

# MBIE REFUGEE SURVEY PILOT REPORT OF FINDINGS

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Pilot Report | March 2026 |  
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# Background, Objectives & Methodology





## Background & objectives

The New Zealand Refugee Resettlement Strategy (NZRRS) provides the strategic framework to advise the government on effective targeting and delivery of services to refugees and to implement evaluation and monitoring frameworks for whole-of-government settlement activities. The vision of the NZRRS is that former refugees and their families settle successfully, achieve their goals, and thrive in New Zealand. The New Zealand Refugee Survey was developed to fill existing knowledge gaps around the resettlement experience of former refugees and their families who have arrived in New Zealand in the last 1–5 years.

This Refugee Survey Pilot is an online survey run by the Ministry of Business, Innovation and Employment (MBIE) and Immigration New Zealand, with the support of Ipsos New Zealand. It is the second phase of this research project, building directly on initial research into its proposed design and methodology undertaken by Ipsos in 2024.

The objectives of this study are to assess the feasibility and response rate of a self-complete online survey for former refugees and to gather data that can provide a more comprehensive understanding of refugee settlement experiences.

The data collected from the survey will be used to measure success indicators across the following NZRRS outcome areas:

- Participation and Inclusion – Measuring sense of belonging and acceptance in communities
- Employment and Self-Sufficiency – Tracking progress toward employment goals
- Education, Training, and English Language – Measuring achievement of educational and language goals

# Methodology

The Refugee Survey Pilot was conducted during 12 Sep–17 Dec 2025, through an online survey.

The target respondents were former refugees who arrived in New Zealand as part of the refugee quota programme, family support category, Community Organisation Refugee Sponsorship (CORS) programme, Afghan evacuee category, or had asylum granted in New Zealand under the convention refugee category; living in New Zealand for 1–5 years at the date of survey completion; aged 16+ years.

The questionnaire and supporting materials (poster, flyer, FAQ web page, and survey invitation wording) were translated from English into 13 other languages identified as priority based on the linguistic profile of recent refugee arrivals to New Zealand: Arabic, Amharic, Tigrinya, Burmese, Dari, Pashto, Spanish, Swahili, French, Kinyarwanda, Punjabi, Urdu, and Somali.

The survey was circulated to former refugees by MBIE through a community engagement-based strategy that leverages MBIE's refugee support network and community contacts. These include refugee-led organisations, settlement and support service providers, and government and regional resettlement partners.

The survey achieved an overall sample of  $n=525$ . The data was weighted to targets for gender, age, and number of years in New Zealand. A sample of this size has a margin of error of 4.1% based on the NZ population of former refugees. Where statistically significant results are reported, these have been significance tested at a 95% confidence level.

Where available and applicable, comparisons have been made to existing NZ population surveys or international surveys of former refugees.

More detailed information on the survey methodology can be found in the technical report.



# Sample demographics (i)

Time in New Zealand	n=
1 year	212
2 years	138
3 years	131
4 years	43
5 years	1

Category	n=
Quota refugee (referred by UNHCR)	363
Family Support Resident Visa	67
Afghan Evacuee Resident Visa	52
Community Organisation Refugee Sponsorship (CORS)	30
Convention refugee (claimed asylum in New Zealand)	13

Region	n=
Northland	7
Auckland	222
Waikato	34
Bay of Plenty	1
Manawatū-Whanganui	43
Wellington	33
Nelson / Marlborough	46
West Coast	1
Canterbury	91
Otago	8
Southland	37
Prefer not to say	1
Don't know	1

Age	n=
16-18 years	34
19-24 years	67
25-29 years	55
30-34 years	71
35-39 years	94
40-44 years	85
45-49 years	50
50-54 years	25
55-59 years	22
60-64 years	9
65-69 years	8
70-74 years	4
75 years and over	1

Employment	n=
Employed	110
Not employed	407

Gender	n=
Male	242
Female	279
Another gender	2
Prefer not to say	2

Language used to complete survey	n=
English	244
Arabic	84
Dari	62
Spanish	54
Kinyarwanda	23
Burmese	15
Urdu	15
Amharic	8
Tigrinya	6
Somali	5
Swahili	4
French	3
Pashto	2

# Sample demographics (ii)

<b>Nationality – Countries in East / South East Asia</b>	<b>n=</b>
Myanmar	47
Vietnam	3
China	1
Indonesia	1
Malaysia	1

<b>Nationality – Countries in Middle East</b>	<b>n=</b>
Afghanistan	118
Syria	79
Iran	5
Yemen	4
Iraq	1

<b>Nationality – Countries in Africa</b>	<b>n=</b>
Democratic Republic of the Congo (DRC)	58
Somalia	38
Eritrea	24
Burundi	22
Ethiopia	10
South Sudan	7
Sudan	3
Cameroon	2
Egypt	1
Rwanda	1

<b>Nationality – Countries in South America</b>	<b>n=</b>
Colombia	45
Venezuela	10

<b>Nationality – Countries in South Asia</b>	<b>n=</b>
Pakistan	30
Sri Lanka	7
India	1

<b>Nationality – Other</b>	<b>n=</b>
Other	3
Not sure / Don't know	2
Prefer not to say	1

<b>Language spoken at home*</b>	<b>n=</b>	<b>Language spoken at home*</b>	<b>n=</b>
Arabic	100	Punjabi	12
Dari	96	Pashto	9
English	82	Tamil	8
Spanish	55	Kurdish	8
Somali	40	Karen	6
Farsi	39	Nyanja	5
Kinyarwanda	36	Shilluk / Chollo	5
Tigrinya	26	Persian	4
Urdu	25	Tedim Chin	4
Swahili	24	Lingala	4
Rohingya	25	Kunama	3
French	15	Vietnamese	3
Kirundi	14	Zomi	3
Amharic	12	Other	16
Burmese	12		

# Key Findings



# Key themes (i)

## What is working well

On the whole, this survey pilot has found that former refugee respondents are settling well into their lives in New Zealand.

- The majority (77%) feel a strong sense of belonging to New Zealand (a rating of 7-10 out of 10).
- Based on parents' responses, children's experiences have also been positive overall, and the majority are settling in well and are in good health.
- Respondents' experiences of discrimination in New Zealand are relatively rare, with only 16% stating they have faced discrimination.
- Among those who are employed, most (72%) have a high level of job satisfaction (rated 7-10 out of 10).

A clear theme emerged in terms of what helps people feel that they belong in New Zealand: Having family close by and being able to connect with other people around them. *Having family in New Zealand* was the strongest indicator of sense of belonging (71%). Additionally, many of those with a strong sense of belonging attributed this to *being involved in community groups* and *getting to know people from their own cultural group and different cultural groups*.

Interestingly, sense of belonging trends down along with time living in New Zealand. While not statistically significant, former refugee respondents who have been living in New Zealand for a longer period of time have a slightly lower rating of their sense of belonging.

## Challenges

Some key challenges and areas to address have emerged:

### Employment

- Finding work was identified as an important factor in settling in to life here: 51% of those who feel a low sense of belonging stated that *being able to work* would improve their sense of belonging to New Zealand.
- However, 1 in 5 (22%) indicated that they are currently unemployed and looking for work. Among this group, more than three quarters (78%) indicated that they have encountered problems trying to find a job, with *lack of NZ work experience*, *English ability level*, and *NZ qualification requirements* being the main barriers they faced.
- Additionally, experiences of discrimination are most likely to happen in the context of *applying for a job*.

### Language

- Participation in English language classes is high (81%); however, around a third rated their English ability as 'low'.
- Among those who needed support with English, 16% have had problems accessing English classes, mainly due to a *lack of transport* or *having caring duties*.
- *High English ability* is one of the major drivers of having a strong sense of belonging, while *low English ability* was cited as a key barrier to employment. *Low English ability* is also a potential barrier to parents being more involved in their children's education.

# Key themes (ii)

## Regional differences

There are differences in results that surface when comparing responses from the different regions of New Zealand:

- Southland residents are significantly less likely to feel a strong sense of belonging (57% vs 77% total sample).
- Compared to the total sample (42%), residents of Manawatū-Whanganui (68%) and Canterbury (61%) are more likely to state that they found the settlement experience harder than expected. Conversely, residents of Nelson / Marlborough (81%), Waikato (65%) and Southland (64%) are more likely than the total sample (43%) to have found the experience easier.
- Respondents in the Waikato region are significantly more likely to be unemployed and looking for work (57% vs 22% total sample).
- Residents of Canterbury are significantly more likely to be participating in English classes (81% vs 64% total sample), while respondents in Manawatū-Whanganui are significantly more likely to not be doing so (25% vs 10% total sample).

## Age group differences

Respondents aged 19–24 years are significantly more likely to have experienced discrimination (30% vs 16% total sample).

55–64-year olds are significantly less likely to feel a strong sense of belonging to New Zealand (58% vs 77% total sample).

## Implications & considerations

Facilitating community group involvement and broadening former refugees' support networks and social connections can help towards not just making the settlement process easier, but also improving former refugees' sense of belonging to New Zealand as a longer-term benefit.

Comments from former refugees about what would improve the settlement experience include *asking for support from specialist organisations*.

Former refugees could benefit from *advice on pathways to employment tailored to their situation*, especially for those with previous experience from their country who are planning their next steps in New Zealand.

Knowing where the barriers to English class participation are may help towards identifying where support is needed with attendance.

With the main barriers being *transport* and *childcare options*, former refugees could benefit from increased in-home tutoring options in their area.

# Key themes of engagement and accessibility

## Language options

There were 244 survey respondents who answered the survey in English, and 281 people used one of the 11 other languages offered.

For some groups, this option was particularly helpful: 99% of respondents from South America answered in Spanish, 95% of Syrian respondents answered in Arabic, and 50% of Afghan respondents answered in Dari.

Some survey languages had fewer respondents using them, including Amharic (n=6), Tigrinya (n=5), Pashto (n=4), Somali (n=4), Swahili (n=3), French (n=3), and 0 responses in Punjabi.

Having the option to not only read the questions, but also to type in their responses in their language, allows respondents to feel a higher level of comfort and ease of expressing themselves. In some cases, the option of the additional languages likely opened up the ability to participate for people who would not otherwise have been able to share their thoughts and experiences.

## Depth of responses

The detail and depth of responses to the open-ended questions (*see pages 35 and 36*) indicate a high level of engagement from survey respondents and a willingness to share their experiences and have their voices heard.

