

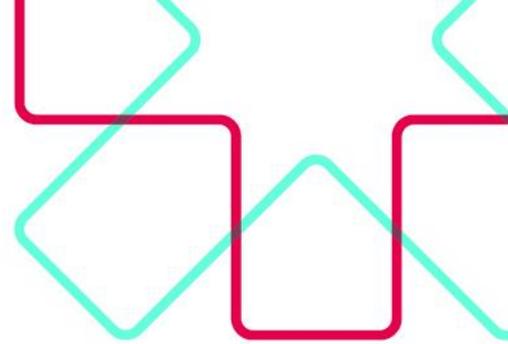
# NATIONAL MIGRANT CONSULTATIONS 2018

Recent migrants experiences of settling and adjusting to life in  
New Zealand

September 2018







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# PREFACE

This report has been prepared for the Ministry for Business, Innovation and Employment by Bev Hong and Matthew Fanselow from MartinJenkins (Martin, Jenkins & Associates Limited).

MartinJenkins advises clients in the public, private and not-for-profit sectors. Our work in the public sector spans a wide range of central and local government agencies. We provide advice and support to clients in the following areas:

- public policy
- evaluation and research
- strategy and investment
- performance improvement and monitoring
- business improvement
- organisational improvement
- employment relations
- economic development
- financial and economic analysis.

Our aim is to provide an integrated and comprehensive response to client needs – connecting our skill sets and applying fresh thinking to lift performance.

MartinJenkins is a privately owned New Zealand limited liability company. We have offices in Wellington and Auckland. The company was established in 1993 and is governed by a Board made up of executive directors Kevin Jenkins, Michael Mills, Nick Davis, Allana Coulon and Richard Tait, plus independent director Hilary Poole.



# ACKNOWLEDGEMENTS

MartinJenkins would like to thank all the people who have contributed to the successful completion of the Migrant consultations 2018. This includes:

- the recent migrants who participated for their time, effort and contributions: the face-to-face consultation participants for their openness in expressing their views and sharing their stories and the thousands of online participants who took the time to complete the online questionnaire
- the people and organisations that helped promote the consultations and encourage participation by recent migrants
- Immigration New Zealand staff who led and helped with the consultations.



# EXECUTIVE SUMMARY

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In 2018, Immigration New Zealand consulted with recent migrants<sup>1</sup> throughout New Zealand about their experiences of settling and adjusting to life in New Zealand. These consultations are a key part of Immigration New Zealand's role in leading the New Zealand government's Migrant Settlement and Integration Strategy.

The findings show that the majority of recent migrants consulted were able to access the settlement services and information they needed and did not have difficulties. They also highlight key areas where access to information could be strengthened.

The insights recent migrants shared will help central government, local government and non-government settlement service providers to ensure that the services and information they provide are tailored to best support recent migrants' needs.

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This report presents the findings from the nationwide consultations with recent migrants Immigration New Zealand led during 2018 with support from MartinJenkins (an independent consultancy).

## The consultation objectives

The areas of focus for the Consultations were:

- 1 Recent migrants' reasons for moving to their current town/city in New Zealand.
- 2 Settlement services, information, people and places that recent migrants have found helpful for adjusting to life in New Zealand.
- 3 The challenges recent migrants have experienced while adjusting to living in New Zealand.
- 4 Recent migrants' suggestions for improvements and additions to settlement information that they would have found useful.

<sup>1</sup> Consistent with Statistics New Zealand's definition, recent migrants are defined as those who have been living in New Zealand for five years or less.



## The approach

Immigration New Zealand invited participation from recent migrants (who had arrived to live in New Zealand up to five years previously) who:

- had been living in New Zealand for five years or less
- were aged 18 years and over
- held a visa which enabled them to stay and work in New Zealand permanently or long-term (12 months or more).

### Face-to-face consultation

Workshops and focus groups were held between March and June 2018 in 12 locations: Auckland (Auckland Central, New Lynn and Albany), Hamilton, Tauranga, Whanganui, Palmerston North, Wellington, Canterbury (Ashburton, Selwyn and Christchurch), and Invercargill. These sessions were led by MartinJenkins with table facilitators from Immigration New Zealand. The consultations were an opportunity for recent migrants to engage with Immigration New Zealand and to help to shape the future of settlement services and information.

### Online consultation

The aim of the online consultation was to enable recent migrants across the country to contribute. It was conducted by MartinJenkins, and participation was open for a three-week period from 25 May to 15 June 2018. In total 3,437 recent migrants responded to the online questionnaire. Most of the online participants (87%) were Skilled Migrant Category principal applicants.

The questionnaire was informed by the interim findings from the workshops and focus groups. It consisted of a 10-minute questionnaire with a series of multiple choice and rating questions. The results give an indication of the breadth of settlement experiences nationwide.

It is important to note that this online exercise was part of a consultation initiative and not developed as a systematic research survey. The recruitment approach prioritised encouraging recent migrants to participate, and all responses (including incomplete ones) were included in the results.

## Key insights

The 2018 migrant consultations highlight the broad diversity of backgrounds and life experiences that recent migrants bring with them to New Zealand and the substantial learning curve that occurs to find out about, understand, adjust and successfully settle in New Zealand.

The consultation gathered information about the reasons why consultation participants lived in their current locations, the information sources and services they found helpful and the settlement challenges they had experienced since they arrived in New Zealand.



## Why recent migrants live where they live



### Location factors

Employment opportunities were the main consideration for participants in deciding where to live in New Zealand.

Lifestyle was the main secondary factor. Auckland, for example, was seen positively by some because of its size, vibrancy, nightlife and busyness, but also negatively by others because of its size, traffic and pace of life.

Other factors included the cost of living, the natural environment, education and lifestyle for their children, and having a sense of safety and security.

## Mixed awareness and ease of accessing relevant settlement information

Consultation participants made use of a wide range of information sources with websites being a key source. Employers, work colleagues, family and friends living in New Zealand were also main sources of support and information.

The websites used included Immigration New Zealand and New Zealand Now websites (administered by Immigration New Zealand) and Employment, Community and social networking sites. The majority of consultation participants in the face-to-face consultations indicated that they had been able to readily access services or information to help them adjust to life in New Zealand. However some commented on the time needed to locate the specific information they were seeking. A common theme in the face-to-face consultations was a lack of awareness that information was available and where to find it. There were also instances of participants not being aware of key support groups such as local migrant networking groups, and services available to them such as the Citizens Advice Bureau (CAB), Work Connect and Local Council initiatives.

This suggests there could be value in strengthening the profile and promotion of the information sources and services available to recent migrants, and also in providing tools to help them navigate across websites to find the information they need.

## Settlement aspects that posed a challenge

The main focus of the consultations was to identify the settlement challenges participants have experienced since they arrived in New Zealand.

A written summary of the key insights gained from the consultations is presented below followed by summary diagrams of the consultation findings. The insights are grouped under four of the outcome areas of the New Zealand Migrant Settlement and Integration Strategy: Employment, Education and Training, Inclusion, and Health and Wellbeing. Questions about English Language (a further outcome area of the Strategy) were included as part of these four areas.



The findings for these areas have been further grouped under the headings of Cost expectations, Access, and Understanding. These sub-headings reflect different types of information that would be useful for adjusting to life in New Zealand:

- **Cost expectations** relates to expectations about the cost of living and expenses in New Zealand including the cost of taking part in activities and accessing services. Realistic cost expectations supports effective financial planning (prior to arrival and when in New Zealand).
- **Access** relates to information about accessing services including their availability, eligibility for services and how to find them.
- **Understanding** relates to participation in activities and adjusting to how things work in New Zealand such as how the New Zealand employment context and education and healthcare systems operate.

Partners of both residence and work visa holders more commonly experienced difficulties compared with residence and work visa principal applicants across a range of settlement areas.

## Employment

While only 4% of online participants reported they were currently unemployed and looking for work, both face-to-face and online consultation participants identified employment as the area where they had experienced the most challenges while settling in New Zealand. In particular, pursuing job opportunities was a main concern for consultation participants. The findings highlight the importance of information about the following aspects of employment to assist recent migrants to settle in New Zealand.

### Cost expectations

Information to support realistic planning about the potential costs associated with:

- the qualification recognition and assessment process for qualifications awarded outside New Zealand
- English language proficiency assessments
- further training or study so they can work in their chosen occupations
- a period of unpaid or relatively low-paying roles to gain New Zealand work experience and/or to save for further training courses.

### Access to employment

Information about the New Zealand job market and the recruitment process, such as how to write a CV and cover letter in a New Zealand format, the timeframe for the recruitment process (relatively longer than expected by some consultation participants), and about New Zealand qualification and training requirements to practise in the occupations they had been employed in before coming to New Zealand.



Information about networking and getting to know people who could help recent migrants get a job. In particular, the consultations highlighted that more information about connecting with professional networks would be useful.

The consultations also highlighted self-employment as an option of interest to recent migrants and that more information about how to start a business would be useful to some recent migrants.

## **Understanding the New Zealand employment context**

Understanding the different entitlements and conditions related to employment and information about what recent migrants can do when their employment rights are not being met. Participants indicated that understanding employment entitlements and conditions such as holiday pay, sick leave, hours of work, and the Kiwisaver work-based savings scheme was challenging.

## **Education and training**

A key information area highlighted by the consultations as challenging for participants was about understanding education and training for their children. In particular, this was related to understanding how the New Zealand school system works and post-school education and training options for their children. The affordability of tertiary education for their children was found to be a challenge for participants.

Consultation participants also had difficulties with the affordability of education and training for themselves, and in being able to access courses (including English language courses) that could fit in with their work and/or family responsibilities.

## **Inclusion**

Most online participants felt welcome in their community. However, some participants indicated they had frequently experienced unfair or biased behaviour in the community and did not know where to go to seek advice or support.

Specific areas where more information would be useful are:

- how to get involved in activities and groups in their local community
- Māori language and culture
- where to go to seek advice and support when biased or unfair behaviour is experienced in the community.

## **Health and wellbeing**

### **Health**

The majority of recent migrants consulted did not face challenges in accessing and using healthcare services in New Zealand. However, the consultation highlighted the substantive difference in how New Zealand services operate relative to what some recent migrants have experienced previously.



Recent migrants who were consulted found it challenging to understand:

- expectations about the costs of different health services and which services are free, and the role of private health insurance.
- how the healthcare system operates, in particular, the role of the General Practitioners in accessing prescription medicines and for referral to specialist services, timing expectations, and the relative role of General Practitioners and hospitals (including emergency services).
- work visa holders' entitlements to public health services.

It is important that recent migrants are aware of the availability of free emergency hospital services. An incorrect assumption that any hospital services will be expensive may mean that they may not use a service even in cases of severe emergency.

## **Police services**

The consultations highlighted the different roles that police services have in different countries. Participants experienced challenges understanding the role of police services in the New Zealand context, including knowing about the services the New Zealand Police provide, the type of activities to report (and not report), and what to expect in terms of the police response.

## **Housing**

Information about the housing market (and how competitive it is in some locations), how to best proactively seek rental accommodation, tenancy rights and what to do if recent migrants have tenancy concerns were areas highlighted by the consultations.

## **Overview of detailed findings**

The following figures present the key challenges and themes identified for the Strategy outcome areas of Employment, Education and Training, Inclusion and Health and Wellbeing. Key challenges from the online consultation are defined as those where 25% or more of participants rated a settlement area as either difficult or very difficult. It also provides the proportion of all participants who rated a particular settlement area as either 'Difficult' or 'Very difficult' in response to the question 'On the scale below, please rate how easy or difficult you have found the following areas'. The rating scale options were: Very easy / Easy / Difficult / Very difficult / This is not relevant to my situation.

The online consultation findings have been ordered from highest proportion (most commonly rated as difficult) at the top to lowest (least commonly) at the bottom.



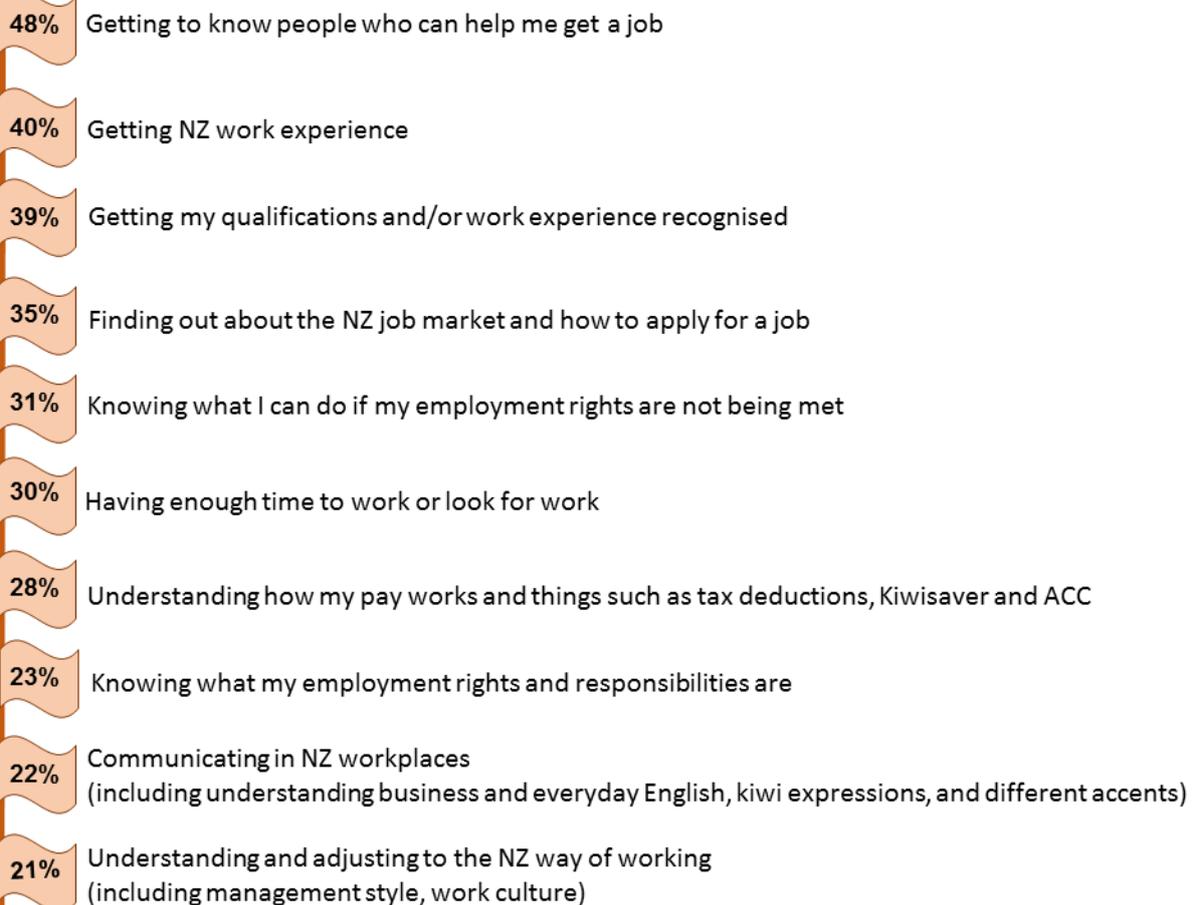
## Employment

### Key challenges

**Cost expectations:** Expectations associated with overseas qualification and English language proficiency assessments, retraining/ further study for occupational requirements; a period of unpaid (volunteer) and/or relatively low paid work while saving for education or training or to gain NZ work experience.

**Access:** Applying for a job including CV preparation, meeting people and professional networking; getting NZ work experience.

**Understanding:** Pay, and entitlements; rights, and what to do if there is a problem; how to start a business.



## Education and Training

### Key challenges

**Cost expectations:** Education costs for themselves (including to retrain/upskill); tertiary education costs for their children (when relevant).

**Access:** Courses that meet their needs – including English language classes.

**Understand:** The school system, for example – school choice, zones, assessment, and how to support children; post-school education and training options for children (when relevant).

### For themselves

- 35% Being able to pay for education and training in NZ
- 22% Accessing education and training courses that meet my needs
- 14% Understanding how education and training works here
- 5% Understanding English well enough to participate in education and training

### For their children

- 12% Being able to pay for tertiary education and training for my children
- 8% Understanding post-school education and training options for my children
- 5% Knowing how to access childcare services and activities
- 3% Knowing how to access preschool and kindergarten services
- 2% Being able to communicate with my children's teachers

The findings for Education and training presented above relate to all recent migrants who participated in the online consultation. There were a high proportion of participants for whom education and training for their children was not relevant to their situation. Of those for whom the situation was relevant 47% found the cost of tertiary education for their children difficult, and 26% had difficulty understanding post-school education and training options for their children.



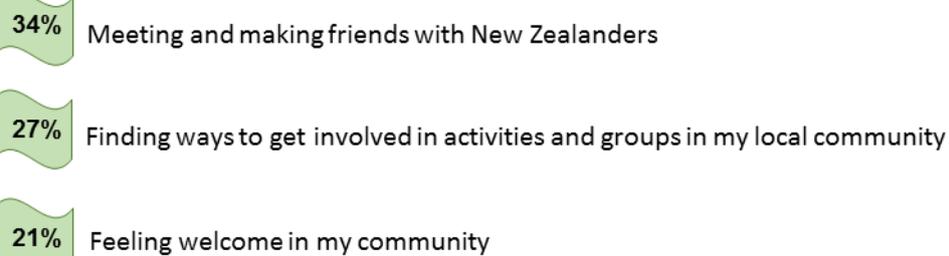
## Inclusion

### Key challenges

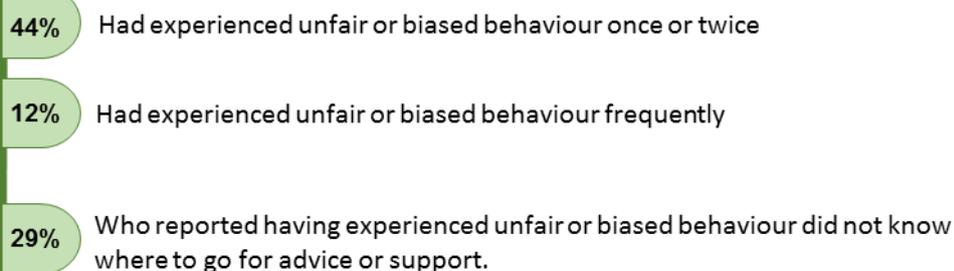
**Engaging with others:** Meeting and making friends with Kiwi New Zealanders; how to get involved in community activities and groups.

**Understanding:** Information about Māori language and culture.

**Feeling welcome:** Where to seek support or advice when unfair or biased behaviour in the community is experienced.



### Experience of unfair or biased behaviour in the community



The top three percentage figures are the proportion of participants who rated those areas 'Difficult' or 'Very difficult'.

The bottom three percentage figures are based on online participants' responses to specific questions about how often they had experienced unfair or biased behaviour in the community. If participants had experienced this type of behaviour 'Once or twice', or 'Frequently' they were asked whether they knew where to go for advice and support.



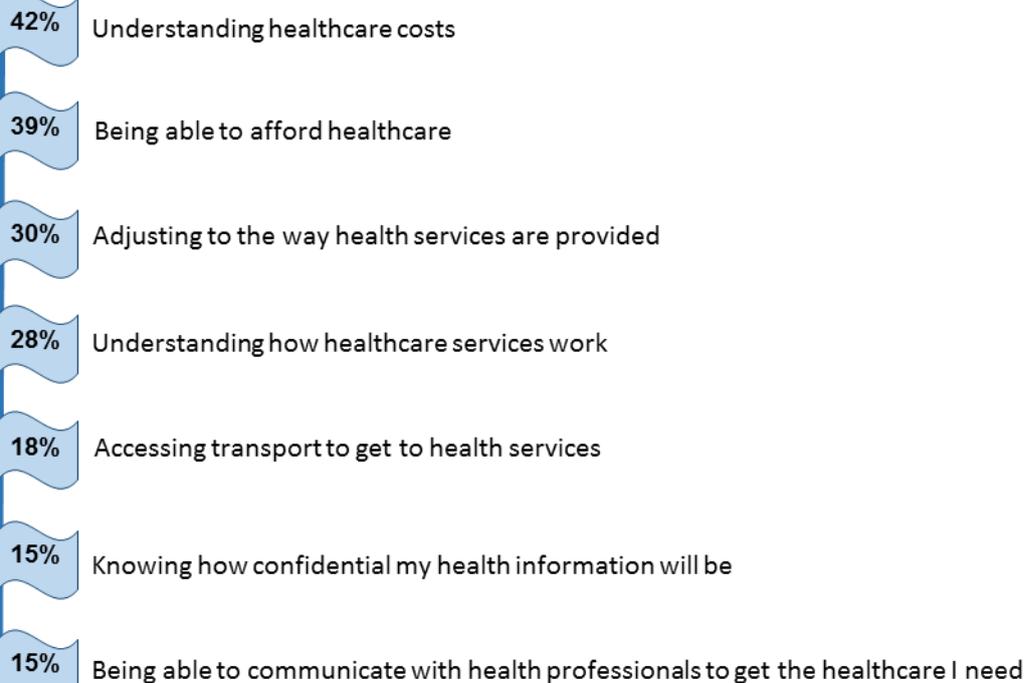
## Health and Wellbeing

### Key health challenges

**Cost expectations:** Healthcare cost expectations including for General Practitioners (GPs), specialists, dental care and prescription medicines.

**Access:** How healthcare costs work related to emergency services and private insurance; reluctance to use services in case of high costs; Work Visa holder entitlements.

**Understanding:** The healthcare system including registering for a GP; specialist referrals, waiting times; relative responsibilities of different services (when to go to the hospital and when to go to the doctor); prescription and over the counter access to medicines.



## Health and Wellbeing

### Key wellbeing challenges

**Cost expectations:** High cost of living including for food, electricity, home rent, medical and dental care.

**Understanding:** What to expect from Police services and the types of activity they address; How to rent or buy a house; tenancy rights and what to do if there is a problem.

30% Knowing about my rights when renting a house and what I can do if there is a problem

25% Understanding how to rent or buy a house

23% Knowing what to expect from Police services and what to report and not report

24% Understanding the cost of living

21% Understanding NZ laws and my rights and responsibilities

14% Understanding how much the Police and other government people can be trusted

14% Understanding how banking and financial services work

8% Feeling safe in NZ

8% Understanding the NZ road rules

7% Understanding how to get a NZ driver's license



# INTRODUCTION

## Purpose

This report presents the findings of nationwide consultations with recent migrants<sup>2</sup> to New Zealand. The consultations, which took place from March to June 2018, were led by Immigration New Zealand (INZ) and supported by MartinJenkins.<sup>3</sup> The overall objective of the migrant consultations was to gain insights into recent migrants' experiences of settling and adjusting to living in New Zealand and their settlement service and information needs.

