



**Report on the
2006 National Survey of Unmet Legal Needs
and Access to Services**

Results for Pacific Peoples

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By

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Pacific Peoples

Preface

In June and July 2006 the Legal Services Agency conducted a nationwide survey on access to legal services and the extent and impact of unmet legal needs. The outcomes will ultimately improve public access to justice.

The largest survey of its kind, it provides a comprehensive picture of who seeks legal information, advice and representation, what for and where from; Identifying barriers to access and the outcomes for people who do not access services.

This report examines the findings for Pacific Island people and contrasts them with data from New Zealand as a whole.

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1.0 Summary of Findings

Introduction

The primary purpose of the 2006 national survey is to allow the Agency to take decisions on the desirable quantity, location and structure of legal services throughout New Zealand. The outcomes will ultimately improve public access to justice.

Broadly, the research set out to address six key objectives:

- To measure the prevalence and types of legal problems in NZ
- To measure the level(s) of met and unmet legal need – in other words to measure the “gap”
- To measure access to different types of legal services
- To identify the characteristics and locations of both those people who use legal services and those with unmet legal need
- To better understand the reasons why some people do not access legal services and the outcomes of that inaction
- To identify the barriers to legal information, advice and representation, to help develop better service design and delivery

The survey employed a *quantitative* research method in the form of a national telephone survey of a random selection of over 7,200 New Zealanders aged 15 years and over, including a booster sample of 350 Māori and 150 Pacific Island people: groups typically under-represented in survey research.

The sample was stratified by region and the final datasets re-weighted on the basis of area, gender, age, ethnicity and income. This meant that results could be interpreted based on samples that reflected the actual population distribution, nationally and regionally.

Overall, the sample size for Pacific people was n= 415 (representing 5.76% of the total sample).

Prevalence and Types of Legal Problems Experienced

Overall, approximately 33% of Pacific people in New Zealand aged 15 years and over experienced at least one non-trivial problem over the last 12 months that may have required a legal remedy to resolve (Section 5.1).

Compared to the New Zealand average, Pacific people are more likely to experience multiple problems: 51% with a problem experience two or more problems (average NZ incidence: 40%).

The most prevalent of these problems or disputes are related to money and debt issues, affecting 14% of the Pacific Island population. These problems were also regarded as the most serious to resolve, to a far greater extent than for New Zealanders in general.

Specific issues driving these types of problems were an inability to meet day-to-day living needs and, to a lesser extent, and inability to meet hire purchase and credit card repayment obligations.

The next most prevalent type of problem – affecting 9% of Pacific people – was consumer related. Faulty or defective goods, difficulties getting refunds or replacements, and problems with phone and power companies were key problem triggers.

Problems with welfare benefits, housing or land, immigration, and ‘other’ issues were each more prevalent among Pacific people than the general population.

Causal factors triggering problems for Pacific people to a greater extent than nationally included: low income/wages, a reduction or change in benefit status, taking on too much debt and not being able to make repayments, alcohol or drugs, problems with neighbours, and committing driving offences.

The regions where Pacific people are more likely to experience multiple problems are West Auckland and South Auckland, whereas in Wellington Pacific people are more likely to experience just one problem.

Impacts from Problems

Despite experiencing more problems, Pacific people appear likely to suffer similar impacts as the average New Zealander as a result of their problems, such as loss of confidence and stress related illness.

Pacific people are less likely to suffer loss of income as a negative impact.

Levels of Met and Unmet Legal Need

Of an estimated 40,000 Pacific people in New Zealand with serious problems, four in ten people (40%) could be considered to have their legal need met. A further 1% had their need met but had encountered problems or difficulties in securing help or advice. (Section 6.0).

About three in ten (31%) could be considered to have an unmet need. This represents an estimated 13,000 Pacific people in New Zealand.

For the remainder (28% or an estimated 11,000 individuals), their legal need was either partially unmet or it was not possible to ascertain whether their legal need was met or unmet because highly detailed information about the specifics of each individual’s situation would be required to enable this to be ascertained.

Overall, Pacific people appear less likely to have their legal need met.

Access to Different Types of Legal Services

Only about four in ten Pacific people with problems (42%) – slightly less than the 44% average for New Zealand as a whole – said they have or would seek help or advice for their most serious problem (Section 7.1). A further 3% said they *may* do so for their current problem, meaning that a total of 45% have already, intend to, or may seek help or advice for their most serious problem.

Pacific people are most likely to seek help with housing or land problems – similar to people in general but to a slightly greater extent.

For money and debt problems, though most prevalent and serious, only half of Pacific people are likely to seek help.

Pacific people are significantly less likely to seek any help at all for employment related problems.

