note: The percentages in a chart may not add exactly to 100% due to rounding

Those living in Waimakariri are slightly less likely to have experienced feelings of pride in their ability to cope under difficult circumstances as a result of the earthquakes (68%).

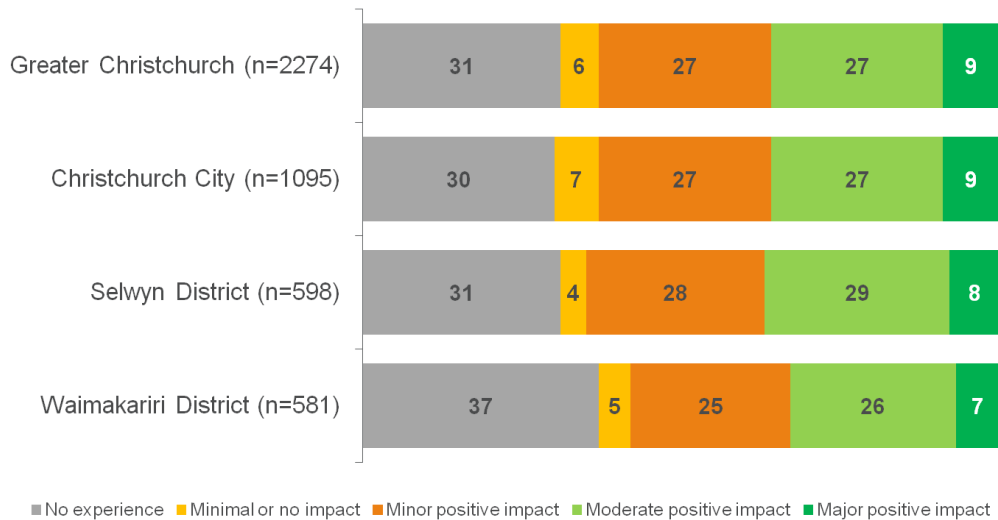
Those more likely to say the positive impact on their everyday lives is *moderate* or *major* (41%) are:

- Of Māori ethnicity (55%)
- Living in temporary housing (54%)
- Female (47%)
- From a household with an income of \$30,001 to \$60,000 (47%)

**Increased Resilience**

Seven in ten (69%) indicate an increase in their own and/or their family's resilience as a result of the earthquakes. Just over a third (36%) of all residents indicate that increased resilience has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.2: Family's increased resilience (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced family's increased resilience (69%) are:

- Female (75%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

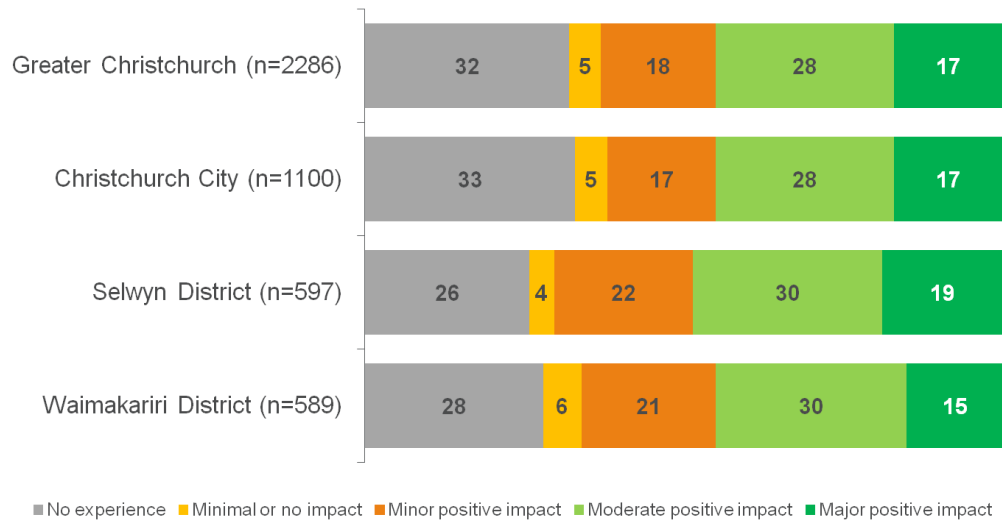
Confidence in Decision-Making

Satisfaction with Communications and Information

**Renewed  
 Appreciation  
 of Life**

Seven in ten (68%) have experienced a renewed appreciation of life as a result of the earthquakes. For almost half (45%) this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.3: Renewed appreciation of life (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced a renewed appreciation of life (68%) are:

- Living in Selwyn District (74%)
- Female (75%)
- Aged 50 to 64 (73%)

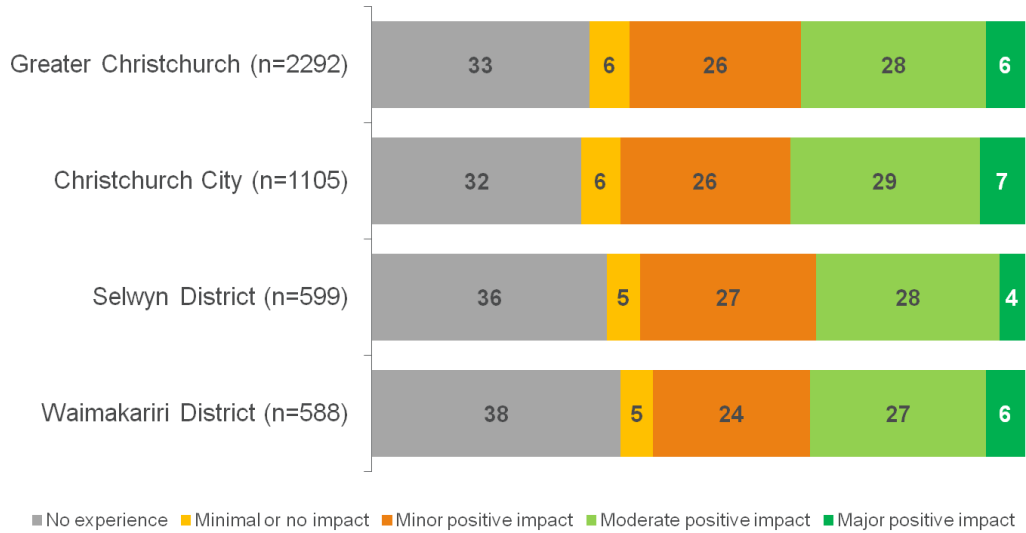
Those more likely to say the impact on their everyday lives has been *moderate* or *major* (45%) are:

- Female (52%)
- Aged 50 to 64 (51%)

**Sense of Community**

Two thirds (67%) have experienced a heightened sense of community as a result of the earthquakes. For a third (34%) this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.4: Heightened sense of community (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced a heightened sense of community (67%) are:

- Aged 65 or over (74%)

Those more likely to indicate the impact on their everyday lives has been *moderate* or *major* (34%) are:

- Living in temporary housing (51%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

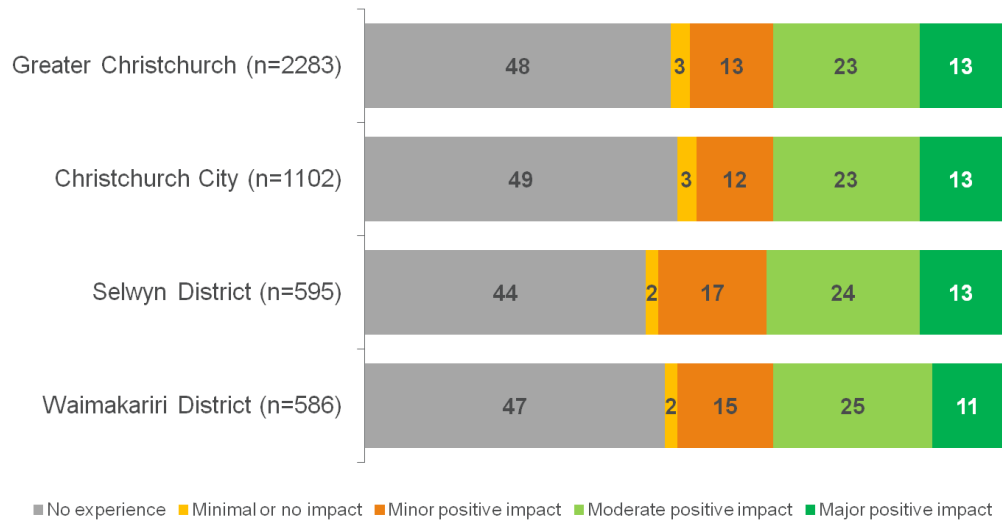
Confidence in Decision-Making

Satisfaction with Communications and Information

**Spending  
 Time with  
 Family**

Half (52%) of greater Christchurch residents have experienced spending more time together as a family as a result of the earthquakes. For just over a third (36%) this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.5: Spending more time together as a family**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to say the impact on their everyday lives is *moderate* or *major* (36%) are:

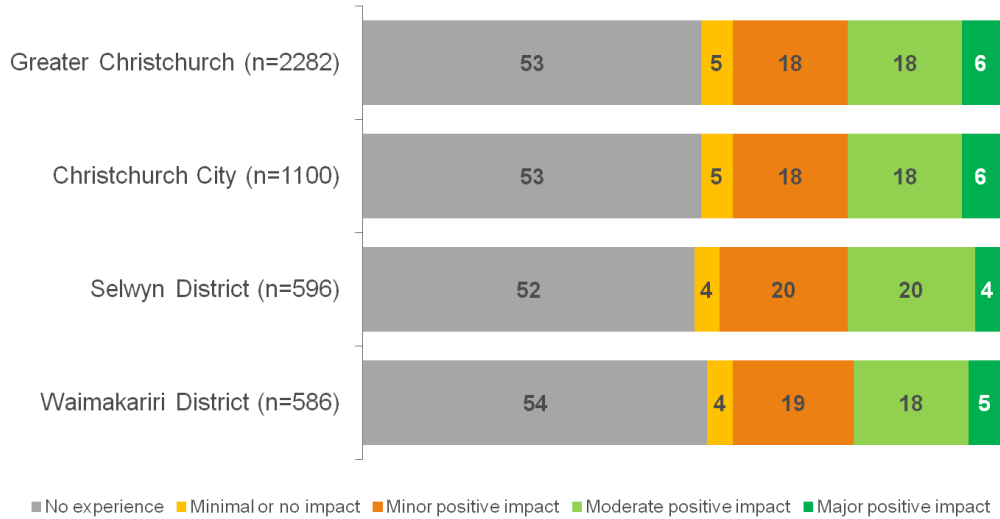
- Of Pacific / Asian / Indian ethnicity (49%)



**Stronger Personal Commitment**

Almost half (47%) have experienced feeling a stronger personal commitment to Christchurch, Selwyn or Waimakariri. A quarter (24%) say this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.6: Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced a sense of stronger personal commitment (47%) are:

- Of Pacific / Asian / Indian ethnicity (59%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

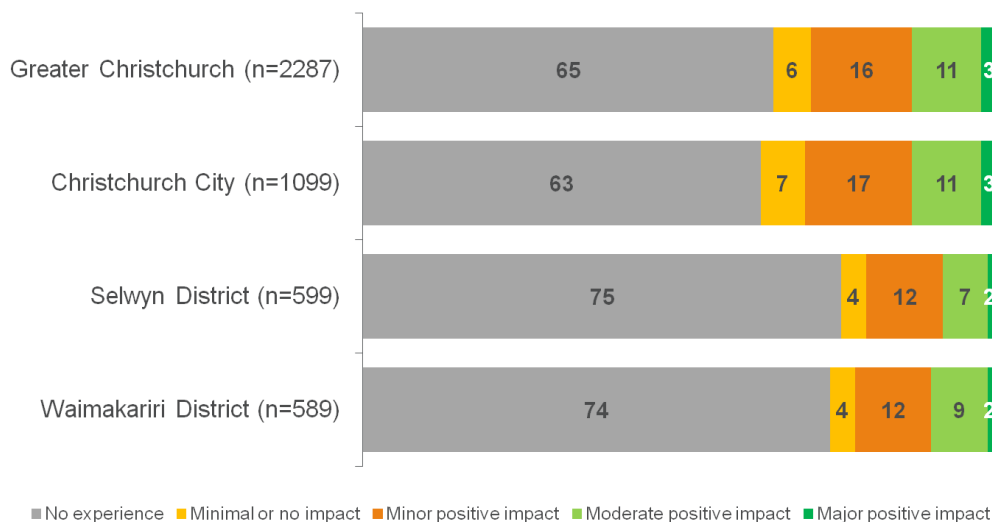
Confidence in Decision-Making

Satisfaction with Communications and Information

**Experience  
Public Events  
and Spaces**

Just over a third (35%) have had the opportunity to experience public events and spaces as a result of the earthquakes and this has had a *moderate* or *major* positive impact on the lives of 14% of residents.