Immigration New Zealand and the agencies it works with across government will use this report (alongside other data analysis<sup>4</sup>) to help inform decision-making on future areas of focus for government settlement services and information. This may include new focus areas and continued focus in other areas where services and information already exist. The report is also intended as a resource for local government and the range of non-government settlement service providers, community groups and organisations throughout the country who support migrants settling in New Zealand.

## Background

Immigration New Zealand (a branch within the Ministry of Business, Innovation and Employment – MBIE) works in collaboration with agencies across government to lead the implementation of the New Zealand Migrant Settlement and Integration Strategy (the Strategy), which was approved by Cabinet in 2014. The Strategy represents the Government's approach to settling and integrating recent migrants, so they can “Make New Zealand their home, participate fully and contribute to all aspects of New Zealand life”. The Strategy is depicted in Figure 1 below. It identifies five interconnected and measurable settlement and integration outcome areas that facilitate the successful settlement and integration of migrants:

- Employment
- Education and training
- English language
- Inclusion
- Health and wellbeing.

<sup>2</sup> Consistent with Statistics New Zealand's definition, recent migrants are defined as those who have been living in New Zealand for five years or less.

<sup>3</sup> Immigration New Zealand engaged MartinJenkins to provide input into the design and planning of the consultations, facilitate the face-to-face sessions, undertake the online questionnaire and analyse and report on the consultations findings.

<sup>4</sup> This includes analysis of the annual dashboard report on the Strategy's 16 success indicators (<https://www.immigration.govt.nz/documents/other-resources/2017-integration-strategy-dashboard.pdf>), the dashboard Supplementary report (<https://www.immigration.govt.nz/documents/other-resources/2017-integration-strategy-outcomes-indicators.pdf>) and any other recent research into settlement outcomes, to identify areas requiring attention.



**Figure 1: The New Zealand Migrant Settlement and Integration Strategy**



The government provides tailored information and services to support positive settlement outcomes for recent migrants in each of the five Strategy areas. The provision of trusted information related to all aspects of adjusting to living and working in New Zealand underpins work across government to support each outcome area and the Strategy’s overarching outcome.

Consulting with recent migrants every three years is a key part of implementing the Strategy. The consultations were an opportunity for recent migrants to engage with INZ and to help to shape the future of settlement services and information.

Immigration New Zealand also intends to ask a group of settlement support and information service providers to share their observations on the consultation findings. Service provider observations will be summarised in a separate report which will also be available on the Immigration New Zealand website.

The objectives, approach and plan for the migrant consultations were developed by Immigration New Zealand with input from the agencies across government it works with. This group includes the Ministry of Education, the Ministry of Health, the Office of Ethnic Communities, the Ministry of Social Development, the State Services Commission, NZ Police, the Tertiary Education Commission and the Human Rights Commission.



## Format of this report

The next section of this report describes the consultation aims and approach. The key insights gained from the consultations are then presented followed by sections that provide detailed findings about participants' settlement experiences:

- their reasons for choosing to live in their current town or city
- the settlement information sources and services they have found helpful
- the settlement challenges they experienced relating to the Strategy outcome areas of Employment, Education and training, Inclusion, and Health and wellbeing. Challenges related to English language are included in each of these outcome areas.



# OBJECTIVES AND FOCUS OF THE MIGRANT CONSULTATIONS

## Objectives and areas of focus

The overall objective of the migrant consultations was to gain insights into recent migrants' experiences of settling and adjusting to living in New Zealand and their settlement service and information needs.

The areas of focus were:

- 1 Recent migrants' reasons for moving to their current city or town in New Zealand.
- 2 Settlement services, information, people and places that recent migrants have found helpful for adjusting to life in New Zealand.
- 3 The challenges recent migrants have experienced while adjusting to living in New Zealand.
- 4 Recent migrants' suggestions for improvements and additions to settlement information that they would have found useful.

The main emphasis of the consultations has been to better understand the settlement challenges participants have experienced since they arrived in New Zealand and to get ideas for how settlement information could be improved to address the areas participants identified as most challenging.

### Areas outside of scope

Migrants' experiences related to the visa application process were outside of the scope for these consultations. Exploitation of migrants was also not a focus for these consultations (although understanding employment rights and responsibilities was). A separate ongoing work programme being developed by MBIE will focus on exploitation of temporary migrant workers.

## Who the consultations focused on

For these migrant consultations, Immigration New Zealand invited participants who:

- had been living in New Zealand for five years or less
- were aged 18 and older, and
- held a visa that enabled them to stay and work in New Zealand permanently or long-term (12 months or more).

Further information about the participant criteria are on the next page.



## What migrants did the consultations focus on?

### Recent migrants

Immigration New Zealand uses Statistics New Zealand's definition of a recent migrant – those who have been living in New Zealand for five years or less.

Recent migrants are the focus for information and services that support the New Zealand Migrant Settlement and Integration Strategy. To ensure they are able to settle successfully in the long term, it is critical that when migrants first arrive here they have, or know where to find, the information and settlement services they need in order to adjust to all aspects of living and working in New Zealand.

Recent migrants also have the most current experience of the services and information available to new migrants.

### Migrants aged 18 and older

These migrant consultations did not include migrants aged under 18. However, they included asking migrant parents about their experiences of settling their children in New Zealand.

Migrant youth may be included in a separate consultation exercise that will support the [Migrant Youth Information Project](#) that MBIE undertook in 2017.

### Migrants entitled to stay and work in New Zealand permanently or long-term

While settlement information is available to all recent migrants, the focus of these consultations was on recent migrants who have a residence or work visa that enables them to stay and work in New Zealand permanently or long-term (12 months or more). This included the holders of the following visas (for more information see the glossary in Appendix 1).

#### Residence visas

- Skilled Migrant Category visas (principal and secondary applicants)
- Business Category visas (principal and secondary applicants)
- Partner and parent of a New Zealander resident visa.

#### Work visas

- Essential Skills visa (valid 12 months or more)
- Work to Residence visa
- Partner of a worker work visa
- Partner of a New Zealander work visa
- Post-study work visa – employer assisted.

### Migrants not supported by other strategies

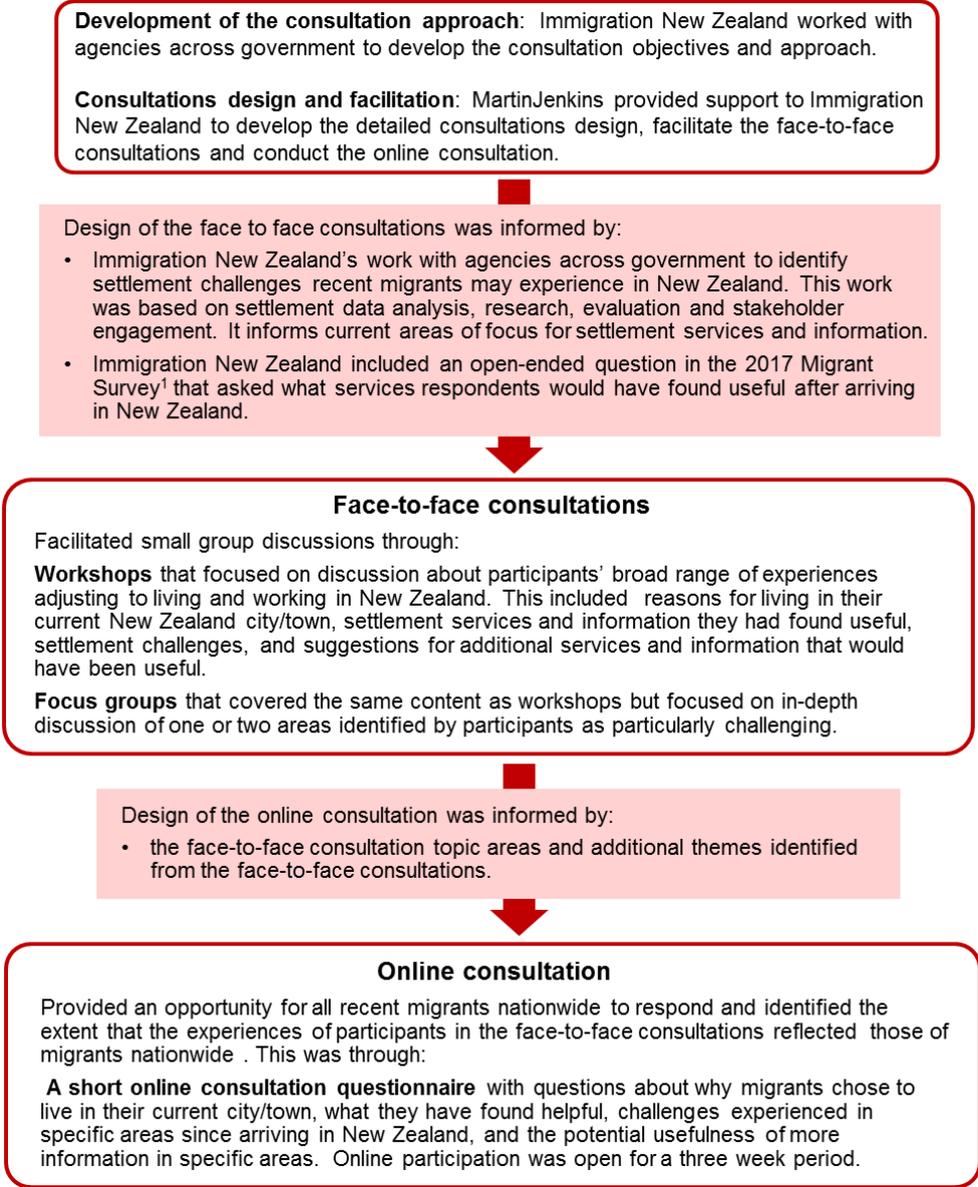
Migrants supported through other government strategies were not included in these migrant consultations. This includes refugees supported through the New Zealand Refugee Resettlement Strategy, and student visa holders supported through the International Student Wellbeing Strategy.



# THE CONSULTATION APPROACH

The approach to designing and undertaking the consultations was sequenced. It included both face-to-face and online activities with recent migrants, as described in Figure 2 below.

**Figure 2: Overview of the Migrant Consultations 2018 approach**



**Note:** The Migrant Survey is conducted annually by MBIE. It focuses on the settlement and employment outcomes of recent migrants to New Zealand.



## The workshops and focus groups

Workshops and focus groups were held between March and June 2018 in 12 locations: Auckland (Auckland Central, New Lynn and Albany), Hamilton, Tauranga, Whanganui, Palmerston North, Wellington, Canterbury (Ashburton, Selwyn and Christchurch), and Invercargill.

Locations were chosen by Immigration New Zealand based on the size of the migrant population and also in alignment with the five regions where the [Welcoming Communities initiative](#) is being piloted – Tauranga/Western Bay of Plenty, Palmerston North, Whanganui, Canterbury (represented by Selwyn and Ashburton) and Southland. The consultations will provide insights to help inform how the Welcoming Communities initiative is implemented in those communities.

### Recruitment

This was a two-step process:

- 1 **Registration of Interest** – Immigration New Zealand sent an email invitation to a randomly selected group<sup>5</sup> of Skilled Migrant Category principal applicant visa holders, seeking registrations of interest for face-to-face sessions to be held around New Zealand. They were asked to share the invitation with their partners (if applicable).

Migrant Skills Retention Relationship Managers from INZ and the five coordinators from the Welcoming Communities pilot shared the registration of interest invitation with their local networks, including Local Settlement Networks, community organisations, service providers, and employers. The local networks shared the invitation with recent migrants they have connections with. This channel was particularly important for reaching work visa holders and partners of Skilled Migrant Category principal applicants.

- 2 **Invitations to participate** – Immigration New Zealand sent invitations to those who had registered their interest and who met the participation criteria for these consultations (as stated previously).

### Participants

In total, 286 recent migrants participated in the 12 workshops and 11 focus groups that were held in 12 locations nationwide.

60% of participants were Skilled Migrant Category visa holders (principal applicants), 24% were Skilled Migrant Category visa holders (secondary applicants) and 11% were work visa holders.

Participants were aged from 18 to 64, with most (84%) aged from 25 to 44.

Half of the participants were male (50%), just under half were female (45%), with 5% not specifying their gender when they registered their interest.

<sup>5</sup> A randomised sample was used as it was not practically feasible to email an invitation to all recent Skilled Migrant Category principal applicants.



The participants in the workshops and focus groups originated from the 48 countries listed below:

|           |               |              |                          |
|-----------|---------------|--------------|--------------------------|
| Argentina | Great Britain | Mozambique   | Spain                    |
| Belgium   | Hong Kong     | Nepal        | Sri Lanka                |
| Bolivia   | India         | Netherlands  | Taiwan                   |
| Brazil    | Indonesia     | Pakistan     | Thailand                 |
| China     | Iran          | Philippines  | Turkey                   |
| Croatia   | Iraq          | Poland       | Ukraine                  |
| Denmark   | Ireland       | Russia       | United States of America |
| Egypt     | Israel        | Singapore    | Uruguay                  |
| Estonia   | Italy         | Slovakia     | Vietnam                  |
| Fiji      | Jordan        | Slovenia     | Vietnamese               |
| France    | Lithuania     | South Africa | Yemen                    |
| Germany   | Malaysia      | South Korea  | Zimbabwe                 |

**Format and content**

Table 1 on the next page describes the format of the face-to-face consultations followed by the prompter statements used for the facilitated small-group table discussions. These were the aspects of adjustment to life in New Zealand identified from previous cross-government work as potentially challenging for recent migrants.

Although workshops and focus groups had a structured approach, it was also a consultation priority to give the participants the opportunity to raise and discuss the settlement issues that were most important to them. The issues covered by the sessions therefore varied across the groups.

To help generate open discussion, partners of participants were seated at different group table discussions, where this was possible and the partner was open to this. All-female and all-male focus group discussions were also included. The sessions took a family-friendly approach and where possible, a table was set up for children to draw or otherwise occupy themselves while their parents were participating.



**Table 1: Migrant consultations 2018: Face-to-face workshops and focus groups**

|                |   |   |
|----------------|---|---|
| <b>General</b> | <p>MartinJenkins provided overall facilitation supported by table facilitators from Immigration New Zealand. Each session commenced with:</p> <ul style="list-style-type: none"> <li>• an introduction and welcome by Immigration New Zealand</li> <li>• provision of an information sheet which set out the purpose and objectives of the session, confidentiality, information use and reporting of results</li> <li>• an ice-breaker exercise to build an open and welcoming environment for participants to contribute and express their ideas.</li> </ul> <p>Food was provided as part of the sessions and a small koha (gift) was provided in acknowledgement of participation at the end of the session.</p>   |   |
| <b>Focus</b>   | <p><b>Workshops - Sessions with up to 33 participants.</b><br/>A broad range of experiences of adjusting to living and working in New Zealand.</p>  | <p><b>Focus Groups - Groups of 5-11 participants.</b><br/>In depth focus on specific topic areas of relevance chosen by participants.</p>   |
| <b>Format</b>  | <p>Participants were placed in groups of 6-10 people based on visa type. Each table worked through the three exercises below and table facilitators recorded the discussion. For exercise 3 participants were asked to indicate whether they had experienced each potential challenge. Discussion then focused on the areas that participants identified as challenging.</p>  | <p>Participants were placed in groups of 4-5 people and table facilitators recorded the discussion. Exercise 1 was discussed as a full group and Exercises 2 and 3 in the smaller groups. In Exercise 3, in depth discussions focussed on the outcome areas identified as most relevant to the group (initial prompters related to Employment and Inclusion).</p> |
| <b>Content</b> | <p><b>Exercise 1: Location</b></p> <ul style="list-style-type: none"> <li>• What were the reasons for coming to <i>location X</i> to live?</li> <li>• Would you consider living elsewhere in New Zealand? Why? Why not?</li> </ul> <p><b>Exercise 2: Helpful settlement services and information for adjusting to NZ</b></p> <ul style="list-style-type: none"> <li>• What people, places, information, services or other things did you find helpful for adjusting to life in New Zealand?</li> </ul> <p><b>Exercise 3: Challenges and improvements</b></p> <p>Potential settlement challenges grouped under four outcomes areas: Employment, Education and Training Health and Wellbeing, and Inclusion. The list of prompter and discussion statements is presented on the next page.</p> <ul style="list-style-type: none"> <li>• Which of these things do you / did you find hard to deal with when adjusting to life and settling into New Zealand?</li> <li>• Are there other difficulties or things you found hard about this outcome area?</li> <li>• What were your experiences?</li> <li>• What suggestions or new ideas do you have for things that could be helpful?</li> </ul> <p>Concluding comments: Participants were each provided the opportunity to make additional comments about their settlement experience.</p> |   |



## Face-to-face consultation prompter statements

### Employment

- Getting New Zealand work experience
- My qualifications and/or work experience being recognised
- Communication in New Zealand workplaces
- Getting to know people who can help me get a job
- Finding out about the New Zealand job market and how to apply for a job
- Knowing what my employment rights and responsibilities are
- Being treated unfairly when I've been applying for jobs or at work
- Adjusting to the New Zealand way of working
- Having enough time to work or look for work

### Education and training

- Understanding English well enough to pursue my own education and training
- Understanding how education and training works here and the options available to me
- Having the confidence to participate in education and training in New Zealand
- The cost of accessing education and training in New Zealand
- Being able to access suitable education and training courses
- Understanding how the New Zealand school system works and how to support my children to settle and do well at school in New Zealand
- Being able to communicate with my children's teachers

### Inclusion

- Having the time to get involved with the community and make friends
- Finding opportunities to get involved in activities and groups in my local community and to meet New Zealanders
- Feeling welcome in the community and confident to get involved with the community and make friends
- The cost of getting involved in activities and events
- Experiencing unfair or biased behaviour in the community

### Health and wellbeing

- Communicating to access New Zealand healthcare services
- Knowing what is available and how to access health-related services
- Differences in the way that health services are provided here
- Doctors, nurses and other health professionals not understanding my cultural practices
- Worry about what other people will think of me if I seek help for health issues
- Not being sure who will find out about what I talk about with doctors, nurses and health professionals
- Transport problems being able to get to the health service
- The cost of accessing healthcare in New Zealand
- Not being sure how much the Police and other government people can be trusted
- Understanding New Zealand laws and what behaviours are and are not OK
- Not feeling safe in New Zealand



## The online consultation

The aim of the online consultation was to enable recent migrants across the country to contribute and to identify the extent to which the experiences of participants in the face-to-face consultations reflected the experiences of a larger group of recent migrants nationwide. It was conducted by Martin Jenkins and participation was open for a three-week period from 25 May to 15 June 2018.

The online consultation invited recent migrants to complete a 10-minute questionnaire with a series of multiple choice and rating questions.

It is important to note that online participation was for a consultation exercise and not for a systematic research survey. The recruitment approach prioritised encouraging any recent migrant who met the participation criteria for these consultations (as stated previously) to participate, and all responses (including incomplete ones) were included in the results reported.

### Recruitment

The link to the online questionnaire was shared through the following channels:

**Email invitations to participate** – These were sent by Immigration New Zealand to a second randomised group of Skilled Migrant Category principal applicants<sup>6</sup> and to those who had been invited to a face-to-face session but could not attend. Those invited to participate were asked to encourage their partners and other skilled migrants they knew to also complete the questionnaire.

**‘New to New Zealand’ Facebook page** – Three posts were created while the questionnaire was open. The posts were shared by local councils, service providers, community organisations and agencies across government.

**Community networks** - INZ’s Migrant Skills Retention Relationship Managers, the five Welcoming Communities coordinators and INZ’s government partner agencies connected with local networks and settlement service providers they work with to ask them to share the questionnaire with recent migrants.

### Participants

In total, 3,347 recent migrants responded to the online questionnaire. About two-thirds identified as male (64%) and a third female (36%) 45% had children living with them in New Zealand. Most of the online participants were:

- aged between 25 and 44 (84%)
- in a relationship - married/in a civil union or had a partner (83%)
- worked for a wage or salary – full time (84%)
- residence visa principal applicants (87%).

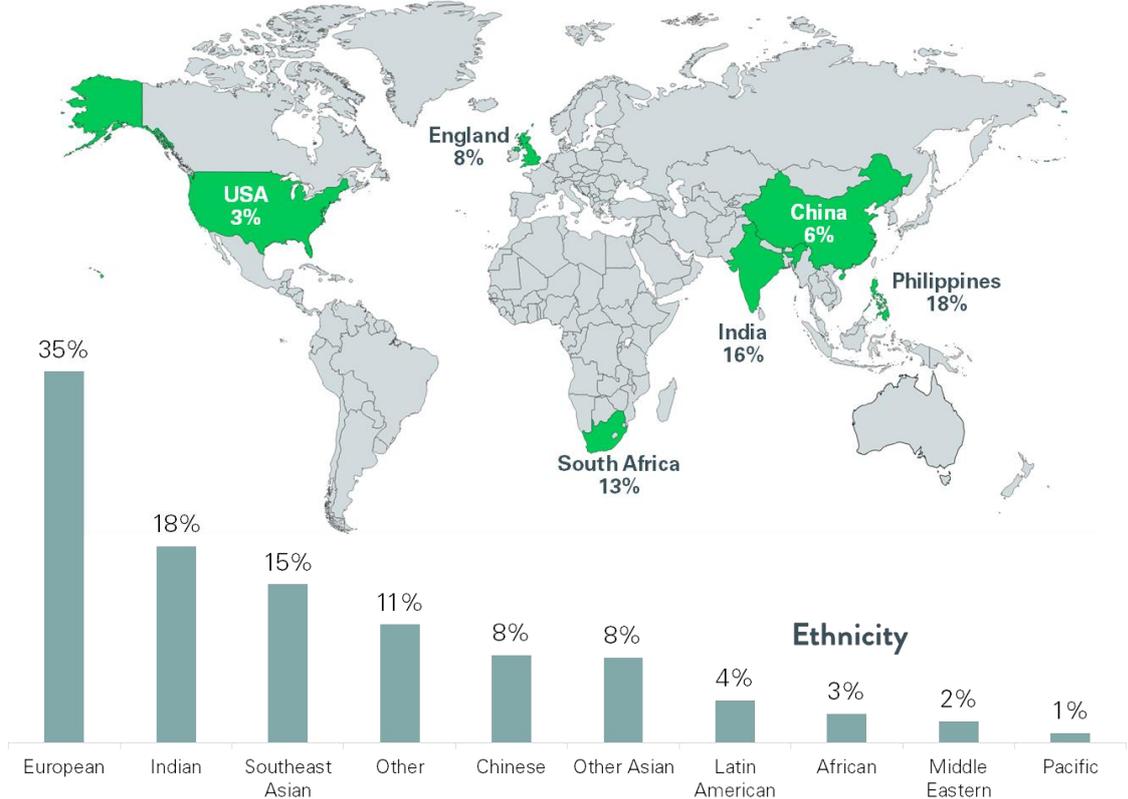
<sup>6</sup> A randomised sample was used as it was not practically feasible to email an invitation to all recent Skilled Migrant Category principal applicants



A country of origin and ethnicity profile of the online participants is provided in Figure 3. Detailed demographic information is provided in Appendix 2.