## Response from groups

The pilot survey received fewer responses from people who had been in New Zealand for 5 years (n=2), compared to those who have been here for 1 year (n=122), 2 years (n=79), 3 years (n=246), and 4 years (77).

This may be due to fewer refugees arriving in New Zealand five years ago due to COVID-19 restrictions, with a potential increase in the 5-year group possible for future surveys. In addition, former refugees who have been in New Zealand longer and are more settled may be less likely to engage with the support groups who were distributing the survey.

Based on the New Zealand population of former refugees, the groups from which we received a significantly lower number of responses than expected were:

- Nationality: China, India, Iran, Iraq, and Rwanda
- Category: Afghan evacuee, Convention refugee
- Years in New Zealand: 5 years

The groups from which we received no response, but from which there are more than 10 people in New Zealand eligible to take the survey, were:

- Nationality: Palestine, Papua New Guinea, Turkey

## Methodology

While the online survey achieved a reasonably large and broad sample of respondents, different research methods may help to gather responses from people who the online survey did not reach. Other approaches such as in-person group meetings, where families are able to come together in person and participate at the same time, could be a beneficial addition to the online survey approach when targeting former refugees as an audience. Additionally, groups who speak a language that the survey is not available in, such as the Rohingya community of former refugees, could benefit from in-person interpreting / language support to enable more responses to the survey.

# Summary

n= **525**

Former  
refugees

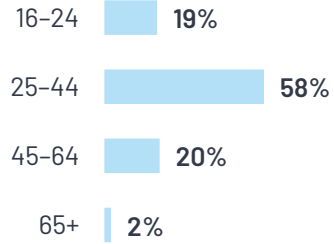


**53%**  
Female



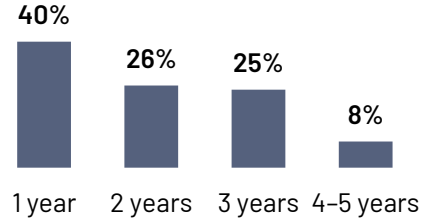
**46%**  
Male

## Age groups

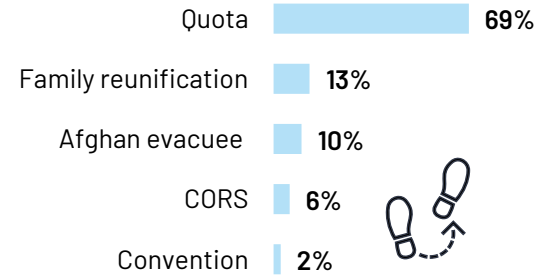


## Who we heard from

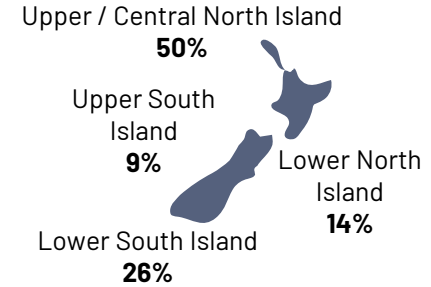
### Years living in NZ



## Cohort



## Location



## Belonging

Sense of belonging  
to New Zealand



### Top-3 ways to improve sense of belonging to NZ

Family members being in NZ	78%
Better English skills	54%
More friends from other backgrounds	51%
Ability to work / get a job	51%

### Top-3 contributors to strong sense of belonging to NZ

Family members being in NZ	71%
Involvement in community groups	44%
Friends from own background	41%
Friends from a mix of backgrounds	41%



*Being far from my partner and family, I often feel sad and lonely, and at times it feels overwhelming to carry all the daily responsibilities on my own.*



## Work & employment



**23%**  
Are **employed**  
(working for a wage / salary or self-employed)



**72%**  
Of those who are employed  
have **high job satisfaction**



**78%** Have had **difficulties**  
finding work

### Top-3 issues with finding work:

No work experience in NZ	English skills	No NZ qualifications
59%	53%	47%



## Discrimination



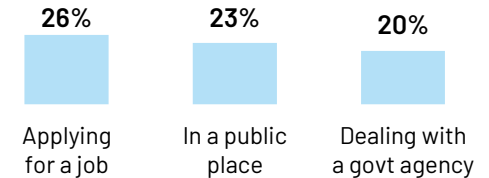
**78%** Have **not** experienced discrimination in the last 12 months



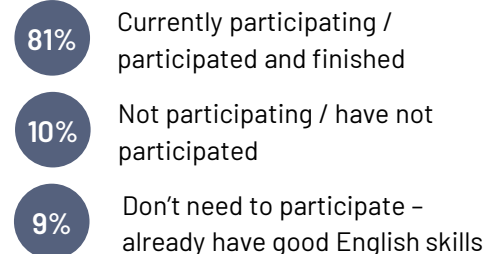
*Since I came to New Zealand, what has helped me and my family the most is the way the government supports people equally, regardless of where they're from.*



However, for those who have experienced discrimination, it happened while...



## Language class participation



## Children

**86%** Agree their child has **settled well** into life in NZ



*This is a safe place to watch my children grown up.*



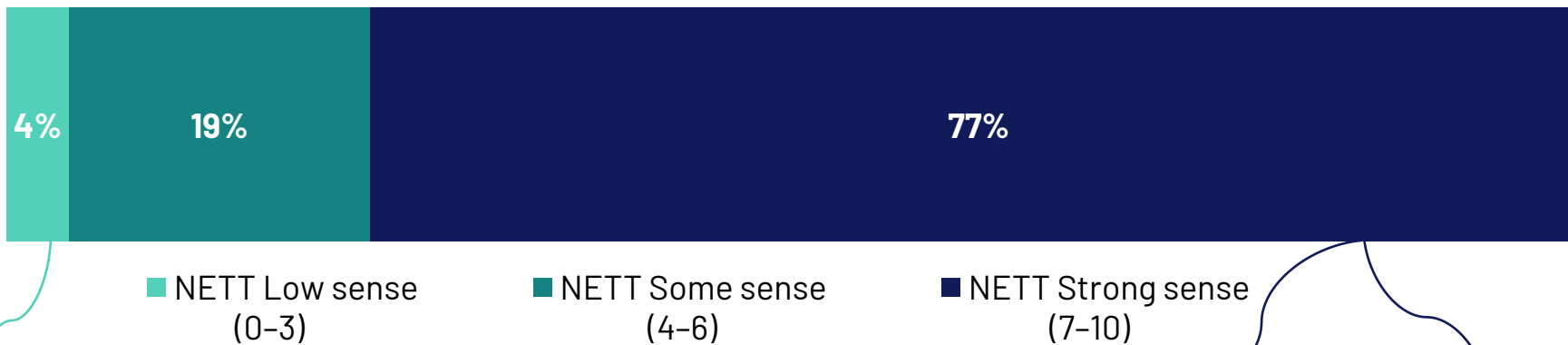
# BELONGING



# Former refugee sense of belonging to New Zealand

Three quarters (77%) of former refugees report having a strong sense of belonging to New Zealand.

## Sense of belonging to New Zealand



**Strong sense of belonging** appears to trend downward by number of years in NZ:

Years in NZ:	1	2	3	NETT 4 & 5*
NETT strong sense	82%	77%	77%	72%

Significantly **more** likely to feel a **low sense of belonging**:  
Former family support refugees (11%)  
Somalia nationality\* (12%)

Significantly **less** likely to feel a **strong sense of belonging**:  
Southland residents\* (57%)  
55-64 years\* (58%)

Significantly **more** likely to feel a **strong sense of belonging**:  
Colombia nationality\* (97%)

**83.4%** of General Social Survey respondents (Stats NZ, May 2023–April 2024) stated that they have a **strong sense of belonging** (7–10 out of 10).  
<https://www.stats.govt.nz/information-releases/wellbeing-statistics-2023/>

Significantly higher / lower than the total sample

**B1:** How would you describe your sense of belonging to New Zealand, on a scale of 0 to 10, where 0 is no sense of belonging and 10 is a very strong sense of belonging?

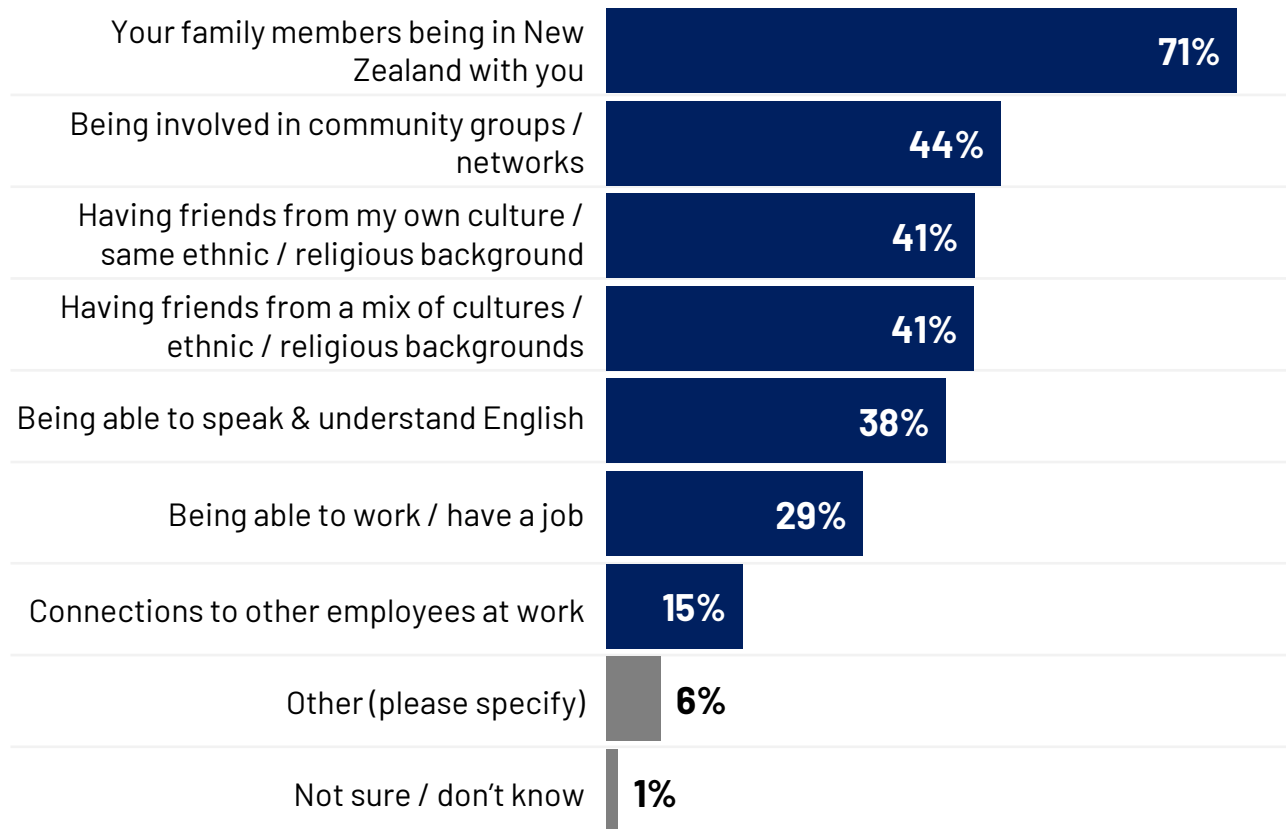
**Base:** All respondents (n=525). **\*Warning:** Low base size (n<50).