**Figure 8.7: Opportunity to experience public events and spaces (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those living in Selwyn and Waimakariri are less likely to have had opportunities to experience public events and spaces as a result of the earthquakes (25% and 26% respectively).

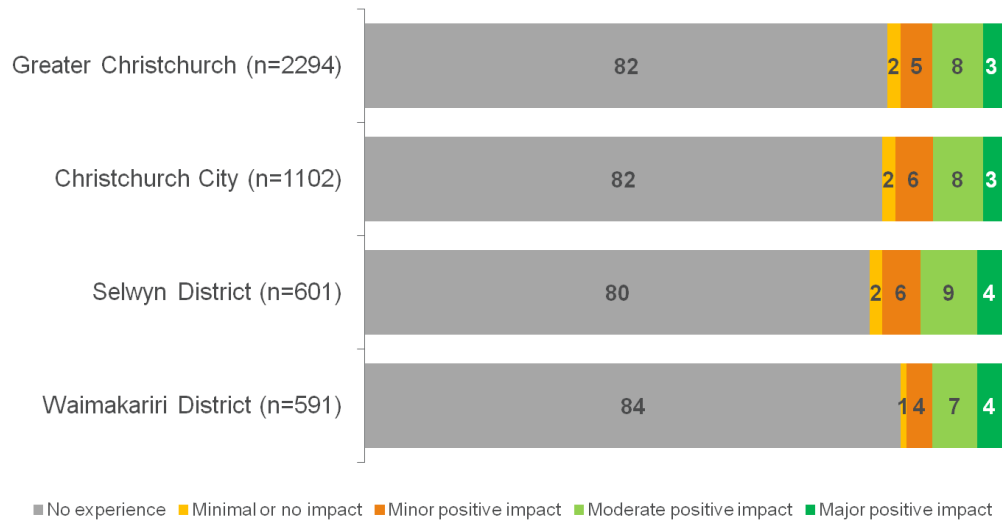
Those more likely to have had the opportunity to experience public events and spaces (35%) are:

- Aged 25 to 34 (45%)
- Female (41%)
- From a household with an income of more than \$100,000 (41%)

**Business and Employment Opportunities**

Almost two in ten (18%) have experienced business and employment opportunities as a result of the earthquakes. For one in ten (11%) this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.8: Business and employment opportunities (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have experienced business or employment opportunities (18%) are:

- From a household with an income of more than \$100,000 (28%)
- Aged 25 to 34 (26%) or 35 to 49 (24%)

Those more likely to indicate that the impact on their everyday lives has been *moderate* or *major* (11%) are:

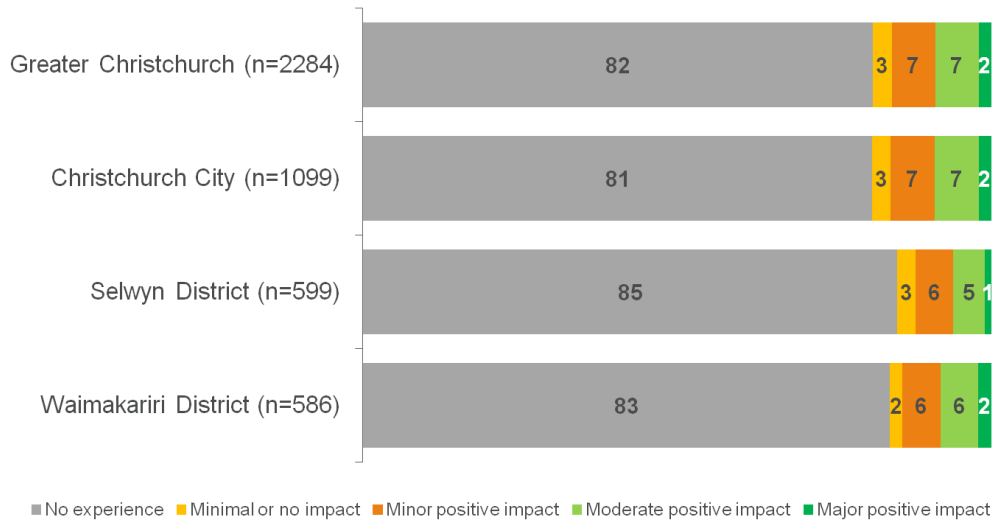
- From a household with an income of more than \$100,000 (18%)

Quality of Life  
 Social Connectedness  
 Health and Wellbeing  
 Negative Impacts of the Earthquakes  
 Positive Impacts of the Earthquakes  
 Confidence in Decision-Making  
 Satisfaction with Communications and Information

**Individual Creative Expression**

Almost two in ten (18%) have experienced increased opportunities for individual creative expression. For almost one in ten (9%) this has had a *moderate* or *major* positive impact on their everyday lives.

**Figure 8.9: Increased opportunities for individual creative expression (%)**



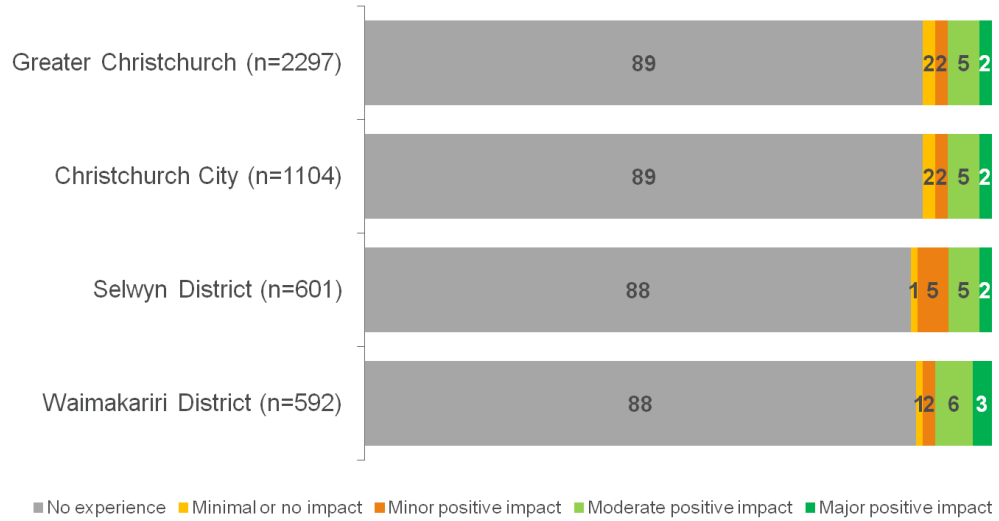
Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

**Income-Related Benefits**

Only one in ten (11%) have experienced income-related benefits as a result of the earthquakes. For 7% this has had a *moderate* or *major* impact on their everyday lives.

**Figure 8.10: Income-related benefits (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

Satisfaction with Communications and Information

## 9.0 Confidence in Decision-Making

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**Introduction** This section summarises responses to questions that measured the perceptions residents have of the decisions being made by the agencies involved in earthquake recovery.

Specifically, respondents were asked to indicate the level of confidence they felt in each of the following (using a scale of not at all confident, not very confident, neutral, confident, very confident, don't know):

- Overall, that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (generally, rather than agency-specific )
- That CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch
- That their specific local council is making earthquake recovery decisions that are in the best interests of the city/district in question
- That Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch.

Respondents were also asked to express their level of satisfaction or dissatisfaction with the opportunities the public has had to influence earthquake recovery decisions.

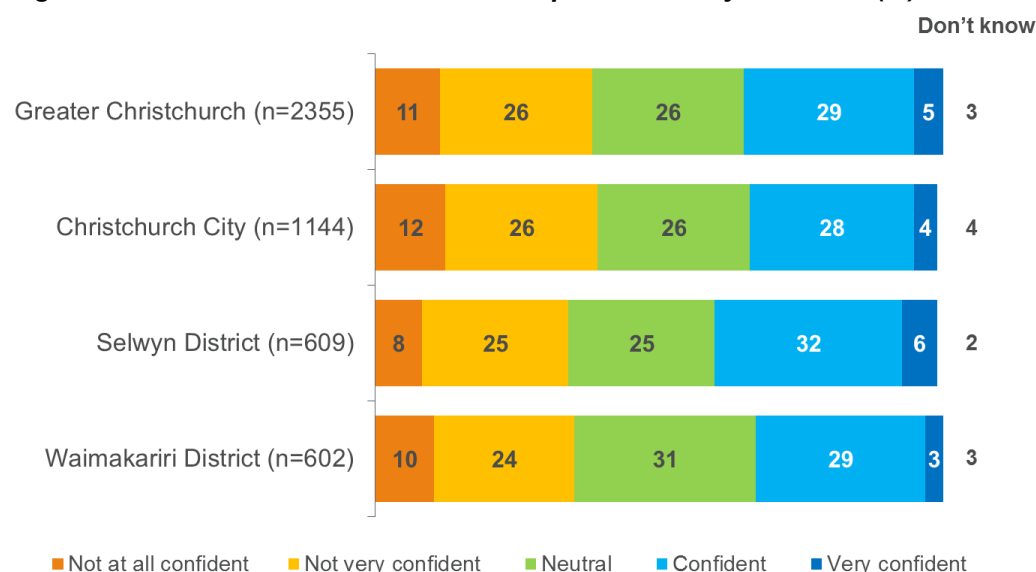
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**Overall Confidence**

Residents' opinions are polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery.

While 34% feel confident that, overall, the agencies involved have made decisions that have been in the best interests of greater Christchurch, 37% express a lack of confidence while 29% remained non-committal.

**Figure 9.1: Overall confidence in the earthquake recovery decisions (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to express confidence in earthquake recovery decisions (34%) are:

- From a household with an income of more than \$100,000 (48%)
- Living in Selwyn District (39%)

Those less likely to express confidence are:

- Of Pacific / Asian / Indian ethnicity (18%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

Satisfaction with Communications and Information

**Relative  
Confidence  
in Specific  
Agencies**

The level of confidence expressed in the decision-making of specific agencies varies, with the highest level of confidence expressed with Waimakariri District Council by its residents and the least confidence expressed with Christchurch City Council by Christchurch City residents.

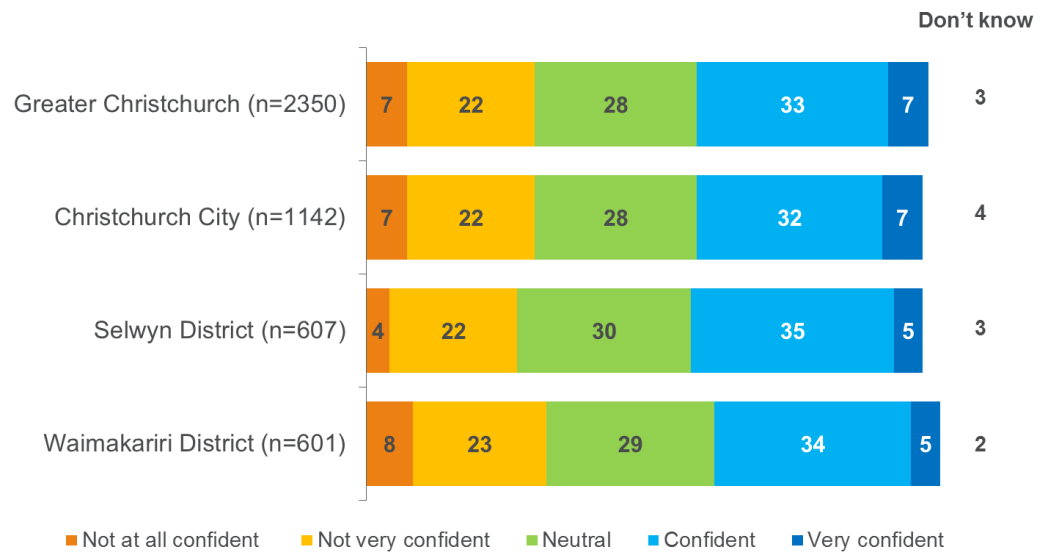
Confidence that agency has made decisions in best interests of relevant area	% express confidence in decision-making	% express lack of confidence in decision-making
CERA (best interests of greater Christchurch)	40%	29%
Local council (best interests of relevant city/district):		
Christchurch City Council	29%	41%
Selwyn District Council	39%	26%
Waimakariri District Council	42%	30%
Environment Canterbury (best interests of greater Christchurch)	26%	33%



**Confidence in CERA**

When asked specifically about whether the decisions made by CERA have been in the best interests of greater Christchurch, four in ten (40%) express confidence while three in ten (29%) express a lack of confidence.