Over half of Pacific people with problems (56%) only wanted legal information so that they could sort the problem out for themselves (Section 7.2). This is significantly more than the 34% of New Zealanders as a whole wanting information only.

A further third (36%) wanted information and a basic level of support, while relatively few wanted someone to help them deal with the problem or sort it out for them.

Like New Zealanders overall, the largest single largest source of help for Pacific people is friends and family, with government agencies also playing significant roles (Section 7.3).

Private lawyers, the police, and ministers of religion appear to be relied on for help to a greater extent than people in general. In contrast, doctors and other medical professionals (including counsellors), a leading source of advice for many New Zealanders with a serious problem, are less well utilised by Pacific people

Pacific people are more likely to have accessed services by visiting rather than by telephoning them (Section 7.4). Visitation is also the preferred method of access, among males in all age groups and females aged 15-44 years. Older females (45 years and over) prefer using the telephone.

The main services where Pacific people experienced problems accessing help were the Police and government agencies. In contrast, help from private lawyers was relatively trouble free (Section 7.5).

The most significant problems faced by Pacific people in trying to access services for help or advice were: the service provider being too busy; the office not being conveniently located (bearing in mind the preference to visit); an inability of the provider to provide help; difficulty in finding the information they were looking for; lack of access due to inconvenience of meeting times or the office not being open; and being unable to contact the service provider at all.

Pacific people who used private lawyers or legal aid lawyers almost unanimously believed that they were kept fully informed and aware of the legal process at all times.

Barriers to Pacific People Accessing Legal Services

Over half of Pacific people (55%) who experienced a problem(s) in the last 12 months did *not* seek, or do *not intend* to seek, any advice, information or assistance to help them with their most serious problem (Section 8.1).

The single biggest reason for all people, including Pacific people, not seeking help was the fact they wanted to deal with the problem themselves (Section 8.2). A number of other barriers were also significant to Pacific people, more than the general population: many did not take their problem seriously enough; some lethargy was evident with many not being bothered to seek help; while others just wanted to keep the problem(s) within the family.

Cost (or perception of cost) appears less of a barrier for Pacific people as it is for the general population. Less than a quarter (22%) felt that the cost of lawyers' fee prevented them approaching a lawyer to get help for their problem or to see if they could get legal aid. Bear in mind Pacific people are more likely to make use of private lawyers than people in general.

Profile of Legal Aid and Community Law Centres

Pacific people have low awareness and knowledge of both legal aid and community law centres.

Fewer Pacific people (23%) than New Zealanders in general (34%) claim they are aware of legal aid and know where to get it or apply for it.

Fewer Pacific people (17%) than New Zealanders (25%) are also aware of legal aid and know where the nearest one to them is located.

Courses on Rights and Responsibilities

About one in ten Pacific people (9%) claim to have attended a course on legal rights and responsibilities. This is similar to the incidence among the general population.

However, amongst this group, Pacific people are likely to attend fewer courses, with employment being the main topic attended.

Although money or debt problems were most serious for Pacific people, this was one of the most poorly attended topics. Topics related to welfare benefits, consumer, and "other" issues were also attended less frequently than among the general population.

2.0 Introduction

This report presents the findings for Pacific Island peoples of the Legal Services Agency's (the Agency) 2006 National Survey of Unmet Legal Needs and Access to Services.

It is the first survey the Agency has undertaken to comprehensively assess levels of unmet legal need and access to services throughout the whole of New Zealand.¹

A large scale, robust national survey of unmet legal need and access to services allows the Agency to take decisions on the desirable quantity, location and structure of legal services to be provided throughout New Zealand, and over time to assess the contribution of these services.

By providing an initial baseline national survey of unmet legal need in New Zealand and the barriers that exist, the Agency will be better informed on developing both national and regional strategies.

It is recognised that legal remedies to problems are only one of a number of possible solutions and that many people are able to find satisfactory non-legal solutions to their problems. The first English and Welsh Civil and Social Justice Survey study completed in England and Wales² noted: "this does not mean that legal process provides the best, a good or even a sensible means through which to resolve particular 'justiciable' problems. Many alternative means of resolution exist". The report goes on to note that these may occur with reference to the law or without any reference to law at all.

Legal aid and community law centres play a vital role in helping people access justice, but are only part of the advice sector and there are other individuals, agencies, and organisations throughout the country providing legal and non-legal advice and support to people with legal problems.

The findings of the National Survey will be of use to other service providers to improve their delivery of services. These include the range of private and public sector, and community based organisations who provide advocacy, support and advice to people with problems related to consumer issues, money and debt, family/whanau and relationship breakdowns, housing, immigration, employment etc.

The research does not, and indeed was never intended to, find out about every single type of problem that potentially may have a legal remedy. Rather it focuses on the categories of law for which legal aid may be available. Whilst this covers all social welfare categories of law, it excludes business and corporate legal needs.

