

Impact

The Y North Social Outcomes & Participation Report

July 2025 to August 2026

the Y



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A Message From Our Chief Executive

Every day across The Y North, a child is welcomed into an after-school programme, a young person helps shape an event, a learner tries something new at camp, or a swimmer and coach work towards a goal. These experiences show what it means to be a place where people grow.

This year, our services recorded more than 1.8 million fitness and recreation centre uses, more than 120,000 child bookings in Out of School Care Programmes, and 17,720 camp participants. Raise Up crews contributed 9,295 volunteer hours, and we provided $1.3 million in fee assistance.

Our Social Impact Survey asked people what they experienced and the difference it made. Welcome and inclusion was the strongest outcome reported by respondents across the services represented, at 94 percent, and 86 percent felt connected with other people. The results also show where we need to improve, including lower results in learning and wellbeing for some families and feedback about facilities, communication and programme choice. These insights will help us prioritise improvements to our services and the experiences we provide.

Thank you to every participant, whānau member, staff member, volunteer, school, partner and funder who made this work possible.

Rebecca Russell
Chief Executive, The Y North

About This Report

This report describes The Y North's contribution to young people, whānau and communities during the year ended 31 August 2026. It covers Youth Development, Out of School Care, Early Learning, Camps, Fitness, Recreation and Aquatics, and community access. In this report, FY25–26 means 1 July 2025 to 30 June 2026, and FY26–27 means the year that follows.

It is an outcomes-led companion to The Y North Annual Report, which contains governance information, audited financial statements and the formal Statement of Service Performance. This report focuses on what people experienced through The Y.

For The Y North, social outcomes are the positive differences to which our services, people, places, funding and partnerships contribute. We assess them through service data, participant and whānau feedback, programme evidence and approved stories. We distinguish activity, such as a visit, from an outcome, such as feeling included or more confident.

The evidence does not show that The Y alone caused every change. Survey results reflect respondents' views, not every service user, and stories do not represent all participants. These limits are explained in the measurement note.

Acknowledgements & Contact

Thank you to the participants, tamariki, rangatahi, whānau, staff, volunteers, schools, community groups, partners and funders whose time, trust and contribution made this work possible. We are especially grateful to the people who shared feedback, including the Raise Up participant, mentoring participants and school principal whose accounts appear in this year's report. Their experiences help The Y understand what is working and where it needs to improve.





Te Tiriti & Mana Whenua

The Y North operates across the rohe of mana whenua in Tāmaki Makaurau, Waikato and Te Moana-a-Toi. We acknowledge mana whenua in each of these regions, and Te Tiriti o Waitangi as the founding document of Aotearoa.

Our relationship with mana whenua is not the same across every part of The Y. It is most developed within our Early Learning Services, where our Te Tiriti o Waitangi policy guides how kaiako reflect te ao Māori, te reo Māori and tikanga Māori in everyday practice. Across several of our recreation and aquatic centres, that relationship is newer: this year that included appointing Māori Cultural Champions, building te reo Māori into everyday operations, and strengthening direct engagement with mana whenua.

At Camp Adair, our river restoration team reached out to Ngāti Tamaoho and Ngāi Tai ki Tāmaki before work began, so the project could be set up in line with their tikanga, values and aspirations. Ngāti Tamaoho gave the team a cultural induction, and Ngāi Tai ki Tāmaki joined our nursery volunteer day in March 2026. After a hui with Ngāi Tai ki Tāmaki and Friends of Te Wairoa in June, we renamed this work Upper Te Wairoa River Restoration Project, to be clear about where our area of work sits.

Belong.
Grow.
Thrive.



Reach at a Glance

The measures below show the breadth of activity delivered during FY25–26. They use different units and should not be added together, except where a measure is explicitly an enrolment at a point in time. A person may appear more than once within a measure or across services.

1,812,635

Visitations from people using Fitness and Recreation centres. Cumulative centre-use visitations, not unique people.

120,681

Children booked in Out of School Programme. Cumulative child bookings, not unique children.

63,301

Free pool uses by people aged under 16. Cumulative uses, not unique swimmers.

61,962

Swim School attendances across all ages. Cumulative attendances, not unique learners.