**Figure 9.2: Confidence in decision-making by CERA (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to be confident with the decisions CERA has made (40%) are:

- From a household with an income of more than \$100,000 (53%)

Those less confident are:

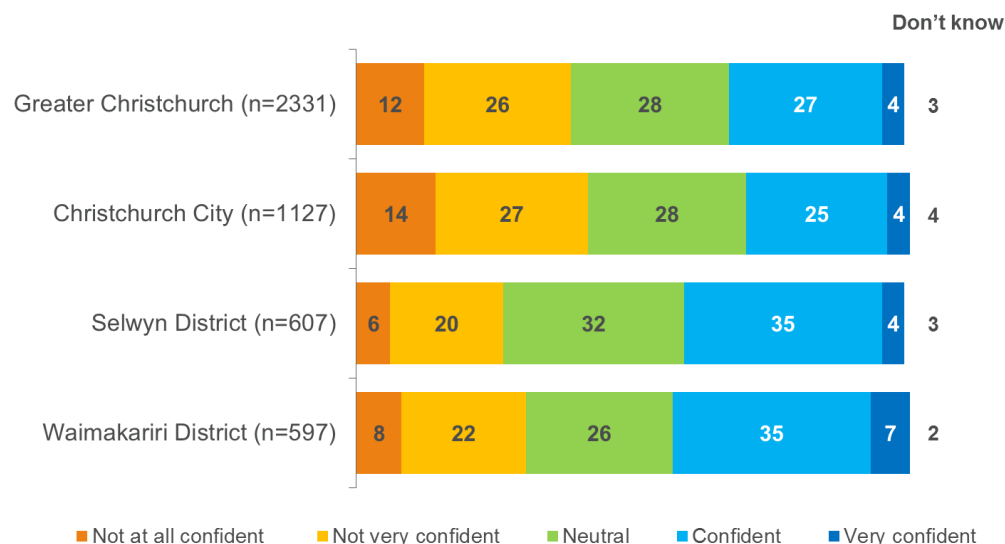
- Of Pacific / Asian / Indian ethnicity (22%)

Quality of Life  
Social Connectedness  
Health and Wellbeing  
Negative Impacts of the Earthquakes  
Positive Impacts of the Earthquakes  
Confidence in Decision-Making  
Satisfaction with Communications and Information

**Confidence in Local Councils**

Just under a third (31%) of greater Christchurch residents are confident that the decisions made by local councils have been in the best interests of their city or district, while four in ten (38%) are not confident.

**Figure 9.3: Confidence in decision-making by local councils (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more confident with the decisions made by their local council are:

- Living in Waimakariri (42%) or Selwyn District (39%)
- From a household with an income of more than \$100,000 (39%)

Those less confident are:

- Of Pacific / Asian / Indian ethnicity (20%)

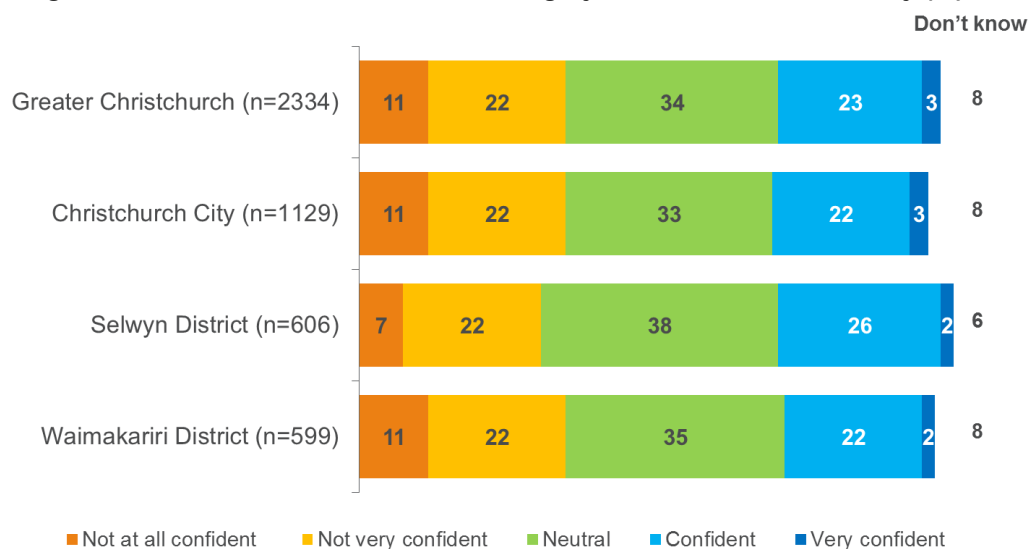
Those more likely to indicate a lack of confidence that the decisions made by their local council have been in the best interests of their city or district are:

- Living in Christchurch City residents (41%)
- Living in temporary housing (54%)
- From a household with an income of less than \$30,000 (45%)

**Confidence in Environment Canterbury**

A quarter of residents (26%) feel confidence in the decisions made by Environment Canterbury. However, a slightly higher number (33%) express a lack of confidence

**Figure 9.4: Confidence in decision-making by Environment Canterbury (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those with a higher degree of confidence are:

- From a household with an income of more than \$100,000 (32%)

Those more likely to express a lack of confidence in the decisions made by Environment Canterbury (33%) are:

- From a household with an income of less than \$30,000 (39%)
- Aged 50 to 64 (39%) or over 65 years (38%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

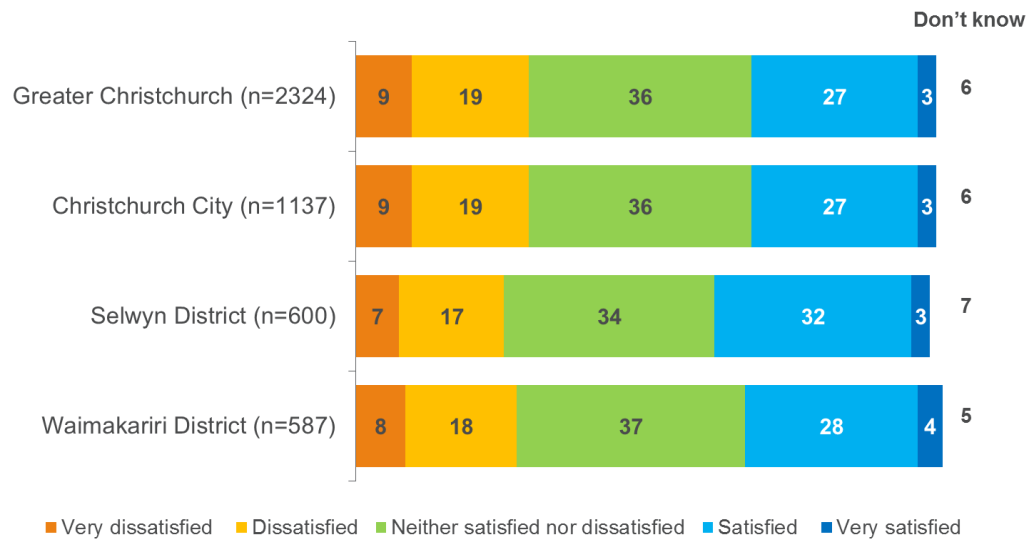
Confidence in Decision-Making

Satisfaction with Communications and Information

**Satisfaction with Opportunities to Influence Decisions**

Three in ten (30%) residents in greater Christchurch are satisfied (*very satisfied* or *satisfied*) with the opportunities the public has had to influence earthquake recovery decisions. A similar number (28%) are *dissatisfied* or *very dissatisfied*.

**Figure 9.5: Satisfaction with the opportunities the public has had to influence earthquake recovery decisions (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to be satisfied with the opportunities (30%) are:

- From a household with an income of more than \$100,000 (40%)

## 10.0 Satisfaction with Communications and Information

**Introduction** This section summarises responses to questions that measured how satisfied or dissatisfied residents have been with communications and information they received about earthquake recovery decisions (e.g. timeliness, relevance, accuracy).

Specifically, respondents were asked their level of satisfaction with each of the following:

- Overall, with communications and information about earthquake recovery decisions (generally, rather than agency-specific )
- Communications/information from CERA
- Communications/information from their local council
- Communications/information from Environment Canterbury
- Communications/information from EQC (relating to their policy)
- Communications/information from private insurers (relating to their policy)

Additional information was obtained specifically about communications and information from CERA to understand:

- Which CERA communications they had seen or received
- Why they were satisfied or dissatisfied with CERA communications and information
- Whether or not CERA communications had led to further activity such as discussion with others or seeking out additional information

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

Confidence in Decision-Making

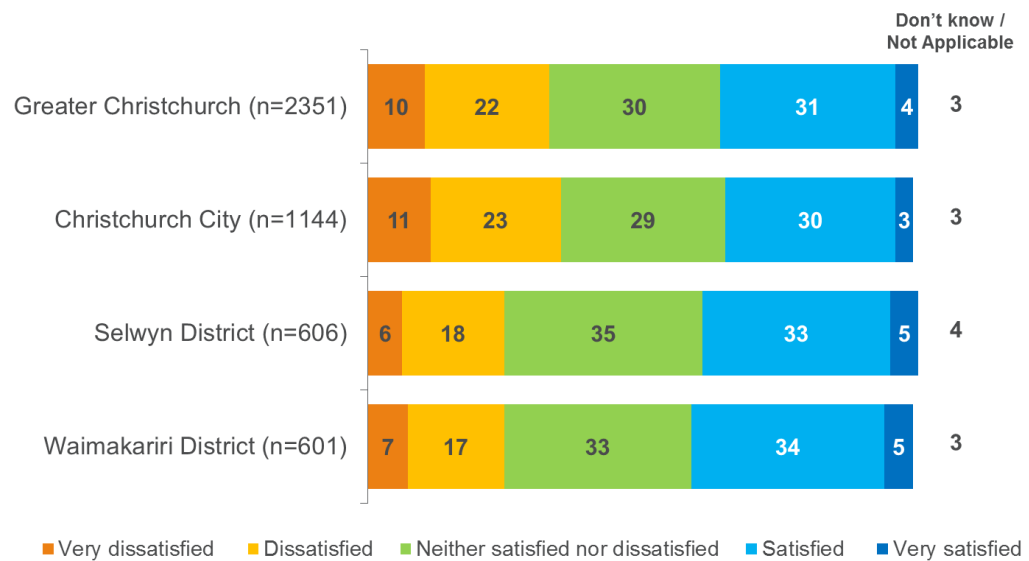
Satisfaction with Communications and Information

**Overall Satisfaction**

Residents' views of the communications and information they have received about earthquake-recovery decisions are very polarised.

While 35% express satisfaction with the overall communications and information received, 32% express dissatisfaction while the remaining 33% do not have a firm view.

**Figure 10.1: Overall satisfaction with communications and information (%)**



Base: All respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to be satisfied with the communications and information (35%) are:

- From a household with an income of more than \$100,000 (43%)

Those more likely to be dissatisfied (32%) are:

- Christchurch City residents (34%) rather than both Selwyn or Waimakariri residents (24%)

**Relative Satisfaction**

The great majority of residents had noticed communications/ information relating to earthquake recovery decisions from EQC (90%), CERA (89%) and their local councils (90% of Christchurch City and Waimakariri District residents and 83% of Selwyn District residents). Over three quarters (77%) had noticed Environment Canterbury’s communications/ information. Some 86% had received communications/information from their private insurers.