It is acknowledged that the survey's primary focus is on problems with a civil legal aspect, with criminal being a secondary focus. This is because significantly more is already known about criminal problems and their incidence can be quantified from other sources, e.g. the number of people who go through the criminal justice system.

¹ One other national survey on this topic has previously been carried out - Maxwell, G. Shepard, P. Smith, C. & Morris, A. 1999. *Meeting Legal Needs*. Legal Services Board: Wellington.

² Pleasance, P. et al. (2004) *Causes of Action: Civil Law and Social Justice*. TSO: Norwich. p.1.

3.0 Research Objectives

The primary purpose of the 2006 National Survey is to allow the Agency to take decisions on the desirable quantity, location and structure of legal services throughout New Zealand.

It's research objectives were:

- To measure the prevalence and types of legal problems in New Zealand
- To measure the level(s) of met and unmet legal need – in other words to measure the “gap”
- To measure access to different types of legal services
- To better understand the reasons why some people do not access legal services and the outcomes of that inaction
- To identify the barriers to legal information, advice and representation, to help develop better service design and delivery

4.0 Research Methodology

The survey employed a national telephone survey of a random selection of over 7,200 New Zealanders aged 15 years and over, including a booster sample of 350 Māori and 150 Pacific Island people: groups typically under-represented in survey research.

In total 415 Pacific people participated in the survey, representing 5.8% of the overall sample. The results were re-weighted on the basis of area, age, gender, ethnicity and income. Re-weighting is a standard statistical technique commonly applied to survey data whereby the raw sample results are proportionally adjusted to reflect the actual national population distribution on the key demographic variables. Therefore, the results for Pacific people were given the same weighting in the national results as their actual incidence in the population.

The sample was stratified by region, with Auckland divided into three sub-regions to reflect its size and diversity and to ensure that the findings are sufficiently relevant and detailed to inform service delivery.

Households were selected at random using a Random Digit Dialling technique, meaning that both listed and unlisted numbers were dialled. Interviewing was carried out by the field team from TNS, the national market research company.

Methodology Limitations

A random national survey of members of the general public is accepted internationally as the best way to examine legal need, but it does have limitations in that it measures legal need by proxy (the only way it can be measured because it cannot be measured directly). It also provides a consumer perspective on the experience of problems and strategies to resolve them, i.e. what they say (or remember) they experienced.

Potential difficulties with people accurately recalling details of problems have been minimised by keeping the timeframe relatively short, i.e. 12 months.

Telephone surveying has limitations in that it under-represents people who have difficulties communicating through this medium, e.g. people for whom English is a second language. The 4% of the population who do not have a telephone are also excluded from participating.

However, the large size of the overall sample increases the likelihood of interviewing a wide range of people who might otherwise not have the opportunity of participating. The re-weighting of the data also helped by ensuring low income and younger people were fairly represented in the final results. Telephone is also a cost effective methodology that has the ability to obtain large sample sizes and high quality information.

Categories of Problems

Seven categories of problems were chosen to be examined because they reflected the types of problems for which legal aid is available in New Zealand: employment, welfare benefits³,

³ The term “welfare benefits” is used in its broadest sense and includes ACC.

housing, money and debt, consumer, immigration and family/whanau and relationship breakdown.

Questionnaire Design

The questionnaire used is appended to this report. The questionnaire was designed to first identify people who had experienced at least one of the problem types specified and then ask them a series of more detailed questions about the nature of the most serious problem and the resolution process, including sources of help and advice used, the nature and extent of assistance, barriers encountered, outcomes etc. It has also sought to uncover the broad impact that experiencing a problem(s) had on them.

People who had not experienced a problem were routed to a section that asked which sources of help and advice they might consider using, should they experience one of the problems specified.

All respondents answered questions relating to preferred ways of getting help or advice, and awareness and knowledge of legal aid, community law centres, as well as comprehensive demographics questions.

The questionnaire employed “threshold language” by emphasising phrases such as “problems that were difficult to resolve” and “most serious.” The purpose of this was to assist respondents to filter out trivial problems, which technically may have a legal aspect but in reality are so minor as to not warrant pursuing a legal remedy.

The questionnaire was piloted using a national random sample of 100 to ensure that the questions were clear, widely understood and provided the information sought in order to meet the survey’s objectives.

Defining Met and Unmet Legal need

In order to meet one of the key objectives of the survey, it has been necessary to define the concepts of “legal need” and “unmet legal need” in a quantitative way for the sole use of the national survey. This has been done by dividing legal need into three measurable segments:

- Need which we can definitely say is met
- Need which we can definitely say is unmet
- Need which we cannot definitely say is met or unmet. It may be partially unmet or may or may not have been met depending on the individual situation.