17,720

Participants attending Outdoor Education Camps. Camp participation reported through the Statement of Service Performance.

276

Children enrolled in Early Learning Services during the year. Total enrolments during FY25–26; 142 children were enrolled at 30 June 2026.

41,076

Attendances at Youth Development events, workshops and community outreach activities. Young people who attended more than once are counted for each attendance.

9,295

Volunteer hours contributed by Raise Up Crews. Hours contributed by young volunteers to community activity.

47,829

People using Y centres through community group bookings. Cumulative use associated with community group bookings.

21,987

Accommodation nights. Guest and community-group nights across Y backpacker hostel and lodge activity.

Note:
Operating changes limit comparison with FY24–25. Three Auckland Council centre contracts ended on 31 March 2025, affecting several measures, and accommodation includes City Lodge only until operations ceased in December 2025.



How Change Happens

Cost, access, confidence, transport, disability, social isolation and limited opportunities can all affect participation. The Y's role is to make useful opportunities more available and create environments where people are respected and supported. The pathway is not automatic. Relationships, safety, inclusion, affordability and programme design all affect what people experience, so reach and outcomes must be considered together.

The pathway to impact has six connected parts:

1 **Needs & Opportunities**
Communities need safe places, affordable access, positive relationships and relevant experiences.

2 **Resources & Relationships**
Staff, volunteers, facilities, funding, partnerships and local knowledge make services possible.

3 **Services & Experiences**
People take part in learning, care, camps, youth leadership, recreation, swimming, community activity and accommodation.

4 **Participation & Engagement**
People attend, return, contribute, practise, volunteer and take on challenges.

5 **Immediate Outcomes**
People may feel welcome, connected, have fun, build confidence, learn and experience improved wellbeing.

6 **Community Contribution**
Over time, these outcomes can contribute to more connected and capable communities.



Social Impact Survey

Overview

The Social Impact Survey collected 1,052 retained responses between 18 June and 20 August 2026: 819 participant responses, including 298 child participants and 48 Sports Camp students; 218 parent or guardian responses; and 15 Sports Camp teacher or helper responses. It covered Fitness, Recreations and Aquatics, Out of School Care, Raise Up, Sports Camps, and Early Learning. The survey should be read as a current snapshot of recent Y experiences, not a strictly within-year measurement.

The survey used six shared outcomes, grouped under Belong, Grow and Thrive: Belong (welcome and inclusion, social connection), Grow (confidence, learning and skills) and Thrive (fun and enjoyment, wellbeing). The child survey used age-appropriate wording, with five items converted through an approved mapping to the shared agreement scale. It did not include the shared wellbeing question. Participant and proxy responses were combined only where wording and scales were approved as comparable, and programme-specific Sports Camp and Raise Up findings are also reported separately.

Positive agreement means Strongly Agree or Agree. Child responses of Yes, a lot and Yes were mapped to those categories. Blanks and Don't Know / Not Sure were excluded, so the base varies by question.

Most survey records come from Fitness, Recreation and Aquatics and Out of School Care. Early Learning and Sports Camp teacher or helper samples are small, and general camps, community-space and accommodation currently have no outcome survey coverage in this reporting period. The combined percentages below describe the services represented in the sample, not every Y participant. The three sections that follow lead with results by service with the combined figure afterwards for reference.

Overall satisfaction was positive for 86 percent of respondents who received and answered that question (605 of 706). Satisfaction was not asked in the child participant or Sports Camp student surveys.

These findings are not an organisation-wide impact score. The survey was voluntary, no response rate can be calculated, and fieldwork extended beyond 30 June 2026.

Belong

Shared Outcome	Positive Response
Welcome & Inclusion	94% 970 of 1,036
Social Connection	86% 899 of 1,040

Grow

Shared Outcome	Positive Response
Confidence	82% 843 of 1,026
Learning & Skills	79% 807 of 1,026

Thrive

Shared Outcome	Positive Response
Fun & Enjoyment	89% 916 of 1,032
Wellbeing	87% 643 of 742



Belonging Begins With Being Welcomed and Having People to Connect With

Belong



Belong

Shared Outcomes
Welcome & Inclusion
Social Connection

Service	Welcome & Inclusion (Positive)
Early Learning Parents	100% 37 of 37
Sports Camps	95% 60 of 63
Fitness, Recreation & Aquatics	95% 438 of 459
Raise Up	93% 64 of 69
Out of School Care	91% 371 of 408

Across the services represented in the survey, welcome and inclusion was the strongest outcome respondents reported: 94 percent of valid respondents agreed that they, or the person they were responding for, felt welcome and included (970 of 1,036).