Recipients of Waimakariri District Council’s communications express higher satisfaction while recipients of EQC’s communications relating to their specific policy express greater dissatisfaction.

Satisfaction with communications/information about earthquake recovery decisions among recipients	% express satisfaction	% express dissatisfaction
CERA	40%	18%
Local council		
Christchurch City Council	28%	27%
Selwyn District Council	36%	17%
Waimakariri District Council	42%	19%
Environment Canterbury	22%	23%
EQC (relating to resident’s policy)	27%	42%
Private insurer (relating to resident’s policy)	31%	33%

*Base: Those who recall receiving communications or information from the various organisations.*

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

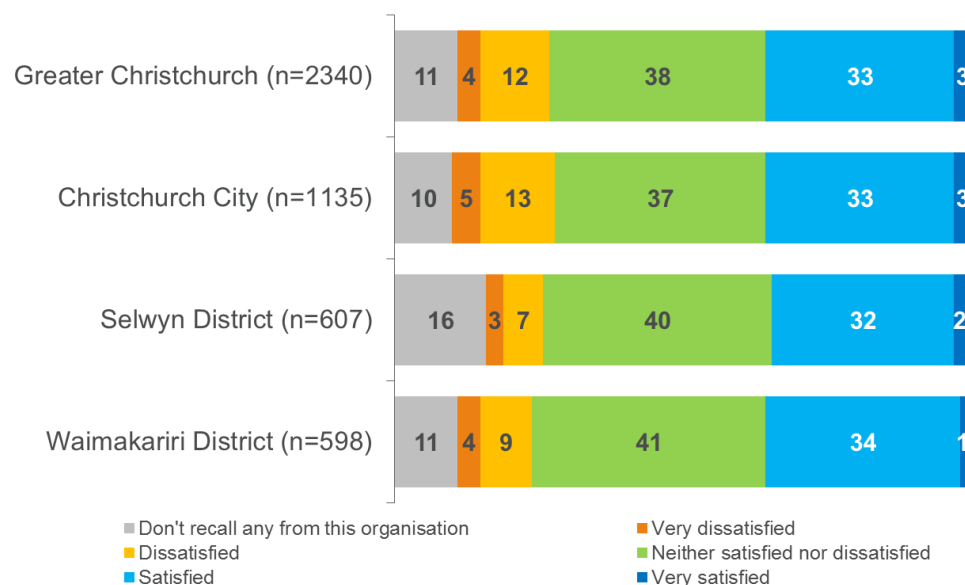
Confidence in Decision-Making

Satisfaction with Communications and Information

**Satisfaction with CERA**

A third (36%) have been satisfied with the communications and information from CERA, while 16% have been dissatisfied. One in ten (11%) do not recall receiving any communications or information about earthquake recovery decisions from CERA.

**Figure 10.2: Satisfaction with the communications and information from CERA (%)**



Base: All Respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have been satisfied with the communications and information from CERA (36%) are:

- Aged 65 and over (44%)
- From a household with an income of \$60,001 to \$100,000 (41%)

Those less likely to have been satisfied are:

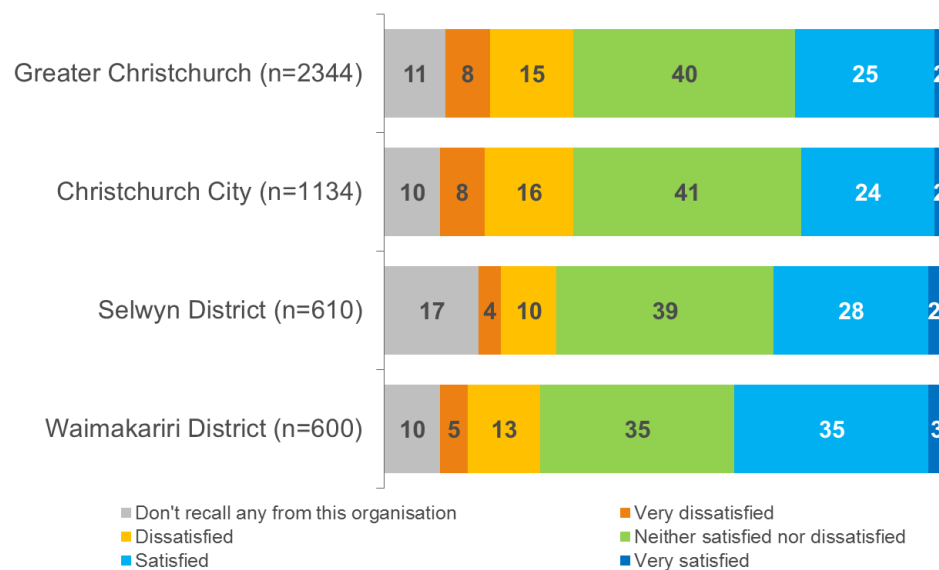
- Of Pacific / Asian / Indian (21%) or Māori (23%) ethnicity
- Aged 18 to 24 (21%)



**Satisfaction with Local Councils**

Just over a quarter (27%) have been satisfied with the communications and information received from local councils, while two in ten (23%) have been dissatisfied. One in ten (11%) do not recall receiving any communications or information about earthquake recovery decisions from their local council.

**Figure 10.3: Satisfaction with the communications and information from local councils (%)**



Base: All Respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to have been dissatisfied with the information and communications (23%) received from their local council are:

- Living in temporary housing (39%)
- Of Māori ethnicity (33%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

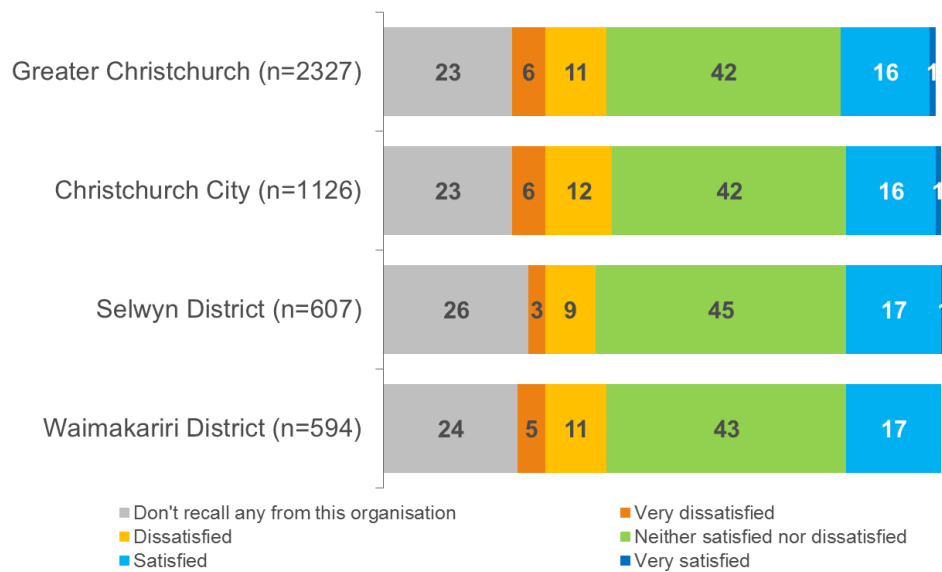
Confidence in Decision-Making

Satisfaction with Communications and Information

**Satisfaction with Environment Canterbury**

One sixth (17%) have been satisfied with the communications and information about earthquake recovery decisions received from Environment Canterbury. A similar number (17%) have been dissatisfied. Almost a quarter (23%) do not recall receiving any communications and information from Environment Canterbury.

**Figure 10.4: Satisfaction with the communications and information from Environment Canterbury (%)**



Base: All Respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

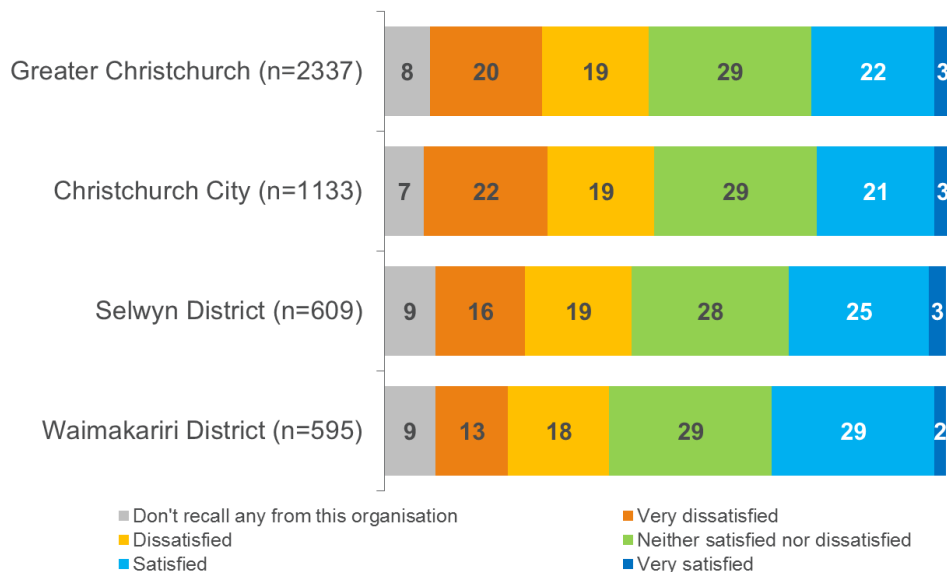
Those more likely to be dissatisfied with the information and communications (17%) are:

- Of Māori ethnicity (27%).

**Satisfaction with EQC**

A quarter (25%) have been satisfied with the communications and information received from EQC about their policy. However, four in ten (39%) have been dissatisfied. Only a small number (8%) do not recall receiving any information or communications.

**Figure 10.5: Satisfaction with the communications and information from EQC (%)**



Base: All Respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to be satisfied with the information and communications (25%) are:

- Aged 65 or over (36%)
- Living in Waimakariri District (31%)

Those more likely to be dissatisfied with the information and communications (39%) are:

- From a household with an income of \$60,001 to \$100,000 (46%) or more than \$100,000 (47%)
- Aged 35 to 49 (46%)
- From a household with at least one child aged under 18 years (45%)

Quality of Life

Social Connectedness

Health and Wellbeing

Negative Impacts of the Earthquakes

Positive Impacts of the Earthquakes

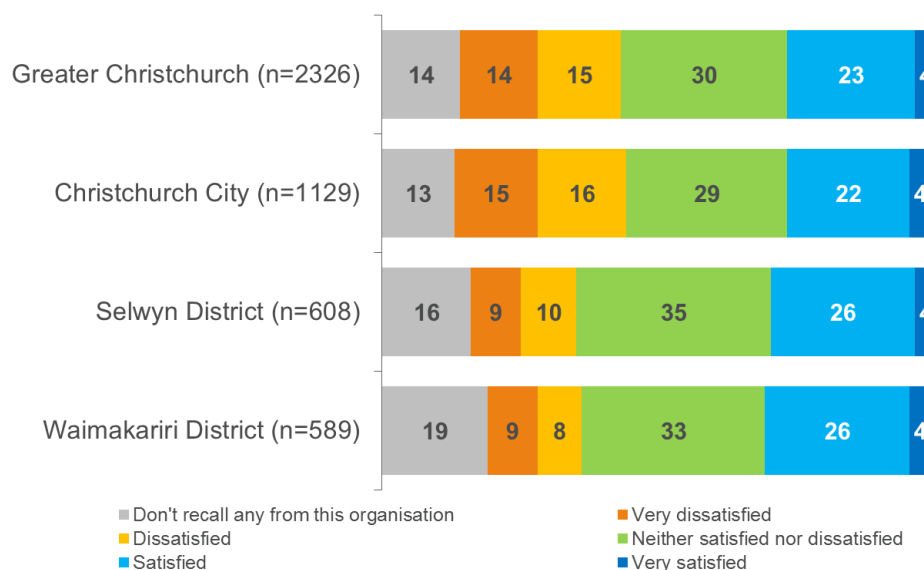
Confidence in Decision-Making

Satisfaction with Communications and Information

**Satisfaction with Private Insurers**

Just over a quarter (27%) of greater Christchurch residents have been satisfied with the communications and information they have received from private insurers in relation to their policy. A similar proportion (29%) has been dissatisfied with the communications and information.