**Figure 3: Country of origin and ethnicity profile of online consultation participants**

**Major countries of origin**



**Content of the online questionnaire**

The questionnaire used the same content structure as the face-to face consultations and the questions were based on the key themes from the workshops and focus groups.

The questionnaire asked participants about:

- demographic characteristics
- reasons for moving to their current town or city
- people, places, information and services they found helpful for adjusting to life in New Zealand
- how easy or difficult they found a range of potential settlement challenges relating to:
  - employment
  - education and training for themselves and for their children



- inclusion (feeling like part of the community)
- health and well-being
- the usefulness of more information being available for specified topic areas.

## Constraints and other issues

### Overcoming language obstacles

The face-to-face and online consultations were carried out in English. This may have been a barrier to participation for those with lower levels of English language proficiency, particularly for some partners of Skilled Migrant principal applicants and work visa holders. During the face-to-face sessions those with less English proficiency were supported by another participant who spoke the same first language.

### Visa types represented in the consultation

The visa type demographics of the participants reflect the recruitment methods used. The large proportion of participants who were Skilled Migrant Category principal applicants relates to the ability to use email contact information held by MBIE to send an invitation to that group of migrants.

The main recruitment methods used to reach other visa holders were: promotion through migrant networks; social media; and principal applicants sharing the invitation with their partners.

The responses of Skilled Migrant Category visa holders are likely to reflect to some extent the perspectives of work visa holders. This is because most Skilled Migrant Category applicants have previously held work visas in New Zealand. From 2014/15 to 2016/17, 89% principal applicants granted residence under the Skilled Migrant Category had previously held a work visa (46% transitioned from a student visa to work visa to resident visa and 43% from a work visa to residence visa).<sup>7</sup>

Family Category visa holders (including Partner of New Zealand resident/citizen work and residence visa holders and parents) were not represented among the face-to-face participants. They did, however, respond to the online consultation.

In larger regions such as Auckland, Wellington and Christchurch, where the face-to-face sessions could not accommodate all those who registered their interest, targeted follow-on invitations to sessions were sent out, with the aim of representing different visa types.

### Participant demographics

The consultations did not include systematic demographic sampling or targeting (by gender, age, country of origin, ethnicity, region of residence) for different visa types. Therefore, participants in the consultations do not necessarily represent the demographics of recent migrants in New Zealand. The

<sup>7</sup> Migrant Trends 2016/17, Ministry of Business, Innovation and Employment, March 2018, <http://www.mbie.govt.nz/publications-research/research/migrants---monitoring/migration-trends-2016-17.pdf>



objective was to reach and encourage the participation of as many migrants in the participant groups as possible.

### **Possible over-representation of recent migrants facing challenges**

Recent migrants who had concerns or who found adjusting to living in New Zealand more challenging may have been more likely to respond to and participate in the consultation activities. Therefore the findings do not provide a systematic or generalisable estimate of the extent to which recent migrants experience settlement challenges.

### **Responses do not necessarily reflect current challenges**

The responses from participants relate to experiences of adjusting to life in New Zealand since their arrival up to five years earlier. This consultation provides insight into information sources and services they have used and their experiences over that time, and does not indicate the extent to which recent migrants are facing particular challenges currently.

In addition, participants who had arrived earlier in the five year period are probably less likely to be aware of and to have accessed settlement services and information that have been developed more recently.



# KEY INSIGHTS FOR SETTLEMENT SERVICES AND INFORMATION

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The majority of recent migrants who participated in the 2018 national migrant consultations indicated that they had been able to readily access services or information to help them adjust to life in New Zealand.

Specific areas migrants more commonly found challenging related to pursuing job opportunities, and understanding health costs and how health services operate.

The consultations indicate that recent migrants' awareness of the settlement services and information available to them could be strengthened along with their ability to navigate across websites to find the specific information they need.

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The 2018 consultations highlights areas where recent migrants may commonly experience more difficulties and indicates ways in which the provision of settlement services and information could be tailored to meet the information needs of recent migrants.

## Awareness and use of settlement services and the information available

Websites are a key source of information that consultation participants used to find out about living in New Zealand, and although useful information was often found, it took time to locate. There was also some lack of awareness of key services and groups (such as migrant support groups and the Citizens Advice Bureau) and information sources available to recent migrants.

This suggests there could be value in strengthening the profile and promotion of the information sources and services available to recent migrants, and also in providing tools to help them navigate across websites to find the information they need.

## Settlement aspects that posed a greater challenge

The main focus of the consultations was to identify the settlement challenges participants have experienced since they arrived in New Zealand.



Partners of both residence and work visa holders more commonly experienced difficulties compared with residence and work visa principal applicants across a range of settlement areas.

## Employment

While only 4% of online participants reported they were currently unemployed, working in New Zealand was a key settlement area that was commonly identified as a challenging experience by the consultation participants with pursuing job opportunities a main concern. The findings highlight the importance of information about the following aspects of employment to assist recent migrants to settle in New Zealand.

### Cost expectations

Information to support realistic planning about the potential costs associated with:

- the qualification recognition and assessment process for qualifications awarded outside New Zealand
- English language proficiency assessments
- further training or study so they can work in their chosen occupations
- a period of unpaid or relatively low-paying roles to gain New Zealand work experience and/or to save for further training courses.

### Access to employment

Information about the New Zealand job market and the recruitment process, such as how to write a CV and cover letter in a New Zealand format, the timeframe for the recruitment process (relatively longer than expected by some consultation participants), and about New Zealand qualification and training requirements to practise in the occupations they had been employed in before coming to New Zealand.

Information about networking and getting to know people who could help recent migrants get a job. In particular, the consultations highlighted that more information about connecting with professional networks would be useful.

The consultations also highlighted self-employment as an option of interest to recent migrants and that more information about how to start a business would be useful to some recent migrants.

### Understanding the New Zealand employment context

Understanding the different entitlements and conditions relating to employment and information about what recent migrants can do when their employment rights are not being met. Participants indicated that understanding employment entitlements and conditions including holiday pay, sick leave, hours of work, and the Kiwisaver work-based savings scheme was challenging.



## Education and training

A key information area highlighted by the consultations as challenging for participants was about understanding education and training for their children. In particular, this was related to understanding how the New Zealand school system works and post-school options for their children. The affordability of tertiary education for their children was also found to be a challenge.

Consultation participants also had difficulties with the affordability of education and training for themselves, and in being able to access courses (including English language courses) that could fit in with their work and/or family responsibilities.

## Inclusion

Most online participants felt welcome in their community. However, some participants indicated they had experienced unfair or biased behaviour in the community frequently, with a lack of knowledge about where to seek advice or support.

Specific areas where participants suggested more information would be useful were:

- how to get involved in activities and groups in their local community
- Māori language and culture
- where to go to seek advice and support when biased or unfair behaviour is experienced in the community.

## Health and wellbeing

### Health

The majority of recent migrants consulted did not face challenges in accessing and using healthcare services in New Zealand. However, the consultation highlighted the substantive difference in how New Zealand services operate relative to what some recent migrants have experienced previously.

Recent migrants who were consulted found it challenging to understand:

- expectations about the costs of different health services and which services are free, and the role of private health insurance.
- how the healthcare system operates, in particular, the role of the General Practitioners in accessing prescription medicines and for referral to specialist services, timing expectations, and the relative role of General Practitioners and hospitals (including emergency services).
- work visa holders' entitlements to public health services.

It is important that recent migrants are aware of the availability of free emergency hospital services. An incorrect assumption that any hospital services will be expensive may mean that they may not use a service even in cases of severe emergency.



## **Police services**

The consultations highlighted the different roles that police services have in different countries. Participants highlighted challenges related to understanding the role of police services in the New Zealand context, including knowing about the services the New Zealand Police provide and the type of activities to report (and not report) and what to expect in terms of the police response.

## **Housing**

Information about the housing market (and how competitive it is in some locations), how to best proactively seek rental accommodation, tenancy rights and what to do if recent migrants have tenancy concerns were areas highlighted by the consultations.



# WHY RECENT MIGRANTS LIVE WHERE THEY LIVE

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Employment opportunities were the main considerations for the consultation participants in deciding where to live in New Zealand.

Lifestyle was the main secondary consideration. Auckland, for example, was seen positively by some because of its size, vibrancy, nightlife and busyness, but also negatively by others because of its size, traffic and pace of life.

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## Introduction

This section presents information from the online consultation about the reasons why consultation participants live in their current New Zealand locations. We present the overall national findings from the online consultation, followed by an examination of regional differences.

About half of the online participants (48%) lived in Auckland, while just over a quarter (28%) lived in either Wellington (13%) or Canterbury (15%). The remaining quarter were spread across New Zealand (regional data for where participants lived is provided in Appendix 2).

Over half of the participants (60%) had only ever lived in their current location in New Zealand, and about a quarter (24%) had shifted once. 8% of participants had shifted twice, and 8% had relocated three or more times.

## The consultation findings

Online consultation participants were asked to select three reasons for living in their current location and to rank them in priority from 1 to 3. The percentage of participants who selected each reason is presented in Figure 4 on the following page. The percentage of participants who ranked a reason as number 1 is presented in Figure 5.

As can be seen, employment was the key factor. In particular, the participant's job was selected by 60% as amongst their 3 reasons for where they lived and by 60.6% as the primary reason. Future employment opportunities was selected by 28% of participants as amongst their 3 reasons and their partner's employment by 14%.

Lifestyle (such as the size of the city/town, traffic, and housing options) was a consideration for 3 out of 10 participants. Face-to-face consultation discussions about location highlighted the relevance of

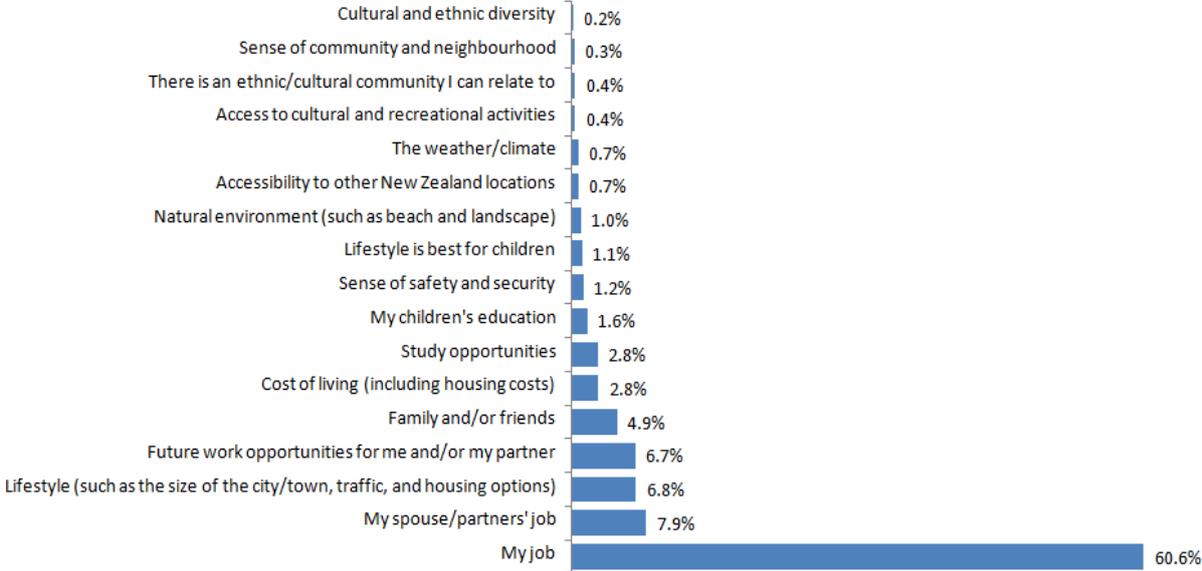


previous lifestyle experiences (before coming to New Zealand) for choosing locations. For example, some participants from large busy cities (such as in Brazil or Japan) did not find the size, traffic or travel time in Auckland of concern and liked living in a large city. Some participants were looking for a quieter lifestyle compared to their previous experiences.

**Figure 4: Reasons selected by migrants for where they now live**



**Figure 5: Main reason selected by migrants for where they now live**



**Regional differences in the reasons given**

There were some regional differences in the reasons given by participants for where they now live. This was particularly the case for the following factors:<sup>8</sup>

- Lifestyle (such as the size of the city/town, traffic, and housing options)
- Future work opportunities for the participants and/or their partner
- Cost of living (including housing costs)
- Natural environment (such as beach and landscape)
- The weather/climate.

The range of results across regions for these factors is presented in Table 4 below, with commentary reflecting discussions from the face-to-face consultations. Other reasons raised in the face-to-face consultation include: living where their partner was studying; the desire not to live in Christchurch because of the perceived earthquake risk; and the need for adequate infrastructure so they were able to work remotely.

<sup>8</sup> The range of results for different regions spread over 20% or more for these factors.



**Table 2: Regional differences in the reasons chosen for where participants lived**

| Location factor  | 0-9%   | 10-19%  | 20-29%   | 30-39%   | 40-49%   |
|--|--|---|--|--|--|
| <b>Lifestyle (such as the size of the city/town, traffic, and housing options)</b> |  |   | Auckland<br>Manawatu-Whanganui                       | Canterbury<br>Hawkes Bay<br>Waikato<br>Northland   | Otago<br>Wellington<br>Taranaki<br>Nelson<br>Bay of Plenty |
| <b>Commentary based on face-to-face consultation</b>                               | Some participants preferred smaller locations (often in comparison to Auckland) that have a more relaxed pace of life, ease of travel, accessible services and facilities, and more choice in housing style (such as having a backyard). These aspects were associated by some to work-life balance. |   |  |  |  |
| <b>Future work opportunities for me and/or my partner</b>                          | Taranaki   | Nelson<br>Bay of Plenty<br>Northland<br>Hawkes Bay                            | Manawatu-Whanganui<br>Waikato<br>Otago<br>Canterbury | Wellington<br>Auckland                             |  |
| <b>Commentary based on face-to-face consultation</b>                               | Auckland and Wellington were seen as having greater employment opportunities because of their size. The post-earthquake rebuild in Christchurch was seen positively as providing future work opportunities.  |   |  |  |  |
| <b>Cost of living (including housing costs)</b>                                    | Nelson<br>Auckland<br>Otago  | Wellington<br>Canterbury<br>Taranaki<br>Northland<br>Bay of Plenty<br>Waikato | Hawkes Bay<br>Manawatu-Whanganui                     |  |  |
| <b>Commentary based on face-to-face consultation</b>                               | The cost of living was highlighted as a reason for living in locations other than Auckland, particularly because of the cost of housing in Auckland.   |   |  |  |  |
| <b>Natural environment (such as beach and landscape)</b>                           | Manawatu-Whanganui<br>Auckland<br>Waikato<br>Hawkes Bay  | Canterbury<br>Wellington<br>Taranaki<br>Northland                             | Bay of Plenty<br>Nelson<br>Otago                     |  |  |
| <b>Commentary based on face-to-face consultation</b>                               | Participants referred to New Zealand's "natural beauty" and the desire to be in or near places where they could pursue outdoor activities such as tramping, and fishing.   |   |  |  |  |
| <b>The weather / Climate</b>   | Taranaki<br>Wellington<br>Manawatu-Whanganui<br>Canterbury<br>Waikato<br>Otago<br>Auckland   |   |  | Northland<br>Bay of Plenty<br>Nelson<br>Hawkes Bay |  |
| <b>Commentary based on face-to-face consultation</b>                               | Climate was a common factor referred to, especially by participants who had shifted here from warm countries. Wellington in particular was not seen positively, because of its wet and windy weather.  |   |  |  |  |

Face-to-face participants were also asked whether they would consider living elsewhere in New Zealand. The ability to gain good or better employment for themselves (and their partners) was a primary factor in considering this. Some work visa participants said they would like to move once they met the requirements for getting residence.



# WHAT CONSULTATION PARTICIPANTS FOUND HELPFUL

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Websites were a key source of settlement information for consultation participants. Participants reported that they had found clear and useful information in most settlement areas, although it could take some time to find information about specific topics.

Employers, work colleagues, family and friends also played a key role in helping participants adjust to living in New Zealand. Local support and information services were found to be very helpful. However, there was a lack of awareness of some of the key services and information sources available.

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## Introduction

The online consultation asked participants to respond to the question – ‘What people, places, information, services or other things did you find helpful for adjusting to life in New Zealand?’

Participants were able to choose as many options as they wanted to from the list below. This list was based on the things participants in the face-to-face consultations had said were helpful to them.

- Community networking websites (such as Neighbourly, Meet-up)
- Employment-related websites (such as SeekNZ, LinkedIn)
- The Immigration New Zealand website
- The New Zealand Now website
- Social media (such as Facebook)
- Church/religious/spiritual groups and networks
- Doing volunteer work
- Employment assistance programmes
- English language classes
- Ethnic/cultural groups
- Family and friends who were already here

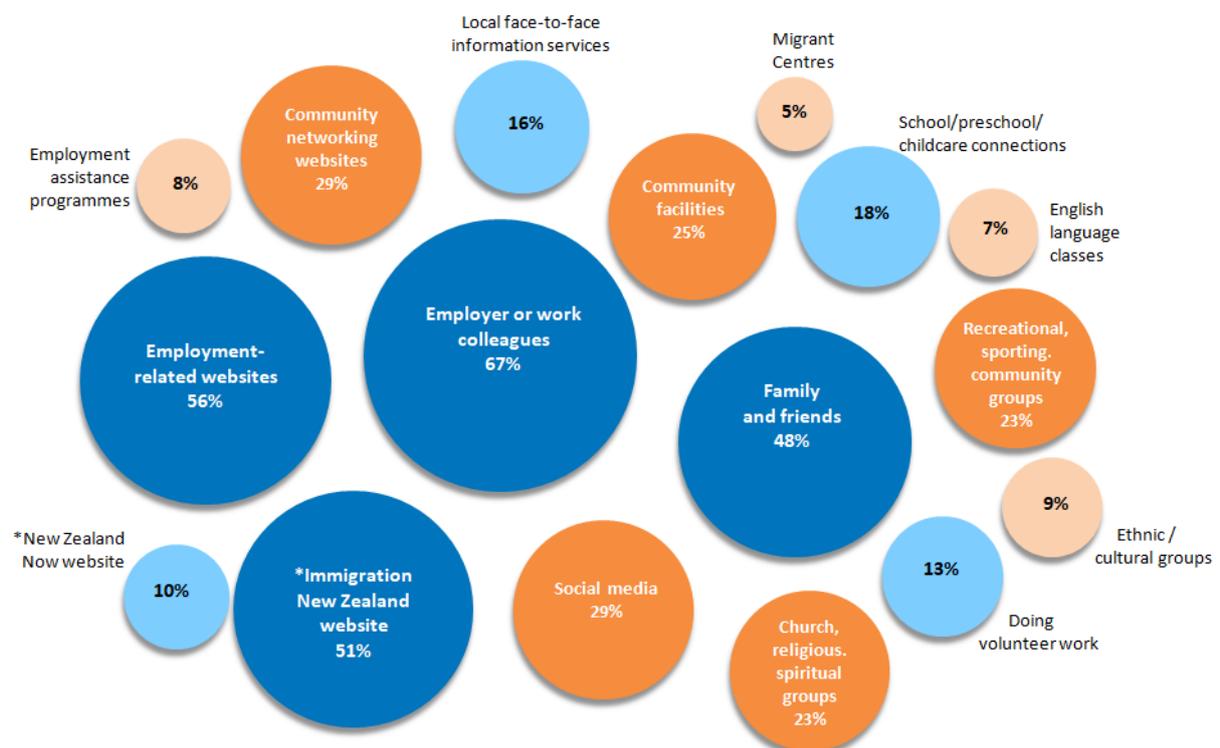


- Local face-to-face information services (such as Citizens Advice Bureau, i-Sites)
- Community facilities (such as libraries)
- Migrant Centres
- Recreational/sporting/community groups.
- School/preschool/childcare connections
- Employer or work colleagues.

## The consultation findings

The results from the question above are presented in Figure 6 below. The size and colour of the circles indicates the relative proportion of recent migrants who selected each source of help.

**Figure 6: Settlement information sources and services that migrants found helpful (online consultation)**



\* It is likely that some participants confused the New Zealand Now website with the Immigration New Zealand website.



## Websites

Participants used a variety of websites relating to a broad range of settlement information needs. This was a key way in which recent migrants gained information about New Zealand.

However, a common concern across the face-to-face consultations was the time needed to find the specific information they were seeking.

## Employers, workmates, family and friends and other New Zealanders

Two-thirds (67%) of online consultation participants indicated they got support and information from employers and work colleagues, and about half (48%) got it from family and friends. For some participants, particularly those employed by organisations with an international workforce (for example, universities), this was part of what was provided when they started their jobs.

A common theme in the face-to-face consultations was the helpfulness of New Zealanders that participants had met. This included Landlords and AirBnB providers who were also particularly noted by some face-to-face participants for the help and support they provided.

## Local and online groups

Connections with local and online groups related to religious, ethnic, cultural, educational and recreational interests were also fairly commonly used sources of support and information. Virtual networking groups referred to in the face-to-face consultation included a range of Facebook groups such as interest groups and those for specific ethnic groups living in New Zealand, where recent migrants could ask questions about shifting and adapting to the lifestyle. The SkyKiwi.com website (for Chinese) and culturally specific blogs were also mentioned as useful.

