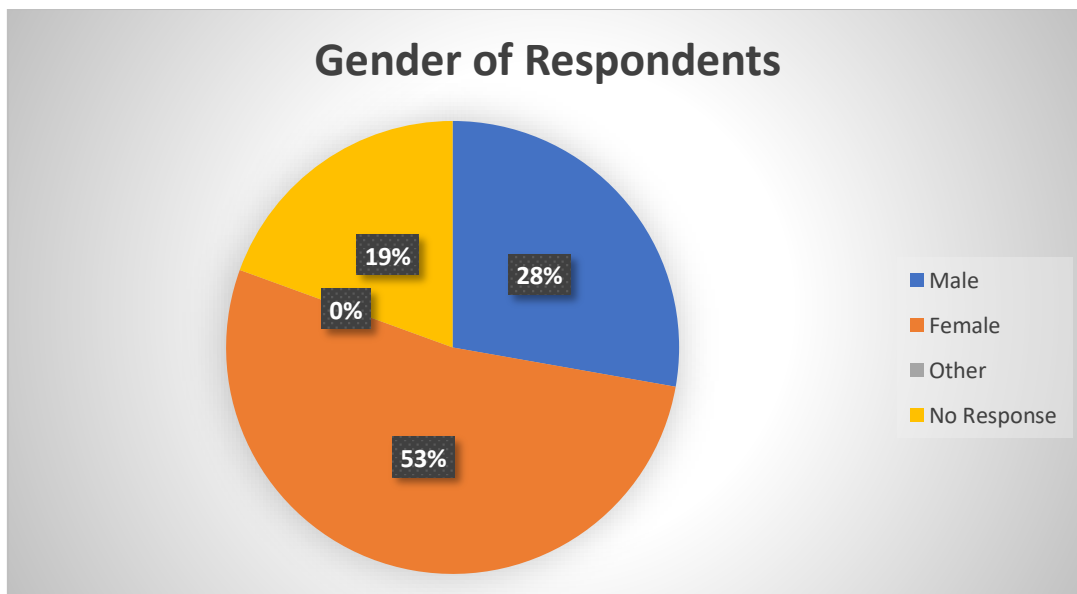
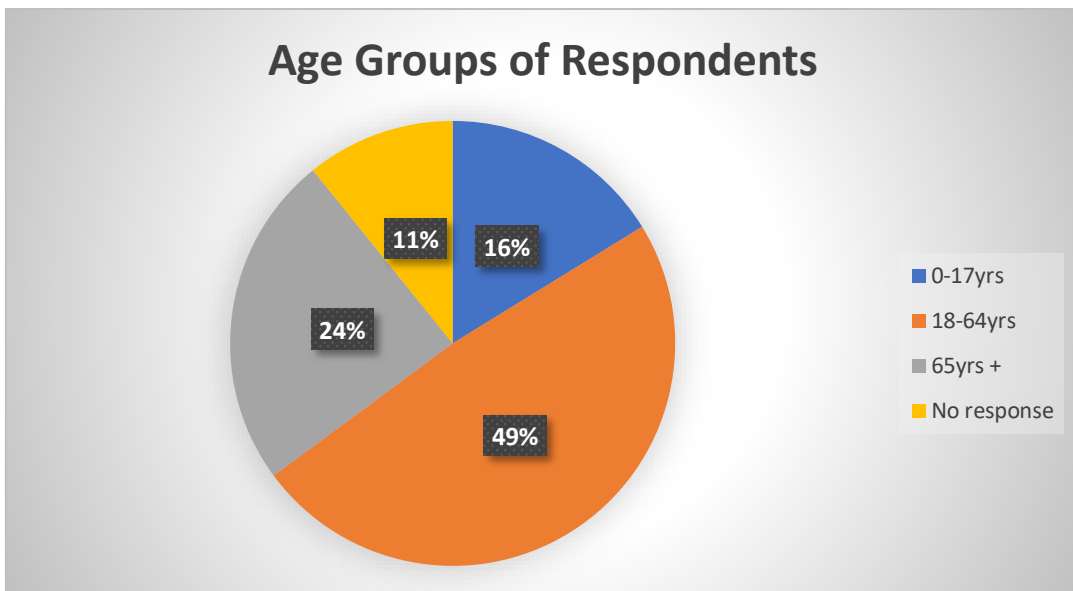