Social connection followed the same pattern, positive for 86 percent of respondents overall (899 of 1,040). Smaller groups such as Early lLearning should be read cautiously given the base, but the consistency of the result across five very different services suggests welcome is a genuine strength across the services surveyed rather than an artefact of any one programme.

Open-text responses help explain the numbers. Fitness, Recreation and Aquatics respondents often referred to friendly staff and a positive atmosphere. Out of School Care children described friends, outdoor play and games. Raise Up participants emphasised events, crew relationships and community contribution. Sports Camp respondents highlighted new friends and sports.



Young People Contributing at Round the Bays

Belonging is not only about being included in an activity. It is also about having a valued role. During the 2026 Round the Bays event, 70 Raise Up youth volunteers supported more than 35,000 event participants from five water stations. They handed out water, encouraged runners and walkers, and supported waste-management practices around the stations.

The experience gave rangatahi a visible role and a practical way to contribute. This is consistent with the Raise Up survey: 91 percent reported social connection (63 of 69), while 77 percent said relationships with friends were somewhat or much better than when they joined (53 of 69).



Growth Can Mean Learning a Practical Skill, Trying Something Unfamiliar, Taking on Responsibility or Becoming More Confident

Grow



Grow

Shared Outcomes
Confidence
Learning & Skills

Service	Confidence (Positive)	Learning & Skills (Positive)
Raise Up	87% 60 of 69	88% 61 of 69
Out of School Care Child Participants	76% 13 of 282	66% 189 of 285
Out of School Care Parents or Guardians	71% 84 of 119	56% 65 of 117
Sports Camps	75% 36 of 48	95%*
Fitness, Recreation & Aquatics	88% 399 of 462	87% 395 of 462
Early Learning	100% 37 of 37	97% 36 of 37

Across the shared outcomes, 82% of respondents reported increased confidence (843 of 1,026) and 79 percent reported learning or improved skills (807 of 1,026).

Programme-specific Raise Up questions add detail behind that figure: 86% said their teamwork was somewhat or much better than when they joined (59 of 69), 84% reported better event-management skills (58 of 69), 74% reported better communication (51 of 69), and 72% reported better leadership skills (50 of 69). Among Sports Camp teachers and helpers, 13 of 15 said the programme strengthened school-community relationships quite a lot or a great deal, and 27 of 48 students said their physical skills improved quite a lot or a great deal.

The evidence also shows where growth outcomes are less certain. Out Of School Care child participants reported more positive results than their parents or guardians on both measures above. The different wording and perspectives mean these results should not be treated as a direct performance ranking, but they do point to a need to clarify the definition of “learning” to Out Of School Care parents and being intentional in how these are observed and communicated to whānau.



A Graduating Raise Up Leader

One Raise Up participant's reflection, prepared as part of the programme's own recognition process, sets out a fuller arc than the survey percentages can show on their own.

They joined Raise Up soon after moving to New Zealand, at a time when they were still adjusting to a new environment and building connections, and joined mainly to develop skills for university. Social anxiety made it hard, at first, to speak up or meet new people. Through crew events, meetings and leadership training, that changed: they describe stepping outside their comfort zone at a large public event, noticing how far they had come, and later stepping in themselves to help resolve a conflict between crew members using the conflict-resolution training they had received.

They are graduating from Raise Up this year, heading toward university study, and hope to keep volunteering with the programme afterwards. The Y's contribution here is specific rather than general: leadership and conflict-resolution training that the participant could name and use, and a crew that re-formed around them when their original crew was dissolved.

“I can genuinely say I am more resilient, more responsible, and more capable than when I first joined.”