Need Met Definition

- The problem was solved through agreement being reached between the two parties or they are currently trying to reach an agreement
- The problem was solved through mediation or mediation is currently being pursued

- The problem was solved with the help of someone other than a mediator or family/whanau and friends, and they did not experience any problems or difficulties in trying to access or get advice or help with their problem, and they found the advice or help to be helpful

Unmet Need Definition

- A problem is currently being experienced but they are not doing anything to resolve it because they don't know what to do
- The person gave up trying to resolve the problem
- No advice or help was sought for the problem because of specific barriers, e.g. language barriers, thought it would cost too much, intimidated by the legal process etc.

For all other people who did not fit into either of these groups, e.g. it could not be established if their need was definitely met or unmet. These people were classified into the third segment. A subdivision of the need met category allowed circumstances where a person's problem would be considered to be "need met", but they encountered problems or difficulties in trying to secure help or advice to be separately analysed. This distinction was important in allowing instances to be identified where the end outcome was the successful resolution of the problem, but the path to resolution may not have been satisfactory.

When calculating levels of met and unmet need, a filter was first applied to remove any trivial problems that respondents did report. The filter applied was:

The total number of people who have experienced a problem

minus

Anyone whose problem was over because it had sorted itself out

minus

Anyone who didn't seek help or advice because either the problem sorted itself out before they got around to seeking help, or they couldn't be bothered seeking help.

The results of applying the definition of met and unmet legal need therefore relate only to the most serious non-trivial problem experienced by respondents. By this means the results provide the most relevant information to inform the Agency's work, since legal aid is not granted for trivial issues.

5.0 Prevalence and Types of Legal Problems in New Zealand

People interviewed were read out a specific list of problems with a legal aspect for which legal aid may be available in some circumstances, with examples, and asked if they had *personally* experienced any of these in the last 12 months that they considered important to resolve. These problem areas were:

- Problems to do with employment, such as discrimination, harassment, unfair dismissal or disciplinary procedures, change of working terms and conditions, personal grievances, threat of job loss etc
- Problems to do with welfare benefits, such as knowing what benefits you are eligible for, and how much you are entitled to etc. This may include benefits such as unemployment, sickness, invalids etc
- Problems to do with housing and land, such as disputes with neighbours or councils, sub-standard or poor quality housing, disputes with landlords or tenants, evictions, discrimination, land succession rights, Māori land issues etc
- Problems to do with consumer related issues, such as faulty goods and services, difficulties getting refunds, and disputes with phone and power companies, insurance companies, banks, trades people etc
- Problems to do with money or debt, such as not being able to meet financial commitments, e.g. hire purchase, credit cards, basic living expenses etc
- Problems to do with immigration, such as obtaining NZ residency or citizenship, seeking asylum, bringing over family/whanau, etc
- Problems to do with family/whanau and relationship break ups, including disputes over division of money or property, domestic violence, children being placed into care, adoption or guardianship issues, difficulties with child support or access to/custody of children, school suspensions or expulsions etc
- Other problems, such as difficulties with wills or setting up trusts, being a victim of a crime or being accused of a crime, traffic or driving offences, etc

5.1 Prevalence of Legal Problems

Across New Zealand, a third of Pacific Island people aged 15 years and over (33%) are likely to have experienced at least one non-trivial problem over the last 12 months that could have required legal services to resolve. This figure represents an estimated 46,000 Pacific Island people.

Pacific people are more likely to experience problems than New Zealander as a whole,, where an average of 29% of New Zealanders aged 15 years and over having experienced at least one non-trivial problem.

Table: Prevalence of Problems Aggregated for Pacific People

Nature of Problem of Dispute	Pacific people %	NZ %
Consumer related	9.4	10.4
Money or debt	13.7	8.1
Welfare benefits	8.2	6.7
Housing or land	7.0	5.8
Employment	4.1	5.4
Family/whanau or relationship breakdown	4.1	4.8
Immigration	4.5	0.8
Other	7.2	6.0
Nett have a problem	32.5	28.7
Nett do not have a problem	67.5	71.3
Base	415	7,200

Money and debt problems are the most prevalent problem type for Pacific people, affecting 14% of Pacific people and being almost twice the national average. In particular, not being able to meet day-to-day living expenses such as rent and power were common issues mentioned.

Consumer related problems are the next most common problem area, affecting 9% of Pacific people. This is similar to the national average. Faulty goods and services were the single biggest issue, although disconnections and problems with phone or power companies, and difficulties getting refunds or replacements were other problems likely to be experienced and needing to be resolved.

Problems with welfare benefits were experienced by 8% of Pacific people, slightly ahead of the national average. The main issue was difficulties trying to obtain entitlements. Problems arising from a review of a benefit decision were another key issue.