# Reasons people felt a strong sense of belonging to New Zealand

Having family in New Zealand & connections with other people & community groups have the strongest impact on former refugees' strong sense of belonging.

## Reasons for feeling a strong sense of belonging

Multiple choice



**B2b:** What makes you feel a strong sense of belonging to New Zealand? Please select all that apply.

**Base:** Those with a strong sense of belonging to New Zealand (n=444)

*"I never knew how life [in] New Zealand would be like for me and my family but the moment we got here, I was so blessed to have a supportive neighbour who became like one of our family member. People you interacted with positively impact your life."*

~ Former quota refugee, 2 years in NZ, Wellington

*"Since we first came to New Zealand, the support systems available for newcomers have helped my family the most... Community organisations and settlement services also guided us through things like healthcare, education, and housing, which reduced stress and helped us feel more confident."*

~ Former quota refugee, 3 years in NZ, Canterbury

*"People were incredibly welcoming - whether it was neighbours showing us how things work here, teachers helping our kids settle into school, or community groups offering guidance and practical advice. That sense of belonging made the transition so much easier."*

~ Former quota refugee, 3 years in NZ, Auckland

*"Education and work opportunities - Studying and working gave me confidence and helped us become more independent."*

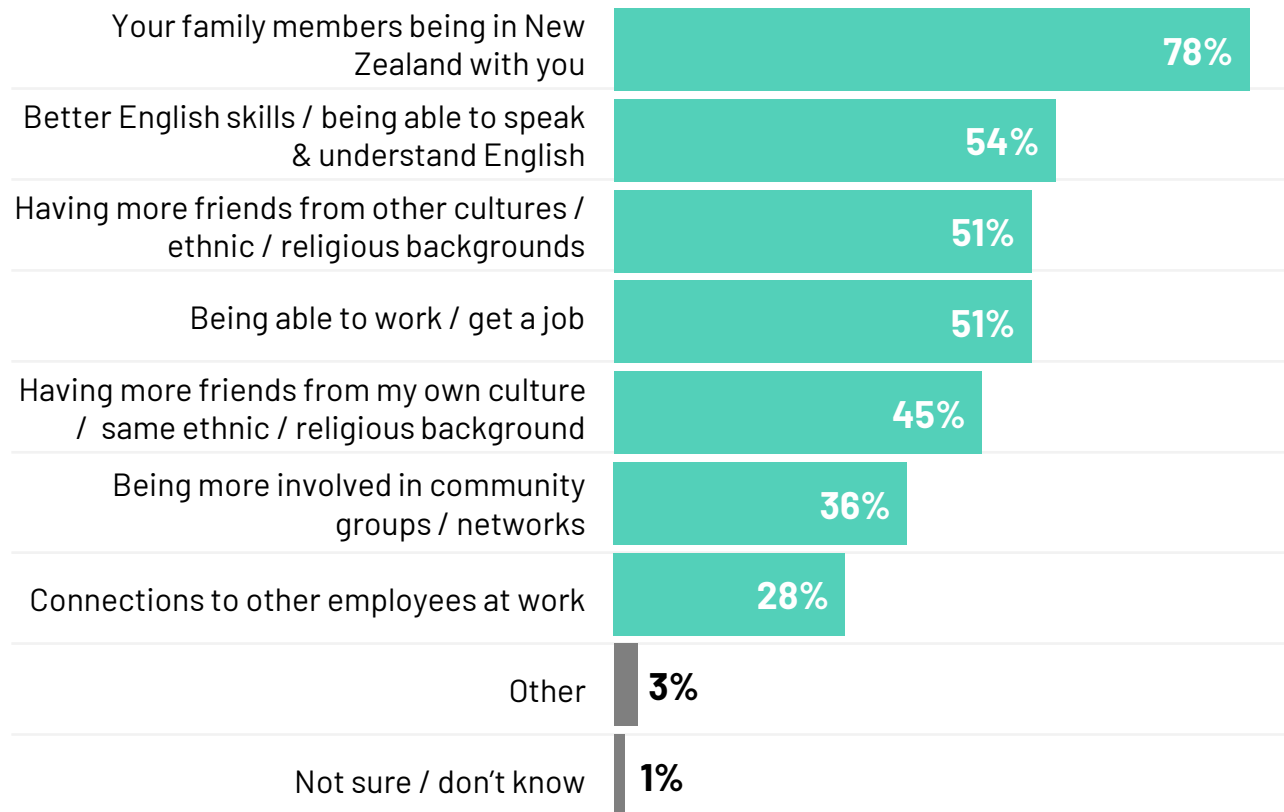
~ Former family support refugee, 2 years in NZ, Auckland

# Improving low sense of belonging to New Zealand

For those with a low sense of belonging, *having family in New Zealand, better English skills, friendships & work* were identified as factors that would improve their sense of belonging.

## Factors for improving the sense of belonging

Multiple choice



*"Some of the refugee families are really alone here because half of their family had to stay in their own country and they could not request to bring them to New Zealand. It's really hard to live separate of your family."*

~ Former quota refugee, 1 year in NZ, Manawatū-Whanganui

*"Living apart from our husbands or wives causes deep emotional and physical hardship."*

~ Former CORS refugee, 1 year in NZ, Northland

*"Better access to English classes and interpreters – Language is one of the biggest challenges when starting a new life."*

~ Former family support refugee, 2 years in NZ, Auckland

*"It would also help if finding a job was easier, as many new arrivals struggle and have no one to guide them on how to search for work or build a network."*

~ Former quota refugee, 2 years in NZ, Canterbury

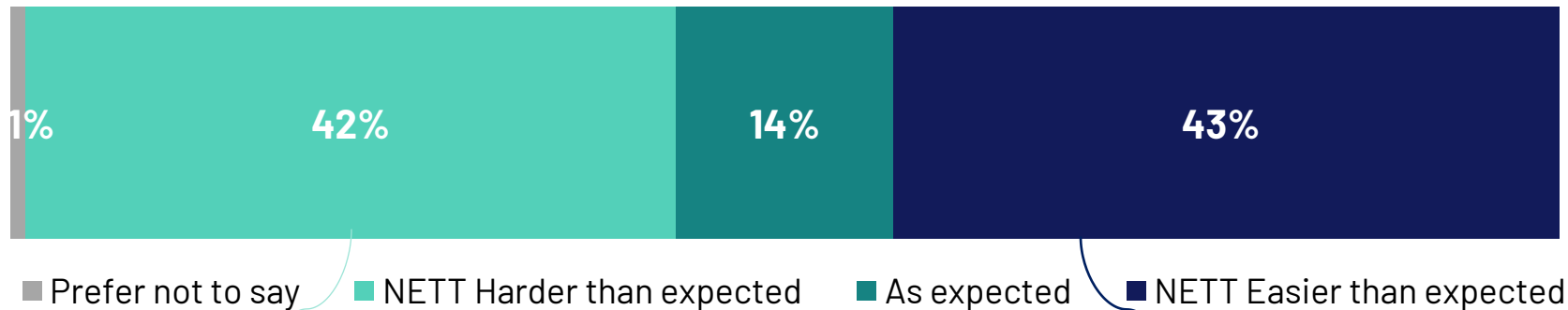
**B2a:** What would help improve your sense of belonging to New Zealand? Please select all that apply.

**Base:** Those with a low sense of belonging to New Zealand (n=81)

# Refugee experience settling in New Zealand

Former refugees' resettlement experiences were mixed. An almost equal number of respondents found their settlement experience to be either easier or harder than expected.

## Expected experience settling in New Zealand



Significantly **more** likely to state experience was **harder than expected**:

Residents of Manawatū-Whanganui\* (**68%**) /  
Canterbury (**61%**)  
40-44 years (**55%**)

Significantly **more** likely to state experience was **easier than expected**:

Residents of Nelson / Marlborough\* (**81%**) / Waikato\* (**65%**) / Southland\* (**64%**)  
16-18 years\* (**66%**) / 55-64 years\* (**66%**)  
Former CORS refugees\* (**63%**)  
NETT Africa nationality (**56%**)

"Having access to multicultural communities and support groups made us feel welcomed and connected. Over time, these resources helped us settle, find stability, and build our lives here."  
~ Former quota refugee, 3 years in NZ, Canterbury

"My experience does not correspond to what they told us when we were going through the process. They made everything sound so nice, but when we got here, it turned out to be different."  
~ Former quota refugee, 2 years in NZ, Nelson / Marlborough

Significantly higher / lower than the total sample

CD1: Overall, how has your experience of settling in New Zealand been so far?