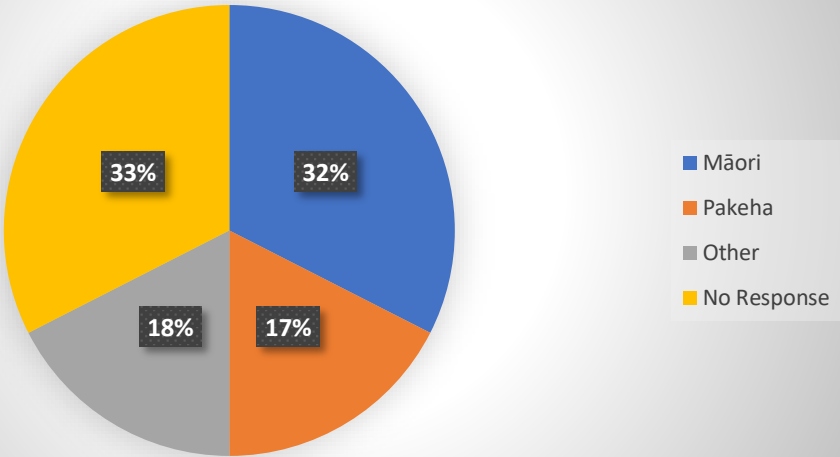
# Bream Bay Community Support Trust Community Consultation Hui 28<sup>th</sup> July 2023 Collaborated Results

We had 11 participants at our Community Consultation Hui, 8 of which filled out our questionnaire, we have received a further 27 responses to our questionnaire over the week.