**Figure 10.6: Satisfaction with the communications and information from private insurers (%)**



Base: All Respondents, excluding not answered

Note: The percentages in a chart may not add exactly to 100% due to rounding

Those more likely to be satisfied with the information and communications (27%) are:

- Aged 65 or over (39%)

Those more likely to be dissatisfied with the information and communications (29%) are:

- From a household with an income of more than \$100,000 (36%)

**CERA Communications**

The CERA communications/information vehicle with greatest penetration is the Monthly Update, having been seen by 53% of residents. This is closely followed by the personal letters sent to individuals or households (48%).

The CERA brochure advising residents about how to access information and assistance has been seen by 36% and 27% have been to the website. The weekly email update from Roger Sutton has been seen by 8% of residents.

Survey results indicate that the communications/information being provided by CERA are effective in engaging residents to the extent that they seek further information or discuss content with others.

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Of those who have received one of the specific CERA communications prompted on, 64% have gone on to discuss content with others and 28% have sought more information as a result of receiving the initial communication/information.

The explanations given, by those who remain dissatisfied with the communications or information received from CERA, often relate to perceptions around timing. In particular:

- Delays in communicating decisions or getting information out
  - A lack of timeframes as to when houses will be assessed/repared/demolished
  - Delays in making or communicating decisions in land zoning.
-

## Appendix I – Research Design

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### **Methodology**    **Sequential Mixed Methodology**

The Wellbeing Survey was carried out using a sequential mixed methodology, in which respondents are first encouraged to complete the survey in the most cost effective manner, online. For those who do not complete the survey online or are not able to, a hard copy questionnaire is provided.

The initial invitation letter was sent on 29 August 2012. The letter contained a link to the online survey and provided an individual login ID and password. An 0800 number and email address (manned by Nielsen) were also in the letter, allowing respondents to ask questions about the survey, request a hard copy or request to be removed.

A reminder postcard was sent to those who had not yet completed the survey a week later on 5 September. This postcard repeated the instructions for completing the survey online.

On 13 September, a week after the postcard, those respondents who had still not completed online were sent a survey pack, containing a hard copy questionnaire, cover letter and reply paid envelope. The cover letter repeated the instructions to participate online, in case a respondent would rather participate in that manner.

After the survey pack has been sent, all those who have completed the survey online are likely to have done so. Therefore efforts changed to encouraging completion of the hard copy questionnaire. On 26 September, the final communication, a second reminder postcard was sent to those who had still not completed.

The survey was closed on the 15 October 2010.

A copy of all communications can be found in Appendix 2 – Communications.

### **Benefits of the methodology**

The sequential mixed methodology has a number of benefits. Firstly, potential respondents are selected from the Electoral Roll, which allows for the inclusion of the majority of greater Christchurch residents. It has the advantage of including the approximately 60% who are excluded from CATI methodologies through not having phone numbers available through telematching. It is also superior to online panels which have limited number of panellists and only those who are online, who may not accurately represent the great Christchurch population.

The sequential mixed methodology allows respondents to complete the survey in their own time, at their own pace and either online or hard copy according to their preference.

---

**Sample  
Design****Sample Frame**

The Electoral Roll records the addresses of the vast majority of New Zealanders aged 18 and over. Potential respondents were selected from the Roll if their residential address was in greater Christchurch.

The survey was not able to include the following people who are not on the Electoral Roll (the number of these people are not known):

- Those who are not on the Electoral Roll (have not enrolled to vote)
- Residents who are not eligible to vote (non-residents)
- Migrant workers whose residential address is out of Christchurch, however they are temporarily working in greater Christchurch
- Those who had very recently moved to Christchurch and not updated their details on the Electoral Roll.

Please note that the Electoral Roll is updated every 3 months and the latest version available at the time of sampling was used to select the sample.

Māori descent from the Electoral Roll was used to identify those with a high possibility of having Māori ethnicity. Title was used for identifying gender and the age of the respondent was also used from the Electoral Roll data to identify their age group for sample selection purposes.

**Sample**

The sample was a probabilistic sample of the population of Christchurch City, Waimakariri District and Selwyn District.

The sample was targeted to include n=1,250 Christchurch City residents, n=625 Waimakariri residents and n=625 Selwyn residents. To ensure a good representation of the population, letters were sent out in proportion to the size of the population by age group, Māori / non-Māori, gender and ward due to the sample being pulled at random from the electoral roll. Additional invitations were sent to males, youth and Māori respondents as these groups are known to have lower response rates.

The targets were set using the most up-to-date data source available from Statistics New Zealand:

- June 2011 Stats NZ Estimates – for Age, Gender and Ward
- June 2011 Stats NZ Projections – for Ethnicity

The table below shows the target and achieved sample of the subgroups of interest and their margins of error:

Subgroup	Target	Achieved	Margin of error
<b>Christchurch</b>	1,250	1,156	± 2.9%
<b>Waimakariri</b>	625	618	± 3.9%
<b>Selwyn</b>	625	607	± 4.0%
<b>18-24 years</b>	325	235	±6.4%
<b>25-49 years</b>	1,088	822	±3.4%
<b>50-64 years</b>	633	700	±3.7%
<b>65 + years</b>	455	624	±3.9%
<b>Māori Ethnicity</b>	147	102	±9.9%
<b>Males</b>	1,233	1,030	±3.1%
<b>Females</b>	1,267	1,351	±2.8%

### Questionnaire Design

A draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The questionnaire was designed to be repeatable for subsequent surveys.

### Programming and design

The survey was programmed in Confirmit (Nielsen's online survey software) and set up for hard copy completion. Great care was taken to assure consistency between the two versions wherever possible.

### Usage of don't know

Having a don't know option available to respondents in a hard copy or online survey can encourage the selection of this response as an easy option. To avoid this, those questions that ask for an opinion generally did not have a don't know response option. The respondent had the option to not answer these questions if preferred (though not selecting a response on the hard copy version and the online version allowed respondents to continue without completion).

Don't knows were included as a response for questions where respondents may not be able to answer, such as who owns the dwelling where they live, whether they have support if faced with a difficult time, how satisfied they are with earthquake recovery decisions communications and confidence in agencies involved in recovery.

A copy of the final questionnaire can be found in Appendix 3.



The average length of the online survey was 19.8 minutes.

### Pre-testing

Once the questionnaire was reviewed and set up, both online and in hard copy, pre-testing was carried out.

The purpose of the pre-testing was to:

- Check the questionnaire in both hard copy and online format (the introduction, format and wording of the questions, as well as the instructions about how to complete the questionnaire)
- Test the persuasiveness of the communications
- Provide feedback on the new questions
- Obtain feedback from respondents.

Pre-tests were carried out with 13 respondents across greater Christchurch with a mixture, as shown in the table below.

Target Group	Online Pre-tests	Hard copy Pre-tests
Māori	3	2
Asian / Indian	1	-
Youth (18-24 year olds)	1	1
65 years and older	-	2
Male	2	2
Female	4	5
Red Zone Residents	2	2
Have dependent child/ren	2	2

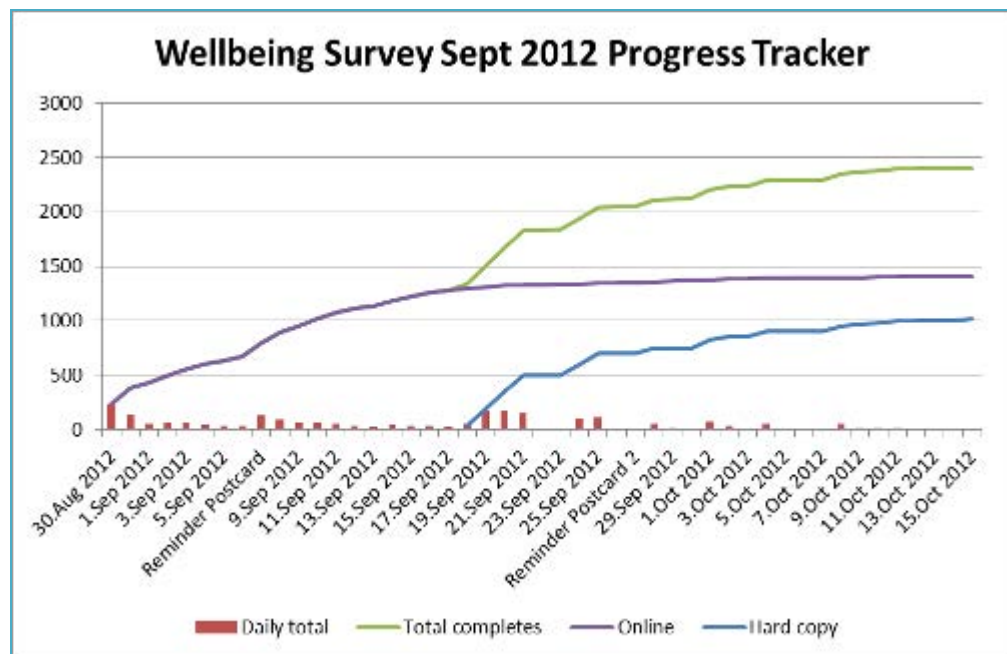
Following the pre-testing, the questionnaire and materials were finalised using the pre-testing feedback from respondents.

**0800 Number** A 0800 number and email address (manned by Nielsen) were available for respondents throughout the survey period. Four hundred emails and calls were received during this time. The nature of the calls and emails are listed in the table below:

Refusals	
Health/Age reasons	20
Don't want to participate	19
Currently unavailable (e.g. on holiday, out of the country)	39
Person no longer lives at address	24
Deceased	4
Queries	
General question / query	14
Trouble using link	55
Material received after completion	5
Request replacement / hard copy sent	216
New address	3

**Survey Response** Fifty nine percent of questionnaires were completed online while 41% were completed in paper copy.

The following chart shows the responses over the survey period:



### Response rate

To calculate response rate, tracking of every individual sent an invitation to complete the survey and the outcome of the invitation was carefully recorded.

By entry into Conformat, Nielsen traced which of the letters, postcards or questionnaire packs were returned as 'gone no address.' Any telephone or email notification of refusal to participate was logged into the 0800 number call log. This log also recorded notification from third parties that the nominated respondent was not available or capable to complete the survey due to age, language issues, health reasons, death or other disabilities. Every effort was made to remove any respondent from subsequent communications.

The return rate is calculated as follows:

*Completed surveys / total number of invitations mailed out (excluding GNAs and ineligible) x 100*

Ineligibles are defined as those who are unable to participate due to age, language issues, health or other disabilities.

To calculate the response rate we then apply the same proportion of ineligibles as those we have heard back from to those we have not (i.e. the 2,389 "Unknown". This therefore assumes that there will be the same number of ineligibles (deceased, moved etc) in the group we did not hear from as is in the group we did hear back from).

The table below outlines the response rate calculation:

Category	n
Deceased	7
Out Of Region	11
GNA	225
Language	0
Unavailable	42
Health/Age	24
<b>Total ineligibles</b>	<b>309</b>
Refused	56
Incomplete	58
Unknown - Mailed Out, No Info	2389
<b>Total "refusals"</b>	<b>2503</b>
On Line Completes	1406
Off Line Completes	975
<b>Completes</b>	<b>2381</b>
Mail Outs	5193
<b>Return rate</b>	<b>48.75%</b>
<b>Response rate</b>	<b>51.53%</b>

## Data Entry

### Process

As completed questionnaires were returned to Nielsen's Wellington office, they were data entered directly into Confirmit, the same software programme used for the online component of the survey. Using the same software removed the chance of error in combining data sources.

The data entry team had different access to the survey tool from a survey respondent. For example, the data entry team had the ability to select 'no response' for any question where a hard copy respondent had not selected a response.