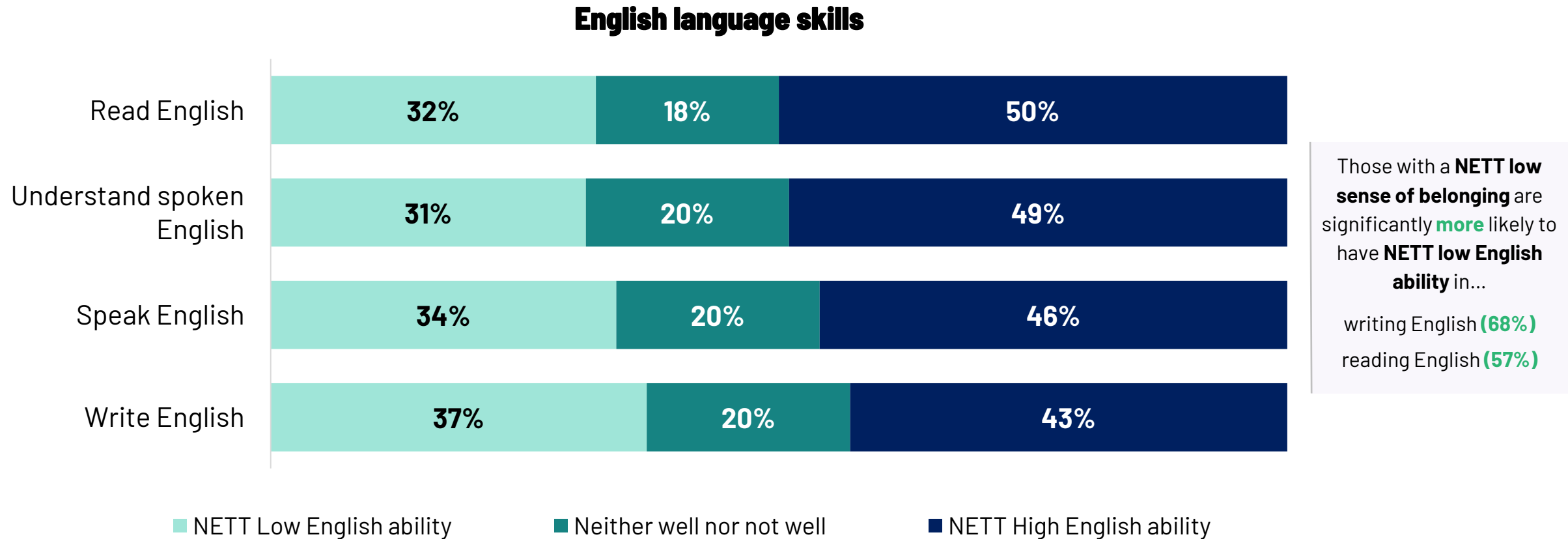
Base: All respondents (n=525). \*Warning: Low base size (n<50).

# EDUCATION & TRAINING



# English language skills

About half of respondents rated their ability to read & understand English as high, with lower ability in writing. Under-25-year-olds were among those with significantly higher-rated English ability across all measures.



**T1: How well do you...** Please select one answer per line.

**Base:** All respondents (n=525)

# English language skills – significant demographic differences

The following groups are significantly <b>more</b> likely to have a higher level of ability in...	Understanding (vs 49% total)	Reading (vs 50% total)	Speaking (vs 46% total)	Writing (vs 43% total)
Former CORS refugees*	88%	85%	85%	81%
Tertiary educated	76%	86%	76%	72%
16–24 years	75%	77%	71%	70%
Employed	72%	69%	72%	61%
Wellington residents*	69%	69%	67%	65%
NETT South Asia nationality*	69%	67%	69%	62%
DRC nationality	65%	No significant difference	No significant difference	60%
Attended school	58%	60%	55%	50%

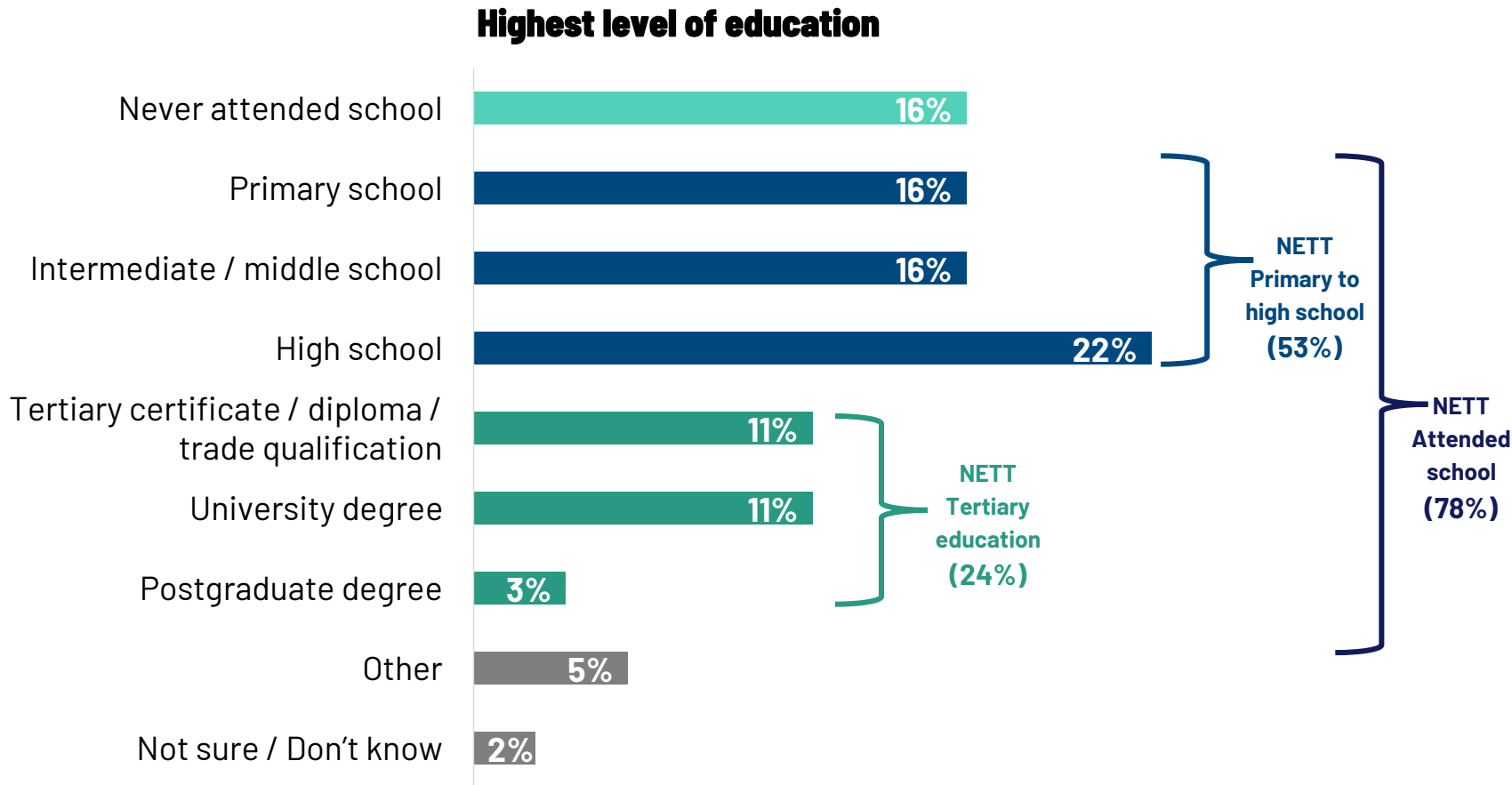
The following groups are significantly <b>less</b> likely to have a higher level of ability in...	Understanding (vs 49% total)	Reading (vs 50% total)	Speaking (vs 46% total)	Writing (vs 43% total)
45–64 years	25%	27%	24%	19%
Manawatū–Whanganui residents*	30%	23%	25%	14%
Syria nationality	30%	30%	30%	28%
Nelson / Marlborough residents*	30%	33%	29%	22%
Colombia nationality*	31%	34%	29%	13%
Myanmar nationality*	No significant difference	34%	No significant difference	27%

**T1: How well do you...** Please select one answer per line.

**Base:** All respondents (n=525). **\*Warning:** Low base size (n<50).

# Level of education

Almost a quarter (24%) of respondents have studied at tertiary level. Those aged 45–64 & those of Afghan nationality are significantly more likely to have never attended school.



Significantly **more** likely to have **never attended school**:

- Former Afghan evacuees (**38%**)
- Afghanistan nationality (**31%**)
- 45–64 years (**37%**)

Significantly **more** likely to have a **tertiary certificate or degree**:

- Employed (**49%**)
- Former CORS refugees\* (**48%**)
- Pakistan nationality\* (**45%**)
- Wellington residents\* (**43%**)
- 25–44 years (**34%**)

Significantly higher / lower than the total sample

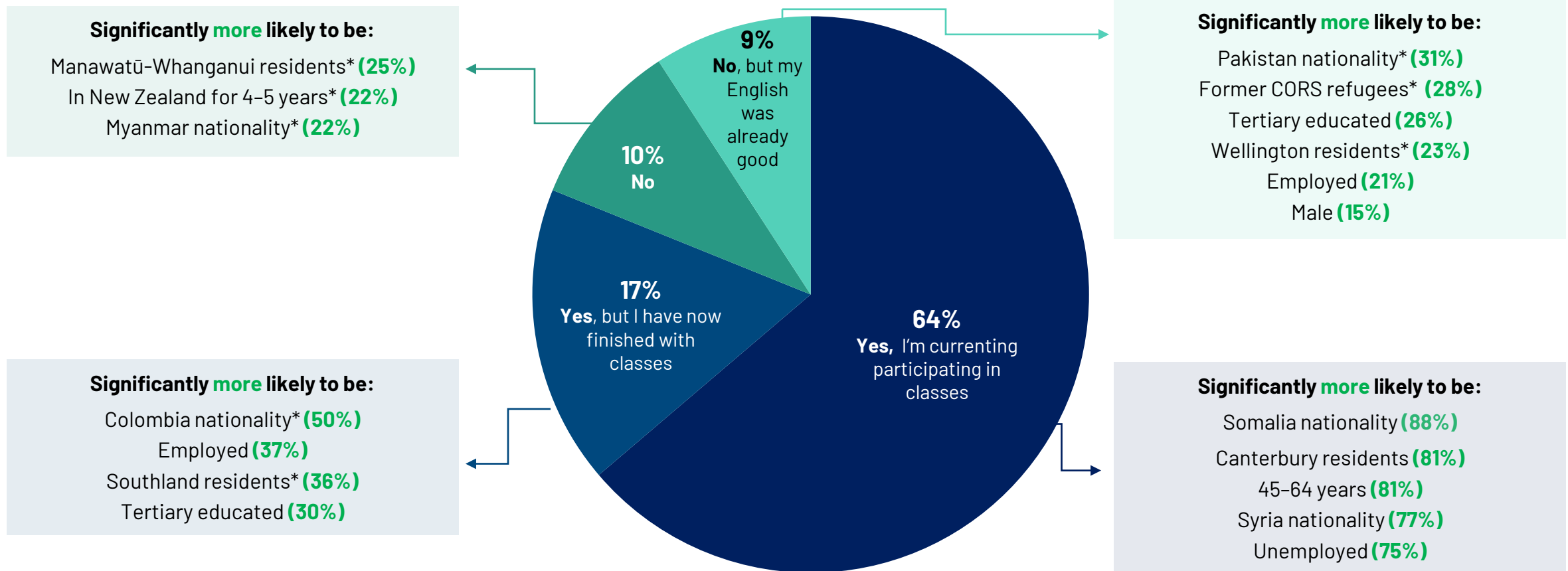
T5: What is the highest level of education you have completed? Please include education completed in New Zealand or in another country. Please select one.