## STATISITCAL DATA

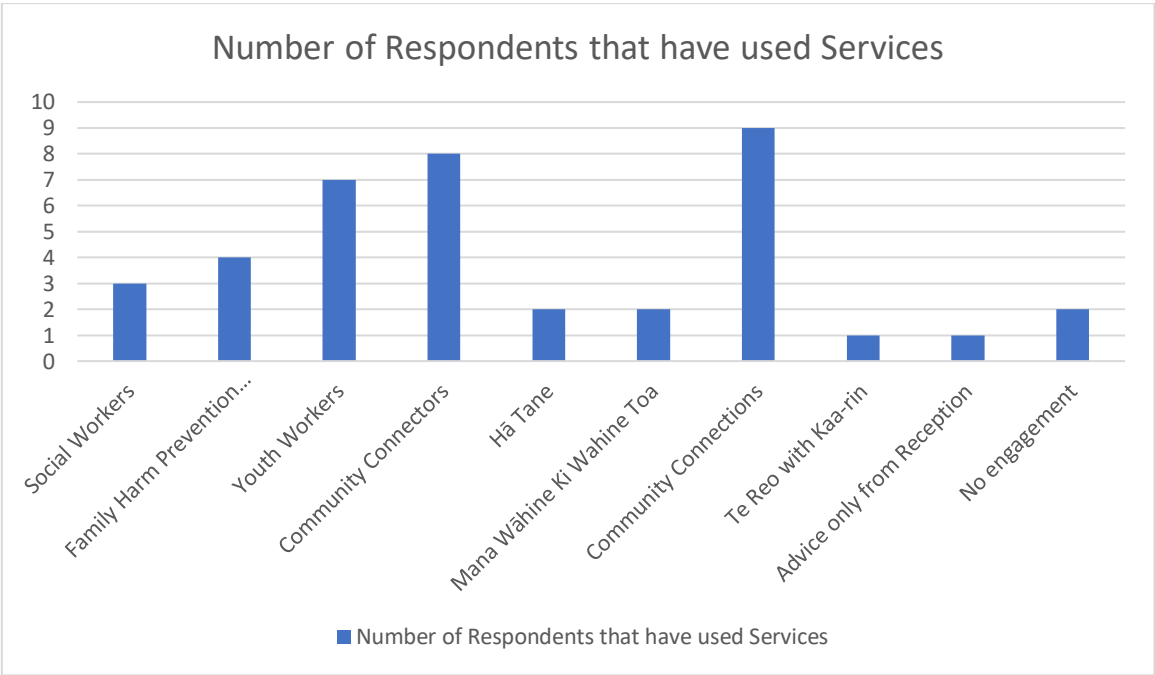


# Ethnicity of Respondents

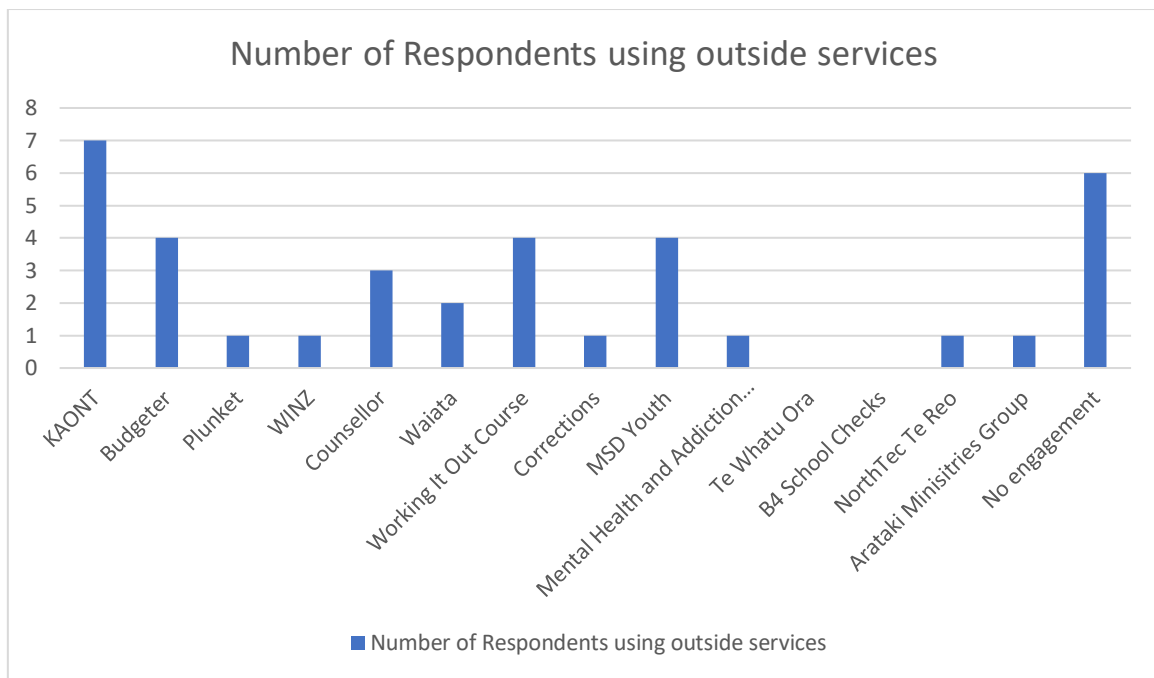