Other online services and networking groups identified in the face-to-face consultations were Neighbourly, TradeMe, LinkedIn, Seek NZ, New Kiwis, and Meet-up.

## Government and other service providers

Interactions with central and local government mainstream and migrant-specific services were indicated as useful by some participants in the online consultation. The face-to-face consultations identified a wide range of local public, NGO and private-sector service providers that participants met as part of daily life as helpful. These included Work and Income, IR, i-sites,<sup>9</sup> libraries, banks, museums, supermarkets, Uber drivers, Community Law Centres, Citizens Advice Bureaux (CABs), Multicultural Council Centres, local councils, and local Chambers of Commerce.

<sup>9</sup> i-SITEs are New Zealand tourist information centres that provide free information on local activities and accommodation.



## Suggestions for increasing awareness of the information and support available

The face-to-face consultations highlighted a lack of awareness by some participants of the support and information sources available to them. Participants were, at times, unaware of key services such as the Citizens Advice Bureau, migrant support services and groups, and local council initiatives. This included instances where, although the participant was aware of the service, they thought it was not available to recent migrants to use. An example of such a service was the Citizens Advice Bureau.

Some participants who were apparently unaware of the information provided by Immigration New Zealand suggested that settlement information could be provided when migrants arrive in New Zealand or are granted a visa. They did not remember receiving an email from Immigration New Zealand with settlement information and were unaware of INZ's New Zealand Now website.

The consultation findings suggest there would be value in more actively promoting the information sources and services available to recent migrants, and providing tools that help them better navigate across websites to find the information they need.

The findings indicate that recent migrants' family or friends living in New Zealand, employer or work colleagues could be useful channels for raising their awareness of the information and services available as these were common ways that participants reported obtaining helpful support and information.



# SETTLEMENT CHALLENGES EXPERIENCED BY CONSULTATION PARTICIPANTS AND ADDITIONAL INFORMATION THEY WOULD HAVE FOUND USEFUL

## Introduction

The remainder of this report presents findings about the extent that consultation participants found different aspects of adjusting to life in New Zealand challenging and how useful they would have found more information about specific topics.

## The consultation questions

In total, there were 39 questions asked in the online questionnaire about challenges participants may have experienced in specific areas since they arrived in New Zealand. These were grouped under four of the Strategy outcome areas: Employment, Education and Training, Inclusion, and Health and Wellbeing.<sup>10</sup>

The questions were informed by the face-to-face consultation topic areas and additional themes identified from the face-to-face consultations. Questions included aspects such as: Knowing what my employment rights and responsibilities are, Understanding how New Zealand healthcare services work, and Understanding English well enough to participate in education and training.

For each question participants were asked to respond to the question 'On the scale below, please rate how easy or difficult you have found the following areas'. The rating scale options were: Very easy / Easy / Difficult / Very difficult / This is not relevant to my situation. A full list of the question statements used is presented in Appendix 3 which provides the national level responses to each of these questions.

The online consultation also included a question about the usefulness of more information being available on specific topics. The rating scale options were Very useful / Useful / Not useful / I found all the information I need / I did not need this information.

## The approach to reporting

The consultation findings about challenges participants had experienced are presented according to the Strategy outcome areas: Employment, Education and Training, Inclusion and Health and

<sup>10</sup> Potential settlement challenges relating to the Strategy outcome area – 'English language' and the confident use of English in daily life have been included through English language and communication related questions about Employment, Education and Training Inclusion and Health and Wellbeing.



Wellbeing. The findings for these areas have been further grouped under the headings of Cost expectations, Access, and Understanding. These sub-headings reflect different types of information that would be useful for adjusting to life in New Zealand

- **Cost expectations** relates to expectations about the cost of living and expenses in New Zealand including the cost of taking part in activities and accessing services. Realistic cost expectations supports effective financial planning (prior to arrival and when in New Zealand)
- **Access** relates to information about accessing services including their availability, eligibility for services and where to find them
- **Understanding** relates to participation in activities, use of services and adjusting to how things work in New Zealand such as the New Zealand employment context, and education and healthcare systems.

Under each sub-heading, the results of the online consultation are presented. Findings from the face-to-face consultations have been used to provide additional detail and to describe other key theme areas that were identified as challenging.

Participants' responses to the perceived usefulness of more information in specific areas are presented as part of reporting the findings for the relevant outcome areas. The question, topic areas and national findings are presented in Appendix 3.

## Reporting of the online results

Each section includes figures setting out the percentage of participants who reported a settlement aspect was Easy, Difficult, or Not relevant to them. Each figure presents the settlement aspect worded in the same way that it was asked about in the online questionnaire. 'Very easy' and 'Easy' ratings have been combined and reported in the table under the heading 'Easy'. 'Very difficult' and 'Difficult' ratings are combined and reported as 'Difficult'.

The national total who rated an area as difficult is presented in each figure. The total who rated an area as easy, difficult or not relevant is also presented for the following visa types:

- 'Residence visa' refers to Skilled Migrant Category or Business Category principal applicants (2993 participants)
- Residence visa partner' refers to Skilled Migrant Category or Business Category secondary applicant (partner) (137 participants)
- 'Residence visa – NZ partner' refers to Partner of a New Zealand resident/citizen (93 participants)
- 'Work visa' refers to a combined grouping of Essential skills, Residence from work and Talent visas (77 participants)
- Work visa partner refers to a partner of worker work visa holder (63 participants).

Detailed results by visa type are presented in Appendix 4.

Variations by visa type from the national total are marked with a \* where results were below or above the national total by 10% or more. 10% was chosen to indicate variation because it represents a decrease or increase of one person out of ten who responded in a certain way compared with the



national total.<sup>11</sup> Due to the large proportion of online consultation participants who were residence visa principal applicants, the findings for this group are largely reflective of the national totals.

Key challenge areas from the online consultation are highlighted and these are defined as those where 25% or more of participants overall rated a settlement area (for example, Getting New Zealand work experience) as either Difficult or Very difficult. Detailed findings are presented in the body of the report for areas where more than 10% of online participants indicated difficulties.

## Regional findings

Detailed regional information has not been presented as part of the findings of this report. In general, the findings for regions largely reflected the national level consultation results. There were three regions, Manawatū-Whanganui, Nelson and Hawkes Bay, where some settlement areas were found to be more commonly experienced as challenging.

**Manawatū-Whanganui** - a greater proportion of participants experienced difficulties with many employment and some health-related areas. These findings may have been a reflection of the slightly higher proportion in this region who had been living in New Zealand for less than six months (10%, compared to 3% or less in other regions) and the higher proportion (30%) who held work visas compared with other regions (10% or less).

**Nelson** - a greater proportion of participants experienced difficulties with understanding employment entitlements and conditions, and what to do when their employment rights were not being met, and also for some health areas. The findings for Nelson may be partly a reflection of the relatively small number of online participants living in Nelson (30), meaning that small changes in numbers had a more significant impact on the resulting proportions.

**Hawkes Bay** - a greater proportion of participants experienced difficulties with understanding how to rent or buy a house and knowing about tenancy rights and what to do if there was a problem.

Summary regional results of the proportion of participants who found different aspects of settlement challenging are presented in Appendix 5.

<sup>11</sup> As mentioned previously in the 'Constraints and other issues' section, an inclusive consultation approach to recruitment (including word of mouth) has been used. This is not a systematic research sampling approach. Therefore, it is inappropriate to use statistical tests for comparison purposes.



# EMPLOYMENT

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Employment was the area that participants identified as most challenging while adjusting to living in New Zealand. Key concerns related to pursuing employment opportunities and understanding employment rights and what to do if these were not being met.

The majority of participants indicated they would find more information about connecting with professional networks useful and that more information about how to start a business would be useful.

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This section presents findings about consultation participants' experiences of employment. It begins with an overview followed by detailed descriptions of the aspects that participants found challenging. Participants' responses to questions about the usefulness of more information in specific topic areas are presented at the end of this section.

## Overview of employment experiences

Only 4% of online participants reported they were currently unemployed and looking for work. However, both face-to-face and online consultation participants identified employment as the area where they have experienced the most challenges while settling in New Zealand. Many of the face-to-face participants had sought jobs after studying in New Zealand or were seeking further employment opportunities. From 2014/15 to 2016/17 46% of all principal applicants granted residence under the Skilled Migrant Category had transitioned from a student to work to residence visa.

An overview of the key employment challenges experienced by consultation participants is provided below. Consultation participants most commonly found aspects of pursuing employment opportunities challenging. Some participants also found aspects regarding understanding and adjusting to the workplace challenging. Participants who were partners of residence visa and work visa holders were much more likely to have found employment challenging. Partners are not assessed for their skills and qualifications as part of their visa application and do not need to have a job to come to New Zealand.



## Overview of key employment challenges



- Expectations of costs associated with progressing to work in New Zealand that matches their skills and qualifications including:
  - getting qualifications obtained overseas recognised and their English language proficiency assessed;
  - the further training or study required to work in their previous occupation in New Zealand;
  - the need to take on unpaid or relatively low-paying roles to gain New Zealand work experience and/or to save for further training courses.



- Finding out about the New Zealand job market and how to apply for a job, including:
  - the relatively slower and longer recruitment processes here
  - writing a CV and cover letter in a New Zealand format
- Getting to know people who could help them get a job
- The reluctance of employers to hire recent migrants including work visa holders due to the time limited nature of their visas, and employers' lack of understanding of the employment requirements
- Getting New Zealand work experience
- Having enough time to work or look for work.



- Knowing what their employment entitlements and conditions were, including understanding pay and leave entitlements
- Knowing what they could do if their employment rights were not being met.

## Cost expectations

### Recognition of qualifications and previous work experience

Understanding New Zealand requirements for formal qualification recognition and difficulties getting recognition for previous work experience outside of New Zealand was a common focus of discussion in the face-to-face consultations. Some participants did not expect the need for qualification assessments and/or further study and retraining to re-enter their professions in New Zealand, nor the



emphasis on New Zealand work experience. This, in turn, resulted in unexpected costs for qualification assessments, up-skilling, retraining or further study to meet New Zealand requirements. Some participants took on unpaid or relatively low-paying roles to gain New Zealand work experience and/or to save for further training courses or study.

Figure 7 below presents the online consultation results relating to recognition of off-shore qualifications and work experience, and also to getting New Zealand work experience.

About 4 out of 10 participants found it challenging to get their qualifications and previous work experience recognised (39%).

Qualifications and work experience recognition was particularly challenging for participants who were partners of visa holders. A little under two thirds of partners of work visa holders and over a half of partners of residence visa holders found this challenging (60% and 52% respectively).

**Getting New Zealand work experience**

About 4 out of 10 participants also found it challenging to get New Zealand work experience (40%).

Getting New Zealand work experience was also more challenging for partners of resident and work visa holders (63% and 58% respectively).

Volunteering (unpaid work) or working initially in a job unrelated to their skills and qualifications or lower-level role (if qualifications had been recognised) were common approaches that recent migrants used to gain New Zealand work experience.

**Consequences of lack of recognition**

Some face-to-face participants had changed careers because their qualifications or experience were not recognised.

**Figure 7: Qualifications and work experience**

| Getting my qualifications and/or work experience recognised   |                                    |           |              |     |
|---|------------------------------------|-----------|--------------|-----|
|   | Easy                               | Difficult | Not relevant |     |
| <br>39%<br>% Difficult<br>National total | <b>Residence visa</b>              | 58%       | <b>37%</b>   | 5%  |
|   | <b>Residence visa partner</b>      | 30%       | <b>*52%</b>  | 18% |
|   | <b>Residence visa - NZ partner</b> | 40%       | <b>43%</b>   | 16% |
|   | <b>Work visa</b>                   | 39%       | <b>44%</b>   | 17% |
|   | <b>Work visa partner</b>           | 23%       | <b>*60%</b>  | 18% |



Figure 7 continued

| Getting New Zealand work experience  |                             |      |              |              |
|--|-----------------------------|------|--------------|--------------|
|  |                             | Easy | Difficult    | Not relevant |
|  <p><b>40%</b><br/>% Difficult<br/>National total</p> | Residence visa              | 54%  | <b>38%</b>   | 8%           |
|  | Residence visa partner      | 33%  | * <b>58%</b> | 9%           |
|  | Residence visa - NZ partner | 38%  | <b>49%</b>   | 13%          |
|  | Work visa                   | 44%  | <b>44%</b>   | 12%          |
|  | Work visa partner           | 27%  | * <b>63%</b> | 10%          |

\* Indicates any results that are below or above the National total by 10% or more

## Access

### Pursuing employment opportunities

Pursuing employment opportunities was a key focus of discussion across the workshops and focus groups. The online consultation questions in this area were also among the most commonly rated as 'Difficult' or 'Very difficult' by participants.

Common themes from the face-to-face discussions for participants who had obtained employment since arrival in New Zealand or were actively seeking a new job were the:

- need for tenacity and perseverance
- need to be a self-starter and to think creatively about the skills they had to offer
- high number of job applications they submitted.

Figure 8 below presents the findings for the online consultation questions about finding employment.

#### Understanding the job market

Over a third of online participants nationally (35%) indicated that they had found understanding the New Zealand job market and how to apply for a job ('Difficult' or 'Very difficult'). Face-to-face consultation participants often mentioned the importance of knowing how to submit their job applications in the format that New Zealand employers expect. Some had gained helpful advice early on from services such as Work Connect (Careers NZ) and Chamber of Commerce initiatives. Other participants had taken some time to recognise the need to tailor their applications and to learn how to do this.

#### Importance of networking

Almost a half (48%) of online consultation participants found it challenging getting to know people who could help them get a job. In particular, partners of residence and partners of work visa holders found networking challenging with almost two-thirds indicating they found it difficult (66% and 63%



respectively). A strong theme through the face-to-face consultations was the importance of networking and word of mouth in finding jobs.

A participant’s first job in New Zealand was seen as providing the platform for further employment opportunities. A common way of successfully entering the workforce was through recommendations from others (for example, family or friends) to a potential employer. Face-to-face participants living in smaller locations referred to the smaller job market available compared to larger cities. There were mixed views about the value of using recruitment agencies.

### Employer reluctance and lack of understanding

A common theme across the face-to-face consultations was a perception that employers were reluctant to employ migrants. References were made to discrimination by employers and to employers preferring to employ ‘Kiwi New Zealanders’. Some work visa holders suggested that the time-limited nature of their visas and a lack of understanding about work visa requirements contributed to employers’ reluctance to hire them.

### Finding time

Having enough time to work or to look for work was indicated as challenging for just under a third of the online participants (30%). This issue was not a common theme in the face-to-face consultations. However, a few participants did refer to primary childcare responsibilities putting pressure on their ability to look for work.

**Figure 8: Pursuing employment opportunities**

| Finding out about the New Zealand job market and how to apply for a job  |  |      |              |              |
|--|--|------|--------------|--------------|
|  |  | Easy | Difficult    | Not relevant |
|  <p><b>35%</b><br/>% Difficult<br/>National total</p> | Residence visa                                   | 59%  | <b>34%</b>   | 7%           |
|  | Residence visa partner                           | 46%  | * <b>46%</b> | 8%           |
|  | Residence visa - NZ partner                      | 57%  | <b>35%</b>   | 9%           |
|  | Work visa  | 58%  | <b>36%</b>   | 7%           |
|  | Work visa partner                                | 49%  | * <b>48%</b> | 3%           |
|  | Getting to know people who can help me get a job |      |              |              |
|  |  | Easy | Difficult    | Not relevant |
|  <p><b>48%</b><br/>% Difficult<br/>National total</p> | Residence visa                                   | 40%  | <b>47%</b>   | 13%          |
|  | Residence visa partner                           | 24%  | * <b>66%</b> | 10%          |
|  | Residence visa - NZ partner                      | 30%  | <b>57%</b>   | 13%          |
|  | Work visa  | 38%  | <b>45%</b>   | 18%          |
|  | Work visa partner                                | 26%  | * <b>63%</b> | 11%          |



Figure 8 continued

| Having enough time to work or look for work   |                             |      |            |              |
|---|-----------------------------|------|------------|--------------|
|   |                             | Easy | Difficult  | Not relevant |
| <br>% Difficult<br><b>National total</b> | Residence visa              | 60%  | <b>30%</b> | 10%          |
|   | Residence visa partner      | 57%  | <b>32%</b> | 12%          |
|   | Residence visa - NZ partner | 60%  | <b>24%</b> | 15%          |
|   | Work visa                   | 52%  | <b>34%</b> | 14%          |
|   | Work visa partner           | 73%  | <b>21%</b> | 6%           |
|   |                             |      |            |              |

\* Indicates any results that are below or above the National total by 10% or more

## Understanding

A common theme related to understanding the New Zealand employment context raised by participants in the face-to-face consultations was that New Zealand workplaces are more relaxed and less hierarchical. Some participants found the less direct communication style in the New Zealand workplace to be a challenge, in that it was harder to gain a clear idea of their performance in the job or that their more direct communication style was seen as too confrontational. Participants also commonly mentioned the time needed to get used to New Zealand accents and slang.

Figure 9 below presents the findings for the online consultation questions about understanding and adjusting to the New Zealand workplace.

Most online participants were able to adjust to employment in their workplaces without difficulty. Just over a fifth of online participants found understanding and adjusting to the New Zealand workplace (21%) and communicating in New Zealand workplaces (22%) to be challenging.

### Resistance to innovation, lack of trust

A common frustration expressed by face-to-face participants was a perceived lack of openness by some employers to new ideas and new ways of doing things that participants tried to suggest based on their off-shore experience.

Face-to-face participants referred to the time taken to gain the trust of their employers and work colleagues before their ideas were taken more seriously.



**Figure 9: Understanding and adjusting to the New Zealand workplace**

| Understanding and adjusting to the New Zealand way of working<br>(including management style, work culture)                                 |                             |           |              |     |
|---|-----------------------------|-----------|--------------|-----|
|   | Easy                        | Difficult | Not relevant |     |
| <br><b>% Difficult National total</b>   | Residence visa              | 78%       | 21%          | 1%  |
|   | Residence visa partner      | 68%       | 26%          | 7%  |
|   | Residence visa - NZ partner | 67%       | 23%          | 10% |
|   | Work visa                   | 69%       | 27%          | 4%  |
|   | Work visa partner           | 73%       | 16%          | 11% |
|   |                             |           |              |     |
| Communicating in New Zealand workplaces<br>(including understanding business and everyday English, Kiwi expressions, and different accents) |                             |           |              |     |
|   | Easy                        | Difficult | Not relevant |     |
| <br><b>% Difficult National total</b>   | Residence visa              | 77%       | 21%          | 2%  |
|   | Residence visa partner      | 63%       | 31%          | 6%  |
|   | Residence visa - NZ partner | 66%       | 25%          | 9%  |
|   | Work visa                   | 80%       | 16%          | 4%  |
|   | Work visa partner           | 71%       | 23%          | 6%  |
|   |                             |           |              |     |

\* Indicates any results that are below or above the National total by 10% or more

## Knowing about employment entitlements, rights, and conditions

Employment conditions and the importance of understanding them were commonly discussed issues among the face-to-face participants.

Some participants spoke about having clear, transparent contracts and being well informed about their pay, other entitlements and responsibilities; this included information gained through employment induction sessions and posters displayed in the workplace. Other participants were much less clear about their contracts and entitlements, such as sick leave.

Figure 10 presents the findings for the online questions regarding understanding employment rights and conditions and what to do if they were not met.

Around a quarter to just under a third of participants indicated difficulties in these areas. Just over a quarter (28%) rated 'Understanding how my pay works and things such as tax deductions, Kiwisaver and ACC' as challenging. Participants commented on not knowing about or difficulties understanding employment entitlements and conditions such as holiday pay, sick leave, hours of work, and the Kiwisaver work-based savings scheme.



Just under a third (31%) of participants rated 'Knowing what I can do if my employment rights are not being met' as being 'Difficult' or 'Very difficult'. Partners of residence and work visa holders, in particular, found some of these areas challenging.

**Figure 10: Knowing about employment rights and conditions**

| Understanding how my pay works and things such as tax deductions, Kiwisaver and ACC |                             |                |              |              |
|---|-----------------------------|----------------|--------------|--------------|
| <br><b>28%</b><br>% Difficult<br>National total                                     |                             | Easy           | Difficult    | Not relevant |
|   |                             | Residence visa | 72%          | <b>27%</b>   |
|   | Residence visa partner      | 57%            | * <b>38%</b> | 5%           |
|   | Residence visa - NZ partner | 54%            | <b>37%</b>   | 9%           |
|   | Work visa                   | 66%            | <b>32%</b>   | 3%           |
|   | Work visa partner           | 65%            | <b>27%</b>   | 8%           |
| Knowing what my employment rights and responsibilities are                          |                             |                |              |              |
| <br><b>23%</b><br>% Difficult<br>National total                                     |                             | Easy           | Difficult    | Not relevant |
|   |                             | Residence visa | 75%          | <b>22%</b>   |
|   | Residence visa partner      | 61%            | <b>31%</b>   | 9%           |
|   | Residence visa - NZ partner | 60%            | <b>31%</b>   | 9%           |
|   | Work visa                   | 63%            | * <b>35%</b> | 3%           |
|   | Work visa partner           | 68%            | <b>23%</b>   | 10%          |
| Knowing what I can do if my employment rights are not being met                     |                             |                |              |              |
| <br><b>31%</b><br>% Difficult<br>National total                                     |                             | Easy           | Difficult    | Not relevant |
|   |                             | Residence visa | 62%          | <b>31%</b>   |
|   | Residence visa partner      | 46%            | <b>39%</b>   | 15%          |
|   | Residence visa - NZ partner | 52%            | <b>32%</b>   | 16%          |
|   | Work visa                   | 57%            | <b>37%</b>   | 5%           |
|   | Work visa partner           | 60%            | <b>24%</b>   | 16%          |

\* Indicates any results that are below or above the National total by 10% or more

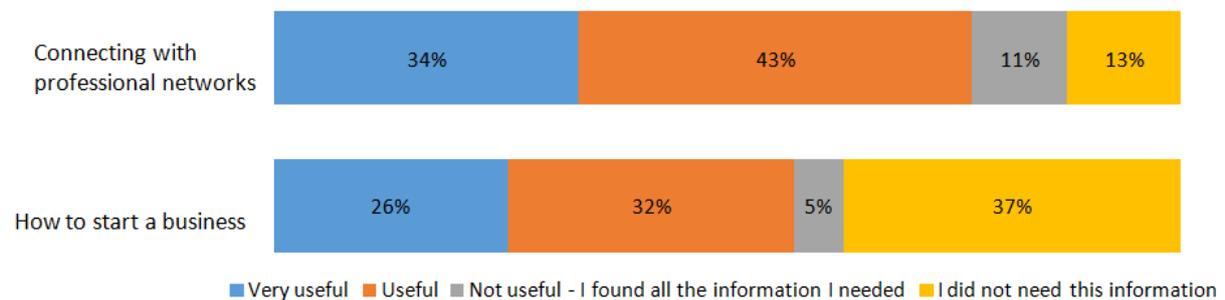


## Information topics participants suggested would be useful

Participants in the online consultation were specifically asked about the usefulness of having more information about how to connect with professional networks and how to start a business. This was prompted by discussion and suggestions during the face-to-face consultations.