Base: All respondents (n=525). \*Warning: Low base size (n<50).

# Participation in English language classes in New Zealand

A vast majority of respondents (81%) are currently participating in or have finished English language classes.

## Participation in English language classes in New Zealand



Significantly higher / lower than the total sample

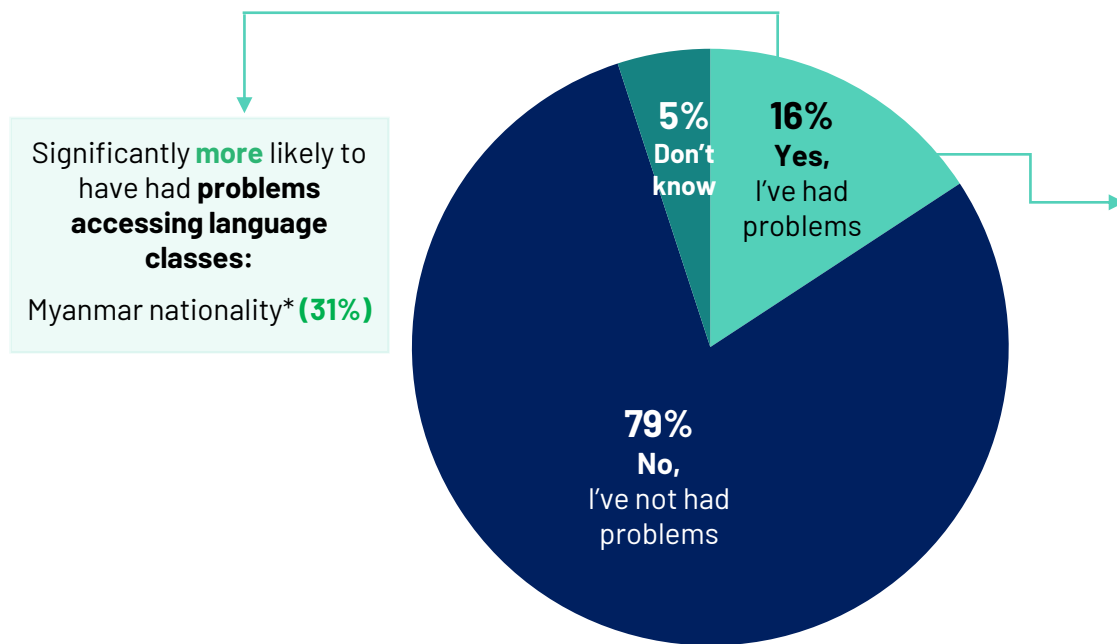
**T2:** Have you participated in any English language classes since arriving in New Zealand? Please select one.

**Base:** Total respondents (n=525). **\*Warning:** Low base size (n<50).

# Barriers to accessing English language classes

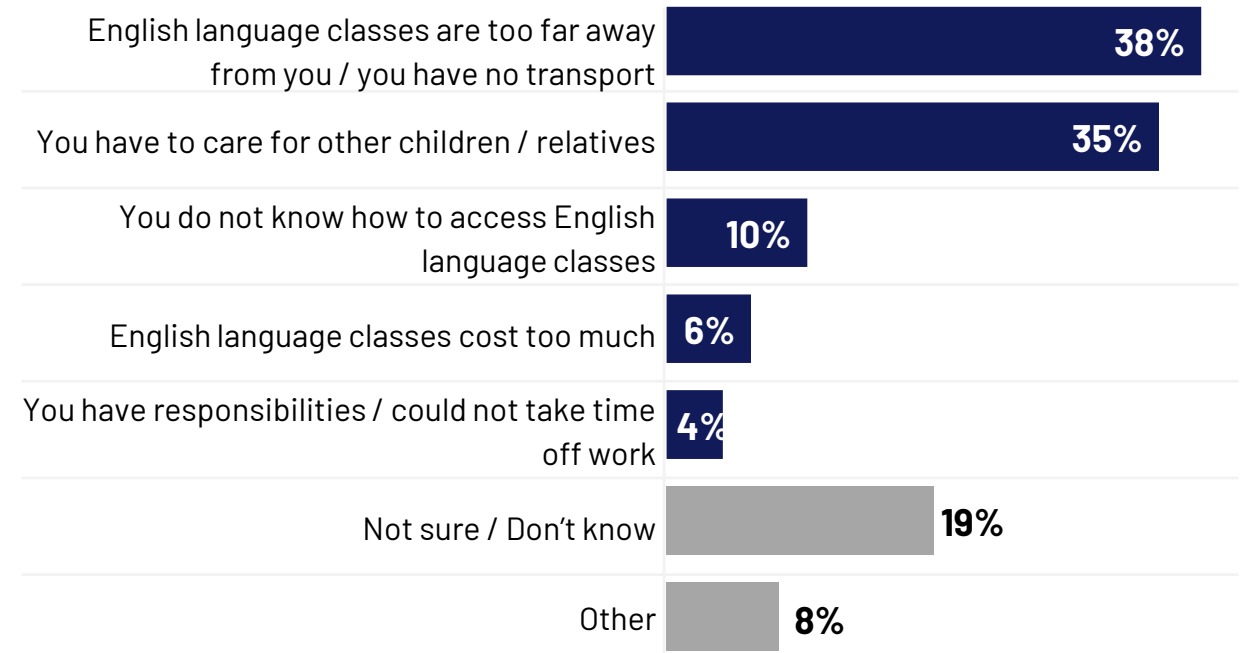
Some 16% of respondents have had problems accessing English classes, mainly due to *lack of transport & caring responsibilities*. Notably, former refugees from Myanmar are significantly more likely to have faced barriers.

## Problems accessing English language classes in New Zealand



## Issues accessing English language classes

Multiple choice



**T3:** Have you had any problems accessing English language classes since you arrived in New Zealand? Please select one. **Base:** Those who require English language support (n=475). **\*Warning:** Low base size (n<50).

**T4:** What problems have you had accessing English language classes? Please select all that apply. **Base:** Those who had problems accessing English language classes in New Zealand (n=79)

# EMPLOYMENT & SELF-SUFFICIENCY

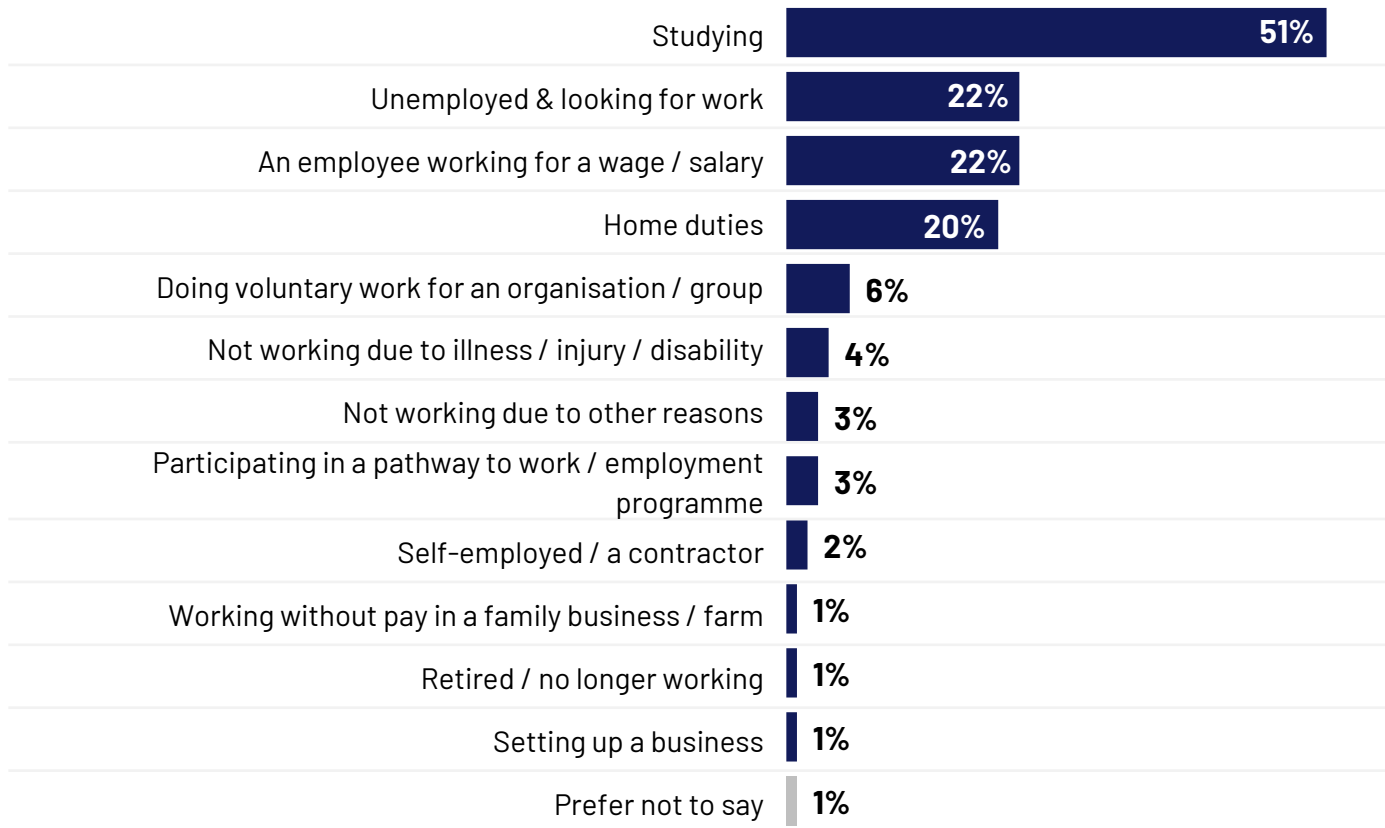


# Employment

About half (51%) of respondents are currently *studying*, while close to a quarter (22%) are *unemployed & looking for work*. Respondents in Waikato are significantly more likely to be *unemployed & looking for work* (57%).