Housing and land issues were problematic for 7% of Pacific people, also slightly ahead of the national average. Driving this to a much greater extent for Pacific people than the national average were poor building and living conditions (such as unsafe housing, dampness, poor insulation), and disputes with councils and other authorities over building and land issues.

Immigration problems were experienced by 5% of Pacific people, significantly more than the national average. Particular difficulties were experienced with obtaining residency or citizenship, and with sponsoring a partner or family member to enter New Zealand.

Family or relationship breakdown problems were experienced by 4% of Pacific people. The most significant specific family problem appears to be domestic violence, affecting almost half of people. Disputes over the division of property with a former partner were further specific problems experienced by a relatively high proportion of Pacific people.

Employment related problems were experienced by a further 4% of Pacific people, the most significant of these being discrimination (which includes age, gender, ethnicity, sexuality, disability discrimination).

Finally, 7% of Pacific people had also experienced some other problem, with most of these relating to traffic or driving offences or being the victim of a crime. Relative to the national population, Pacific people were more likely to also be accused of a crime.

5.1.1 Multiplicity of Problems

Of the 33% of Pacific people with problems, half of these (49%) experienced only one problem, over a third (35%) experienced two problems and the remaining 16% experienced three or more problems.

In contrast to New Zealanders, on average, Pacific people are more likely to experience multiple problems.

Table: Number of Problems Experienced

Number of Problem Types	% of all Pacific people with at least one problem	% of all NZ people with at least one problem
One	49	60
Two	35	23
Three	6	10
Four	7	5
Five or more	2	2
Base	136	2,069

Table: Specific Money or Debt Problems

	% of Pacific people with money or debt problem	% of NZ with money or debt problem
Not meeting day-to-day living needs (e.g. power, rent)	47	53
Not being able to make credit card payments	13	22
Not being able to make hire purchase payments	18	17
Not meeting rent or mortgage commitments	9	7
Difficulties meeting health costs	2	8
Difficulties paying insurances	10	5
Having goods repossessed (including car and items on hire purchase)	1	2
Difficulties paying child support	-	2
Other	11	8
Base	57	582

Table: Specific Consumer Related Problems

	% of Pacific people with consumer problem	% of NZ with consumer problem
Faulty or defective goods and services	52	43
Disconnections/reconnections of power or phone and other problems with phone or power companies	21	19
Difficulties getting refunds or replacements	16	18
Problems with banks or insurance companies	4	15
Questionable or irregular billing, including hidden or unexpected charges	3	14
Difficulty understanding contracts or policies	-	3
Unauthorised work being carried out by tradespeople	-	3
Other	9	5
Base	39	746

Table: Specific Housing or Land Problems

	% of Pacific people with housing or land problem	% of NZ with housing or land problem
Disputes with neighbours (e.g. noise, anti-social behaviour, parking, boundaries)	5	27
Disputes with councils or other authorities over building and land issues	33	20
As a tenant – disputes with landlords (e.g. over repairs, amount of rent, getting bond or deposit back, harassment)	8	15
As a tenant – poor living conditions (e.g. unsafe housing, dampness, poor insulation)	42	14
As a landlord – disputes with tenants (e.g. over damage caused, unpaid rent, getting access to property)	7	8
Disputes or claims in relation to Māori land	-	6
Problems over land succession rights	3	5
Problems with sale or purchase of house	2	3
Other	8	12
Base	29*	414

Table: Specific Welfare Benefit Problems

	% of Pacific people with welfare benefit problem	% of NZ with welfare benefit problem
Difficulties trying to obtain entitlements	43	43
Difficulties finding out what benefits, grants, loans or superannuation entitled to	23	41
Review of a benefit decision	29	14
Other	21	13
Base	34	481

Table: Specific Family or Relationship Breakdown Problems

	% of Pacific people with family or relationship problem	% of NZ with family/whanau or relationship problem
Disputes over division of money or property with a former partner	23	24
Difficulties with custody or access arrangements for children	4	24
Domestic violence	44	15
Difficulties obtaining financial support payments from a former partner	4	11
Difficulties due to family/whanau death	12	6
Children being placed into care of social welfare	-	6
Difficulties with child's schooling (including truancy)	-	6
Difficulties due to family/whanau illness	8	5
Difficulties adopting or becoming a legal guardian	-	2
Other	27	17
Base	17*	346

Table: Specific Employment Problems

	% of Pacific people with employment problem	% of NZ with employment problem
Unfavourable changes to terms and conditions of employment	6	22
Harassment at work (e.g. bullying, verbal, physical, sexual)	8	18
Discrimination (e.g. because of gender, age, race, sexuality, disability)	43	16
Being sacked or made redundant	-	14
Unfair disciplinary procedures	18	10
Problems with payment of wages	11	10
Having no formal employment contract	-	7
Unsatisfactory or dangerous working conditions	4	7
Problems taking holidays	-	3
Being threatened with the sack	-	3
Other	17	7
Base	17*	387