### Protocols

Data entry protocols were set up to ensure consistency between team members and will be used for consistency between measures. These protocols included:

- Q6 Number in household - must be at least 1.
- Q8 Owner of dwelling - If multiple answers – add to 98 and type in all responses.
- Q9 Gender - If not answered check name at back for clues, or refer to supervisor.
- Q11 Whakapapa - Only answered if NZ Māori ethnicity in Q10.
- Q21 & 22 Impact of earthquakes
  - If "No" circled but have entered impact enter No and no level of impact (as per online)
  - If nothing circled (no answer) but circled an impact = No/minimal impact = No
  - Minor to major impact = Yes

### Quality Control

As part of Nielsen's quality control processes, 10% of data entered surveys were verified.

## Data Cleaning

Once the hard copy questionnaires had been data entered, a series of data checks were carried out as part of the quality control procedure. During this process, the following edits were carried out:

- Five surveys were removed where respondents had completed both online and in hard copy (online version was kept)
- Gender was added for 16 respondents who had left this question blank. This was added using their title from the Electoral Roll (13 respondents) and through name assessment (3 respondents)
- Age from the Electoral Roll was added for the 18 respondents who left this question blank
- Where Ethnicity was not recorded (n=31), Māori, Asian or other category was assigned for weighting purposes. If of Māori descent on the Electoral Roll respondent (n=1) was assigned Māori. One was assigned to Asian based on name and the rest were coded as Other (which includes refusals and those who don't know).

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### **Weighting**

Weighting was used to correct for imbalances in sample representation arising from a) the use of the Electoral Roll as a sample frame and b) quotas not being fully achieved.

The weights were calibrated to match the population percentage figures for the quota control variables of TA, age and gender interlocked. A second weight for ethnicity (Māori / Non-Māori) was also applied to counteract any effects the boosting of Māori respondents may have had on the sample.

See Appendix 5 for the weighting matrix.

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### **Self-Select Survey**

Once the survey had closed, a publically accessible, opt-in survey was opened to allow those residents who were not selected in the sample to complete the survey.

The questionnaire was based on the main survey, with a few small tweaks, such as collecting residential address details for purposes of geomapping results.

This survey was hosted by Nielsen in the Conformat software, as per the main survey. Those who opted to participate could do so from links on the CERA website.

Participants in the self-select survey had the option to complete the survey in a special accessibility mode, which is more suitable for users of blind reading software.

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## Appendix 2 – Communications

**Introduction** This section of the Appendix shows all the communications sent to each respondent

### 1. Initial Letter

The initial invitation letter was sent on 29 August 2012.

29th August 2012

Mr

Riccarton  
Christchurch 8011

Dear Mr

**Re: Wellbeing Survey**

You are invited to take part in the Wellbeing Survey. The survey asks questions about your quality of life and to what extent the earthquakes continue to affect your everyday life. This is your opportunity to make sure that our decisions better meet the needs of our communities.

To ensure we get a representative picture of the views of residents of greater Christchurch (which includes Christchurch, Waimakariri and Selwyn), we need as many of the people selected as possible to complete the survey.

CERA is partnering with Christchurch City Council, Waimakariri District Council, Selwyn District Council, Canterbury District Health Board, Ngāi Tahu and the Natural Hazards Research Platform to run the Wellbeing Survey.

**How you were chosen**  
You have been randomly chosen from the Electoral Roll to be included in this research. Nielsen, an independent research company, is hosting the survey and your results will then be passed on to CERA. Both Nielsen and CERA will keep your answers strictly confidential and please be assured that the results will not be reported in a way that allows you to be identified. It is also important that you personally, rather than anyone else in your household, completes the survey.

**What you need to do**  
Please complete the survey by going online to [www.acnonline.com/wellbeing](http://www.acnonline.com/wellbeing) and clicking on the 'survey link'. Enter your username and survey code provided below:

Username: 101942  
Survey code: eaw

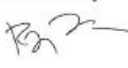
The survey will take approximately 10 minutes to complete.

If you have any questions, please call Nielsen's helpline 0800 400 402 or email [adrienne.pointer@nielsen.com](mailto:adrienne.pointer@nielsen.com).


If you do not have access to the internet, please call the helpline and ask for a paper copy of the survey to be sent to you.

I would very much appreciate it if you could take the time to complete the survey.


Yours sincerely




Roger Sutton  
Chief Executive




**CERA**  
Canterbury Earthquake  
Recovery Authority




Christchurch  
City Council




Canterbury  
District Health Board  
Te Rau Hinohu o Wairarapa




Te Rōnanga o NGĀI TAHU



NHPP  
Natural Hazards  
Research Platform  
He Rau Hinohu o Wairarapa



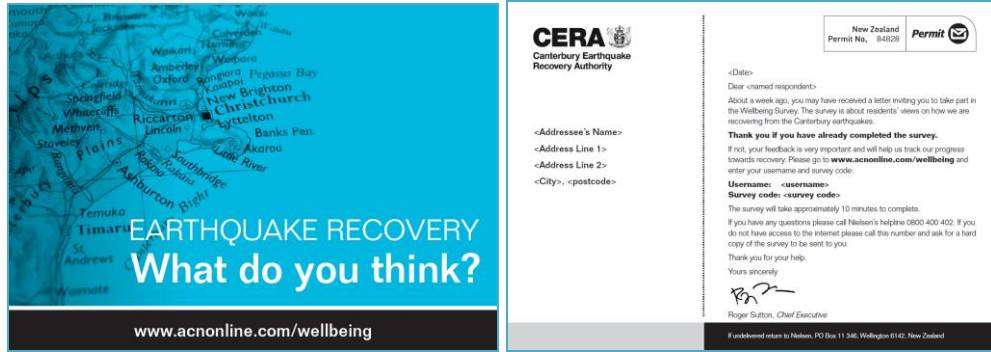
Selwyn  
DISTRICT COUNCIL



WAIMAKARIRI  
DISTRICT COUNCIL

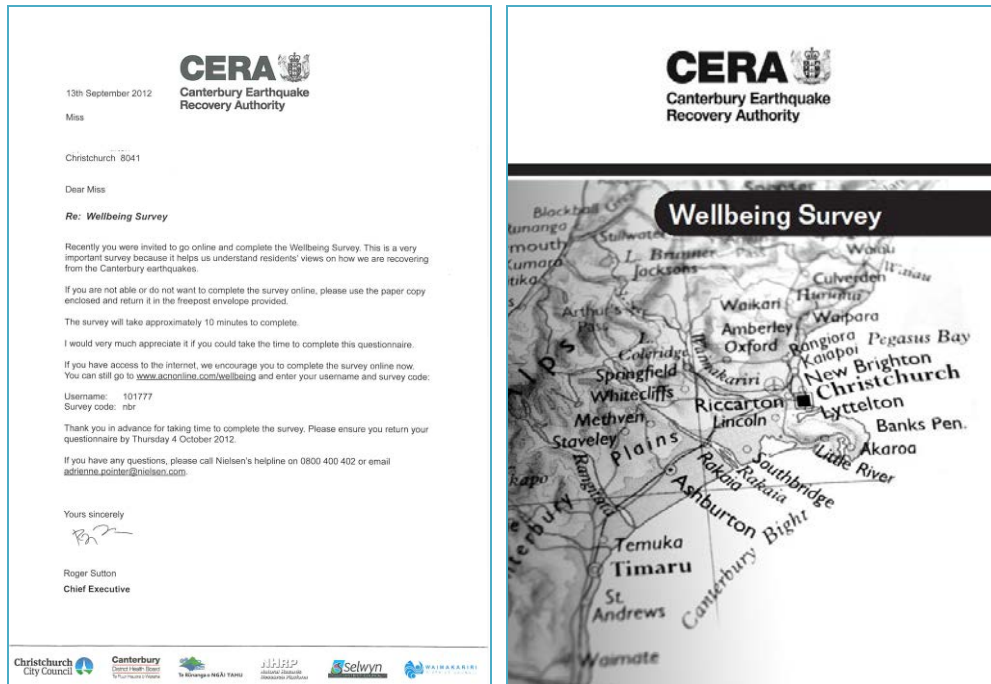
**2. Follow-up Postcard**

A reminder postcard was sent to those who had not yet completed the survey a week after the initial letter on 5 September.



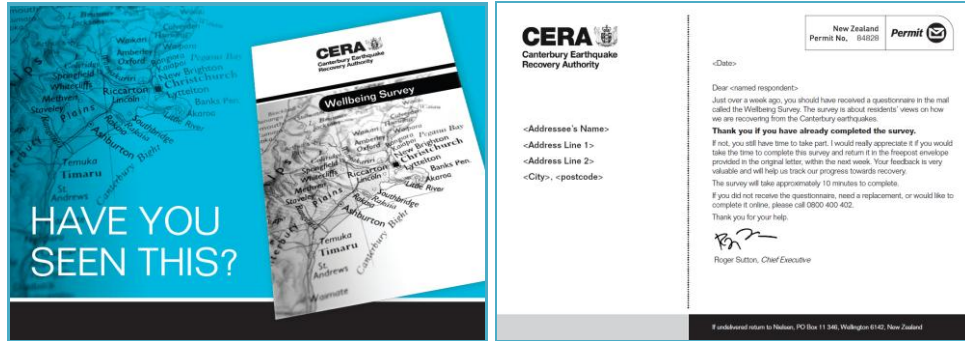
**3. Survey Pack**

On 13 September, a week after the postcard, those respondents who had still not completed online were sent a survey pack, containing a hard copy questionnaire, cover letter and reply paid envelope.



#### 4. Final Reminder Postcard

On 26 September, the final communication, a second reminder postcard was sent to those who had still not completed.





## Appendix 3 – Questionnaire

**Introduction** This section of the Appendix shows the final questionnaire in the hard copy format.

**Thank you for your assistance in helping track progress towards recovery**

Nielsen, an independent research company, is hosting the survey and your results will then be passed on to CERA. Both Nielsen and CERA will keep your answers strictly confidential and please be assured that the results will not be reported in a way that allows you to be identified. Your details will not be used by Nielsen for any other purposes.

**Instructions:**

You will need to circle an answer like this						Or like this						
Please circle <b>one</b> answer						Please circle <b>one</b> answer for each statement						
Yes	1						Question...	1	2	3	4	5
No	2						Question...	1	2	3	4	5

**ABOUT YOU AND WHERE YOU LIVE**

To begin with we have some general questions about you and where you live. These questions are to help us check we have a representative sample of people to participate in this survey, and sometimes these things can affect our wellbeing.

<p><b>Q1</b> Which area do you live in?</p> <p style="text-align: center;">Please circle <b>one</b> answer</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 80%;">Christchurch City (including Banks Peninsula)</td> <td style="width: 20%; text-align: center;">1</td> </tr> <tr> <td>Selwyn District</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Waimakariri District</td> <td style="text-align: center;">3</td> </tr> <tr> <td>Outside these areas</td> <td style="text-align: center;">4 → <b>See note below</b></td> </tr> </table>	Christchurch City (including Banks Peninsula)	1	Selwyn District	2	Waimakariri District	3	Outside these areas	4 → <b>See note below</b>	<p><b>Q2</b> Are you still living at the same street address where you were living before the earthquake on the 4th of September 2010? (Please answer 'no' if you have moved for any reason)</p> <p style="text-align: center;">Please circle <b>one</b> answer</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Yes</td> <td style="width: 10%; text-align: center;">1 →</td> <td style="width: 20%;"><b>Go to Q5</b></td> </tr> <tr> <td>No</td> <td style="text-align: center;">2 →</td> <td><b>Go to Q3</b></td> </tr> </table>	Yes	1 →	<b>Go to Q5</b>	No	2 →	<b>Go to Q3</b>
Christchurch City (including Banks Peninsula)	1														
Selwyn District	2														
Waimakariri District	3														
Outside these areas	4 → <b>See note below</b>														
Yes	1 →	<b>Go to Q5</b>													
No	2 →	<b>Go to Q3</b>													

**Note: If you live outside of these areas thank you very much for taking the time to start this survey. Unfortunately, we only need those who are currently living in greater Christchurch (this includes Christchurch, Selwyn and Waimakariri) to complete the full questionnaire. Please place your questionnaire in the reply-paid envelope and post back to Nielsen.**

**Q3** If you answered 'no' in Q2, please write down the street address you were living at before the September 4th earthquake.  
 Please note: This information will only be used to see if there are differences between different areas. Your individual information will not be looked at separately.