Source
Raise Up Leader Graduate





Learning by Caring for the Natural Environment

Counties Energy Nature's Classroom at Camp Adair shows how growth can combine knowledge, action and responsibility. Launched in July 2025, the programme involved more than 200 students from eight schools in freshwater testing, native planting and species identification. Each participating school planted approximately 400 eco-sourced native plants as part of the wider Te Wairoa River restoration effort.

Students did more than observe the environment. They contributed to practical restoration and explored what kaitiakitanga can mean through action. The programme also created a link between outdoor education, science and community stewardship. Its initial pilot booked quickly, suggesting strong school interest in an environmental learning pathway connected to place.



Thriving is Broader Than Any Single Measure: Participation, Enjoyment and Wellbeing are Supported by Opportunities to be Active and Connected

Thrive



Thrive

Shared Outcomes
Fun & Enjoyment
Wellbeing

Service	Wellbeing (Positive)	Fun & Enjoyment (Positive)
Raise Up	85% 55 of 65	97% 67 of 69
Out of School Care Child Participants	N/A	84% 245 of 290
Out of School Care Parents or Guardians	54% 64 of 118	87% 105 of 121
Sports Camps	85% 53 of 62	95% 60 of 63
Fitness, Recreation & Aquatics	95% 435 of 460	89% 403 of 453
Early Learning	97% 36 of 37	100% 36 of 36

Of the respondents who received and answered the shared wellbeing question, 87 percent reported a positive result (643 of 742). Fun and enjoyment was positive for 89 percent of respondents overall (916 of 1,032). Aquatics respondents also reported 93 percent confidence (78 of 84).

For children, feeling safe is an essential condition for positive participation. In the age-appropriate child survey, 273 of 295 respondents, or 93 percent, answered Yes or Yes, a lot when asked whether they felt safe. Wellbeing results were not equally strong across all services. Among Out of School Care parents or guardians, 54 percent reported improved wellbeing for their child, shown in the table above. This question was not included in the child survey, so there is no directly comparable child voice on wellbeing.

The result will prompt further inquiry into what parents expected, how they understood the question, and whether programme design and communication make the intended wellbeing contribution visible.



Progress in the Pool

Artur Chernenko arrived in New Zealand from Ukraine in 2022. Growing up with a brain injury, autism spectrum disorder and an intellectual disability, he had always found joy in the pool. But competition felt out of reach until he found The Y-managed centres at Lagoon and Onehunga, and coaches who believed in what he could become.

In just ten months of para-swimming, training eleven sessions a week under Coach Mohammed Asur at Onehunga War Memorial Pool, Artur's progress has been extraordinary, and it shows inside this single year, not just across it. Competing in a 50-metre Olympic-standard pool for the first time at the 2026 ASA Age Groups and Open Championships in March, he won gold in the 50m butterfly in a personal-best time of 33.44 seconds and placed third in the 50m freestyle. By the 2026 NZ Swimming Championships, competing against swimmers from New Zealand, Australia and Japan, he entered eight individual events, placed in six, and set six new personal bests: his 50m butterfly time had dropped to 32.82 seconds, and his 50m freestyle to 29.62 seconds

The achievements are Artur's. The Y's contribution is specific: coaches who saw his potential from the start, facilities that let him train eleven sessions a week, and a competitive pathway that took him from his first 50-metre pool to a national final. With the Paralympics in his sights, his story is about what becomes possible when the right environment, the right people and the right determination meet.

Source
Artur Chernenko, Y Member



Mentor-Me: Individual Support Alongside Crew Leadership

Raise Up's Mentor-Me strand pairs young people with a trusted mentor outside the crew structure. Two case studies prepared by the mentoring team illustrate the range of what that support looks like in practice.

One young person was referred to Mentor-Me through their school health service following the death of an older sibling. Building trust with their mentor over time, they later felt able to share other difficult experiences affecting their wellbeing. During that process, the mentoring team learned of their long-held dream of becoming a fashion designer, a pathway not offered as a school subject and one they had no family or community connections into.

Mentor-Me arranged for them to attend Walk the Line, a youth fashion event held as part of New Zealand Fashion Week 2026, and a member of the youth team provided early-morning transport from South Auckland when transport proved to be a barrier to attending. They spent the morning shadowing the event team and watching from a front-row seat. They have since started designing their own work, with the goal of entering Walk the Line in 2027, and Mentor-Me continues to support them toward industry connections and further opportunities.

