



The health and access landscape in New Zealand



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Depression and anxiety: The communication gap

Sonder's data reveals that New Zealand employees' mental health is under strain, but they are looking for proactive, culturally grounded ways to cope.



40% of New Zealand workers reported experiencing anxiety in the past 12 months, and **25%** experienced depression.

A critical risk for leaders: **15%** of New Zealand workers say they can 'rarely or never' communicate their thoughts and feelings clearly—a higher communication barrier than in Australia (**8%**) or the UK (**12%**).

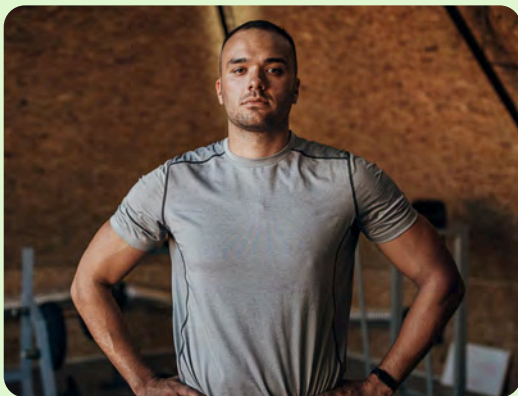


The resilience factor: Kiwis are more likely than their UK counterparts to use relaxation, self-care, and spiritual or religious activities as primary wellbeing strategies.

Physical energy and frontline safety



With fewer than one in five employees feeling consistently energised, fatigue has become a systemic safety and productivity tax



Only **18%** of New Zealanders "always" feel physically strong and have the energy to do what they need to do.



Care and service professionals (including nurses and care workers) report the lowest energy levels at just **15%**, which directly correlates to increased workplace accident risks and burnout.

The economic barrier to care

In New Zealand, the "cost of living" crisis is effectively a health crisis. When over half the workforce delays care, minor issues escalate into long-term absenteeism and lost productivity.



57% of New Zealanders—the highest in the region—cite expensive appointments as the top reason for delaying support.

The inequity gap: 1 in 5 Māori struggle to afford a GP visit (vs. 1 in 8 non-Māori), and 1 in 7 Māori struggle to pay for prescriptions (vs. 1 in 20 non-Māori).

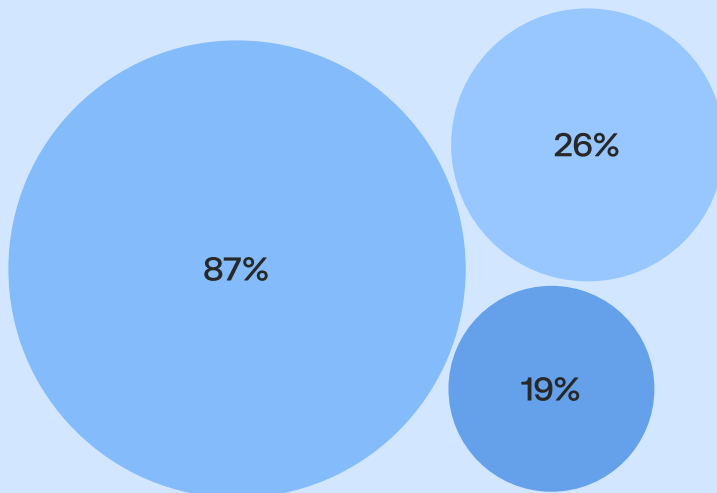


Employees specifically highlighted a lack of "local GPs" and significant difficulty securing appointments as major hurdles to staying well.

Belonging as a performance driver



Our data highlights a significant 'performance gap': while nearly 90% of Kiwis say they work better when they feel a sense of community, only a quarter feel that support consistently.