Number \_\_\_\_\_

Street Name \_\_\_\_\_

Suburb \_\_\_\_\_

City \_\_\_\_\_

Country (if other than New Zealand) \_\_\_\_\_

Country (if other than New Zealand) \_\_\_\_\_

**Q4**

Which of the following best describes where you are currently living?

*'Currently living' means the address where you are currently staying. This may be either a permanent or temporary address.*

Please circle **one** answer

Long-term or permanent housing 1

Temporary housing until you move into or back into permanent housing 2

Other (please specify) 98

\_\_\_\_\_

**Q5**

How many bedrooms are there in the dwelling you currently live in? (count sleep outs or caravans if used as bedrooms)

Please circle **one** answer

1 1

2 2

3 3

4 4

5 5

6 or more 6

Don't know 9

Prefer not to say 7

**Q6**

How many adults aged 18 years and older, including yourself, currently live in your household?

*Please enter the number of adults in the box*

**Q7**

How many children aged under 18 years currently live with you?

*Please enter the number of children in the box*

**Q8**

Which of the following best describes who owns the dwelling (that is the house / townhouse / flat / apartment etc) that you **usually live in**?

*'Usually live in' means the address where you usually live. If you are currently living temporarily somewhere else as a result of earthquake damage or repairs, but you intend to move back there, your usual address is your pre-earthquake address. And if you are unsure where you will be moving, your usual address is the address you are living at now.*

Please circle **one** answer

You personally or jointly own it 1

Family member owns it (e.g. your parents, your child) 2

You rent it from the local council, or Housing New Zealand 3

You rent from a private landlord 4

Other (please specify) 98

\_\_\_\_\_

Don't know 99

<p><b>Q9</b> Are you:</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">Please circle <b>one</b> answer</td> </tr> <tr> <td>Male</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Female</td> <td style="text-align: right;">2</td> </tr> </table>		Please circle <b>one</b> answer	Male	1	Female	2																																							
	Please circle <b>one</b> answer																																												
Male	1																																												
Female	2																																												
<p><b>Q10</b> Which ethnic group or groups do you belong to?</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">Please circle <b>all</b> that apply</td> </tr> <tr> <td>New Zealand European / Pakeha</td> <td style="text-align: right;">1</td> </tr> <tr> <td>New Zealand Māori</td> <td style="text-align: right;">2 → Please answer Q11</td> </tr> <tr> <td>Pacific</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Asian/Indian</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Other (please specify)</td> <td style="text-align: right;">8</td> </tr> <tr> <td>_____</td> <td></td> </tr> <tr> <td>Prefer not to say</td> <td style="text-align: right;">7</td> </tr> </table>		Please circle <b>all</b> that apply	New Zealand European / Pakeha	1	New Zealand Māori	2 → Please answer Q11	Pacific	3	Asian/Indian	4	Other (please specify)	8	_____		Prefer not to say	7	<p><b>Q11</b> Do you whakapapa to Ngāi Tahu / Ngati Mamoe / Waitaha?</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">Please circle <b>one</b> answer</td> </tr> <tr> <td>Yes</td> <td style="text-align: right;">1</td> </tr> <tr> <td>No</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Don't know</td> <td style="text-align: right;">9</td> </tr> </table>		Please circle <b>one</b> answer	Yes	1	No	2	Don't know	9																				
	Please circle <b>all</b> that apply																																												
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Yes	1																																												
No	2																																												
Don't know	9																																												
<p><b>Q12</b> In which of the following age groups do you belong?</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">Please circle <b>one</b> answer</td> </tr> <tr> <td>Less than 18 years</td> <td style="text-align: right;">1</td> </tr> <tr> <td>18-19 years</td> <td style="text-align: right;">2</td> </tr> <tr> <td>20-24 years</td> <td style="text-align: right;">3</td> </tr> <tr> <td>25-29 years</td> <td style="text-align: right;">4</td> </tr> <tr> <td>30-34 years</td> <td style="text-align: right;">5</td> </tr> <tr> <td>35-39 years</td> <td style="text-align: right;">6</td> </tr> <tr> <td>40-44 years</td> <td style="text-align: right;">7</td> </tr> <tr> <td>45-49 years</td> <td style="text-align: right;">8</td> </tr> <tr> <td>50-54 years</td> <td style="text-align: right;">9</td> </tr> <tr> <td>55-59 years</td> <td style="text-align: right;">10</td> </tr> <tr> <td>60-64 years</td> <td style="text-align: right;">11</td> </tr> <tr> <td>65+ years</td> <td style="text-align: right;">12</td> </tr> </table>		Please circle <b>one</b> answer	Less than 18 years	1	18-19 years	2	20-24 years	3	25-29 years	4	30-34 years	5	35-39 years	6	40-44 years	7	45-49 years	8	50-54 years	9	55-59 years	10	60-64 years	11	65+ years	12	<p><b>Q13</b> Which best describes your household's annual income before tax?</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">Please circle <b>one</b> answer</td> </tr> <tr> <td>Loss</td> <td style="text-align: right;">1</td> </tr> <tr> <td>No income</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Less than \$30,000</td> <td style="text-align: right;">3</td> </tr> <tr> <td>\$30,001 to \$60,000</td> <td style="text-align: right;">4</td> </tr> <tr> <td>\$60,001 to \$100,000</td> <td style="text-align: right;">5</td> </tr> <tr> <td>More than \$100,000</td> <td style="text-align: right;">6</td> </tr> <tr> <td>Don't know</td> <td style="text-align: right;">99</td> </tr> <tr> <td>Prefer not to say</td> <td style="text-align: right;">97</td> </tr> </table>		Please circle <b>one</b> answer	Loss	1	No income	2	Less than \$30,000	3	\$30,001 to \$60,000	4	\$60,001 to \$100,000	5	More than \$100,000	6	Don't know	99	Prefer not to say	97
	Please circle <b>one</b> answer																																												
Less than 18 years	1																																												
18-19 years	2																																												
20-24 years	3																																												
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Don't know	99																																												
Prefer not to say	97																																												
<p><b>Q14</b> Have you moved into the greater Christchurch area (this includes Christchurch, Selwyn and Waimakariri), from elsewhere in New Zealand or from overseas, since the earthquakes specifically for employment or business opportunities?</p> <table border="0"> <tr> <td></td> <td style="text-align: right;">Please circle <b>one</b> answer</td> </tr> <tr> <td>Yes</td> <td style="text-align: right;">1</td> </tr> <tr> <td>No</td> <td style="text-align: right;">2</td> </tr> </table>		Please circle <b>one</b> answer	Yes	1	No	2																																							
	Please circle <b>one</b> answer																																												
Yes	1																																												
No	2																																												

### YOUR QUALITY OF LIFE

The next questions are about your quality of life and about how things have been for you lately.

**Q15** Would you say that your overall quality of life is...

Please circle **one** answer

Extremely poor	1
Poor	2
Neither poor nor good	3
Good	4
Extremely good	5

**Q16** And since the earthquakes, would you say your quality of life has...

Please circle **one** answer

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

**Q17** To what extent do you agree or disagree with the following statement?

Please circle **one** answer

Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

I feel a sense of community with others in my neighbourhood	1	2	3	4	5
---	---	---	---	---	---

**Q18** Do you have a health condition or disability that has lasted, or is expected to last, 6 months or more AND that restricts your everyday activities?

Please circle **one** answer

Yes	1
No	2
Prefer not to say	7

**Q19** If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

Please circle **one** answer

Yes	1
No	2
Don't know / Unsure	9

**Q20** At some time in their lives, most people experience stress. Which statement best applies to how often, if ever, in the past 12 months you have experienced stress that has had a negative effect on you? *Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.*

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

## IMPACT OF THE EARTHQUAKES

These next questions are about different ways that the earthquakes may have impacted on your life.

**Q21**

Please indicate whether or not you have experienced each of the following **as a result of the earthquakes**. Do this by circling either yes or no for each of the possible issues listed.

*The first two lines are examples to show you how to fill in this question.*

		Which of the following have you experienced <b>as a result</b> of the earthquakes?		To what extent has each had a <b>negative</b> impact on your everyday life since the earthquakes?			
		Yes	No	Minimal or no impact	Minor negative impact	Moderate negative impact	Major negative impact
	<b>EXAMPLE 1</b> <i>If you circle no, move to the next statement</i>	1	2	1	2	3	4
	<b>EXAMPLE 2</b> <i>If you circle yes, please also circle a level of impact</i>	1	2	1	2	3	4
1	Living day to day in a damaged home	1	2	1	2	3	4
2	House too small for the number of people in the household	1	2	1	2	3	4
3	Poor quality of house (e.g. cold, damp)	1	2	1	2	3	4
4	Making decisions about house damage, repairs and relocation	1	2	1	2	3	4
5	Having to move house permanently or temporarily	1	2	1	2	3	4
6	Difficulty finding suitable rental accommodation	1	2	1	2	3	4
7	Dealing with EQC/insurance issues in relation to personal property and house	1	2	1	2	3	4
8	Dealing with insurance issues in relation to a business or work	1	2	1	2	3	4
9	Potential or actual loss of employment or income	1	2	1	2	3	4
10	Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes)	1	2	1	2	3	4
11	Workplace safety concerns (e.g. perception that building is unsafe)	1	2	1	2	3	4
12	Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members)	1	2	1	2	3	4

	Which of the following have you experienced <b>as a result</b> of the earthquakes?			To what extent has each had a <b>negative</b> impact on your everyday life since the earthquakes?			
		Yes	No	Minimal or no impact	Minor negative impact	Moderate negative impact	Major negative impact
13	Transport related pressures (work/personal)	1	2	1	2	3	4
14	Being in a damaged environment and / or surrounded by construction work	1	2	1	2	3	4
15	Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments)	1	2	1	2	3	4
16	Loss of <b>indoor</b> sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	1	2	3	4
17	Loss of <b>outdoor</b> sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	1	2	3	4
18	Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres)	1	2	1	2	3	4
19	Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks)	1	2	1	2	3	4
20	Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	1	2	1	2	3	4
21	Distress or anxiety associated with ongoing aftershocks	1	2	1	2	3	4
22	Relationship problems (arguing with partner/friends)	1	2	1	2	3	4
23	Dealing with frightened, upset or unsettled children	1	2	1	2	3	4
24	Uncertainty about my own or my family's future in Canterbury	1	2	1	2	3	4
25	Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related	1	2	1	2	3	4
26	Difficult decisions concerning pets	1	2	1	2	3	4

**Q22**

Now, please indicate whether or not you have experienced each of the following **as a result of the earthquakes**. Do this by circling either yes or no for each of the issues listed.

*The first two lines are examples to show you how to fill in this question.*

		Which of the following have you experienced <b>as a result</b> of the earthquakes?		To what extent has each had a <b>positive</b> impact on your everyday life since the earthquakes?			
		Yes	No	Minimal or no impact	Minor positive impact	Moderate positive impact	Major positive impact
	<b>EXAMPLE 1</b> <i>If you circle no, move to the next statement</i>	1	2	1	2	3	4
	<b>EXAMPLE 2</b> <i>If you circle yes, please also circle a level of impact</i>	1	2	1	2	3	4
1	Heightened sense of community (e.g. stronger connections with family and neighbours)	1	2	1	2	3	4
2	Pride in ability to cope under difficult circumstances	1	2	1	2	3	4
3	Family's increased resilience	1	2	1	2	3	4
4	Increased opportunities for individual creative expression	1	2	1	2	3	4
5	Opportunity to experience public events and spaces (e.g. memorial events, and initiatives like Gap Filler and ReStart)	1	2	1	2	3	4
6	Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	1	2	1	2	3	4
7	Renewed appreciation of life	1	2	1	2	3	4
8	Spending more time together as a family	1	2	1	2	3	4
9	Business and employment opportunities	1	2	1	2	3	4
10	Income-related benefits (e.g. higher income, more stable income)	1	2	1	2	3	4
11	Other (please specify)	1	2	1	2	3	4

**COMMUNICATIONS AND DECISION-MAKING AROUND THE EARTHQUAKE**

These next questions are about the communications you may have received since the earthquakes and about your impressions of the recovery.