Table: Specific Immigration Problems

	% of Pacific people with immigration problem	% of NZ with another problem
Difficulty with sponsoring a partner or family member to enter NZ	58	51
Difficulty in obtaining NZ residency or citizenship	35	46
Difficulties with immigration consultants	6	7
Dispute over nationality	3	7
Other	5	3
Base	19*	55

Table: Specific 'Other' Problems

	% of Pacific people with another problem	% of NZ with another problem
Traffic or driving offences	44	44
Being the victim of a crime	37	33
Being accused of a crime	24	14
Difficulties setting up family/whanau trusts	-	8
Difficulties with wills	1	7
Other	-	1
Base	30	432

5.2 Types of Problems Aggregated by Geographic Area

Pacific people are concentrated in two areas of New Zealand: Auckland and Wellington. Therefore, meaningful results can only be drawn from these regions. The representative sample sizes in all other areas were too low to enable meaningful analyses to be conducted.

Auckland West and Auckland South are the two specific geographic areas where Pacific people are more likely to experience problems – 42% and 44% of their respective Pacific populations have experienced at least one serious problem in the last 12 months.

For Pacific people in Auckland West, the key problems more likely to be experienced (well ahead of the national average) are money or debt, consumer related, housing and immigration problems.

In Auckland South, the types of problems experienced are more likely to be welfare benefit, money or debt, and consumer related.

Pacific people in Wellington are also likely to experience problems with an incidence rate well ahead of the national average. However, many of these people are likely to experience just one problem, whereas Auckland people are more likely to experience multiple problems.

The table overleaf details these findings.

Table: Prevalence of Problems Analysed by Geographic Area

	Base Size N=	Consumer %	Money or debt %	Welfare benefit %	Housing or land %	Employment %	Family/relationship %	Immigration %	Other %	Nett problem %
Pacific total	415	9	14	8	7	4	4	5	7	33
Auckland North/Central	39	4	5	7	2	-	2	-	2	28
Auckland West	53	15	27	4	17	5	3	13	2	42
Auckland South	98	15	19	18	11	6	7	6	6	44
Wellington	61	6	18	7	8	1	1	1	18	37

5.3 Most Serious Legal Problems

Pacific people who had more than one problem were asked which one they considered the most serious to be resolved. When a person had only one problem this was recorded as most serious.

This provided the basis for examining how respondents resolved, or did not resolve, their single most important problem.

Money or debt issues, the most prevalent type of problem for Pacific people is also regarded as the most serious; much more so than the average for New Zealand.

In contrast to New Zealand as a whole, consumer related problems are relatively less serious, though still most serious for one in ten Pacific people.

Also in comparison with the national average, Pacific people regard their employment and housing or land problems less seriously (reflecting their greater concern with money or debt issues).

Table: Most Serious Problems

Problem type	Main issues	% of Pacific sample rating as most serious	% of NZ sample rating as most serious
Money or debt	Not meeting day to day living needs, and not being able to make credit card or hire purchase payments	24	17
Consumer related	Faulty or defective goods and services, difficulties getting refunds or replacements, problems with phone or power companies	10	18
Housing or land	Disputes with councils or other authorities and, as a tenant, poor building or living conditions	7	11
Welfare benefit	Difficulties trying to obtain entitlements and difficulties finding out what benefits, grants, loans or superannuation entitled to, review of a benefit decision	11	12
Family/relationship	Domestic violence, disputes over division of money or property with a former partner	14	15
Employment	Discrimination, and unfair disciplinary procedures	6	12
Immigration	Difficulty in sponsoring a partner or family member to enter NZ, and difficulty in obtaining residency or citizenship	7	2
Other	Traffic/driving offences and being the victim of a crime	21	14
Base		136	2069

5.4 Problem Triggers

Overall, Pacific people identified a wide range of factors that they believed initially caused the problem that they experienced.

Because consumer related problems were regarded as less serious for Pacific people than for New Zealanders as a whole, faulty goods and appliances and receiving incorrect or misleading information featured relatively less strongly as key problem triggers. They are nevertheless still important factors influencing problems occurring.

Reflecting the serious nature of money and debt problems, a combination of low income, taking on too much debt and an inability to meet repayment obligations, are significant causes of problems for Pacific people.

A reduction in benefit or change of benefit status is an additional related trigger, influencing problems for Pacific people at a rate three times the national average.

Alcohol or drugs influence problems for Pacific people at a rate of twice the national average.