Mentor-Me also supports young people working through more everyday pressures, including navigating friendships and finding motivation at school; one participant's confidence and communication both improved noticeably over the course of their mentoring relationship.

Source
The Y North, Raise Up Mentor-Me Case Studies, supplied directly

Bucket. Water. Slide. Go!

Measurement Note

Reporting Period & Sources

Service and financial measures relate to 1 July 2025 to 30 June 2026. Survey fieldwork ran from 18 June to 20 August 2026.

Counting & Definitions

Service measures use different units, including use instances, bookings, attendances, enrolments, participants, hours, community-group uses and accommodation nights. Unless stated otherwise, these are cumulative activity measures and are not unduplicated counts of people. They must not be added to create an organisation-wide reach total.

The survey contains 1,052 retained records. A person could have responded more than once or for more than one participant, so the dataset does not provide an organisation-wide unique-person count.

Survey Method

Eight survey streams produced responses: Fitness, Recreation and Aquatics participants; Fitness, Recreation and Aquatics parents or guardians; child participants; Out of School Care parents or guardians; Early Learning parents or guardians; Raise Up participants; Sports Camp students; and Sports Camp teachers or helpers. The approved data model also included general camps participant and parent or guardian surveys, but no response records from those streams were present in the supplied dataset.

Shared percentages use only approved comparable questions and scales. Positive agreement is Strongly Agree or Agree; child responses of Yes, a lot and Yes were mapped to those categories. Blanks and uncertain responses were excluded. Bases are shown for every headline percentage, and service-level results are presented before combined figures throughout this report, so readers can see where the evidence comes from before reading an organisation-wide number.

Programme-specific ordered scales are reported using their original meaning. No combined access, disability, barrier or social-impact score has been created. Functional-difficulty domains are reported separately.

Limitations

The survey was voluntary and no invitation denominator was supplied. Results cannot be generalised to every participant. Fieldwork and some reported participation extended beyond 30 June 2026, so this is not strictly a measure of the year to 30 June 2026 but a snapshot in time.

Fitness, Recreation and Aquatics, and Out of School Care account for most survey records, while early learning and Sports Camp teacher or helper samples are small. General camps, community-space and accommodation outcome evidence was absent, and profile questions were not consistently available.

Percentages are descriptive and not tested for statistical significance. Differences may reflect context, expectations or sample composition. Cross-sectional responses do not prove long-term outcomes or sole attribution to The Y. This is also why the report is titled a Social Outcomes and Participation Report rather than a social impact report this year: the evidence supports a picture of reach, experience and immediate outcomes, not proof of sustained change or of The Y's specific contribution to it.

Public stories were selected because they illustrate an evidenced contribution. They are not evidence that every participant had the same experience. Any direct participant or whānau quotation added before publication confirmed consent for use in this report.

Prior-year comparisons are limited where The Y North's service portfolio changed. The FY24–25 Fitness and Recreation, Swim School, free pool use and Fee Assistance comparatives included three Auckland Council centres until 31 March 2025. The FY25–26 accommodation measure includes City Lodge only until operations ceased in December 2025.

Financial measures in this report are high-level service-performance figures. The Y North Annual Report and audited financial statements remain the authoritative source for full financial information and assurance.





How The Y's Services Contributed

Raise Up

Raise Up gives young people opportunities to lead, volunteer, design events and contribute to their communities. Seven crews delivered 9,295 volunteer hours, and youth development events, workshops and outreach recorded 41,076 attendances. Survey results from 69 participants were strongest for fun, welcome, connection, learning, teamwork and event-management skills, illustrated above by a graduating participant's own account of that growth.

Evidence is weaker for changes in school engagement, preparation for adulthood and family relationships, which gives the programme a clear basis for refining its outcome focus. Strengthening this evidence, including how outcomes progress over time, is a leadership priority for FY26–27 given the funding and delivery decisions that depend on it.