Just over three-quarters of online participants (77%) indicated that more information about connecting with professional networks would be useful as shown in Figure 11. This result accords with the finding that almost half of the participants indicated that they found it challenging getting to know people who could help them get a job reported earlier in this section. Over a half of the online participants (58%) responded that more information about starting a business was considered useful. Self-employment or an interest in pursuing it was commonly discussed by face-to-face participants. Some participants had begun businesses (for example import and export-related) after a period of unsuccessful job-seeking.

**Figure 11: Usefulness of more information about professional networks and starting a business**



# EDUCATION AND TRAINING

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At a national level, most recent migrants consulted did not experience difficulties related to education and training. This was due to education and training not being relevant for some as well as others finding it easy to access and understand how education and training worked.

Consultation participants for whom education and training was relevant had faced challenges with affordability and access to courses including English Language Classes. For migrants with children, there were difficulties understanding the New Zealand school system and post-school options.

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This section presents findings about consultation participant's experiences of education and training for themselves and for their children. An overview is provided followed by a more detailed description of the challenges faced by participants.

The findings have been grouped under the headings of Cost expectations, Access and Understanding.

Many settlement aspects in this outcome area (for example accessing education and training that met their needs) were rated as 'This is not relevant to my situation' by a quarter or more of the online consultation participants. Therefore, two findings for each aspect of settlement are presented. These are the proportion who rated an area as difficult for:

- all online participants who responded (to give an indication of the extent that there were difficulties for the total group)
- the subset of participants for whom this aspect of settlement was relevant.

## Overview of education and training experiences

An overview of the main education and training challenges experienced by consultation participants is provided below.



## Overview of education and training challenges

|   |  |
|---|--|
|  <p><b>Cost expectations</b></p> | <p>Being able to pay for education and training in New Zealand including:</p> <ul style="list-style-type: none"><li>• education and training costs for themselves</li><li>• tertiary education costs for their children.</li></ul>   |
|  <p><b>Access</b></p>            | <p>Accessing education and training courses that meet their needs including:</p> <ul style="list-style-type: none"><li>• availability of English language classes in smaller locations and ability to attend</li><li>• education and training that fits in with work and childcare responsibilities.</li></ul> |
|  <p><b>Understanding</b></p>   | <p>For those with school-aged children - understanding how the school system operates.</p> <p>For those with older children - understanding post-school education and training options.</p>  |

## Cost expectations

The online consultation asked participants about their ability to pay for education and training courses for themselves and tertiary education and training costs for their children. The extent that these aspects were found challenging across all online participants who responded to these questions is shown in Figure 12 below. Figure 13 shows the proportion of respondents for whom the situation was relevant who experienced difficulties.

### Cost of education and training for themselves

Just over a third of all online participants indicated that paying for education and training courses for themselves was challenging (35%). Affordability was most challenging for work visa partners with just under half having difficulty (46%). Excluding the online participants who indicated that paying for education and training for themselves was not relevant, just under a half of online participants (48%) found the cost of education and training for themselves challenging. Face-to-face participants referred to not being able to undertake education and training because of the high cost. Others mentioned that their training costs were covered by their employers.



## Cost of education and training for their children

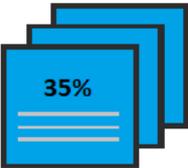
The cost of tertiary education and training for their children was not relevant to a high proportion (74%) of online participants. This is reflected in the finding that most online participants did not face challenges with the cost of tertiary education and training for their children with 12% indicating difficulties. Affordability was more challenging for residence and work visa partners with over a quarter having difficulties (29% and 28% respectively). Of those who responded that paying for tertiary education and training for their children was relevant, just under half (47%) experienced difficulties.

## Saving up and waiting to be eligible for reduced costs

Face-to-face participants mentioned saving up to be able to afford up-skilling, training and education costs. For some participants this related to further education and training to meet New Zealand requirements to work in the occupations they had been employed in before coming to New Zealand. For others, further study was related to a change in occupation.

Face-to-face participants also mentioned waiting to pursue education and training until they had lived in New Zealand for long enough for themselves and/or their children to be eligible for domestic fees (rather than international fees), receive student allowances and/or take out student loans. A few participants referred to difficulties finding out about eligibility criteria as it related to their circumstances.

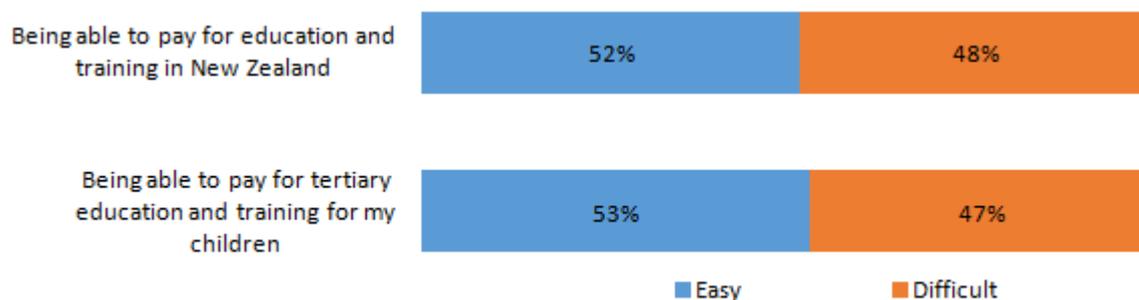
**Figure 12: Affordability of education and training (all online participants)**

| Being able to pay for education and training in New Zealand   |   |      |              |              |
|---|---|------|--------------|--------------|
|   |   | Easy | Difficult    | Not relevant |
| <br>% Difficult National total | Residence visa  | 38%  | <b>34%</b>   | 28%          |
|   | Residence visa partner  | 38%  | <b>38%</b>   | 25%          |
|   | Residence visa - NZ partner   | 28%  | <b>42%</b>   | 30%          |
|   | Work visa   | 30%  | <b>32%</b>   | 38%          |
|   | Work visa partner   | 24%  | * <b>46%</b> | 30%          |
|   | Being able to pay for tertiary education and training for my children |      |              |              |
|   |   | Easy | Difficult    | Not relevant |
| <br>% Difficult National total | Residence visa  | 14%  | <b>11%</b>   | 75%          |
|   | Residence visa partner  | 14%  | * <b>29%</b> | 57%          |
|   | Residence visa - NZ partner   | 6%   | <b>9%</b>    | 86%          |
|   | Work visa   | 12%  | <b>21%</b>   | 67%          |
|   | Work visa partner   | 0%   | * <b>28%</b> | 72%          |

\* Indicates any results that are below or above the National total by 10% or more



**Figure 13: Affordability of education and training (online participants for whom the situation was relevant)**



## Access

Just under a quarter of all online participants (22%) found it challenging to access education and training courses that met their needs as shown in Figure 14. Access to education and training was not relevant to a quarter (25%) of participants. Accessing education and training was reported as more difficult by residence visa holders whose partners are New Zealanders and work visa partners with just under a third experiencing difficulties (both 32%). A little under a third (29%) of those for whom accessing education and training was relevant had difficulty.

### English language classes

A common theme of discussion for face-to-face participants was access to English Language classes. For those who found this challenging, this was due to classes not being provided, having time while meeting work commitments and/or childcare responsibilities and transport difficulties. Examples included a class being cancelled due to insufficient enrolment numbers, and not being able to make the scheduled class time due to suitable public transport not being available.

One participant suggested that classes at a pre-foundation course level would be useful and another suggested more advanced classes could be provided. Some participants made use of flexible online courses.

### Other challenges related to accessing education and training

Most online participants did not face challenges in the following areas with only a fairly small proportion of all online participants and also participants for whom the situation was relevant indicating difficulties:

- understanding English well enough to participate in education and training myself (5% across all, 6% when relevant)
- knowing how to access preschool and kindergarten services (3% across all, 8% when relevant)
- knowing how to access childcare services and activities (5% across all, 13% when relevant).



**Figure 14: Access to education and training in New Zealand (all online participants)**

| Accessing education and training courses that meet my needs  |                             |           |              |     |
|--|-----------------------------|-----------|--------------|-----|
|  | Easy                        | Difficult | Not relevant |     |
|  <p><b>22%</b><br/>% Difficult<br/>National total</p> | Residence visa              | 55%       | 21%          | 25% |
|  | Residence visa partner      | 45%       | 27%          | 28% |
|  | Residence visa - NZ partner | 39%       | * 32%        | 29% |
|  | Work visa                   | 39%       | 24%          | 37% |
|  | Work visa partner           | 38%       | * 32%        | 30% |

\* Indicates any results that are below or above the National total by 10% or more

**Figure 15: Accessing education and training courses that meet my needs (online participants for whom the situation was relevant)**



## Understanding

### How education and training works in New Zealand (for themselves)

Most online participants did not have difficulty understanding how the education and training system worked to meet their own needs. This aspect was indicated as difficult by 14% of online participants as shown in Figure 16. This was also the case for participants for whom understanding how education and training works in New Zealand was relevant with 17% indicating difficulties as shown in Figure 17.

**Figure 16: Understanding education and training in New Zealand (all online participants)**

| Understanding how education and training works here (for myself)   |                             |           |              |     |
|--|-----------------------------|-----------|--------------|-----|
|  | Easy                        | Difficult | Not relevant |     |
|  <p><b>14%</b><br/>% Difficult<br/>National total</p> | Residence visa              | 71%       | 13%          | 15% |
|  | Residence visa partner      | 64%       | 23%          | 14% |
|  | Residence visa - NZ partner | 66%       | 17%          | 18% |
|  | Work visa                   | 62%       | 18%          | 20% |
|  | Work visa partner           | 59%       | 21%          | 21% |

\* Indicates any results that are below or above the National total by 10% or more



**Figure 17: Understanding how education and training works in New Zealand (online participants for whom the situation was relevant)**



**Understanding the school system for their children**

A strong common theme across the face-to-face discussions was difficulty understanding how the New Zealand school system worked and how different it was from school systems experienced previously. This related to a broad range of aspects such as school choices and zones, study options and subject curriculums, assessment, and how parents can best support their children at school.<sup>12</sup>

The need to take into account school zoning requirements (and access to transport) when making decisions about where to live was emphasised by some participants in the face-to-face consultations.

Only a small proportion of online participants indicated difficulty with being able to communicate with their children’s teachers (2% across all participants, 5% for participants where it was relevant).

**Understanding post-school education and training options for their children**

Only a small proportion of all online participants (8%) indicated difficulties with understanding post-school education and training options. Although the national total was small, about a quarter of all residence visa and work visa partners indicated that they had found this aspect a challenge (22% and 26% respectively). Just over a quarter (26%) of participants for whom understanding post-school options for their children was relevant found it challenging as shown in Figure 18 below.

This was not a general theme of discussion in the face-to-face consultations.

**Figure 18: Understanding post-school education and training options for their children (online participants for whom the situation was relevant)**



<sup>12</sup> Understanding the school system was not asked about in the online consultation.



# INCLUSION

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Most consultation participants felt welcome in their community. However, experiences of unfair or biased behaviour were a fairly common concern and some participants did not know where to seek advice and support when this occurred.

Consultation participants would have found more information about Māori language and culture as well as how to engage with local sports and recreational clubs useful.

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This section presents consultation findings about the extent that recent migrants felt welcome and part of their local communities. The consultation findings focus on the following aspects:

- feeling welcome
- connecting with others in the community
- Māori language and culture
- experiences of unfair or biased behaviour in the community and knowing what to do if they experienced this
- the public services available to work visa holders.

## Feeling welcome

The face-to-face consultations found that recent migrants generally felt positive and welcome in their communities. Most online participants found it easy to feel 'welcome'. However, about a fifth of participants (21%) did have concerns as shown in Figure 19. In particular, work visa partners found feeling welcome a challenge with just under a third indicating difficulties (32%).



**Figure 19: Feeling welcome in their community**

| Feeling welcome in my community  |                             |           |              |    |
|--|-----------------------------|-----------|--------------|----|
|  | Easy                        | Difficult | Not relevant |    |
|  <p><b>21%</b><br/>% Difficult<br/>National total</p> | Residence visa              | 78%       | 20%          | 2% |
|  | Residence visa partner      | 67%       | 30%          | 2% |
|  | Residence visa - NZ partner | 71%       | 27%          | 1% |
|  | Work visa                   | 71%       | 28%          | 1% |
|  | Work visa partner           | 68%       | * 32%        | 0% |

\* Indicates any results that are below or above the National total by 10% or more

## Māori language and culture

Understanding Māori culture as part of the New Zealand context was a theme from the face-to-face consultations. This included reference to use of te reo Māori by New Zealanders, signage and courses about New Zealand history and the Treaty of Waitangi that some participants had attended. A few participants spoke about positive experiences in finding similarity between their own and Māori cultural perspectives (for example – an emphasis on whānau). Some participants also discussed that they would have liked more information and opportunities to help them understand and learn about Māori language and culture.

Participants in the online consultation were specifically asked about the usefulness of having more information about Māori language and culture. Just over two-thirds of online participants (69%) indicated that they would find more information useful as shown in Figure 20.

**Figure 20: Usefulness of more information about Māori language and culture (Online consultation)**



## Connecting with others in the community

Online participants were asked about how easy it was to meet and make friends with New Zealanders and to get involved in activities and groups in their local community. Just over a third of participants (34%) found it challenging to meet and make friends with New Zealanders and over a quarter of participants (27%) indicated difficulties engaging with local activities and groups as shown in Figures 21 and 22. Partners of residence and work visa holders along with Residence visa holders whose

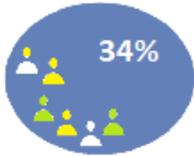


partners were New Zealanders found making friends particularly challenging with around half indicating difficulty doing so.

### Making friends with New Zealanders

A common theme of the face-to-face discussions was that although they met and knew kiwi New Zealanders, it was more difficult to make friends. Participants talked about friendships with 'kiwi' New Zealanders and friendship with others from their own ethnic community. A range of perspectives were expressed about the desire to make friends with 'kiwi' New Zealanders from those who wanted to do so to others who were comfortable not doing so and who had made friendships with others from their own ethnic community.

Figure 21: Making friends with New Zealanders

| Meeting and making friends with New Zealanders  |                                    |      |              |              |
|---|------------------------------------|------|--------------|--------------|
|   |                                    | Easy | Difficult    | Not relevant |
|  <p><b>% Difficult National total</b></p> | <b>Residence visa</b>              | 67%  | <b>32%</b>   | 1%           |
|   | <b>Residence visa partner</b>      | 52%  | * <b>48%</b> | 0%           |
|   | <b>Residence visa - NZ partner</b> | 42%  | * <b>57%</b> | 1%           |
|   | <b>Work visa</b>                   | 63%  | <b>37%</b>   | 0%           |
|   | <b>Work visa partner</b>           | 48%  | * <b>52%</b> | 0%           |

\* Indicates any results that are below or above the National total by 10% or more

### Engagement with local community groups and clubs

Face-to-face participants had generally not found getting involved in their community difficult. They had often connected with their communities through a common focus or interest that was held. Examples include through the workplace, church, schools, and parenting, and joining hobby, recreational and sporting groups. Being part of local ethnic, religious and cultural groups and participation in or attendance at related festivals and activities were also commonly described activities. Participants mentioned that these activities helped provide them with a sense of being part of their communities. These types of activities were less possible for participants living in smaller locations if there were few other residents with similar ethnic, cultural or religious backgrounds.

Reasons for being less active in the community mentioned at the face-to-face consultations were having the time to get involved and being able to get local community information.



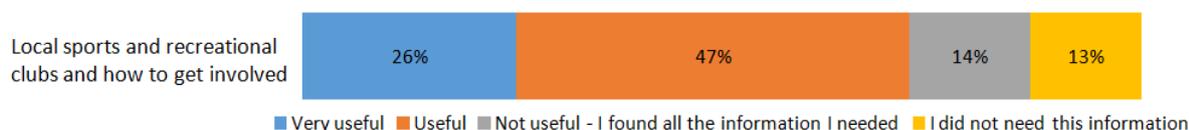
**Figure 22: Finding ways to get involved in the local community**

| Finding ways to get involved in activities and groups in my local Community  |                                    |           |              |    |
|--|------------------------------------|-----------|--------------|----|
|  | Easy                               | Difficult | Not relevant |    |
|  <p><b>% Difficult National total</b></p> | <b>Residence visa</b>              | 71%       | <b>26%</b>   | 3% |
|  | <b>Residence visa partner</b>      | 63%       | <b>34%</b>   | 3% |
|  | <b>Residence visa - NZ partner</b> | 65%       | <b>32%</b>   | 3% |
|  | <b>Work visa</b>                   | 66%       | <b>32%</b>   | 3% |
|  | <b>Work visa partner</b>           | 71%       | <b>29%</b>   | 0% |

\* Indicates any results that are below or above the National total by 10% or more

Participants in the online consultation were specifically asked about the usefulness of having more information about local sports and recreational clubs and how to get involved. Just under three-quarters of the online participants (72%) indicated that more information would, in fact, be useful as shown in Figure 23.

**Figure 23: Usefulness of more information about local sports and recreational activities and how to get involved**



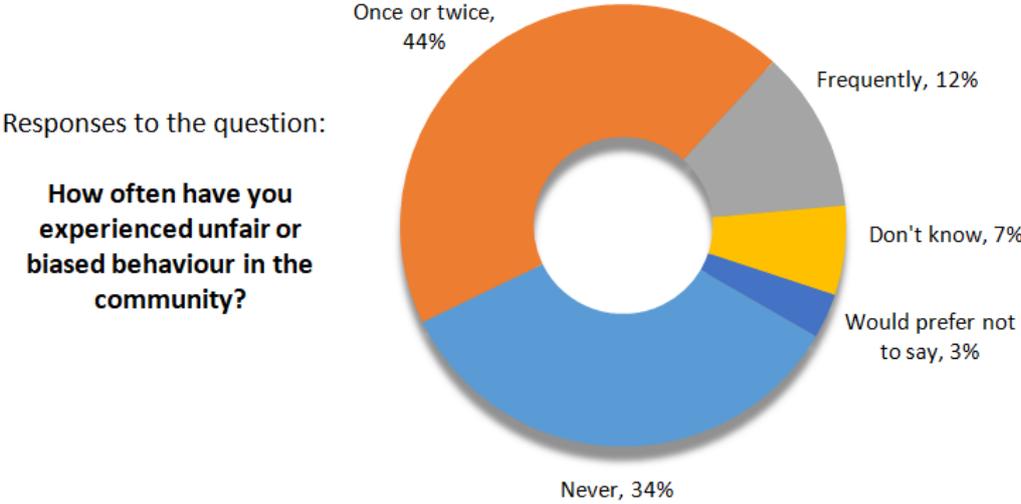
## Experiences of unfair or biased behaviour in the community

The online consultation asked online participants about their experiences of unfair or biased behaviour in the community. The findings are shown in Figures 24 and 25 below. A little over half had experienced unfair or biased behaviour at least once (56%). Just over one in ten (12%) had experienced this type of behaviour frequently. Of those who had experienced this behaviour, a little under a third (29%) indicated a need for advice and support but that they did not know where to go to obtain it. More specifically, 163 (41%) of the 398 online participants who indicated they experienced this behaviour 'frequently' did not know where to go to seek advice and support.

Face-to-face participants gave examples of discriminatory comments made to them by others in public settings such as walking in the street and in shops. Some face-to-face participants had concerns about bullying of their children at school. A few participants suggested that there was the tendency for people to associate with their own cultural groups in the community and that the lack of interaction across different ethnic groups and 'kiwi' New Zealanders was a concern.



**Figure 24: Experiences of unfair or biased behaviour in the community**



**Figure 25: Responses by participants who had experienced unfair or biased behaviour in the community to the question:**

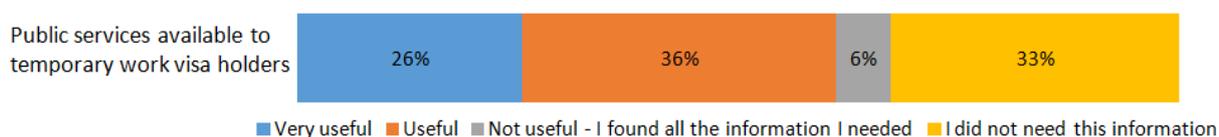
*Did you know where to go for advice and support?*



## Public services available to work visa holders

Participants in the online consultation were specifically asked about the usefulness of having more information about the public services available to temporary work visa holders. A lack of clarity about the public services available to temporary work visa holders was a common theme across the face-to-face consultations. In particular, this was raised with respect to the health services available to temporary work visa holders. A few participants were unclear about eligibility regarding education and training. A little under two-thirds of online participants (62%) indicated that more information would be useful as shown in Figure 26.

**Figure 26: Usefulness of more information about availability of public services for temporary work visa holders**



# HEALTH AND WELLBEING

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The ability to pay for healthcare services, understanding healthcare costs and which services were free, and knowing how the overall health system worked were all key challenges for consultation participants.

Participants also had difficulties in understanding the housing sector and tenancy rights and what to do if there was a problem.

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This section presents the consultation findings regarding consultation participants' experiences of healthcare services, feeling safe in New Zealand and other aspects of wellbeing in New Zealand. Findings are presented for the following areas:

- Healthcare services
- Feeling safe, New Zealand laws, police services and trust in government
- Understanding how the housing sector operates and tenancy rights
- Understanding the cost of living and financial services.