The table overleaf shows just how much each particular “trigger” accounts for problems overall. The table is ordered from most prevalent to least prevalent for New Zealand on average.

Table: Main Cause for Most Serious Problem to Happen in First Place

	% of Pacific people with type of problem trigger	% of NZ with type of problem trigger
Receiving incorrect information/being misled/false advertising	4	9
Other (non income) job related such as bullying, overwork etc	5	9
Faulty goods and appliances	6	8
Relationship breakdown	3	6
Being the victim of a crime, e.g. theft, burglary, assault	4	5
Low income/wages	10	5
Taking on too much debt	9	4
Unable to meet (re)payments	6	4
Illness or poor health	2	4
Being overcharged for a good or service	3	3
Difficulties with a government agency or department ⁴	2	3
Loss of/breakdown in communication	2	3
Committed a traffic or driving offence	5	3
Problems with neighbours	6	3
Loss or change of job	2	3
Conflicts/disputes with partners, ex-partners, children or other family/whanau	4	3
Alcohol or drugs	4	2
Being taken advantage of	-	2
Difficulties with billing and poor/untimely service	-	2
A reduction in benefit/change in benefit status	6	2
Not understanding the implications of credit contracts	2	2
Death of a family/whanau member	1	2
Suffered an injury or accident	-	2
Irregular income	3	2
Difficulties with council/planning subdivisions	-	1
Domestic violence	1	1
Other	10	5
Base: All people with most serious problem	136	2069

⁴ This covers a broad range of agencies and departments, including, but not limited to, IRD, WINZ, ACC and the Immigration Service.

5.5 Current Status of Problem and Resolution Path

Just over half of Pacific people (52%) experiencing problems in the past 12 months reported that their most serious problem had been resolved at the time of interviewing. For the remaining 48%, the problem was ongoing.

Solving the problem on their own without the help of anyone and reaching agreement with the other party were the two main ways for Pacific people to resolve their most serious problems – similar to the path most New Zealanders took. Mediation appears to have been a more successful option for Pacific people than for people in general.

Where the problem is ongoing, Pacific people are also trying to solve it on their own. However, a significant proportion of them are not trying to do anything because they don't know what to do.

Table: How Problem was Resolved

	% of Pacific people	% of NZ
Solved the problem on own without the help of anyone	29	28
Agreement was reached with the other party	28	24
Solved the problem with the help of someone (other than mediator or family/whanau and friends)	10	10
The problem sorted itself out	5	10
After court or tribunal action	7	9
Solved the problem with the help of family/whanau or friends	8	7
Gave up trying to resolve the problem	4	6
Through mediation	9	4
Did nothing to resolve the problem	-	2
Base: Most serious problem now over	70	1016

Table: Current Problem Position

	% of Pacific people	% of NZ
Trying to solve it on own without help of anyone else	29	28
Trying to solve it with help of family/whanau and friends	18	16
Trying to solve it with the help of someone (other than mediator or family/whanau and friends)	6	15
Trying to reach agreement with the other party without court or tribunal action	5	10
Not trying to do anything because don't know what to do	23	9
Not trying to do anything because think it will resolve itself	9	7
Court or tribunal action is occurring	4	5
Court or tribunal action is about to occur	2	5
In the process of going through mediation	3	4
Base: Most serious problem still ongoing	65	1052

5.6 Duration of Problem

For half of Pacific people (50%) experiencing problems, their main problem was or has been going on relatively briefly – three months or less.

A further four in ten (43%) have more medium term problems – 4-12 months in duration – while 7% have had longer term problems for over a year.

In comparison with New Zealanders as a whole, Pacific people are far less likely to experience long term problems.

Table: Duration of Problem

	% of Pacific people	% of NZ
1 month or less	27	21
2 months	21	12
3 months	2	8
Total short term	50	41
4 months	4	3
5 months	4	3
6 months	16	8
7 months	-	1
8 months	1	2
9 months	1	1
10 months	-	1
11 months	-	1
1 year	17	12
Total medium term	43	32
2-3 years	5	16
4-5 years	2	4
6-10 years	-	3
More than 10 years	-	3
Total long term	7	26
Don't know	-	1
Base:	136	2069

5.7 Impact of Problem

In general, Pacific people are likely to suffer similar negative impacts as the rest of New Zealand, particularly stress related illness and loss of confidence.

The main difference is that Pacific people appear less likely to suffer loss of income as a result of their problems.

Table: Impact Suffered as a Result of Most Serious Problem

	% of Pacific people	% of NZ
Stress related illness	35	39
Loss of confidence	33	32
Loss of income	13	26
Physical ill health	16	20
Relationship breakdown	13	16
Loss of employment	9	14
Had to move home	11	10
Violence	11	6
Base	136	2069

6.0 Levels of Met and Unmet Legal Need

After removing trivial problems, the number of Pacific people in the sample whose problem could be verified as serious was 119 (29% of all Pacific people aged 15 plus). This represents an estimated 40,000 Pacific people.