Out of School Care

Out of School Care supports whānau with before-school, after-school and holiday care while giving tamariki time to play, connect and take part in structured activities. The service recorded 120,681 child bookings during the year. Survey responses from 298 children and 123 parents or guardians showed strong welcome, safety, enjoyment and connection. Learning and wellbeing results were lower, especially among parent respondents, as set out under Grow and Thrive above. Open-text suggestions focused on activity variety, resources, outdoor play, food and communication.

Early Learning

Early Learning Services enrolled 276 children during the year, with 142 enrolled at 30 June. All six centres met Akanuku assurance requirements for curriculum, premises and facilities, health and safety, and governance, management and administration. Five of six centres met Akarangi quality-evaluation expectations for outcome indicators and domains. The 37 parent survey responses were very positive, including 100 percent for welcome, connection and confidence, but the small, self-selected sample limits generalisation.

Outdoor Education & Camps

Outdoor Education Camps recorded 17,720 participants, and 59 school groups took part in Send a School to Camp. The supplied general camps participant and parent survey designs contained no response records, so there is no broad camps outcome result for the year. Sports Camps provides a useful but distinct evidence set: 48 students and 15 teachers or helpers reported strong learning, connection and exposure to new sports, set out under Grow above. These findings should not be treated as representative of all camp participants.

A letter from Lysandra Stuart, Principal of Glenbrook School, following her students' visit to Sports Camps at The Y Camp Adair, gives a school leader's account of what that experience does for young people:

"Camp experiences give our ākonga the chance to work as a team, step outside their comfort zones, take positive risks, build resilience, and discover that it is okay to feel challenged or uncomfortable when trying something new."

She described a strong sense of whanaungatanga among her students and singled out the value of competing alongside and against other local kura for strengthening relationships across the wider school community.

Source
The Y North, Sports Camps Teacher Testimonial, Lysandra Stuart, Principal, Glenbrook School, supplied directly

Aquatics & Swim School

The Y recorded 61,962 swim school attendances and 63,301 free pool uses by people aged under 16. Among the 84 survey respondents who selected swimming as their programme area, 93 percent reported increased confidence, 93 percent reported fun and enjoyment, and 90 percent reported improved wellbeing, set out under Thrive above alongside Artur's story. These are positive results from a voluntary sample and do not measure swimming competency or water-safety progression directly.

Fitness & Recreation

Fitness and Recreation centres recorded 1,812,635 use instances. Survey responses described friendly staff, classes, sport, facilities and community atmosphere as important parts of the experience. Among respondents who selected fitness, 98 percent reported improved wellbeing and 96 percent felt welcome and included. Basketball respondents also reported strong welcome, connection and confidence. Improvement feedback most often concerned equipment, cleanliness and maintenance, changing areas, class capacity and scheduling, court access, and booking or communication processes.

Community Space

Community group bookings brought 47,829 recorded uses of Y centres. This shows that Y facilities are platforms for activity beyond programmes delivered directly by The Y. No outcome survey specific to community group users was supplied, so this report does not claim what changed for those users. Future evidence should distinguish the number of groups, unique users, repeat use and the community outcomes enabled by access to space.

Accommodation

Y Hostel and Lodge activity provided 21,987 accommodation nights for guests and community groups. The figure includes City Lodge activity only until operations ceased in December 2025. No participant outcome evidence specific to accommodation was supplied. The measure therefore shows service activity, not the social effect of the stay or the circumstances of guests.



“Camp experiences give our ākonga the chance to work as a team, step outside their comfort zones, take positive risks, build resilience, and discover that it is okay to feel challenged or uncomfortable when trying something new.”

Source
School Principal

Access, Equity & Removing Barriers

Access is both a financial and service-design issue. During FY25–26, The Y North provided $1.3 million in Fee Assistance for access to programmes and activities. People aged under 16 recorded 63,301 free pool uses and 59 school groups took part in Send a School to Camp.

In the social impact survey, 54 of 622 respondents who answered the Fee Assistance question said they had received assistance. A further 193 respondents, or 31 percent, were not sure or did not know what Fee Assistance meant. Comments from recipients described help with affordability and access across Early Learning, Out of School Care, Fitness, Recreation and Aquatics. The high level of uncertainty indicates that eligibility, language and pathways to support may not be sufficiently clear.