## Employment status

Multiple choice



**E1:** Which of the following apply to you? Are you currently ...? Please select all that apply.

**Base:** Total respondents (n=525). **\*Warning:** Low base size (n<50).

Significantly **more** likely to be **studying**:

16-24 years (72%)

Canterbury residents (64%)

Afghanistan nationality (61%)

Significantly **more** likely to be **unemployed & looking for work**:

Waikato residents\* (57%)

DRC nationality (46%)

In NZ for 1 year (31%)

Significantly **more** likely to be **an employee working for a wage / salary**:

Residents of Wellington\* (51%) / Manawatū-Whanganui\* (37%)

Former CORS refugees\* (46%)

Tertiary educated (44%)

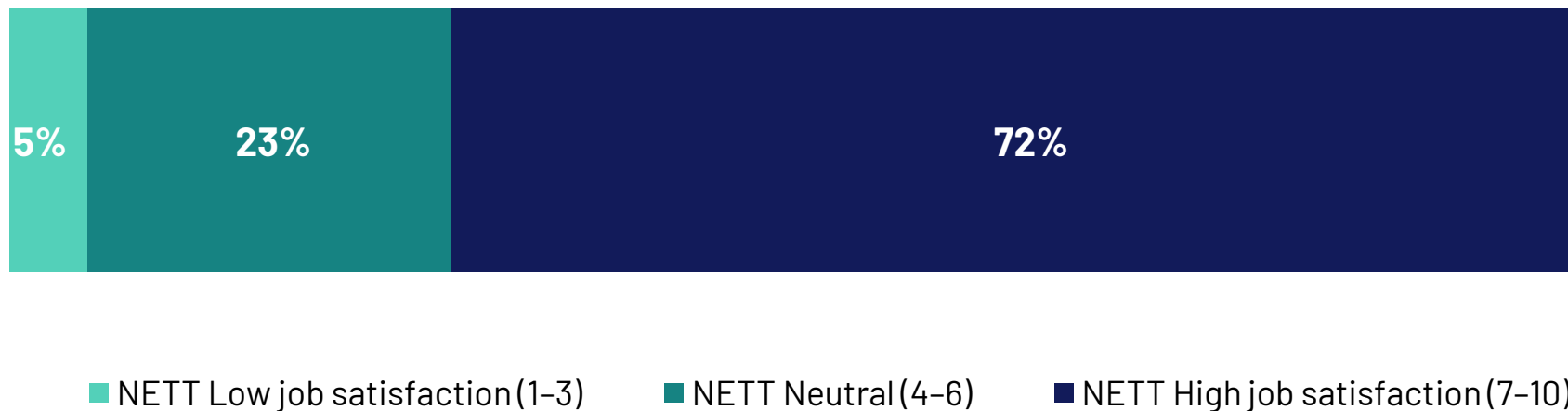
Nationality of Pakistan\* (43%) / Colombia\* (41%)

Significantly higher / lower than the total sample

# Job satisfaction

Job satisfaction is high among those who are in paid employment, with the majority (72%) indicating that they are highly satisfied with their jobs (7–10 out of 10).

## Job satisfaction among former refugees in paid employment in New Zealand



In the General Social Survey (Stats NZ, May 2023–May 2024), **74.3%** of those surveyed reported being **satisfied / very satisfied** with their job.

<https://www.stats.govt.nz/information-releases/wellbeing-statistics-2023/>

*"I have a job I enjoy, and I live with my wife and children, with a quality of life I never thought possible. I truly feel that New Zealand is my home."*

~ Former convention refugee, 3 years in NZ, Auckland

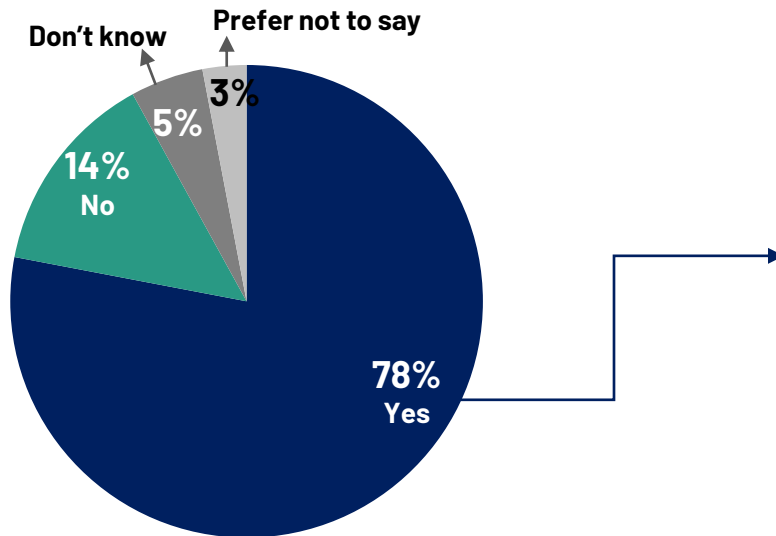
**E2:** On a scale of 0 to 10, where 0 is very dissatisfied with your job and 10 is very satisfied with your job, how satisfied are you with your job?

**Base:** Those in paid employment (n=110)

# Barriers to working in New Zealand

More than three quarters (78%) of those who are unemployed & looking for work have experienced issues finding work, mainly due to *lack of NZ work experience & English language skills*.

## Experienced issues finding work



"I have 25 years of experience in barbering, but I am not allowed to work. They ask for a New Zealand hairdresser certificate, and the course is very difficult."

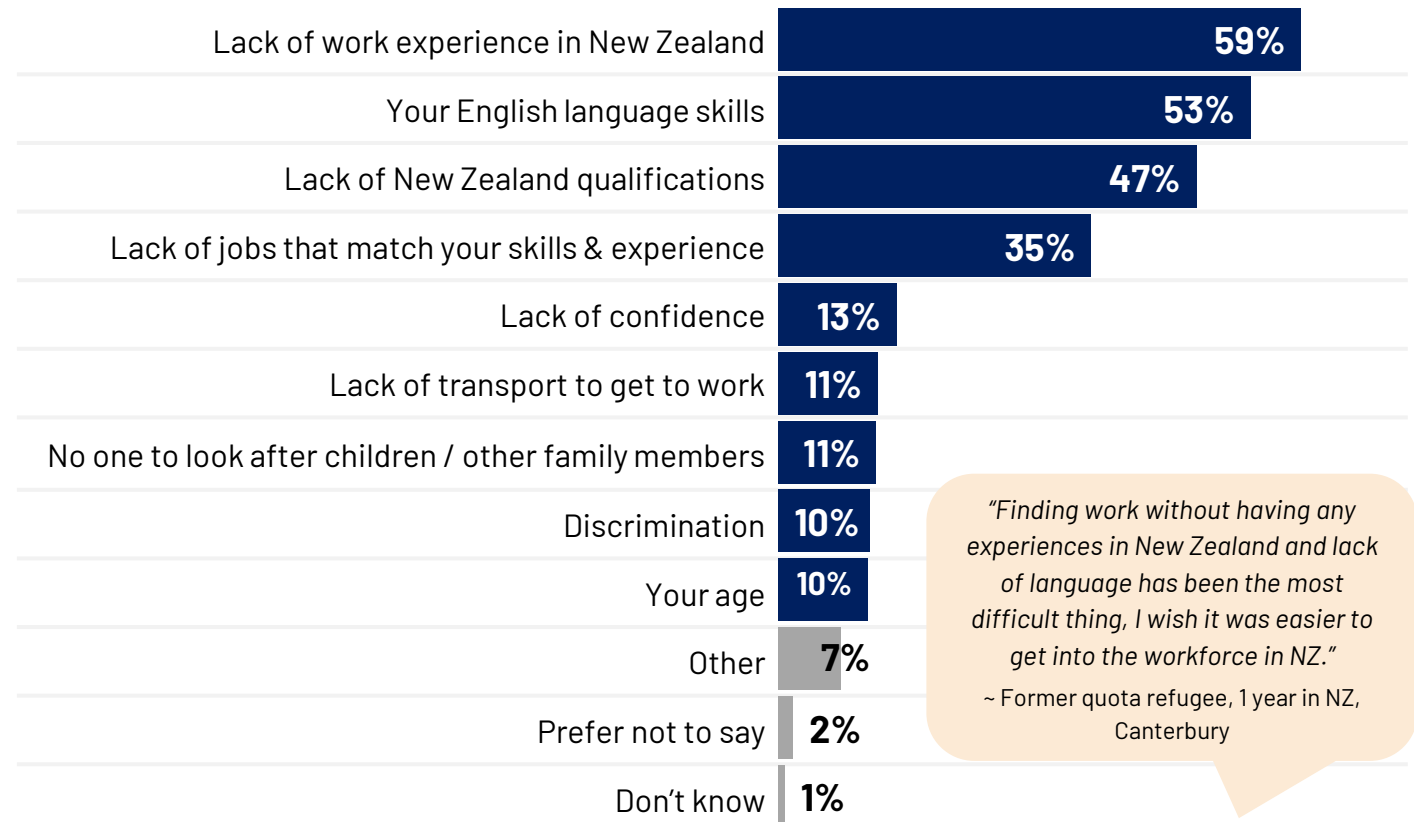
~ Former quota refugee, 1 year in NZ, Wellington

"I have a Bachelor's degree in nursing, but I faced difficulties continuing my studies or getting my qualification recognised in Ashburton due to limited facilities and job opportunities."

~ Former quota refugee, 1 year in NZ, Canterbury

## Specific issues finding work in New Zealand

Multiple choice



"Finding work without having any experiences in New Zealand and lack of language has been the most difficult thing, I wish it was easier to get into the workforce in NZ."