## WHAT SERVICES/ACTIVITIES HAVE YOU ENGAGED IN HERE IN THE PAST 12MONTHS

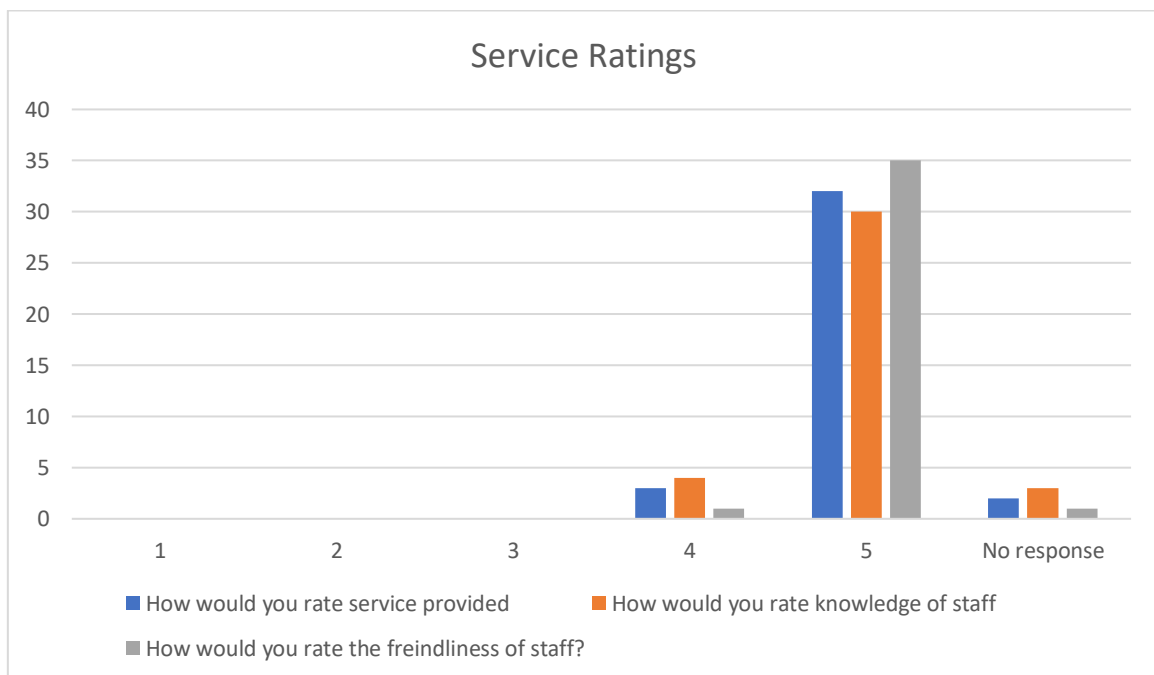
**Bream Bay Community Support