The survey also asked 706 respondents about four functional-difficulty domains. These measures describe respondents' functional experience and are not a combined disability or barrier score.

Functional-difficulty Domain	Marked as Difficult*	Respondent Base
Hearing	69 (10%)	706
Communicating or being understood	60 (8%)	706
Seeing	43 (6%)	706
Walking or climbing stairs	34 (5%)	706

**Some difficulty, a lot of difficulty, or could not do this.*

These results reinforce the need for accessible communication, facilities and programme delivery. They do not show whether a respondent encountered a barrier within a Y service, because the survey asked about functional difficulty rather than the accessibility of the service itself.

Profile information was available for 710 respondents and reflects a rich cross section of ages and communities engaging with The Y. Respondents could select more than one ethnicity, and responses included 91 Māori, 39 Samoan, 16 Cook Island Māori, 15 Tongan, 24 Fijian, 76 Chinese and 66 Indian, alongside many other identities. This breadth shows the range of communities The Y reaches. Because profile questions were not asked consistently across all survey streams and the sample was voluntary, these figures describe the respondents only, and should not be read as representative of every community The Y.

Safety, Partnership & Youth Voice

Impact depends on safe practice and capable people. Staff recorded 597 attendances at Safeguarding Professional Development sessions during the year. Early Learning assurance results show that all six centres met the reviewed Akanuku requirements across Curriculum, Premise and Facilities, Health and Safety, and Governance and Management. These are important controls, but training attendance and assurance status do not remove the need to listen to individual concerns and act on them.

The child survey provides a direct check on experience: 93 percent of children answering the safety question said they felt safe. The responses that were mixed, negative or uncertain remain important signals for follow-up through appropriate safeguarding and programme-quality processes.

Youth voice is built into Raise Up through crew participation, event planning, volunteering and leadership opportunities. Survey results indicate that participants valued events, crew relationships, community contribution and the chance to work with others, and the graduating participant's account above shows youth voice shaping conflict resolution within a crew, not only event delivery. At Sports Camps, annual student feedback has informed the addition of activities such as kī-o-rahi, lacrosse, flag football, mountain biking and dodgeball, echoed in Lysandra Stuart's account of the value schools place on the variety and challenge on offer. These examples show participant and partner voice affecting programme delivery, rather than feedback being collected only for reporting.

Partnerships extend what The Y can offer. Counties Energy and organisations involved in the Te Wairoa restoration effort supported Nature's Classroom. Trust and local funding support helped Sports Camps reduce financial barriers. Schools, community groups and event partners created settings in which Y staff and young people could contribute at greater scale.

Several of The Y's Recreation and Aquatic centres took steps this year to build relationships with mana whenua and the wider Māori community: appointing Māori Cultural Champions, introducing bilingual signage and te reo Māori greetings, and beginning direct engagement with mana whenua. The Y-managed Onehunga War Memorial Pool's partnership with Wesley Intermediate delivered more than 1,900 swim lessons to a highly diverse school roll, including an estimated 62 to 82 Māori tamariki.

Social Investment & Financial Context

The Y North uses income from services, contracts, grants and partnerships to deliver its charitable purpose. In FY25–26, The Y North invested $16.9 million in operations and support staff and provided $1.3 million in Fees Assistance. The first figure supports people and systems needed for safe, consistent delivery. The second reduces financial barriers. Neither is a complete measure of social value or a financial return on impact.

The FY24–25 comparison for these measures included activity from three Auckland Council centres until 31 March 2025. FY25–26 included no activity from those centres, so the values are not directly comparable between years.

Full financial statements, accounting policies and assurance information are provided in The Y North Annual Report and audited financial statements at www.ymcanorth.org.nz/about-us/publications





What We Learned & Our Commitments for FY26–27

The evidence from FY25–26 points to three commitments to guide social impact at The Y in FY26–27:

1

Keep Welcome and Inclusion strong everywhere, not just on average.
Welcome and Inclusion was the strongest outcome reported by respondents across the services represented, positive for 94 percent overall, but the service-level results in this report range from 91 to 100 percent, not a flat line.

What we will do differently:
Make explicit the specific staff and volunteer behaviours that create welcome, build them into induction and training, and give particular attention to Out of School Care and Raise Up, the two services currently below the overall figure.