~ Former quota refugee, 1 year in NZ, Canterbury

**E3:** Have you had any difficulties or problems finding a job in New Zealand? Please select one. **Base:** Those unemployed and looking for work (n=130)

**E3a:** What has made it difficult for you to find paid work in New Zealand? Please select all that apply. **Base:** Those who have experienced issues finding work (n=103)

# DISCRIMINATION



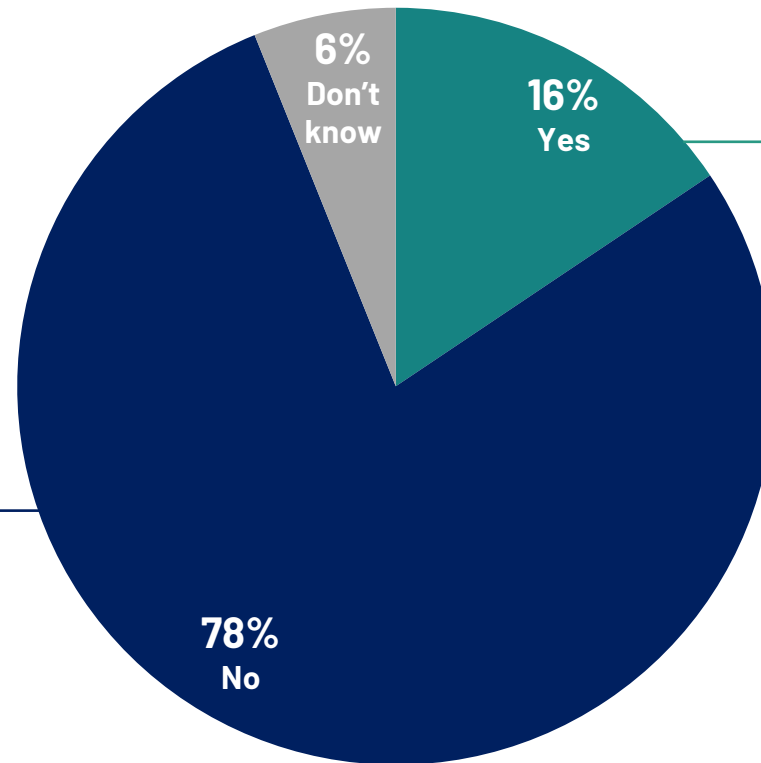
# Discrimination

Experiences of discrimination are relatively rare, with only 16% of respondents reportedly having been discriminated against. Those aged 19–24, in employment & having studied at a tertiary level are significantly more likely to have experienced discrimination.

## Experienced discrimination

In the General Social Survey (Stats NZ, May 2023–April 2024), **21.8%** of those surveyed reported **experiencing discrimination**.

<https://www.stats.govt.nz/information-releases/wellbeing-statistics-2023/>



Significantly **more** likely to have **experienced discrimination**:

19–24 years (**30%**)

Employed (**26%**)

Tertiary educated (**23%**)

Significantly **more** likely to have **not experienced discrimination**:

DRC nationality (**91%**)

Significantly higher / lower than the total sample

**U1:** In the last 12 months, have you been discriminated against or felt that you were treated unfairly?

**Base:** Total respondents (n=525)

# Discrimination

Respondents were most likely to have experienced discrimination when *applying for a job*, with a result slightly higher than the measure in the NZ Migrant Survey 2024 (26% vs 23%).

## Situation where discrimination was experienced

Multiple choice



**U2:** What situation or situations were you in when you were discriminated against? Please select all that apply.

**Base:** Those who experienced discrimination (n=75)

In the NZ Migrant Survey (2024):

- **23%** stated that they had been treated unfairly when applying for a job, because they came from overseas.
- **28%** experienced unfair treatment when in a public place such as a street or park.
- **12%** experienced unfair treatment when finding accommodation.

<https://www.mbie.govt.nz/dmsdocument/31248-migrant-survey-2024-report>

*"In the supermarket they always look at us like we are thieves."*

~ Former quota refugee, 2 years in NZ, Manawatū-Whanganui

*"I have applied for more than 500 jobs, but I have never even been shortlisted once. This situation makes me feel there may be discrimination, and it has been very discouraging."*

~ Former CORS refugee, 3 years in NZ, Auckland

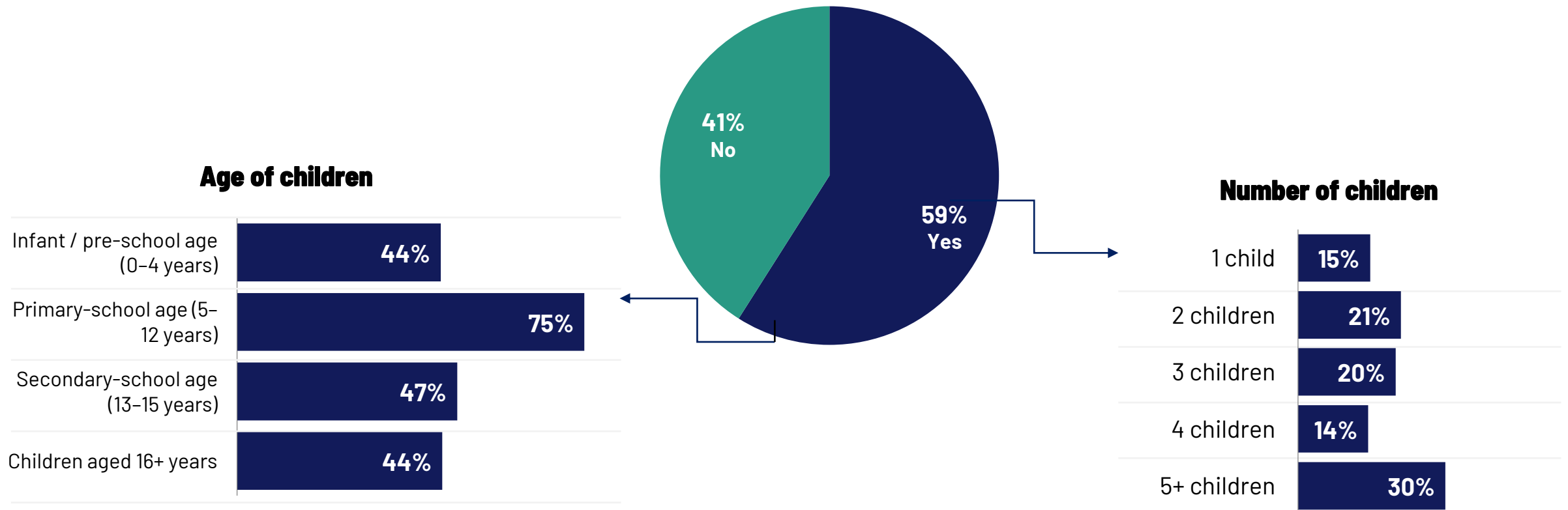
# CHILDREN



# Number & age of children in New Zealand

Around a third of former refugees surveyed have more than 5 children living in New Zealand. Three quarters of the children in respondents' families are of primary-school age (5–12 years old).

## Do you have children living in New Zealand?

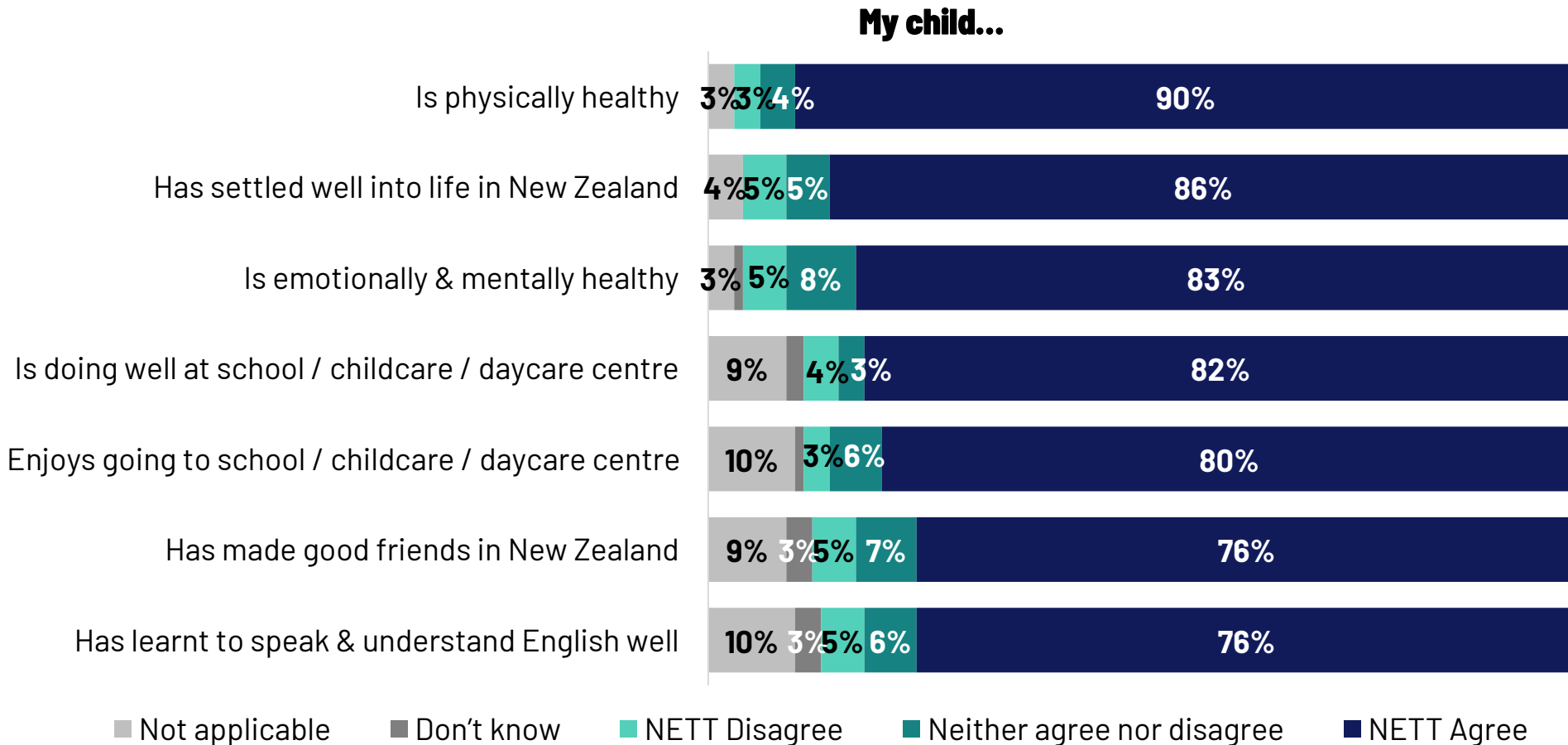


**D4:** Do you have any children under 16 years living in New Zealand? Please select one. **Base:** Total respondents (n=525)

**C1:** Firstly, can you please tell us how many children you have living in New Zealand? / **C2:** Please tell us the age(s) of your child(ren). **Base:** Those with children living in New Zealand (n=292)

# Children's experiences in New Zealand

Based on their parents' responses, children are settling & adjusting well to life in New Zealand.