## Healthcare service experiences

This section presents the consultation findings about recent migrants' use and understanding of healthcare services in New Zealand. It begins with an overview followed by more detailed descriptions of the healthcare aspects that participants found challenging.

## Overview of healthcare service experiences

The face-to-face consultations highlighted the major differences between how healthcare services operate in New Zealand compared to recent migrants' previous experiences off-shore.

The main aspect of healthcare services that online participants found challenging related to cost expectations and understanding how healthcare costs work in New Zealand. An overview of the challenges described by recent migrants in using healthcare is provided below.



## Overview of healthcare service challenges

|   |   |
|---|---|
|  <p><b>Cost expectations</b></p> | <ul style="list-style-type: none"><li>• Being able to afford healthcare:<ul style="list-style-type: none"><li>– in particular the high cost of General Practitioners (GPs), specialists, prescription medicines, and dental care.</li></ul></li></ul>   |
|  <p><b>Access</b></p>            | <ul style="list-style-type: none"><li>• Understanding how health costs work including:<ul style="list-style-type: none"><li>– work visa holder entitlements</li><li>– reluctance to use emergency hospital services because of a misperception that they were costly</li><li>– private health insurance.</li></ul></li><li>• Registering with a GP to access healthcare services.</li></ul> |
|  <p><b>Understanding</b></p>   | <ul style="list-style-type: none"><li>• How the health system works, including:<ul style="list-style-type: none"><li>– the role of the GP</li><li>– the referral process and the waiting time for specialist appointments</li><li>– over-the-counter and prescription medicines</li><li>– when to go to the hospital and when to go to a doctor for services.</li></ul></li></ul>           |

## Cost expectations

### Healthcare was considered expensive

Affordability of healthcare services was challenging for over a third (39%) of online participants, as shown in Figure 27 below. A range of healthcare service related costs were mentioned by face-to-face participants. This included costs for General Practitioners (GPs), specialists, prescription fees and private health sector operations. In particular, some face-to-face participants expressed surprise at the high cost of dental care in New Zealand.



**Figure 27: Cost of healthcare services**

| Being able to afford healthcare in New Zealand   |                             |      |            |              |
|--|-----------------------------|------|------------|--------------|
|  |                             | Easy | Difficult  | Not relevant |
|  <p><b>39%</b><br/>% Difficult<br/>National total</p> | Residence visa              | 57%  | <b>38%</b> | 4%           |
|  | Residence visa partner      | 53%  | <b>44%</b> | 4%           |
|  | Residence visa - NZ partner | 55%  | <b>40%</b> | 5%           |
|  | Work visa                   | 51%  | <b>42%</b> | 7%           |
|  | Work visa partner           | 52%  | <b>45%</b> | 3%           |
|  |                             |      |            |              |

\* Indicates any results that are below or above the National total by 10% or more

## Access

### Understanding healthcare costs

The online consultation found that 42% of recent migrants had difficulty understanding the costs of healthcare, including private healthcare insurance, as shown in Figure 28. A common theme across the face-to-face consultations was how private health insurance worked and when this should be used relative to what was provided by public health services. A lack of clarity about costs and entitlements was commonly raised by work visa participants in the face-to-face consultations.

A key consideration for whether to use healthcare services was the expected cost. Face-to-face participants mentioned cost misunderstandings that played a role in choices that were made. In particular, some face-to-face participants referred to reluctance to access emergency hospital services because it was not known that these were free.

### Registering with a General Practitioner

The importance of finding and registering with a General Practitioner (GP) early was commonly mentioned by participants. Participants raised challenges such as how to find a good GP, finding a GP that was taking on new clients, and whether they could choose their GP or had to accept the one assigned to them by the medical practice.

### Transport to get to healthcare services

Most online participants did not indicate difficulty accessing transport to get to healthcare services. This aspect was challenging for about a fifth of online participants (18%). This was not generally a common theme of discussion during the face-to-face consultations.

### Language difficulties in communicating with health care professionals

Most online participants did not find communicating with healthcare professionals difficult. This was a challenge for 15% of online participants. Face-to-face participants said that describing symptoms in English was, at times, difficult. Some participants also commented on having difficulty understanding



specialist health-related terms used by health professionals. Some participants brought family members or friends with them to appointments to help translate.

**Figure 28: Challenges for accessing healthcare services**

| Understanding the costs of healthcare in New Zealand<br>(including how private health insurance works)                       |                             |      |            |              |
|--|-----------------------------|------|------------|--------------|
|  |                             | Easy | Difficult  | Not relevant |
| <br><b>% Difficult<br/>National total</b>   | Residence visa              | 55%  | <b>42%</b> | 4%           |
|  | Residence visa partner      | 47%  | <b>50%</b> | 4%           |
|  | Residence visa - NZ partner | 56%  | <b>42%</b> | 2%           |
|  | Work visa                   | 48%  | <b>45%</b> | 7%           |
|  | Work visa partner           | 52%  | <b>42%</b> | 6%           |
|  |                             |      |            |              |
| Accessing transport to get to health services  |                             |      |            |              |
|  |                             | Easy | Difficult  | Not relevant |
| <br><b>% Difficult<br/>National total</b> | Residence visa              | 63%  | <b>19%</b> | 18%          |
|  | Residence visa partner      | 59%  | <b>13%</b> | 28%          |
|  | Residence visa - NZ partner | 55%  | <b>15%</b> | 30%          |
|  | Work visa                   | 67%  | <b>14%</b> | 18%          |
|  | Work visa partner           | 56%  | <b>19%</b> | 24%          |
|  |                             |      |            |              |
| Being able to communicate with health professionals to get the healthcare I need   |                             |      |            |              |
|  |                             | Easy | Difficult  | Not relevant |
| <br><b>% Difficult<br/>National total</b> | Residence visa              | 82%  | <b>15%</b> | 2%           |
|  | Residence visa partner      | 79%  | <b>19%</b> | 2%           |
|  | Residence visa - NZ partner | 84%  | <b>14%</b> | 2%           |
|  | Work visa                   | 82%  | <b>14%</b> | 4%           |
|  | Work visa partner           | 81%  | <b>15%</b> | 5%           |
|  |                             |      |            |              |

\* Indicates any results that are below or above the National total by 10% or more



## Understanding

### Understanding the healthcare system

As shown in Figure 29, just over a quarter of online participants had difficulties understanding how healthcare services work (28%). In particular, over a third of work visa holders (38%) indicated that this was a challenge.

Face-to-face participants raised knowledge gaps across a wide range of aspects of the healthcare system. These included how hospitals work, emergency hospital services, mental health services, prescription and over-the-counter services, and how to claim ACC (government accident compensation).

A common aspect participants mentioned was the need to understand the role GPs play in order to obtain prescription medicines and for referral to specialists.

### Adjusting to the healthcare system

Just under a third of online participants found it a challenge to adjust to differences in how healthcare services are provided in New Zealand (30%).

Aspects where face-to-face consultation participants discussed adjustment being needed included the role of GPs (as mentioned above) and the varying time taken to access different healthcare services. The difference in approach and types of treatments and medications available compared to their experiences of other healthcare systems was also referred to. One participant who sought diagnosis and treatment for her child was concerned about not having a clear knowledge of what options were available: she described this as the frustration with 'Not knowing what I don't know' and found it stressful not knowing whether she was doing all she could do to help her child.

### Confidentiality of health information

Most online participants did not indicate concerns with knowing how confidential their health information was. Fifteen percent of online participants indicated difficulties with this. This healthcare issue was not raised generally in the face-to-face consultations.



**Figure 29: Understanding and adjusting to healthcare services**

| Understanding how New Zealand healthcare services work   |                             |      |              |              |
|--|-----------------------------|------|--------------|--------------|
|  |                             | Easy | Difficult    | Not relevant |
| <br><b>% Difficult National total</b>   | Residence visa              | 72%  | <b>27%</b>   | 1%           |
|  | Residence visa partner      | 63%  | <b>36%</b>   | 1%           |
|  | Residence visa - NZ partner | 69%  | <b>30%</b>   | 1%           |
|  | Work visa                   | 59%  | * <b>38%</b> | 3%           |
|  | Work visa partner           | 66%  | <b>32%</b>   | 2%           |
|  |                             |      |              |              |
| Adjusting to differences in the way that health services are provided in New Zealand                                     |                             |      |              |              |
|  |                             | Easy | Difficult    | Not relevant |
| <br><b>% Difficult National total</b>   | Residence visa              | 69%  | <b>29%</b>   | 2%           |
|  | Residence visa partner      | 59%  | <b>39%</b>   | 2%           |
|  | Residence visa - NZ partner | 63%  | <b>36%</b>   | 1%           |
|  | Work visa                   | 57%  | * <b>41%</b> | 3%           |
|  | Work visa partner           | 65%  | <b>32%</b>   | 3%           |
|  |                             |      |              |              |
| Knowing how confidential my health information will be   |                             |      |              |              |
|  |                             | Easy | Difficult    | Not relevant |
| <br><b>% Difficult National total</b> | Residence visa              | 80%  | <b>14%</b>   | 6%           |
|  | Residence visa partner      | 80%  | <b>15%</b>   | 5%           |
|  | Residence visa - NZ partner | 78%  | <b>12%</b>   | 10%          |
|  | Work visa                   | 75%  | <b>16%</b>   | 9%           |
|  | Work visa partner           | 69%  | <b>19%</b>   | 11%          |
|  |                             |      |              |              |

\* Indicates any results that are below or above the National total by 10% or more

## Feeling Safe, New Zealand laws, police services and trust in government

### Feeling safe

The most common perspective of face-to-face participants was that they felt safe in New Zealand. Safety was often referred to in comparison to where participants had lived before coming to New Zealand. In the instances where concern about safety was expressed, these related to: potential earthquakes, specific street areas considered unsafe, home burglary, and retail businesses (night-time



safety). Only a small proportion of online participants indicated difficulty feeling safe in New Zealand (8%).

### New Zealand laws

Most online participants indicated they had found it easy to understand New Zealand laws and their rights and responsibilities. About a fifth of online participants (21%) found it challenging as shown in Figure 30. This aspect was not a strong theme in the face-to-face consultation. A few participants commented on the need to understand regulations for recreational hunting and gathering such as fish and shellfish quotas and size requirements. Only a small proportion of online participants found it difficult to understand the New Zealand road rules (8%) or to understand how to get a New Zealand Driver’s licence (7%).

### The role of police services

Almost a quarter of the online participants (23%) indicated difficulties knowing what to expect from police services and what to report and not report as shown in Figure 30. The role of police services was also common focus of discussions in the face-to-face consultations. These discussions mainly related to instances of theft from participants or burglary of their homes. Participants commented on aspects such as the unexpectedly long length of time taken to respond to calls, lack of face-to-face response (expectations of a police visit) and lack of follow-up and resolution before a case was closed.

The face-to-face consultations also highlighted the different understandings that recent migrants may have regarding the severity of crimes that police services address and when they should approach the Police. In one instance, a participant had not reported the racial discrimination-related physical assault of his partner because he thought that the police services only dealt with severe crimes such as murder.

### Trust in government services

Most online participants did not have concerns about how much Police and other government people could be trusted. This aspect was indicated as being found difficult by 14% of online participants. This area was not a strong theme of discussion in the face-to-face consultations.

**Figure 30: New Zealand laws, police services and trust in government services**

| Understanding New Zealand laws and my rights and responsibilities  |                                    |      |            |              |
|--|------------------------------------|------|------------|--------------|
|  |                                    | Easy | Difficult  | Not relevant |
|  <p><b>21%</b><br/>% Difficult<br/>National total</p> | <b>Residence visa</b>              | 78%  | <b>21%</b> | 2%           |
|  | <b>Residence visa partner</b>      | 70%  | <b>28%</b> | 1%           |
|  | <b>Residence visa - NZ partner</b> | 79%  | <b>20%</b> | 1%           |
|  | <b>Work visa</b>                   | 78%  | <b>21%</b> | 1%           |
|  | <b>Work visa partner</b>           | 81%  | <b>18%</b> | 2%           |



Figure 30 *continued*

| Knowing what to expect from Police services and what to report and not report   |                             |      |            |              |
|---|-----------------------------|------|------------|--------------|
|   |                             | Easy | Difficult  | Not relevant |
| <br><b>23%</b><br>% Difficult<br><b>National total</b> | Residence visa              | 70%  | <b>23%</b> | 7%           |
|   | Residence visa partner      | 61%  | <b>30%</b> | 9%           |
|   | Residence visa - NZ partner | 74%  | <b>12%</b> | 14%          |
|   | Work visa                   | 70%  | <b>21%</b> | 9%           |
|   | Work visa partner           | 74%  | <b>16%</b> | 10%          |
|   |                             |      |            |              |
| Understanding how much the Police and other government people can be trusted  |                             |      |            |              |
|   |                             | Easy | Difficult  | Not relevant |
| <br><b>14%</b><br>% Difficult<br><b>National total</b> | Residence visa              | 81%  | <b>14%</b> | 5%           |
|   | Residence visa partner      | 74%  | <b>18%</b> | 8%           |
|   | Residence visa - NZ partner | 82%  | <b>12%</b> | 5%           |
|   | Work visa                   | 83%  | <b>14%</b> | 3%           |
|   | Work visa partner           | 84%  | <b>10%</b> | 6%           |
|   |                             |      |            |              |

\* Indicates any results that are below or above the National total by 10% or more

## Understanding how the housing sector operates and tenancy rights

As shown in Figure 31, a quarter of the online participants found it challenging to understand how to rent or buy a house and a little under a third (30%) to understand their tenancy rights and what to do if there was a problem. Difficulties understanding the process to find suitable accommodation was a common theme in the face-to-face consultations. This highlights the importance of ensuring recent migrants have good information about the housing market and what to expect.

### A competitive rental housing market

Face-to-face participants commonly expressed surprise at the competitiveness of the rental housing market. This had resulted in unexpected costs for some participants who had not anticipated an extended period in temporary accommodation such as hotels or motels. References were also made to the need to actively contact and seek accommodation themselves rather than rely on an agency to find suitable rental accommodation.



## Other difficulties

Some face-to-face participants mentioned that the need to provide New Zealanders as referees as a challenge. Participants also referred to instances of discrimination such as when they were excluded from consideration over the phone based on having provided little information.

## Understanding tenancy rights

Understanding tenancy rights and what to do if there was a problem was not a common theme of the face-to-face discussions. However, one participant expressed discomfort about an instance where their landlord had made visits without prior notice and questioned whether this was acceptable.

**Figure 31: Understanding purchase and rental of houses**

| Understanding how to rent or buy a house  |                             |      |            |              |
|---|-----------------------------|------|------------|--------------|
|   |                             | Easy | Difficult  | Not relevant |
|  <p><b>25%</b></p> <p>% Difficult<br/>National total</p>  | Residence visa              | 74%  | <b>25%</b> | 1%           |
|   | Residence visa partner      | 69%  | <b>29%</b> | 1%           |
|   | Residence visa - NZ partner | 74%  | <b>21%</b> | 5%           |
|   | Work visa                   | 71%  | <b>29%</b> | 0%           |
|   | Work visa partner           | 71%  | <b>27%</b> | 2%           |
| Knowing about my rights when renting a house and what I can do if there is a problem  |                             |      |            |              |
|   |                             | Easy | Difficult  | Not relevant |
|  <p><b>30%</b></p> <p>% Difficult<br/>National total</p> | Residence visa              | 67%  | <b>30%</b> | 3%           |
|   | Residence visa partner      | 60%  | <b>36%</b> | 4%           |
|   | Residence visa - NZ partner | 59%  | <b>27%</b> | 13%          |
|   | Work visa                   | 67%  | <b>32%</b> | 1%           |
|   | Work visa partner           | 60%  | <b>35%</b> | 5%           |

\* Indicates any results that are below or above the National total by 10% or more

## Understanding the cost of living and financial services

Figure 32 below shows the online findings for those who had found it challenging to understand the cost of living and banking and financial services in New Zealand.

About a quarter of online participants (24%) had found it a challenge understanding the cost of living in New Zealand. Some face to face participants expressed surprise at the high cost of general expenses



and, in particular, for food, electricity, home rent, medical and dental costs. Most participants did not have difficulty understanding how banking and financial services work, however some did (14%).

**Figure 32: The cost of living and financial services in New Zealand**

| Understanding the cost of living in New Zealand   |                             |      |            |              |
|---|-----------------------------|------|------------|--------------|
|   |                             | Easy | Difficult  | Not relevant |
| <br><b>24%</b><br>% Difficult<br><b>National total</b>   | Residence visa              | 76%  | <b>24%</b> | 0%           |
|   | Residence visa partner      | 77%  | <b>23%</b> | 0%           |
|   | Residence visa - NZ partner | 80%  | <b>20%</b> | 0%           |
|   | Work visa                   | 78%  | <b>22%</b> | 0%           |
|   | Work visa partner           | 66%  | <b>32%</b> | 2%           |
|   |                             |      |            |              |
| Understanding how banking and financial services work   |                             |      |            |              |
|   |                             | Easy | Difficult  | Not relevant |
| <br><b>14%</b><br>% Difficult<br><b>National total</b> | Residence visa              | 85%  | <b>14%</b> | 0%           |
|   | Residence visa partner      | 82%  | <b>18%</b> | 1%           |
|   | Residence visa - NZ partner | 88%  | <b>11%</b> | 1%           |
|   | Work visa                   | 88%  | <b>12%</b> | 0%           |
|   | Work visa partner           | 89%  | <b>11%</b> | 0%           |
|   |                             |      |            |              |

\* Indicates any results that are below or above the National total by 10% or more



# APPENDIX 1: GLOSSARY OF VISA TYPES AND RELATED TERMS

This glossary includes visa types that were included in the migrant consultations 2018. The consultations focussed on recent migrants who had a visa which enabled them to work in New Zealand permanently or long-term (for 12 months or more).

## New Zealand Residence Visas

Holders of residence class visas can live in New Zealand indefinitely, and access publicly funded health and education services. Resident Visas have travel conditions that only allow a person to re-enter New Zealand as a resident until a certain date. After living in New Zealand for two years New Zealand residents can apply for a Permanent Resident Visa which allows indefinite re-entry to New Zealand.

**A Principal applicant** is the main person assessed against the policy criteria for a residence application.

**A Secondary applicant** is any person other than the principal applicant named on a residence application. They will be the partner or dependent child of the principal applicant.

New Zealand Residence Visas included in the consultations are listed below.

### **Skilled Migrant Category Resident visa (principal and secondary applicants)**

The Skilled Migrant Category is a points system based on factors such as age, work experience, qualifications, and an offer of skilled employment. Applicants must also be aged 55 or under, and meet English language, health, and character requirements.

### **Business Category Resident visas (principal and secondary applicants)**

The Business Immigration policy aims to contribute to New Zealand's economic growth by increasing New Zealand's levels of human and investment capital, encouraging enterprise and innovation, and fostering international links. The Business Immigration policy comprises the Entrepreneur policy, Employees of Relocating Businesses policy and Migrant Investment policy.

### **Partner of a New Zealander resident visa**

Partners of a New Zealand citizen or resident (who have can prove they have been living together in a genuine and stable relationship with their partner for 12 months or more) can apply to live, work and study in New Zealand indefinitely.



### **Parent category resident visa**

The Parent Category Resident Visa enables parents of New Zealand citizens or permanent residents to live, work and study in New Zealand indefinitely. The category is subject to an annual cap and applicants are required to send an expression of interest to Immigration New Zealand.

The Parent Category was temporarily closed in October 2016 to new applications while it is reviewed.

## **New Zealand Work Visas**

The objective of the Work policy is to develop New Zealand's human capability base by facilitating the access of New Zealand employers and industry to global skills and knowledge while ensuring New Zealanders are not displaced from employment opportunities and improvements to wages and working conditions are not hindered.

Work visas are granted with a specific end date (generally for no longer than five years) and with conditions that allow work. This does not include people granted temporary visas for the primary purpose of visiting or studying. Working temporarily can be used as a step towards gaining residence and settling here permanently. A temporary work visa holder may apply for a further visa of the same or another type at any time before the current visa expires.

### **New Zealand Work Visas included in the consultations**

These Work Visas were those that enable holders to live in New Zealand longer term (12 months or more) and are listed below.

#### **Essential Skills visa (valid for more than 12 months)**

The Essential Skills policy facilitates the entry of people required on a temporary basis to fill shortages where suitable New Zealand citizens or residents are not available for the work offered.

Essential skills work visas are granted for 12 months to five years, depending on the duration of the job offer, skill-band of employment and remuneration of employment.

#### **Work to Residence visa**

There are two main types of Work to Residence visa (long-term skill shortage and talent-based) which enable you to work in New Zealand and then, after working in the job for at least 24 months, apply for a resident visa.

- Long Term Skill Shortage work visa

Applicants need to have the specified work experience, qualifications and occupational registration to work in an occupation on the Long Term Skill Shortage List, and an offer for work in that occupation.

- Talent (Accredited Employer) work visa

Applicants need to have a long-term or permanent job offer from an Immigration New Zealand accredited employer.



- Talent (Arts, Culture, Sports) work visa

This visa is for people who have exceptional talent in a field of art, sport or culture. Applicants need the support of a New Zealand organisation that's recognised for its excellence in their field of talent, and a sponsor, to apply.

#### **Partner of a worker work visa**

This visa allows people who are in a genuine and stable relationship with a work visa holder<sup>13</sup> to work in New Zealand for the duration of their partner's work visa. Applicants do not need to have a job offer.

#### **Partner of a New Zealander work visa**

This visa allows people who are in a genuine and stable relationship with a New Zealand citizen or resident to work in New Zealand for between 12-24 months, depending on the length of the relationship. Applicants do not need to have a job offer.

#### **Post-study work visa – employer assisted**

This visa is for recent graduates who have successfully completed their qualification in New Zealand. Applicants must have an offer of full-time work in the same area as their qualification. This visa may provide a pathway to later apply for residence under the Skilled Migrant Category.

<sup>13</sup> The following Work Visa holders cannot support a work visa for their partner or dependent children: Foreign crew of fishing vessels, Working Holiday Scheme, Recognised Seasonal Employer (RSE) Work Instructions, Supplementary Seasonal Employer (SSE) Instructions, Silver Fern Job Search, Domestic staff of diplomatic, consular, or official staff, Essential Skills work visas for lower-skilled employment.