Results we are seeking:
No service falls below its FY25–26 result next year, and the gap between the highest and lowest service narrows.

How we will measure it:
Repeat the same welcome and inclusion question, on the same scale, by service, in the FY26–27 survey cycle, with the FY25–26 figures in this report as the baseline.

2

Clarify Out of School Care developmental outcome survey questions for parents.
Out of School Care performs strongly on Welcome, Safety & Enjoyment, but there is a clear gap in parents' understanding of the Wellbeing and Learning survey questions in relation to the programme.

What we will do differently:
Clarify what Out of School Care is meant to develop in children beyond safe enjoyable care, improve how the programme's purpose and a child's progress are communicated to whānau.

Results we are seeking:
An improvement in Out of School Care parent-reported learning and wellbeing figures in FY26–27.

How we will measure it:
Retain the same Out of School Care learning and wellbeing questions but with clarification, asked of both children and parents, with matched wording to this year, so the comparison is valid.

3

Build a survey The Y can stand behind as representative.
This year's survey generated more than 1,000 responses but these responses were collected in a short collection window. General camps, community-space users and accommodation guests had no outcome coverage at all.

What we will do differently:
Extend the collection window to cover the entire year with two key collection drives across the business. Ensure all areas achieve reportable coverage.

Results we are seeking:
A FY26–27 report that adds outcome evidence for all service areas including those who were missed in this round.

How we will measure it:
Number of respondents across the year and count of respondents per service increases year on year with genuine outcome coverage.

Thank You to Our Funders, Donors, and Partners

Grants & Donations

Acorn Foundation
Ara Taiohi
Blue Light Trust
Brougham Buses
Counties Energy
Creative Communities Scheme
David Paykel
Foundation North
Four Winds Foundation
Gilmours
Grassroots Trust
Green Gorilla
Heards Landscape Supplies
Hugh & Wendy Stedman
Hūnua Quarry Restoration Trust
Innoway
John Glaister Simla Trust
Joyce Fisher Charitable Trust
Kerbscape
Legacy Construction
Lindsay Foundation
Lion Foundation
Māngere Cosmopolitan Club
Manukau Beautification Trust
Marion Ross Memorial Trust
Matson Foundation
MSD Ākonga Youth Development Fund
North and South Trust
NZ Lottery Grants Board Community Facilities Fund
NZ Lottery Grants Board Environment and Heritage Fund
Ōtara-Papatoetoe Local Board
Papakura Local Board
Papakura New World
Potter Masonic Trust
Pub Charity
Regional Environment and Natural Heritage Fund
Regional Event Fund
Sports Distributors
TDM Construction
Te Ara Urutau Climate and Emergency Ready Fund
The Trusts Your West Support Fund
Transpower CommunityCare Fund
Trust Waikato
Tū Manawa Active Aotearoa Fund administered by Aktive
Tū Manawa Active Aotearoa Fund administered by Sport Auckland
Water Projects
Wel Energy Trust
Whau Local Board
Z Good in the Hood

Partnerships and Funders

Albert-Eden Local Board
Auckland Council
Auckland Council Events
Australian Childhood Foundation
Franklin Local Board
Henderson-Massey Local Board
Hibiscus & Bays Local Board
Kaipātiki Local Board
Māngere-Ōtāhuhu Local Board
Manurewa Local Board
Maungakiekie-Tāmaki Local Board
Ministry of Education
Ministry of Social Development
Ministry of Youth Development
New Zealand Fashion Week
Ōrākei Local Board
Ōtara-Papatoetoe Local Board
Outward Bound
Papakura Local Board
Pharmaco
ProCare Health Limited
Puketāpapa Local Board
Southern Parks
Sport New Zealand
Stuff Events
Te Mahi Ako
Waitematā Local Board
Whau Local Board
Whitecliffe College of Arts and Design

Contributing Partners

Bankers: BNZ
Solicitors: Heimsath Alexander
Independent Auditors: RSM Hayes Audit





Source Notes

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Interested in how The Y North can support your community? Get in touch.

Email **communication@ymcaauckland.org.nz**
or visit **www.ymcanorth.org.nz** to learn more.

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