**Q23** Overall, to what extent do you feel confident that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)?

Please circle **one** answer

Not at all confident	1
Not very confident	2
Neutral	3
Confident	4
Very confident	5
Don't know	9

**Q24** Overall, how satisfied or dissatisfied have you been with communications and information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle **one** answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know / Not applicable	9

**Q25** To what extent do you feel confident that...

Please circle **one** answer for each statement

	Not at all confident	Not very confident	Neutral	Confident	Very confident	Don't know
CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9
Your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council) is making earthquake recovery decisions that are in the best interests of your city or district	1	2	3	4	5	9
Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9



**Q26**

How satisfied or dissatisfied have you been with communications and information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle **one** answer for each statement

	Don't recall any from this organisation	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Communications / information from CERA	9	1	2	3	4	5
Communications / information from your local council Christchurch City Council / Waimakariri District Council / Selwyn District Council	9	1	2	3	4	5
Communications / information from Environment Canterbury	9	1	2	3	4	5
Communications / information from EQC (relating to your policy)	9	1	2	3	4	5
Communications / information from private insurers (relating to your policy)	9	1	2	3	4	5

**Q27**

Thinking now specifically about the communications and information you may have received **from CERA** about earthquake recovery decisions. Please write down the reasons why you rated your satisfaction with the communications and information **from CERA** the way you did in Q26.

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**Q28**

Which, if any, of the following have you seen or received from CERA:

Please circle **all** that apply

Monthly Greater Christchurch Recovery Update (in some community papers, libraries and some shops)	1
Weekly email update from Roger Sutton (Chief Executive of CERA)	2
A letter from CERA addressed to you or your household	3
A brochure from CERA about how to access information and assistance	4
The CERA website	5
Other (please specify)	8
_____	8
Have not seen or received any communication or information from CERA	7 → <b>Go to Q30</b>

**Q29** Which, if any, of the following have you done as a result of communications or information from CERA?

	Yes	No	Don't know
Discussed the information with family, friends or colleagues	1	2	9
Sought more information (e.g. attended a community meeting or looked at the CERA website)	1	2	9
Something else (please specify) _____	1	2	9

**Q30** Overall, how satisfied or dissatisfied are you with the opportunities the public has had to influence earthquake recovery decisions?

Please circle **one** answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know	9

**Q31** And finally, please comment on any other aspects of the recovery that are important to you:

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## Appendix 4 – Sample Profile

Results were weighted by gender, age, region and ethnicity to reflect the known population proportions (which were sourced from Statistics New Zealand).

**Table 4.1: Region distribution (%)**

Greater Christchurch (n=2381)		
	Unweighted	Weighted
Christchurch	49	81
Selwyn	26	8
Waimakariri	25	10

Base: All respondents

Note: Those living in Selwyn and Waimakariri were oversampled to allow for sub group analysis

**Table 4.2: Gender distribution (%)**

	Greater Christchurch (n=2381)		Christchurch City (n=1156)		Selwyn District (n=618)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	43	49	45	48	44	52	40	49
Female	57	51	55	52	56	48	60	51

Base: All respondents

**Table 4.3: Age distribution (%)**

	Greater Christchurch (n=2381)		Christchurch City (n=1156)		Selwyn District (n=618)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Less than 18 years	-	-	-	-	-	-	-	-
18-19 years	3	4	3	4	3	4	2	2
20-24 years	7	10	9	11	6	9	5	7
25-29 years	4	5	4	5	3	3	2	3
30-34 years	5	6	6	7	5	6	3	4
35-39 years	6	8	7	8	7	9	4	6
40-44 years	9	11	9	11	11	14	9	13
45-49 years	11	12	10	12	12	14	11	16
50-54 years	10	8	9	8	11	9	10	8
55-59 years	10	8	9	8	11	9	11	9
60-64 years	10	8	9	8	9	8	12	10
65+ years	26	18	26	18	22	15	31	22

Base: All respondents

**Table 4.4: Age collapsed into reporting groups (%)**

	Greater Christchurch (n=2381)		Christchurch City (n=1156)		Selwyn District (n=618)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-24	10	14	12	15	9	13	7	9
25-34	8	11	10	12	8	10	6	8
35-49	26	32	25	31	30	36	24	34
50-64	29	24	27	24	30	26	33	28
65+	26	18	26	18	22	15	31	22

Base: All respondents

**Table 4.5: Ethnicity distribution (%)**

	Greater Christchurch (n=2360)		Christchurch City (n=1143)		Selwyn District (n=614)		Waimakariri District (n=603)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
New Zealand European /Pakeha	90	87	87	86	91	91	94	93
New Zealand Māori	4	6	6	7	3	4	3	4
Pacific	1	1	2	2	0	0	0	0
Asian/Indian	3	5	6	6	1	1	1	1
Other European e.g. German, American, British, South African	4	4	4	4	5	5	3	3
Other	1	1	1	1	1	1	0	1
Prefer not to say	0	0	0	0	0	0	0	0

Base: All respondents, excluding not answered

Note: This is a multiple response question therefore columns may add to more than 100%

**Table 4.6: Whether Whakapapa to Ngāi Tahu/Ngati Mamoe/Waitaha (%)**

	Greater Christchurch (n=100)		Christchurch City (n=62)		Selwyn District (n=20*)		Waimakariri District (n=18*)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	43	38	39	36	45	46	56	56
No	44	53	53	57	30	32	28	25
Don't know	13	9	8	7	25	22	17	19

Base: Those who identified themselves as New Zealand Māori, excluding not answered

**Table 4.7: Whether living in same street address as before the earthquake on 4 September 2010 (%)**

	Greater Christchurch (n=2348)		Christchurch City (n=1141)		Selwyn District (n=609)		Waimakariri District (n=598)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	79	77	79	77	79	78	81	79
No	21	23	21	23	21	22	19	21

Base: All respondents, excluding not answered

**Table 4.8: Description of where respondent is currently living (%)**

	Greater Christchurch (n=483)		Christchurch City (n=245)		Selwyn District (n=125)		Waimakariri District (n=113)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Long-term or permanent housing	79	77	74	75	86	88	81	81
Temporary housing until you move into or back into permanent housing	15	16	18	17	11	11	14	15
Other	6	7	8	8	2	2	4	4

Base: Those who are living at a different street address compared to where they were living on 4 September 2010, excluding not answered

**Table 4.9: Number of bedrooms in current dwelling (%)**

	Greater Christchurch (n=2360)		Christchurch City (n=1141)		Selwyn District (n=617)		Waimakariri District (n=602)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
1	2	2	2	2	2	2	2	1
2	13	15	18	16	6	5	11	9
3	40	42	44	44	31	30	43	40
4	33	30	26	27	45	46	35	37

5	9	9	8	8	12	13	8	10
6 or more	2	2	2	2	3	3	2	2
Don't know	0	0	0	0	-	-	-	-
Prefer not to say	0	0	0	0	0	0	0	0

Base: All respondents, excluding not answered

**Table 4.10: Number of adults living in household (%)**

	Greater Christchurch (n=2353)		Christchurch City (n=1137)		Selwyn District (n=617)		Waimakariri District (n=599)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
1	12	11	13	12	9	7	13	10
2	61	57	56	55	66	65	67	67
3	17	19	19	20	16	17	13	15
4	7	9	8	10	6	7	6	7
5 or more	3	3	3	4	2	2	1	2
Prefer not to say	0	0	0	0	0	0	-	-

Base: All respondents, excluding not answered

**Table 4.11: Number of children living in household (%)**

	Greater Christchurch (n=2275)		Christchurch City (n=1105)		Selwyn District (n=591)		Waimakariri District (n=579)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
None	67	63	68	64	60	54	72	65
1	13	15	14	15	14	16	10	13
2	14	16	13	16	17	21	13	16
3	4	5	3	4	7	9	4	6
4	1	1	1	1	1	1	1	1
5 or more	0	0	0	0	0	0	0	0
Prefer not to say	0	0	0	0	0	0	-	-

Base: All respondents, excluding not answered

**Table 4.12: Ownership of dwelling where usually live (%)**

	Greater Christchurch (n=2374)		Christchurch City (n=1151)		Selwyn District (n=618)		Waimakariri District (n=605)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
You personally or jointly own it	73	64	65	61	79	75	82	79
Family member owns it (e.g. your parents, your child)	11	14	12	14	12	15	9	11
You rent it from the local council, or Housing New Zealand	1	2	3	3	-	-	0	0
You rent from a private landlord	11	17	16	19	7	8	7	8
Family Trust	1	1	2	1	1	1	1	1
Other	2	2	2	2	1	1	1	1
Don't know	0	0	0	0	-	-	-	-

Base: All respondents, excluding not answered

**Table 4.13: Household income before tax (%)**

	Greater Christchurch (n=2337)		Christchurch City (n=1130)		Selwyn District (n=611)		Waimakariri District (n=596)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Loss	0	0	0	0	0	0	0	0
No income	1	1	1	1	1	1	1	1
Less than \$30,000	18	17	20	18	13	10	18	14
\$30,001 to \$60,000	21	20	20	20	20	18	24	23
\$60,001 to \$100,000	25	26	24	25	27	29	25	27
More than \$100,000	19	21	19	20	23	26	17	20
Prefer not to say	11	10	10	9	13	13	10	9
Don't know	5	6	6	6	3	4	5	5

Base: All respondents, excluding not answered

**Table 4.14: Moved into area since earthquakes for employment or business (%)**

	Greater Christchurch (n=2346)		Christchurch City (n=1134)		Selwyn District (n=613)		Waimakariri District (n=599)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	2	2	1	2	3	4	1	1
No	98	98	99	98	97	96	99	99

*Base: All respondents, excluding not answered*

**Table 4.15: Whether have a health condition or disability (%)**

	Greater Christchurch (n=2363)		Christchurch City (n=1145)		Selwyn District (n=615)		Waimakariri District (n=603)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	20	19	23	19	16	13	18	16
No	78	79	75	78	83	85	79	81
Prefer not to say	2	2	2	2	2	2	3	3

*Base: All respondents, excluding not answered*



## Appendix 5 – Weighting Matrixes

**Introduction** This section of the Appendix shows the weight matrix that results were weighted by.

### Weight 1: Region, Age and Gender Interlocked

COUNT	Population Figures (2011 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	289,810	20,800	63,900	35,110	29,850	22,430	61,580	33,040	23,100
Selwyn	30,250	1,610	7,030	3,850	2,140	2,310	6,870	4,160	2,280
Waimakariri	36,180	1,530	7,830	5,070	4,080	1,790	7,180	4,970	3,730

%	Population Figures (2011 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	81.4	5.8	17.9	9.9	8.4	6.3	17.3	9.3	6.5
Selwyn	8.5	0.5	2.0	1.1	0.6	0.6	1.9	1.2	0.6
Waimakariri	10.2	0.4	2.2	1.4	1.1	0.5	2.0	1.4	1.0

### Weight 2: Ethnicity

COUNT	Population Figures (2011 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	361,900	22,460	339,440

### Weight 2: Ethnicity

%	Population Figures (2011 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	100	6.2	93.8

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## Appendix 6 – Glossary

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The purpose of this glossary is to provide a meaning to some of the more technical terms used in this report

### **Codeframe**

This is a summary list of the main themes or topics from the open ended questions.

### **Confidence interval**

This is the interval that is likely to contain the true population result.

### **Confidence level**

This represents how reliable the result is. The 95% confidence level means that you are 95% certain that the true value lies between the confidence interval.

### **Margin of error**

This term expresses the likely amount of random sampling error in the result.

### **Quota**

This is a target number of interviews that is set to ensure a certain sub-group of the population is represented.

### **Significant**

Where results are said to be significant, this means that they are statistically different at the 95% confidence level.

### **Weighting**

Weighting is a method of calculation in which some observations have their influence reduced and other observations have their influence increased. It is used to account for the sample profile being imbalanced relative to the population being measured. For example, proportionally, we have more Māori in our sample than in the New Zealand population; therefore Māori is weighted down to adjust for this sample imbalance.

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