# APPENDIX 2: ONLINE CONSULTATION – DEMOGRAPHIC CHARACTERISTICS OF PARTICIPANTS

| Length of time in New Zealand       | Number       | Proportion  |
|-------------------------------------|--------------|-------------|
| Less than 6 months                  | 77           | 2%          |
| 6 months to 3 years                 | 1,517        | 44%         |
| More than 3 years and up to 5 years | 1,843        | 54%         |
| <b>Total</b>                        | <b>3,437</b> | <b>100%</b> |

| Visa status   | Number       | Proportion  |
|---|--------------|-------------|
| Skilled Migrant Category or Business Category principal applicant                   | 2,993        | 87.1%       |
| Skilled Migrant Category or Business Category secondary applicant (partner)         | 137          | 4.0%        |
| Skilled Migrant Category or Business Category secondary applicant (dependent child) | 11           | 0.3%        |
| Partner of a New Zealand resident/citizen   | 93           | 2.7%        |
| Parent of a New Zealand resident/citizen  | 15           | 0.4%        |
| <b>New Zealand residence visa (sub-total)</b>                                       | <b>3,253</b> | <b>95%</b>  |
| Essential Skills visa (more than 1 year to 3 years)                                 | 40           | 1.2%        |
| Essential Skills visa (more than 3 years to 5 years)                                | 10           | 0.3%        |
| Residence from work visa (Long Term Skills shortage or Accredited Employer)         | 21           | 0.6%        |
| Talent visa   | 6            | 0.2%        |
| Entrepreneur or Global Impact visa  | 0            | 0.0%        |
| Partner of a worker work visa   | 63           | 1.8%        |
| Partner of a New Zealander work visa  | 25           | 0.7%        |
| Post-study work visa – employer assisted  | 6            | 0.2%        |
| <b>Work visa (sub-total)</b>  | <b>184</b>   | <b>5%</b>   |
| Other (please state)  | 13           | 0.4%        |
| <b>Total</b>  | <b>3,437</b> | <b>100%</b> |



| Age (in years) | Number      | Proportion  |
|----------------|-------------|-------------|
| 18-24          | 46          | 1%          |
| 25-34          | 1,665       | 48%         |
| 35-44          | 1,228       | 36%         |
| 45-54          | 408         | 12%         |
| 55-64          | 80          | 2%          |
| 65+            | 9           | 0.3%        |
| Not known      | 1           | 0%          |
| <b>Total</b>   | <b>3437</b> | <b>100%</b> |

| Gender<br>(More than one response could be selected) | Number | Proportion |
|--|--------|------------|
| Male   | 2,187  | 64%        |
| Female   | 1,246  | 36%        |
| Transgender  | 3      | 0.1%       |
| Different identity (please state)                    | 4      | 0.1%       |

| Ethnicity<br>(More than one response could be selected) | Number | Proportion |
|---|--------|------------|
| African   | 94     | 3%         |
| Chinese   | 281    | 8%         |
| European  | 1,190  | 35%        |
| Indian  | 630    | 18%        |
| Latin American  | 136    | 4%         |
| Māori   | 2      | 0.1%       |
| Middle Eastern  | 70     | 2%         |
| Other Asian   | 273    | 8%         |
| Pacific Peoples   | 32     | 1%         |
| Southeast Asian   | 508    | 15%        |
| Other (please state)                                    | 379    | 11%        |



| Country of origin | Number | Proportion |
|-------------------|--------|------------|
| Argentina         | 35     | 1.0%       |
| Bangladesh        | 12     | 0.4%       |
| Brazil            | 57     | 1.7%       |
| Canada            | 34     | 1.0%       |
| Chile             | 13     | 0.4%       |
| China             | 212    | 6.3%       |
| Croatia           | 3      | 0.1%       |
| Egypt             | 16     | 0.5%       |
| England           | 286    | 8.4%       |
| Fiji              | 63     | 1.9%       |
| France            | 68     | 2.0%       |
| Germany           | 46     | 1.4%       |
| Hong Kong         | 15     | 0.4%       |
| India             | 553    | 16.3%      |
| Indonesia         | 10     | 0.3%       |
| Iran              | 29     | 0.9%       |
| Ireland           | 0      | 0.0%       |
| Italy             | 37     | 1.1%       |
| Japan             | 12     | 0.4%       |
| Malaysia          | 61     | 1.8%       |
| Nepal             | 9      | 0.3%       |
| Pakistan          | 75     | 2.2%       |
| Philippines       | 618    | 18.2%      |
| Poland            | 19     | 0.6%       |
| Russia            | 62     | 1.8%       |
| Serbia            | 11     | 0.3%       |
| Singapore         | 25     | 0.7%       |
| Scotland          | 28     | 0.8%       |
| Slovenia          | 6      | 0.2%       |
| South Africa      | 451    | 13.3%      |
| South Korea       | 26     | 0.8%       |
| Sri Lanka         | 73     | 2.2%       |
| Sweden            | 5      | 0.1%       |
| Taiwan            | 4      | 0.1%       |
| Thailand          | 7      | 0.2%       |

Specified *Other* countries of origin:

- Australia
- Austria
- Belarus
- Belgium
- Bulgaria
- Cambodia
- Catalonia
- Colombia
- Cyprus
- Czech Republic
- Estonia
- Finland
- Gambia
- Georgia
- Gibraltar
- Greece
- Guatemala
- Guernsey
- Hungary
- Iraq
- Israel
- Jordan
- Kazakhstan
- Kenya
- Macedonia
- Mauritius
- Mexico
- Moldova
- Myanmar
- Netherlands
- Nigeria
- Pakistan
- Palestine
- Peru
- Philippines



| Country of origin        | Number      | Proportion  |
|--------------------------|-------------|-------------|
| Turkey                   | 7           | 0.2%        |
| United States of America | 102         | 3.0%        |
| Vietnam                  | 16          | 0.5%        |
| Wales                    | 17          | 0.5%        |
| Zimbabwe                 | 15          | 0.4%        |
| Other (please state)     | 252         | 7.4%        |
| Not known                | 47          | 1.4%        |
| <b>Total</b>             | <b>3437</b> | <b>100%</b> |

Specified *Other* countries of origin:

- Portugal
- Romania
- Slovakia
- South Africa

| Region             | Number      | Proportion  |
|--------------------|-------------|-------------|
| Northland          | 60          | 2%          |
| Auckland           | 1,642       | 48%         |
| Waikato            | 214         | 6%          |
| Bay of Plenty      | 156         | 5%          |
| Gisborne           | 16          | 0.5%        |
| Hawke's Bay        | 63          | 2%          |
| Taranaki           | 55          | 2%          |
| Manawatu-Whanganui | 50          | 1%          |
| Wellington         | 462         | 13%         |
| Nelson             | 30          | 1%          |
| Marlborough        | 20          | 1%          |
| West Coast-Tasman  | 16          | 0.5%        |
| Canterbury         | 517         | 15%         |
| Otago              | 107         | 3%          |
| Southland          | 29          | 1%          |
| <b>Total</b>       | <b>3437</b> | <b>100%</b> |



| Relationship status              | Number       | Proportion  |
|----------------------------------|--------------|-------------|
| I am married or in a civil union | 2,216        | 64%         |
| I have a partner                 | 622          | 18%         |
| I am single                      | 517          | 15%         |
| I am divorced/separated          | 54           | 2%          |
| Not known                        | 28           | 1%          |
| <b>Total</b>                     | <b>3,437</b> | <b>100%</b> |

| Whether they had a partner in New Zealand | Number       | Proportion  |
|---|--------------|-------------|
| Yes                                       | 2,694        | 78%         |
| No  | 132          | 4%          |
| Not known                                 | 611          | 18%         |
| <b>Total</b>                              | <b>3,437</b> | <b>100%</b> |

| Whether they had children in New Zealand | Number       | Proportion  |
|--|--------------|-------------|
| Yes                                      | 1,534        | 45%         |
| No                                       | 1,747        | 51%         |
| Not known                                | 156          | 5%          |
| <b>Total</b>                             | <b>3,437</b> | <b>100%</b> |

| Age of children<br>(More than one response could be selected) | Number | Proportion |
|---|--------|------------|
| Under 5 years old   | 723    | 21%        |
| 6-11 years old  | 715    | 21%        |
| 12-17 years old   | 420    | 12%        |
| 18-24 years old   | 186    | 5%         |
| Over 24 years old   | 34     | 1%         |



| <b>Current employment status</b><br>(More than one response could be selected) | <b>Number</b> | <b>Proportion</b> |
|--|---------------|-------------------|
| Working for a wage or salary - full time                                       | 2,887         | 84%               |
| Working for a wage or salary - part time                                       | 169           | 5%                |
| Conducting your own business   | 85            | 2%                |
| Self-employed / contractor   | 183           | 5%                |
| Studying   | 75            | 2%                |
| Doing voluntary work for, or through, any organisation, group or marae         | 68            | 2%                |
| Working without pay in a family business or farm                               | 11            | 0.3%              |
| Setting up a business  | 59            | 2%                |
| Home duties  | 91            | 3%                |
| Retired or no longer working   | 7             | 0.2%              |
| Not working due to illness/injury/disability                                   | 7             | 0.2%              |
| Unemployed and looking for paid work   | 126           | 4%                |
| Unemployed and not looking for paid work                                       | 6             | 0.2%              |

| <b>Current occupational group</b>    | <b>Number</b> | <b>Proportion</b> |
|--------------------------------------|---------------|-------------------|
| Manager                              | 436           | 13%               |
| Professional                         | 1,676         | 49%               |
| Technician or Trade Worker           | 467           | 14%               |
| Community or Personal Service Worker | 27            | 1%                |
| Clerical or Administrative Worker    | 112           | 3%                |
| Sales Worker                         | 38            | 1%                |
| Machinery Operator or Driver         | 25            | 1%                |
| Labourer                             | 38            | 1%                |
| Missing data                         | 618           | 18%               |
| <b>Total</b>                         | <b>3437</b>   | <b>100%</b>       |



# APPENDIX 3: MIGRANT ONLINE CONSULTATION NATIONAL FINDINGS

National findings are provided in the tables below for participants' responses regarding questions about: the settlement areas they found difficult, whether more information on specific topics would be useful, and their experiences of unfair and biased behaviour in their community.

## Participants' experiences of different settlement areas

The table below presents national level findings for responses to the question:

'On the scale below, please rate how easy or difficult you have found the following areas'.

The rating scale options were:

Very easy / Easy / Difficult / Very difficult / This is not relevant to my situation.

'Very easy' and 'Easy' ratings have been combined and reported in the table under the heading 'Easy' and 'Very difficult' and 'Difficult' ratings combined and reported as 'Difficult'.

**Table 3: Participants' experiences of different settlement areas**

| Settlement Outcome area  | Number of responses | Easy | Difficult | Not Relevant |
|--|---------------------|------|-----------|--------------|
| <b>EMPLOYMENT</b>  |                     |      |           |              |
| Finding out about the New Zealand job market and how to apply for a job  | 3,425               | 58%  | 35%       | 7%           |
| Having enough time to work or look for work  | 3,365               | 60%  | 30%       | 10%          |
| Getting my qualifications and/or work experience recognised  | 3,377               | 55%  | 39%       | 7%           |
| Getting New Zealand work experience  | 3,370               | 51%  | 40%       | 8%           |
| Getting to know people who can help me get a job   | 3,367               | 39%  | 48%       | 13%          |
| Knowing what my employment rights and responsibilities are   | 3,376               | 74%  | 23%       | 4%           |
| Knowing what I can do if my employment rights are not being met  | 3,366               | 61%  | 31%       | 8%           |
| Communicating in New Zealand workplaces (including understanding business and everyday English, kiwi expressions, and different accents) | 3,374               | 76%  | 22%       | 3%           |
| Understanding and adjusting to the New Zealand way of working (including management style, work culture)                                 | 3,373               | 77%  | 21%       | 2%           |
| Understanding how my pay works and things such as tax deductions, Kiwisaver and ACC  | 3,378               | 70%  | 28%       | 2%           |



| Settlement Outcome area   | Number of responses | Easy | Difficult | Not Relevant |
|---|---------------------|------|-----------|--------------|
| <b>EDUCATION AND TRAINING</b>   |                     |      |           |              |
| <b>Education and training for me</b>  |                     |      |           |              |
| Understanding English well enough to participate in education and training                          | 3,421               | 81%  | 5%        | 14%          |
| Understanding how education and training works here   | 3,387               | 70%  | 14%       | 16%          |
| Being able to pay for education and training in New Zealand   | 3,388               | 37%  | 35%       | 29%          |
| Accessing education and training courses that meet my needs   | 3,379               | 53%  | 22%       | 25%          |
| <b>My children's education</b>  |                     |      |           |              |
| Being able to communicate with my children's teachers   | 3,265               | 39%  | 2%        | 59%          |
| Knowing how to access preschool and kindergarten services   | 3,260               | 30%  | 3%        | 67%          |
| Knowing how to access childcare services and activities   | 3,258               | 32%  | 5%        | 63%          |
| Understanding post-school education and training options for my children                            | 3,260               | 24%  | 8%        | 68%          |
| Being able to pay for tertiary education and training for my children                               | 3,259               | 14%  | 12%       | 74%          |
| <b>INCLUSION</b>  |                     |      |           |              |
| Finding ways to get involved in activities and groups in my local community                         | 3,375               | 70%  | 27%       | 3%           |
| Feeling welcome in my community   | 3,357               | 77%  | 21%       | 2%           |
| Meeting and making friends with New Zealanders  | 3,375               | 65%  | 34%       | 1%           |
| <b>HEALTH AND WELLBEING</b>   |                     |      |           |              |
| <b>Health</b>   |                     |      |           |              |
| Being able to communicate with health professionals to get the healthcare I need                    | 3,392               | 82%  | 15%       | 3%           |
| Understanding how New Zealand healthcare services work  | 3,389               | 71%  | 28%       | 1%           |
| Adjusting to differences in the way that health services are provided in New Zealand                | 3,384               | 68%  | 30%       | 2%           |
| Knowing how confidential my health information will be  | 3,381               | 79%  | 15%       | 6%           |
| Accessing transport to get to health services   | 3,379               | 63%  | 18%       | 19%          |
| Being able to afford healthcare in New Zealand  | 3,378               | 57%  | 39%       | 4%           |
| Understanding the costs of healthcare in New Zealand (including how private health insurance works) | 3,379               | 54%  | 42%       | 4%           |
| <b>Feeling Safe, New Zealand laws, police services and trust in government</b>                      |                     |      |           |              |
| Understanding how much the Police and other government people can be trusted                        | 3,386               | 81%  | 14%       | 5%           |
| Feeling safe in New Zealand   | 3,380               | 92%  | 8%        | 0%           |
| Knowing what to expect from Police services and what to report and not report                       | 3,382               | 70%  | 23%       | 8%           |



| Settlement Outcome area  | Number of responses | Easy | Difficult | Not Relevant |
|--|---------------------|------|-----------|--------------|
| Understanding New Zealand laws and my rights and responsibilities                    | 3,385               | 78%  | 21%       | 2%           |
| Understanding the New Zealand road rules   | 3,388               | 92%  | 8%        | 1%           |
| Understanding how to get a New Zealand driver's license                              | 3,391               | 92%  | 7%        | 1%           |
| <b>Understanding how the housing sector operates and tenancy rights</b>              |                     |      |           |              |
| Understanding how to rent or buy a house   | 3,387               | 74%  | 25%       | 1%           |
| Knowing about my rights when renting a house and what I can do if there is a problem | 3,387               | 66%  | 30%       | 4%           |
| <b>Understanding the cost of living and financial services</b>                       |                     |      |           |              |
| Understanding how banking and financial services work                                | 3,386               | 85%  | 14%       | 0%           |
| Understanding the cost of living in New Zealand                                      | 3,386               | 76%  | 24%       | 0%           |

## The usefulness of more information in specific areas

The table below presents national findings for responses to the question:

‘Other migrants have told us that more information about the following topics would have been useful to help them settle in New Zealand. How useful would more information about the following have been to you?’

The rating scale options were:

Very useful / Useful / Not useful, I found all the information I needed / I did not need this information

**Table 4: Participants’ ratings of the usefulness of more information in specific areas**

|   | Number of responses | Very useful | Useful | Not useful - I found all the information I needed | I did not need this information |
|---|---------------------|-------------|--------|---|---------------------------------|
| How to start a business                                     | 3414                | 26%         | 32%    | 5%  | 37%                             |
| Connecting with professional networks                       | 3388                | 34%         | 43%    | 11%   | 13%                             |
| Local sports and recreational clubs and how to get involved | 3400                | 26%         | 47%    | 14%   | 13%                             |
| Māori language and culture in New Zealand                   | 3390                | 18%         | 51%    | 11%   | 19%                             |
| Public services available to temporary work visa holders    | 3404                | 26%         | 36%    | 6%  | 33%                             |



## Experiences of unfair or biased behaviour in the community

Table 5 below presents national findings for responses to the question:

‘Please indicate how often you have experienced unfair or biased behaviour in the community’.

Response options were:

Never / Once or twice / Frequently / Don’t know / Would prefer not to say.

**Table 5: Experiences of unfair or biased behaviour in the community**

| Response                | Number of participants | Proportion  |
|-------------------------|------------------------|-------------|
| Never                   | 1167                   | 34%         |
| Once or twice           | 1488                   | 44%         |
| Frequently              | 398                    | 12%         |
| Don't know              | 221                    | 7%          |
| Would prefer not to say | 110                    | 3%          |
| <b>Total</b>            | <b>3384</b>            | <b>100%</b> |

Table 6 below presents national findings for responses to the following question which was asked of participants who responded ‘Once or twice’ or ‘Frequently’ to question above.

‘Did you know where to go for advice and support?’

Response options were: Yes / No / I did not need advice or support.

**Table 6: Whether participants who had experienced unfair or biased behaviour in the community knew where to go for advice and support**

| Experience of bias/unfair behaviour |                        | Did you know where to go for advice and support? |     |                                  |             |
|-------------------------------------|------------------------|--|-----|----------------------------------|-------------|
| How often                           | Number of participants | Yes  | No  | I did not need advice or support | No response |
| Once or twice                       | 1488                   | 30%  | 26% | 28%                              | 16%         |
| Frequently                          | 398                    | 22%  | 41% | 20%                              | 17%         |
| Total                               | 1886                   | 28%  | 29% | 26%                              | 16%         |



## APPENDIX 4: MIGRANT ONLINE CONSULTATION FINDINGS BY VISA TYPE

The table below presents online consultation findings by visa type for responses to the question 'On the scale below, please rate how easy or difficult you have found the following areas'. The rating scale options were: Very easy / Easy / Difficult / Very difficult / This is not relevant to my situation.

Ratings of 'Very easy' and 'Easy' have been combined and reported in the table under the heading 'Easy'. Ratings of 'Very difficult' and 'difficult' have been combined and reported as 'Difficult'.

|  | Residence visa - Principal |      |           |              | Residence visa Partner |      |           |              | Residence visa – New Zealand partner |      |           |              | Work visa - Principal  |      |           |              | Work visa Partner      |      |           |              |
|--|----------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|--------------------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|
|  | Number of participants     | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant | Number of participants               | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant |
| <b>EMPLOYMENT</b>  |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Finding out about the New Zealand job market and how to apply for a job  | 2,984                      | 59%  | 34%       | 7%           | 137                    | 46%  | 46%       | 8%           | 92                                   | 57%  | 35%       | 9%           | 76                     | 58%  | 36%       | 7%           | 63                     | 49%  | 48%       | 3%           |
| Having enough time to work or look for work  | 2,932                      | 60%  | 30%       | 10%          | 136                    | 57%  | 32%       | 12%          | 91                                   | 60%  | 24%       | 15%          | 73                     | 52%  | 34%       | 14%          | 62                     | 73%  | 21%       | 6%           |
| Getting my qualifications and/or work experience recognised  | 2,940                      | 58%  | 37%       | 5%           | 137                    | 30%  | 52%       | 18%          | 92                                   | 40%  | 43%       | 16%          | 75                     | 39%  | 44%       | 17%          | 62                     | 23%  | 60%       | 18%          |
| Getting New Zealand work experience  | 2,934                      | 54%  | 38%       | 8%           | 137                    | 33%  | 58%       | 9%           | 92                                   | 38%  | 49%       | 13%          | 75                     | 44%  | 44%       | 12%          | 62                     | 27%  | 63%       | 10%          |
| Getting to know people who can help me get a job   | 2,932                      | 40%  | 47%       | 13%          | 137                    | 24%  | 66%       | 10%          | 92                                   | 30%  | 57%       | 13%          | 74                     | 38%  | 45%       | 18%          | 62                     | 26%  | 63%       | 11%          |
| Knowing what my employment rights and responsibilities are   | 2,941                      | 75%  | 22%       | 3%           | 137                    | 61%  | 31%       | 9%           | 91                                   | 60%  | 31%       | 9%           | 75                     | 63%  | 35%       | 3%           | 62                     | 68%  | 23%       | 10%          |
| Knowing what I can do if my employment rights are not being met  | 2,931                      | 62%  | 31%       | 7%           | 136                    | 46%  | 39%       | 15%          | 91                                   | 52%  | 32%       | 16%          | 75                     | 57%  | 37%       | 5%           | 62                     | 60%  | 24%       | 16%          |
| Communicating in New Zealand workplaces (including understanding business and everyday English, kiwi expressions, and different accents) | 2,937                      | 77%  | 21%       | 2%           | 137                    | 63%  | 31%       | 6%           | 92                                   | 66%  | 25%       | 9%           | 76                     | 80%  | 16%       | 4%           | 62                     | 71%  | 23%       | 6%           |
| Understanding and adjusting to the New Zealand way of working (including management style, work culture)                                 | 2,939                      | 78%  | 21%       | 1%           | 136                    | 68%  | 26%       | 7%           | 91                                   | 67%  | 23%       | 10%          | 75                     | 69%  | 27%       | 4%           | 62                     | 73%  | 16%       | 11%          |
| Understanding how my pay works and things such as tax deductions, Kiwisaver and ACC  | 2,941                      | 72%  | 27%       | 1%           | 137                    | 57%  | 38%       | 5%           | 92                                   | 54%  | 37%       | 9%           | 76                     | 66%  | 32%       | 3%           | 62                     | 65%  | 27%       | 8%           |
| <b>EDUCATION AND TRAINING</b>  |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| <b>Education and training for me</b>   |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Understanding English well enough to participate in education and training   | 2,980                      | 82%  | 5%        | 13%          | 137                    | 80%  | 7%        | 13%          | 91                                   | 76%  | 7%        | 18%          | 77                     | 79%  | 4%        | 17%          | 63                     | 73%  | 11%       | 16%          |
| Understanding how education and training works here  | 2,948                      | 71%  | 13%       | 15%          | 137                    | 64%  | 23%       | 14%          | 90                                   | 66%  | 17%       | 18%          | 76                     | 62%  | 18%       | 20%          | 63                     | 59%  | 21%       | 21%          |
| Being able to pay for education and training in New Zealand  | 2,949                      | 38%  | 34%       | 28%          | 136                    | 38%  | 38%       | 25%          | 90                                   | 28%  | 42%       | 30%          | 76                     | 30%  | 32%       | 38%          | 63                     | 24%  | 46%       | 30%          |