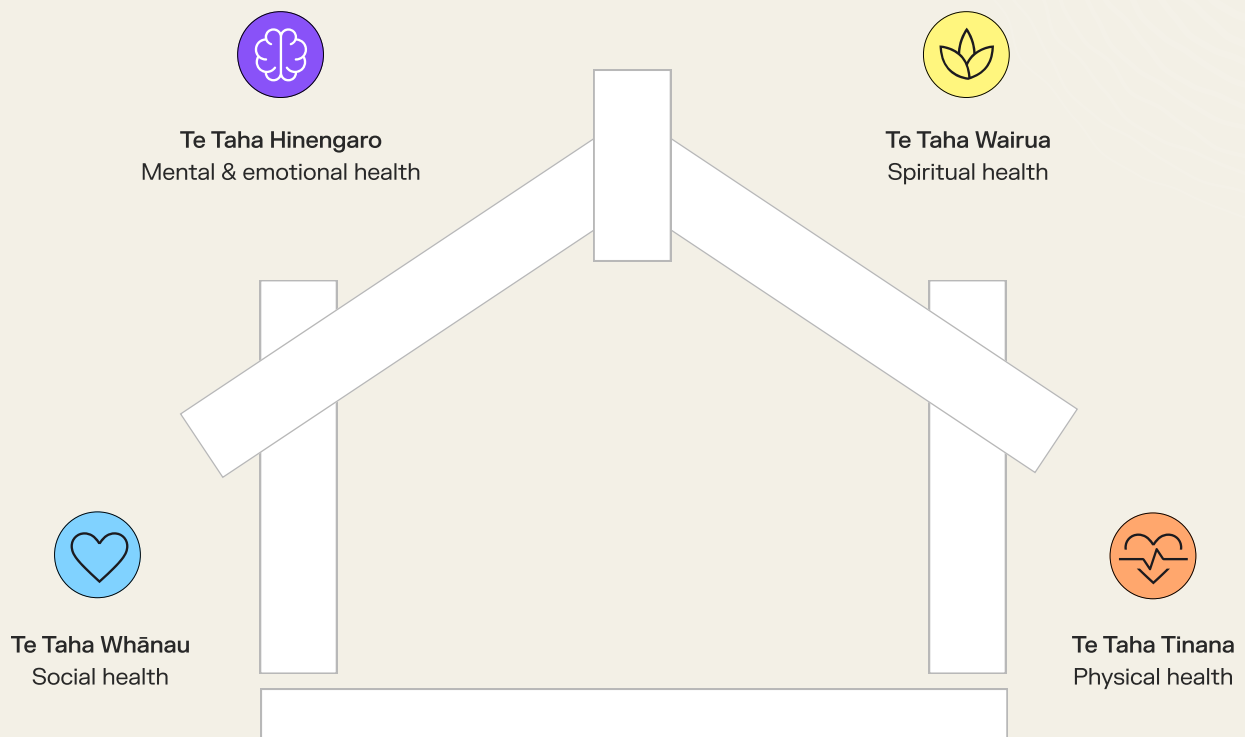


87% of New Zealand workers perform better when they feel a sense of community with colleagues.

Currently, only **26%** of New Zealand workers feel a "strong sense" of belonging and support.

19% of New Zealanders "always" feel connected to their heritage or a sense of belonging to a place.

The Te Whare Tapa Whā framework



Wellbeing is multidimensional and interconnected. Our model of care is grounded in the Te Whare Tapa Whā framework, which conceptualises hauora (health) as a four-walled meeting house: mental, physical, social, and spiritual health. When one wall is weakened, the entire structure is at risk. This approach was introduced by **Kimi Powell, Director of Clinical Services** at Sonder, drawing on her extensive experience in emergency care across Australia and New Zealand.

The Te Whare Tapa Whā framework (cont.)

"These statistics represent a call to action for New Zealand leaders to move beyond 'reactive' safety and look at the whole person. When 57% of our people tell us they are delaying care because of cost or access, the traditional corporate safety net is failing them. In the spirit of Te Whare Tapa Whā, we must recognise that an employee cannot be physically safe if they are spiritually disconnected or financially unable to seek help. The opportunity for leaders in 2026 is to remove these systemic barriers—whether they are economic, geographical, or cultural—and provide a single, trusted point of entry to care that meets people exactly where they are, before they reach a crisis point."



Kimi Powell
Director of Clinical Services,
Sonder

**Data note: Based on 518 respondents in New Zealand surveyed 20 August – 1 September 2025.*



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