*"Our children having an opportunity to study in a high-quality and calm environment is one of the things that helped us a lot. They study well and we know they are in good hands."*  
~ Former CORS refugee, 1 year in NZ, Auckland

*"I think that expecting our children to speak English in a very short time causes too much stress and slows down their learning."*  
~ Former quota refugee, 3 years in NZ, Canterbury

**C3:** This next question is about your child aged <INSERT AGE FROM C2, RANDOMISE> years old. Please answer the question about this child only. How much do you agree or disagree with the following statements?

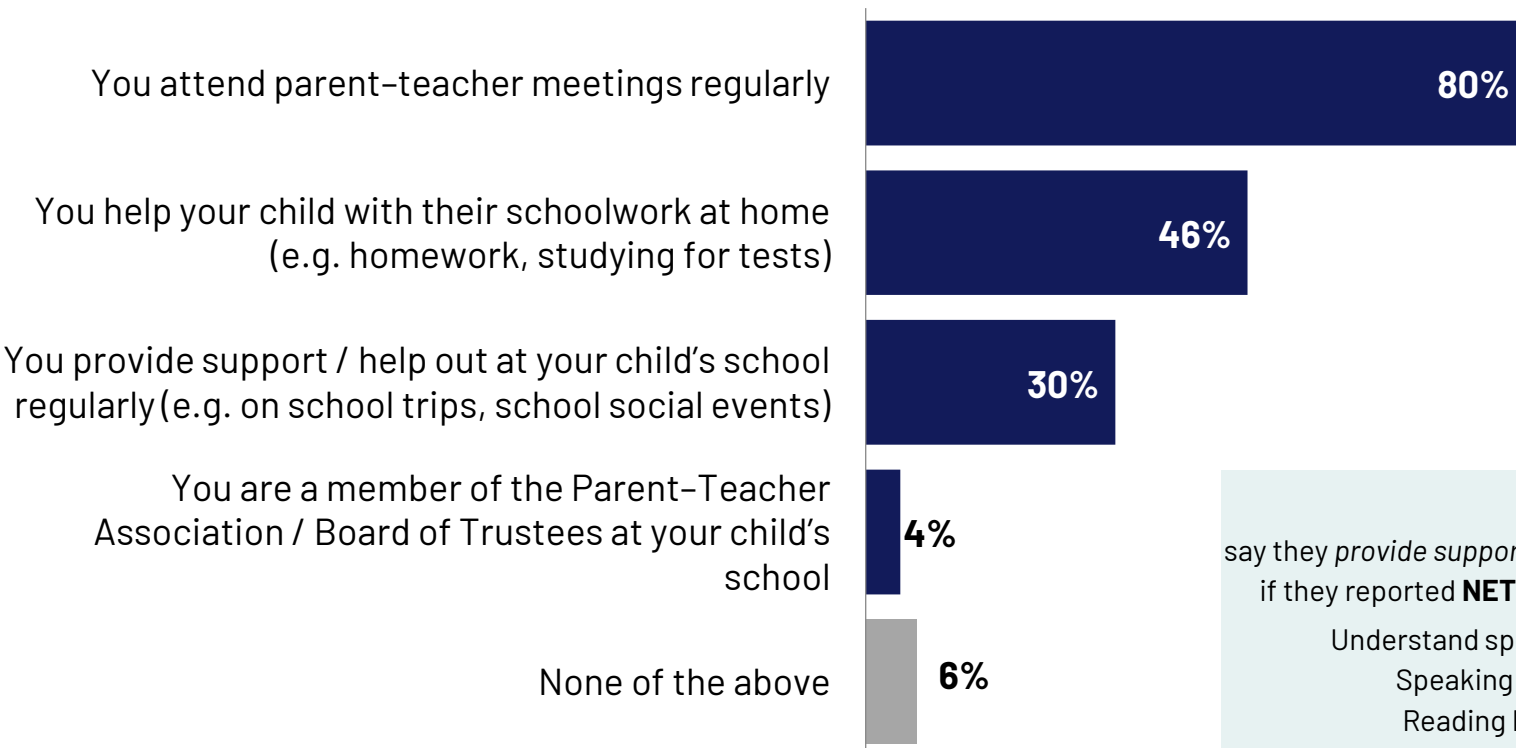
**Base:** Those with children in New Zealand under the age of 16 (n=287)

# Parent involvement in children's education

Parents also appear to be relatively well involved in their children's education. The majority report *attending parent-teacher meetings regularly (80%)*, while almost half (46%) *help their child with their schoolwork at home*.

## Activities involved in as a parent

Multiple choice



"English classes have been crucial in helping us understand about the language and communicate at schools, make medical appointments, etc."

~ Former quota refugee, 1 year in NZ, Manawatū-Whanganui

"Parents need support with understanding and working with schools, and that would be through someone who speaks their language and understands their culture and needs."

~ Former quota refugee, 1 year in NZ, Nelson / Marlborough

Parents were <b>significantly less likely</b> to...	
say they provide support/help at their child's school if they reported <b>NETT low English ability</b> for:	say they help their child with their homework if they reported <b>NETT low English ability</b> for:
Understand spoken English ( <b>16%</b> )	Reading English ( <b>31%</b> )
Speaking English ( <b>17%</b> )	Speaking English ( <b>32%</b> )
Reading English ( <b>17%</b> )	Writing English ( <b>34%</b> )

**C4:** And which of the following statements apply to you? Please select all that apply.

**Base:** Those with school-aged children aged 5-15 years (n=192)

# ADDITIONAL AREAS OF INTEREST



# What has helped settlement in New Zealand

*"A safe and peaceful environment – New Zealand's calm atmosphere and beautiful surroundings helped us feel comfortable and build a better future."*

~ Former Afghan evacuee, 3 years in NZ, Auckland

*"Access to therapy with a psychologist."*

~ Former convention refugee, 2 years in NZ, Auckland

*"The feeling of safety has helped with achieving stability."*

~ Former quota refugee, 4 years in NZ, Auckland

*"My husband getting a driver's licence."*

~ Former CORS refugee, 1 year in NZ, Bay of Plenty

*"The support from my community sponsor group has been very helpful, their support has encouraged me to make the best of opportunities I have gotten so far."*

~ Former CORS refugee, 1 year in NZ, Auckland

*"Red Cross supports with connecting other social services such as GP enrolment, school enrolment and other services."*

~ Former quota refugee, 1 year in NZ, Wellington

*"The love of these people for us and accepting us with our veils and our culture."*

~ Former quota refugee, 2 years in NZ, Auckland

*"Red Cross officials have helped me a lot with what I was going through."*

~ Former quota refugee, 2 years in NZ, Otago

*"My ability to look for opportunities and try many different things. A positive, winning mindset is very important."*

~ Former convention refugee, 4 years in NZ, Wellington

*"The organisation Asylum Seeker Support Trust helped us to integrate with supportive advice and documentation."*

~ Former family support refugee, 2 years in NZ, Manawatū-Whanganui

*"When I first arrived in New Zealand, I was mentally and physically broken due to the trauma I experienced under the Sri Lankan government. But I received incredible support – from RAS New Zealand, immigration welfare officers, and ASST – who helped me through those difficult times and gave me the strength to rebuild."*

~ Former convention refugee, 3 years in NZ, Auckland

*"The reunification of my wife through the Refugee Quota Group. Nothing else feels hard for me anymore."*

~ Former quota refugee, 3 years in NZ, Auckland

*"The Burundian community that I belong to helped us to settle fast. They provided hospitality and everything needed for daily life, and did all the government process. They also helped to find a job."*

~ Former CORS refugee, 1 year in NZ, Auckland

*"Relying on self-learning, as well as the English Language Partners and the volunteers from the people of Timaru."*

~ Former quota refugee, 1 year in NZ, Canterbury

# What could improve?

*"Providing interpreters who can understand and explain things well in healthcare settings like hospitals and clinics."*

~ Former quota refugee, 1 year in NZ, Auckland

*"Give practical advice on the importance of having a driver's license in New Zealand and offer help or guidance for refugees to obtain one, as it can make a big difference in finding work."*

~ Former CORS refugee, 1 year in NZ, Auckland

*"Maybe more resettlement support services for 2 to 5 years to improve the settlement and integration process for newcomers."*

~ Former quota refugee, 2 years in NZ, Auckland

*"My suggestion is to provide counselling and psychological support in Spanish to newly arrived families, especially to children and young people who are exposed to the sudden change."*

~ Former quota refugee, 3 years in NZ, Southland

*"Educate schools about diversity and respect everyone's culture as some of their school mates use racist statements with new arrivals."*

~ Former quota refugee, 1 year in NZ, Canterbury

*"Refugees ought to be provided with government housing because they are going to start life from zero."*

~ Former quota refugee, 2 years in NZ, Waikato

*"As someone who has come through the Community Sponsorship Programme, I can confidently say that the experience has been very positive and deeply appreciated by everyone involved in this journey. I strongly encourage you to continue this valuable programme, as it brings hope and lasting impact to refugees who are still waiting for a place to call home."*

~ Former CORS refugee, 1 year in NZ, Auckland

*"More support in housing, education, and social support, because all social and economic systems and mechanisms are new to them. Social workers should focus more on educating them so they are fully aware of all programmes, services, and facilities available to citizens. Many migrants are still unaware of many services even after four years, which causes further problems for them."*

~ Former Afghan evacuee, 4 years in NZ, Auckland

*"The processes for asylum seekers should be the same as for quota refugees. Asylum seekers experience significant vulnerability due to a lack of understanding of the system. Their residence and citizenship processes are often extended and more complicated because of limited support and knowledge."*

~ Former convention refugee, 4 years in NZ, Wellington

*"Interpreters should be made available across all services, including private institutions, as refugees often encounter services where interpretation is not provided."*

~ Former quota refugee, 2 years in NZ, Southland

*"A smoother pathway to employment could be helpful. Perhaps, having an active recruitment agency involved can be more useful than just expecting us to apply using the common online job application websites (Seek, TradeMe, etc.), which often lower our chances of being hired, especially when we have no experience in New Zealand."*

~ Former quota refugee, 1 year in NZ, Canterbury

*"Refugees would benefit from having more orientation about New Zealand's way of life before they arrive, because the system here is very different from Africa - for example, rent and bills are paid weekly, not monthly, and people need this information to set the right expectations."*

~ Former quota refugee, 2 years in NZ, Canterbury

*"Help with learning how to drive at least for one person for each family. There is only one organization provides that service and they require up to 40 to 50 hours of driving before enrolling beneficiaries and waiting time is up to one year."*

~ Former quota refugee, 3 years in NZ, Canterbury

# NGĀ MIHI