|   | Residence visa - Principal |      |           |              | Residence visa Partner |      |           |              | Residence visa – New Zealand partner |      |           |              | Work visa - Principal  |      |           |              | Work visa Partner      |      |           |              |
|---|----------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|--------------------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|
|   | Number of participants     | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant | Number of participants               | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant |
| Accessing education and training courses that meet my needs   | 2,941                      | 55%  | 21%       | 25%          | 137                    | 45%  | 27%       | 28%          | 90                                   | 39%  | 32%       | 29%          | 76                     | 39%  | 24%       | 37%          | 63                     | 38%  | 32%       | 30%          |
| <b>My children's education</b>  |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Being able to communicate with my children's teachers   | 2,835                      | 38%  | 2%        | 60%          | 134                    | 55%  | 5%        | 40%          | 90                                   | 32%  | 2%        | 66%          | 73                     | 41%  | 7%        | 52%          | 62                     | 55%  | 3%        | 42%          |
| Knowing how to access preschool and kindergarten services   | 2,830                      | 30%  | 3%        | 67%          | 134                    | 34%  | 7%        | 58%          | 90                                   | 23%  | 1%        | 76%          | 73                     | 22%  | 4%        | 74%          | 62                     | 39%  | 5%        | 56%          |
| Knowing how to access childcare services and activities   | 2,829                      | 32%  | 4%        | 64%          | 134                    | 45%  | 9%        | 46%          | 90                                   | 31%  | 1%        | 68%          | 73                     | 26%  | 5%        | 68%          | 61                     | 38%  | 16%       | 46%          |
| Understanding post-school education and training options for my children                            | 2,832                      | 24%  | 7%        | 69%          | 134                    | 24%  | 22%       | 54%          | 89                                   | 17%  | 10%       | 73%          | 73                     | 26%  | 10%       | 64%          | 61                     | 23%  | 25%       | 52%          |
| Being able to pay for tertiary education and training for my children                               | 2,830                      | 14%  | 11%       | 75%          | 134                    | 14%  | 29%       | 57%          | 90                                   | 6%   | 9%        | 86%          | 73                     | 12%  | 21%       | 67%          | 61                     | 0%   | 28%       | 72%          |
| <b>INCLUSION</b>  |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Finding ways to get involved in activities and groups in my local community                         | 2,939                      | 71%  | 26%       | 3%           | 136                    | 63%  | 34%       | 3%           | 91                                   | 65%  | 32%       | 3%           | 76                     | 66%  | 32%       | 3%           | 62                     | 71%  | 29%       | 0%           |
| Feeling welcome in my community   | 2,922                      | 78%  | 20%       | 2%           | 135                    | 67%  | 30%       | 2%           | 91                                   | 71%  | 27%       | 1%           | 76                     | 71%  | 28%       | 1%           | 62                     | 68%  | 32%       | 0%           |
| Meeting and making friends with New Zealanders  | 2,939                      | 67%  | 32%       | 1%           | 136                    | 52%  | 48%       | 0%           | 92                                   | 42%  | 57%       | 1%           | 76                     | 63%  | 37%       | 0%           | 61                     | 48%  | 52%       | 0%           |
| Understanding how to get a New Zealand driver's license   | 2,951                      | 92%  | 7%        | 1%           | 137                    | 95%  | 5%        | 0%           | 91                                   | 90%  | 5%        | 4%           | 76                     | 92%  | 8%        | 0%           | 62                     | 97%  | 3%        | 0%           |
| <b>HEALTH AND WELLBEING</b>   |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| <b>Health</b>   |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Being able to communicate with health professionals to get the healthcare I need                    | 2,953                      | 82%  | 15%       | 2%           | 136                    | 79%  | 19%       | 2%           | 91                                   | 84%  | 14%       | 2%           | 76                     | 82%  | 14%       | 4%           | 62                     | 81%  | 15%       | 5%           |
| Understanding how New Zealand healthcare services work  | 2,949                      | 72%  | 27%       | 1%           | 137                    | 63%  | 36%       | 1%           | 91                                   | 69%  | 30%       | 1%           | 76                     | 59%  | 38%       | 3%           | 62                     | 66%  | 32%       | 2%           |
| Adjusting to differences in the way that health services are provided in New Zealand                | 2,944                      | 69%  | 29%       | 2%           | 137                    | 59%  | 39%       | 2%           | 91                                   | 63%  | 36%       | 1%           | 76                     | 57%  | 41%       | 3%           | 62                     | 65%  | 32%       | 3%           |
| Knowing how confidential my health information will be  | 2,941                      | 80%  | 14%       | 6%           | 137                    | 80%  | 15%       | 5%           | 91                                   | 78%  | 12%       | 10%          | 76                     | 75%  | 16%       | 9%           | 62                     | 69%  | 19%       | 11%          |
| Accessing transport to get to health services   | 2,939                      | 63%  | 19%       | 18%          | 137                    | 59%  | 13%       | 28%          | 91                                   | 55%  | 15%       | 30%          | 76                     | 67%  | 14%       | 18%          | 62                     | 56%  | 19%       | 24%          |
| Being able to afford healthcare in New Zealand  | 2,940                      | 57%  | 38%       | 4%           | 135                    | 53%  | 44%       | 4%           | 91                                   | 55%  | 40%       | 5%           | 76                     | 51%  | 42%       | 7%           | 62                     | 52%  | 45%       | 3%           |
| Understanding the costs of healthcare in New Zealand (including how private health insurance works) | 2,940                      | 55%  | 42%       | 4%           | 137                    | 47%  | 50%       | 4%           | 91                                   | 56%  | 42%       | 2%           | 75                     | 48%  | 45%       | 7%           | 62                     | 52%  | 42%       | 6%           |



|  | Residence visa - Principal |      |           |              | Residence visa Partner |      |           |              | Residence visa – New Zealand partner |      |           |              | Work visa - Principal  |      |           |              | Work visa Partner      |      |           |              |
|--|----------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|--------------------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|------------------------|------|-----------|--------------|
|  | Number of participants     | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant | Number of participants               | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant | Number of participants | Easy | Difficult | Not relevant |
| <b>Feeling Safe, New Zealand laws, police services and trust in government</b>       |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Understanding how much the Police and other government people can be trusted         | 2,947                      | 81%  | 14%       | 5%           | 137                    | 74%  | 18%       | 8%           | 91                                   | 82%  | 12%       | 5%           | 76                     | 83%  | 14%       | 3%           | 62                     | 84%  | 10%       | 6%           |
| Feeling safe in New Zealand  | 2,940                      | 92%  | 8%        | 0%           | 137                    | 91%  | 9%        | 0%           | 91                                   | 92%  | 7%        | 1%           | 76                     | 96%  | 4%        | 0%           | 62                     | 90%  | 10%       | 0%           |
| Knowing what to expect from Police services and what to report and not report        | 2,944                      | 70%  | 23%       | 7%           | 137                    | 61%  | 30%       | 9%           | 91                                   | 74%  | 12%       | 14%          | 76                     | 70%  | 21%       | 9%           | 62                     | 74%  | 16%       | 10%          |
| Understanding New Zealand laws and my rights and responsibilities                    | 2,946                      | 78%  | 21%       | 2%           | 137                    | 70%  | 28%       | 1%           | 90                                   | 79%  | 20%       | 1%           | 76                     | 78%  | 21%       | 1%           | 62                     | 81%  | 18%       | 2%           |
| Understanding the New Zealand road rules   | 2,949                      | 92%  | 7%        | 0%           | 137                    | 85%  | 14%       | 1%           | 90                                   | 90%  | 6%        | 4%           | 76                     | 95%  | 5%        | 0%           | 62                     | 90%  | 10%       | 0%           |
| <b>Understanding how the housing sector operates and tenancy rights</b>              |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Understanding how to rent or buy a house   | 2,947                      | 74%  | 25%       | 1%           | 137                    | 69%  | 29%       | 1%           | 91                                   | 74%  | 21%       | 5%           | 76                     | 71%  | 29%       | 0%           | 62                     | 71%  | 27%       | 2%           |
| Knowing about my rights when renting a house and what I can do if there is a problem | 2,947                      | 67%  | 30%       | 3%           | 137                    | 60%  | 36%       | 4%           | 91                                   | 59%  | 27%       | 13%          | 76                     | 67%  | 32%       | 1%           | 62                     | 60%  | 35%       | 5%           |
| <b>Understanding the cost of living and financial services</b>                       |                            |      |           |              |                        |      |           |              |                                      |      |           |              |                        |      |           |              |                        |      |           |              |
| Understanding the cost of living in New Zealand                                      | 2,947                      | 76%  | 24%       | 0%           | 137                    | 77%  | 23%       | 0%           | 91                                   | 80%  | 20%       | 0%           | 76                     | 78%  | 22%       | 0%           | 62                     | 66%  | 32%       | 2%           |
| Understanding how banking and financial services work                                | 2,947                      | 85%  | 14%       | 0%           | 137                    | 82%  | 18%       | 1%           | 91                                   | 88%  | 11%       | 1%           | 75                     | 88%  | 12%       | 0%           | 62                     | 89%  | 11%       | 0%           |



## APPENDIX 5: MIGRANT ONLINE CONSULTATION - FINDINGS BY REGION

The table below presents online consultation findings by region for responses to the question 'On the scale below, please rate how easy or difficult you have found the following areas'. The rating scale options were: Very easy / Easy / Difficult / Very difficult / This is not relevant to my situation. The table below presents the percentage of respondents who rated an area as 'Very difficult' or 'difficult' in each region. Please be aware of the total number of respondents in each region when interpreting this information and the magnitude of the percentage. Data has been suppressed (marked with an asterisk) for regions with fewer than 30 respondents.

| Region   | National total | Northland | Auckland | Waikato | Bay of Plenty | Hawke's Bay | Taranaki | Manawatu - Whanganui | Wellington | Nelson | Canterbury | Otago | Gisborne | Marlborough | West Coast - Tasman | Southland |
|--|----------------|-----------|----------|---------|---------------|-------------|----------|----------------------|------------|--------|------------|-------|----------|-------------|---------------------|-----------|
| Number of participants   | 3437           | 60        | 1642     | 214     | 156           | 63          | 55       | 50                   | 462        | 30     | 517        | 107   | 16       | 20          | 16                  | 29        |
| <b>EMPLOYMENT</b>  |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Finding out about the New Zealand job market and how to apply for a job  | 35%            | 33%       | 40%      | 36%     | 35%           | 29%         | 42%      | 52%                  | 32%        | 20%    | 26%        | 27%   | *        | *           | *                   | *         |
| Having enough time to work or look for work  | 30%            | 32%       | 36%      | 30%     | 30%           | 23%         | 31%      | 32%                  | 26%        | 20%    | 20%        | 20%   | *        | *           | *                   | *         |
| Getting my qualifications and/or work experience recognised  | 39%            | 38%       | 41%      | 40%     | 46%           | 43%         | 42%      | 51%                  | 34%        | 30%    | 33%        | 36%   | *        | *           | *                   | *         |
| Getting New Zealand work experience  | 40%            | 20%       | 47%      | 41%     | 42%           | 38%         | 38%      | 53%                  | 38%        | 23%    | 26%        | 32%   | *        | *           | *                   | *         |
| Getting to know people who can help me get a job   | 48%            | 37%       | 55%      | 48%     | 50%           | 43%         | 49%      | 60%                  | 44%        | 27%    | 35%        | 43%   | *        | *           | *                   | *         |
| Knowing what my employment rights and responsibilities are   | 23%            | 25%       | 22%      | 29%     | 23%           | 31%         | 15%      | 30%                  | 26%        | 23%    | 18%        | 22%   | *        | *           | *                   | *         |
| Knowing what I can do if my employment rights are not being met  | 31%            | 25%       | 31%      | 35%     | 33%           | 33%         | 21%      | 43%                  | 34%        | 47%    | 26%        | 29%   | *        | *           | *                   | *         |
| Communicating in New Zealand workplaces (including understanding business and everyday English, kiwi expressions, and different accents) | 22%            | 12%       | 23%      | 24%     | 18%           | 20%         | 19%      | 28%                  | 20%        | 27%    | 20%        | 21%   | *        | *           | *                   | *         |
| Understanding and adjusting to the New Zealand way of working (including management style, work culture)                                 | 21%            | 20%       | 22%      | 27%     | 26%           | 27%         | 26%      | 30%                  | 19%        | 27%    | 14%        | 21%   | *        | *           | *                   | *         |
| Understanding how my pay works and things such as tax deductions, Kiwisaver and ACC  | 28%            | 30%       | 30%      | 29%     | 26%           | 34%         | 21%      | 40%                  | 29%        | 40%    | 19%        | 27%   | *        | *           | *                   | *         |



| Region  | National total | Northland | Auckland | Waikato | Bay of Plenty | Hawke's Bay | Taranaki | Manawatu - Whanganui | Wellington | Nelson | Canterbury | Otago | Gisborne | Marlborough | West Coast - Tasman | Southland |
|---|----------------|-----------|----------|---------|---------------|-------------|----------|----------------------|------------|--------|------------|-------|----------|-------------|---------------------|-----------|
| Number of participants  | 3437           | 60        | 1642     | 214     | 156           | 63          | 55       | 50                   | 462        | 30     | 517        | 107   | 16       | 20          | 16                  | 29        |
| <b>EDUCATION AND TRAINING</b>   |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| <b>Education and training for me</b>  |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Understanding English well enough to participate in education and training  | 5%             | 2%        | 6%       | 5%      | 4%            | 3%          | 0%       | 10%                  | 7%         | 10%    | 6%         | 2%    | *        | *           | *                   | *         |
| Understanding how education and training works here                         | 14%            | 7%        | 15%      | 16%     | 14%           | 8%          | 10%      | 19%                  | 15%        | 13%    | 11%        | 12%   | *        | *           | *                   | *         |
| Being able to pay for education and training in New Zealand                 | 35%            | 40%       | 37%      | 34%     | 38%           | 37%         | 21%      | 35%                  | 31%        | 27%    | 30%        | 32%   | *        | *           | *                   | *         |
| Accessing education and training courses that meet my needs                 | 22%            | 23%       | 22%      | 22%     | 23%           | 26%         | 15%      | 20%                  | 23%        | 27%    | 20%        | 20%   | *        | *           | *                   | *         |
| <b>Education and training for my children</b>                               |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Being able to communicate with my children's teachers                       | 2%             | 0%        | 2%       | 3%      | 2%            | 2%          | 2%       | 2%                   | 2%         | 0%     | 3%         | 1%    | *        | *           | *                   | *         |
| Knowing how to access preschool and kindergarten services                   | 3%             | 0%        | 3%       | 2%      | 3%            | 3%          | 2%       | 4%                   | 4%         | 8%     | 2%         | 2%    | *        | *           | *                   | *         |
| Knowing how to access childcare services and activities                     | 5%             | 6%        | 5%       | 5%      | 5%            | 7%          | 2%       | 8%                   | 6%         | 8%     | 3%         | 3%    | *        | *           | *                   | *         |
| Understanding post-school education and training options for my children    | 8%             | 9%        | 9%       | 10%     | 10%           | 8%          | 10%      | 12%                  | 9%         | 8%     | 8%         | 5%    | *        | *           | *                   | *         |
| Being able to pay for tertiary education and training for my children       | 12%            | 11%       | 12%      | 16%     | 19%           | 13%         | 4%       | 16%                  | 10%        | 8%     | 12%        | 10%   | *        | *           | *                   | *         |
| <b>INCLUSION</b>  |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Finding ways to get involved in activities and groups in my local community | 27%            | 28%       | 29%      | 34%     | 27%           | 30%         | 32%      | 33%                  | 21%        | 17%    | 23%        | 22%   | *        | *           | *                   | *         |
| Feeling welcome in my community   | 21%            | 23%       | 22%      | 25%     | 21%           | 20%         | 19%      | 29%                  | 18%        | 17%    | 19%        | 21%   | *        | *           | *                   | *         |
| Meeting and making friends with New Zealanders                              | 34%            | 33%       | 36%      | 36%     | 37%           | 30%         | 43%      | 33%                  | 33%        | 27%    | 27%        | 31%   | *        | *           | *                   | *         |



| Region  | National total | Northland | Auckland | Waikato | Bay of Plenty | Hawke's Bay | Taranaki | Manawatu - Whanganui | Wellington | Nelson | Canterbury | Otago | Gisborne | Marlborough | West Coast - Tasman | Southland |
|---|----------------|-----------|----------|---------|---------------|-------------|----------|----------------------|------------|--------|------------|-------|----------|-------------|---------------------|-----------|
| Number of participants  | 3437           | 60        | 1642     | 214     | 156           | 63          | 55       | 50                   | 462        | 30     | 517        | 107   | 16       | 20          | 16                  | 29        |
| <b>HEALTH AND WELLBEING</b>   |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| <b>Health</b>   |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Being able to communicate with health professionals to get the healthcare I need                    | 15%            | 8%        | 16%      | 10%     | 15%           | 13%         | 19%      | 28%                  | 18%        | 27%    | 12%        | 9%    | *        | *           | *                   | *         |
| Understanding how New Zealand healthcare services work  | 28%            | 25%       | 29%      | 27%     | 29%           | 26%         | 23%      | 34%                  | 29%        | 30%    | 19%        | 24%   | *        | *           | *                   | *         |
| Adjusting to differences in the way that health services are provided in New Zealand                | 30%            | 22%       | 31%      | 30%     | 29%           | 29%         | 36%      | 38%                  | 33%        | 43%    | 24%        | 21%   | *        | *           | *                   | *         |
| Knowing how confidential my health information will be  | 15%            | 8%        | 15%      | 13%     | 13%           | 13%         | 17%      | 16%                  | 18%        | 23%    | 12%        | 14%   | *        | *           | *                   | *         |
| Accessing transport to get to health services   | 18%            | 20%       | 23%      | 17%     | 15%           | 19%         | 11%      | 22%                  | 13%        | 13%    | 10%        | 13%   | *        | *           | *                   | *         |
| Being able to afford healthcare in New Zealand  | 39%            | 40%       | 40%      | 38%     | 47%           | 37%         | 36%      | 50%                  | 43%        | 40%    | 31%        | 35%   | *        | *           | *                   | *         |
| Understanding the costs of healthcare in New Zealand (including how private health insurance works) | 42%            | 43%       | 44%      | 38%     | 50%           | 50%         | 42%      | 40%                  | 45%        | 53%    | 32%        | 40%   | *        | *           | *                   | *         |
| <b>Feeling Safe, New Zealand laws, police services and trust in government</b>                      |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Understanding how much the Police and other government people can be trusted                        | 14%            | 12%       | 17%      | 10%     | 13%           | 13%         | 9%       | 16%                  | 12%        | 23%    | 9%         | 9%    | *        | *           | *                   | *         |
| Feeling safe in New Zealand   | 8%             | 7%        | 11%      | 7%      | 7%            | 8%          | 4%       | 12%                  | 5%         | 7%     | 2%         | 3%    | *        | *           | *                   | *         |
| Knowing what to expect from Police services and what to report and not report                       | 23%            | 17%       | 26%      | 20%     | 19%           | 28%         | 17%      | 24%                  | 20%        | 23%    | 16%        | 20%   | *        | *           | *                   | *         |
| Understanding New Zealand laws and my rights and responsibilities                                   | 21%            | 12%       | 24%      | 21%     | 19%           | 18%         | 9%       | 24%                  | 19%        | 17%    | 17%        | 18%   | *        | *           | *                   | *         |
| Understanding the New Zealand road rules  | 8%             | 7%        | 9%       | 5%      | 6%            | 3%          | 8%       | 10%                  | 9%         | 7%     | 5%         | 6%    | *        | *           | *                   | *         |
| Understanding how to get a New Zealand driver's license   | 7%             | 3%        | 9%       | 7%      | 3%            | 5%          | 4%       | 6%                   | 7%         | 7%     | 6%         | 7%    | *        | *           | *                   | *         |



| Region   | National total | Northland | Auckland | Waikato | Bay of Plenty | Hawke's Bay | Taranaki | Manawatu - Whanganui | Wellington | Nelson | Canterbury | Otago | Gisborne | Marlborough | West Coast - Tasman | Southland |
|--|----------------|-----------|----------|---------|---------------|-------------|----------|----------------------|------------|--------|------------|-------|----------|-------------|---------------------|-----------|
| Number of participants   | 3437           | 60        | 1642     | 214     | 156           | 63          | 55       | 50                   | 462        | 30     | 517        | 107   | 16       | 20          | 16                  | 29        |
| <b>Understanding how the housing sector operates and tenancy rights</b>              |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Understanding how to rent or buy a house   | 25%            | 30%       | 27%      | 21%     | 24%           | 40%         | 4%       | 22%                  | 27%        | 23%    | 19%        | 22%   | *        | *           | *                   | *         |
| Knowing about my rights when renting a house and what I can do if there is a problem | 30%            | 28%       | 34%      | 29%     | 28%           | 42%         | 8%       | 26%                  | 32%        | 37%    | 22%        | 24%   | *        | *           | *                   | *         |
| <b>Understanding the cost of living in New Zealand</b>                               |                |           |          |         |               |             |          |                      |            |        |            |       |          |             |                     |           |
| Understanding the cost of living in New Zealand                                      | 24%            | 20%       | 27%      | 22%     | 24%           | 23%         | 15%      | 26%                  | 24%        | 27%    | 20%        | 16%   | *        | *           | *                   | *         |
| Understanding how banking and financial services work                                | 14%            | 12%       | 16%      | 14%     | 11%           | 16%         | 9%       | 14%                  | 14%        | 13%    | 11%        | 9%    | *        | *           | *                   | *         |