Trust Provided:**



## Outside Services using BBCST Building:



## Service Ratings:



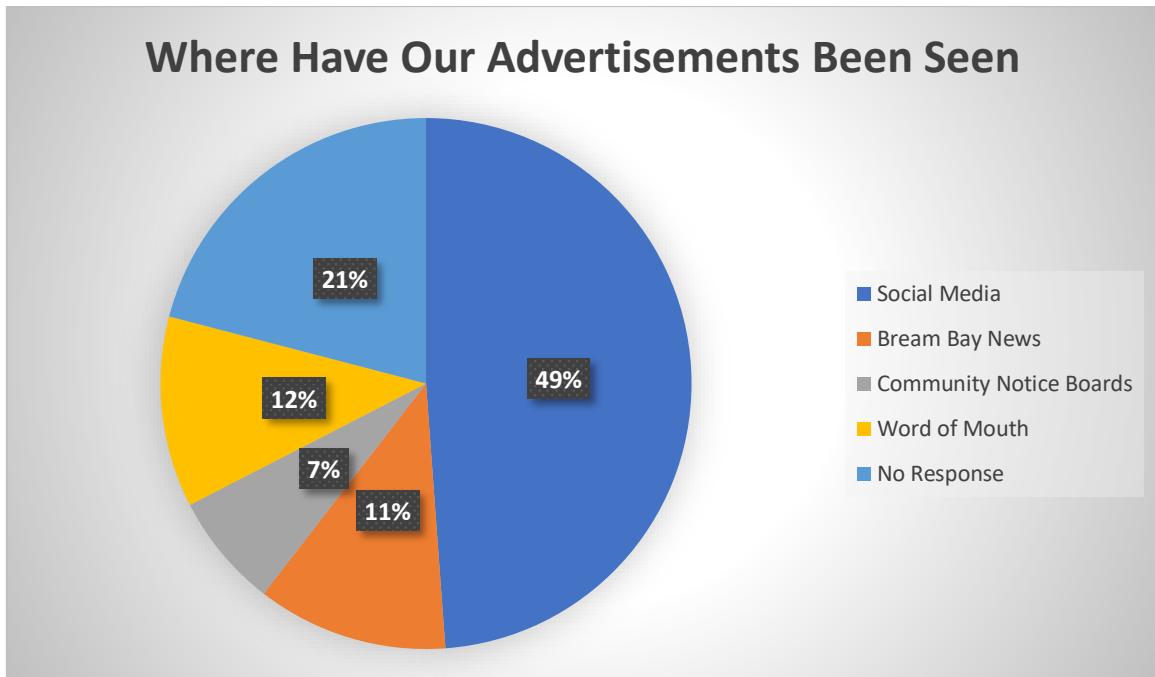
## Comments:

- “Keep up the good work”.
- “Don’t know them well enough, but interactions have been helpful”.
- “They are absolutely gorgeous, and I love them”.
- “Reception service at Trust is great. Very helpful and knowledgeable”.
- “Always supportive & open to helping all”.
- “Informed, if not they will find out”.
- “Beautiful, kind, compassionate”.
- “The staff here is absolutely amazing!”
- “Great and helpful”.
- “Beautiful building/rooms”

- “The Staff are very good and well known”.
- “We love coming here”.
- “Very friendly & helpful”.
- “Excellent camaraderie”.
- “Always smile and warm heart. Make us happy”.
- “Primo as, fantastic”.

**WHERE HAVE YOU SEEN/HEARD BBCST SERVICES ADVERTISED?**

Bream Bay News (Newspaper) / social media – Facebook – Instagram / Community Noticeboards / Smooth FM (radio) / Other (please state): .....

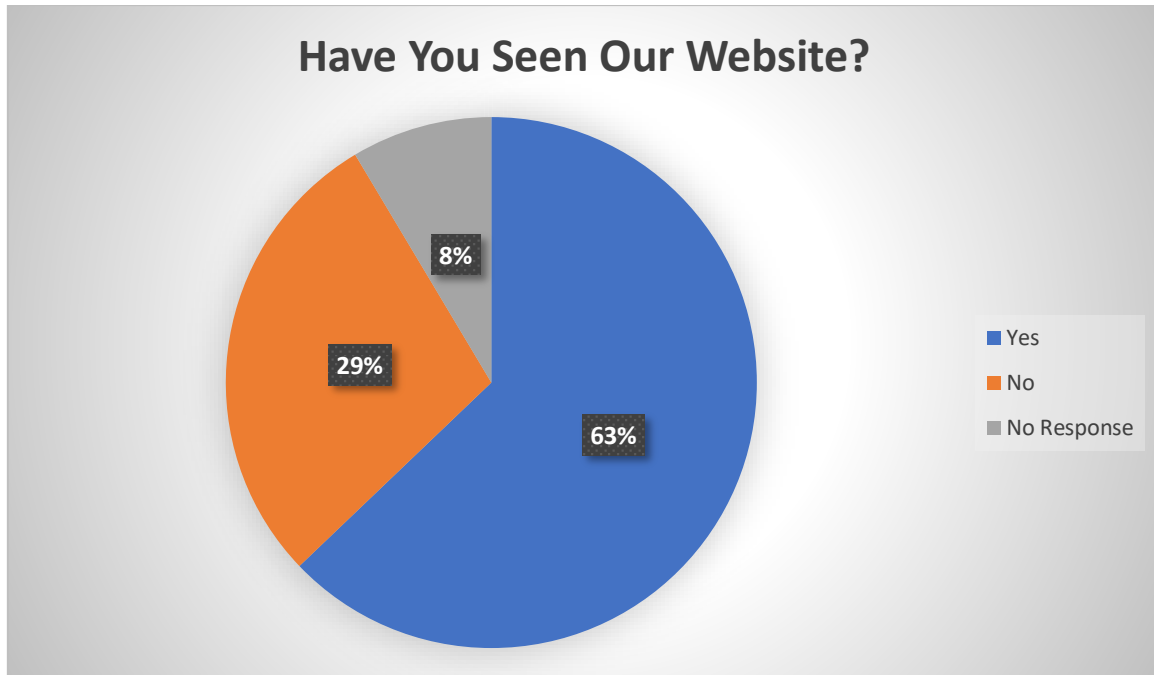


**Where would you like to see our services advertised?**

- Newspapers X2
- Letterbox flyer drop X2
- Email subscription service.
- Everywhere
- Locally and in Whangarei

## WEBSITE & SOCIAL MEDIA PRESENCE

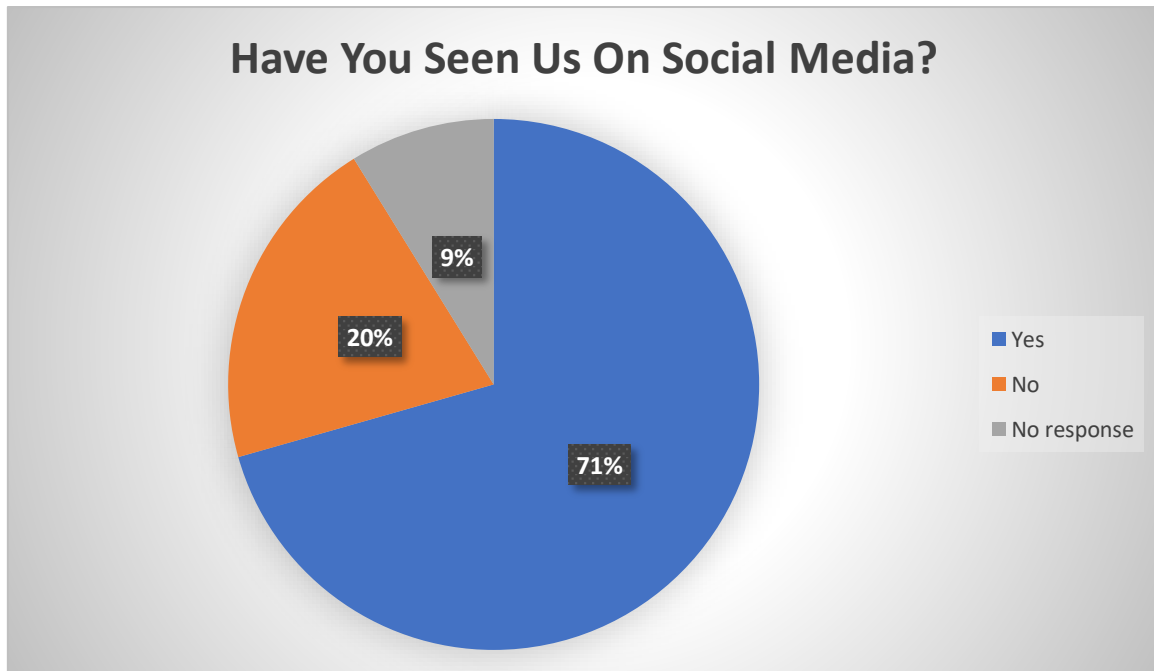
Have you seen our website:



Comment:

- "Good".
- "Needs to have the "What's on" Scheduled added".

Have you seen us on social media, Facebook, or Instagram?



Comment:

- "Love this".
- "Great".
- "I will check it out".

## What would you like to see more or less of and why?

- “What’s On” to be more easily seen, pin to top of page weekly and have on website for elderly who are wary of social media and prefer to go directly to a website.
- Food Support.

## What Services would you like to see provided at the BBCST?

This information was gathered via questionnaire and whiteboard discussion.

- Exercise groups X3
  - Gym/Boxing
  - A basketball hoop
- Cooking classes & Nutrition X2
- Literacy for parents
- Financial literacy/banking skills X2
- Craft activities
- Practical skills: I.e., changing a tyre, replacing a fuse
- Te Reo Māori & Rongoa, Mirimiri X2
- Proper printing service for community
- More community events/workshops
- In house Justice of the Peace
- Healthcare
  - Alcohol and Drug counsellor
  - Mental health
  - Rongoa, Mirimiri
- Fulltime WINZ/more MSD Services
- Foodbank X2
- Home help service X2
- Home garden help
- Support for getting work
- Transport
- Recreation activities: Fishing, bushwalks
- Rape crisis support
- Free counselling service, more counselling services, trauma specific
- Karaoke
- Māori culture and crafts
- Community work
- Courses
- 

## IMPROVEMENT TO OUR SERVICES AND OTHER COMMENTS

What improvements/changes would you like to see happen to our service?

- “I do think that your services, etc are more “out there” and advertised than I have seen previously. Hence why I am here now. Thank you”.
- “More communication, more activities, more people”.
- “People are apprehensive coming to the Trust, because of preconceived notions of what it’s about. This is based on my own experience and others that I have spoken to about this. The opportunity to learn the art of the tukutuku panel made me overcome my inhibitions and come along. Now I plan on coming back every week and bringing as many people along with me as I can. More interaction and engagement with people across all age groups and passions. Connect through schools, current sports, and activity groups”.
- “I trust them”.
- “Cool as staff”.

- “I am old and have felt so alone until I met the team at the Trust last year. Thank you”.
- “Learnt new Skills”.
- “The openness of the team over the past year, has increased confidence in service”.
- “Thankyou for giving opportunity gathering people. I feel so happy to meet people with kind heart. Also thankyou for providing hot drinks, soup (yummy) and sweets”.
- “I think the Friday Community Groups in the morning are amazing! Loneliness is the poverty of the west (Mother Teresa). Any excuse to get people together is so valuable”.
- “We have been coming together to play ukulele twice now, one of the lady’s who came to the group the first time was an older Whaea who was new to the area and didn’t know anybody. Because the Trust organised the community connection ukulele group this Whaea now has a place of belonging and is LOVING IT! She keeps coming back to the weekly ukulele group which is held in One Tree Point. Well done BBCST!!!”.

The following was gathered from group conversation:

- Pakeha not feeling this is a place for them, preconceived notion that we are a Māori organisation for Māori only.
- Being involved in the Ruakākā Christmas Parade, having a float. Community members want to support us with this.
- Communication
  - Having the word out in the community about our service, create awareness in the community.
  - Email and or txt list to those who subscribe.
  - Email newsletter – short sharp interesting.
  - Being in the newspaper more.
  - School newsletters
  - Getting those already coming along to invite their friends/neighbours.
  - Individualised communication, some prefer direct txt, phone calls or email.
  - Getting out in community, door knocking, creating activities, keep the momentum not just one-off things.
- Friday Community Connections is the highlight of week for some. Want to see more people coming along to these events.
- “The Trust has got me thru a lot of hard times. I am very thankful and blessed”.
- Having our own foodbank set up.
- Providing financial literacy to community.
- Having Board Members at events like this Consultation Hui.
- See the Trust networking with other Stakeholders in the area.
  - Partnering up and collaboration, provide leadership.
  - A Community Member expressed that the BBCST could be the hub for funding that comes into the area, and then exercise transparency on where it goes and what it is used for.
- Whanaungatanga. – Bringing Bream Bay together, division in areas keeping themselves separate, i.e. One Tree Point, Waipu, Ruakākā Village. Make the BBCST the HEART of the Community. Become a Hub of services, Dr’s, etc.
- Barriers in community for those with poor literacy, form filling in etc.
- Eco solutions type stuff, have a repair café like that run in Whangarei by Eco Solutions.
- Provide Mental Health and Addiction Services here, Counsellors etc.
- Suggestion Box
- Pick up service for elderly to come to Community Connection Events.