Of this group, four in ten (40%) could be considered to have their legal need met. A further 1% had their need met but had encountered problems or difficulties in securing help or advice.

Almost a third of Pacific people (31%) could be considered to have an unmet need.

For the remaining three in ten (28%) with serious problems, the need was either partially unmet or it was not possible to ascertain whether their legal need was met or unmet because highly detailed information about the specifics of each individual's situation would be required to enable this to be ascertained.

Compared to the New Zealand average, Pacific people appear slightly less likely to have their legal need met

	All Pacific people with problems (minus trivial problems) %	All New Zealanders with problems (minus trivial problems) %
Met legal need	40	41
Met legal need but problems encountered	1	4
Unmet legal need	31	30
Not established	28	25
Base	119	1,789

7.0 Access to Different Types of Legal Services

7.1 Extent of Seeking Help to Sort out Most Serious Problem

Just over four in ten Pacific people (42%) with problems said they have or intend to seek help or advice for their problem. A further 3% say they *may* do so for their current problem, thus meaning that a total of 45% have already, intend to, or may seek help or advice for their most serious problem. This is marginally less than the proportion of New Zealanders as a whole seeking advice.

Pacific people are most likely to seek help with housing or land problems – similar to people in general but to a slightly greater extent.

Money and debt, though most prevalent and serious, is a problem area where only half of Pacific people are likely to seek help.

Pacific people are significantly least likely to seek any help for employment related problems.

Table: Number Seeking Help Analysed by Problem Type

Most serious problem	% of Pacific people seeking help	% of NZ seeking help
Consumer related	31	28
Money or debt	50	43
Family/relationship breakdown	56	61
Employment	11	51
Housing or land	70	65
Welfare benefit	47	50
Immigration	50	54
Other	38	43
Nett all people	45	48
Base: Have problem	136	2069

7.2 Nature of Help Wanted

In line with many Pacific people solving their problems without any help, the majority just want information only so they can sort their problems out for themselves. This result is significantly different from New Zealanders overall.

Pacific people appear less interested in using someone externally to help them deal with the problem or to sort it out for them.

Table: Number Seeking Help Analysed by Problem Type

Type of help wanted	% of Pacific people seeking type of help	% of NZ seeking type of help
Wanted information only, so they can sort problem out themselves	56	34
Wanted some information <u>and</u> basic support (e.g. help with filling in forms, help with contacting third parties to seek information)	36	35
Wanted someone to help them deal with the problem (e.g. talking to the other side)	19	35
Wanted someone to sort out problem for them	5	11
Wanted someone to appear on their behalf and/or represent them before a court or tribunal	6	18
Base: Seeking help	62	981

7.3 Legal Services Accessed

In general, Pacific people who do seek help rely on fewer sources of help than New Zealanders overall, especially free legal services.

Over a third of Pacific people (36%) turn to friends and family to provide help and advice for their most serious problem. Private lawyers and government agencies or departments are also well used – in line with the New Zealand average.

The Police are used to greater extent than nationally, as are ministers of religion, while doctors and other medical professionals (including counsellors),⁵ a leading source of advice for many New Zealanders with a serious problem, are less well utilised by Pacific people.

Table: Services Accessed for Advice and Help

	% of Pacific people	% of NZ
Leaflet, booklet or other publication	6	10
Internet site	8	13
Local council of other public authority	8	12
Community law centre	2	11
Citizens Advice Bureau	7	16
Other local social services and advocacy organisation	7	13
Private lawyer	22	22
Lawyer doing pro bono work	3	5
Legal aid lawyer	10	10
Insurance company	-	3
Government agency or department	23	20 ⁶
Police	16	9
Doctor or other health professional	6	23
Mediation or reconciliation service	2	7
Member of parliament	-	6
Ombudsman	-	2
Friends of other family members	36	34
Trade Union	-	3
Court desk	1	3
Minister of religion	13	3
Māori organisation	11	4
Average number of sources used	2.2	2.5
Base: Seek help	62	981

⁵ So many people are likely to have sought help or advice from a doctor, counsellor or other medical professional because either they require their assistance with ACC or other welfare benefit claims or because it arises during the course of a consultation, e.g. an illness may be caused by poor housing conditions. The experience of stress related and physical ill health as a result of legal problems is well recognised internationally. This is also supported by the 2006 National Survey's findings.

⁶ Note: some people are likely to have provided this response when they have received legal aid.

7.4 How Services are Accessed

Pacific people are more likely to have accessed the main services used by visiting them, particularly for private lawyers and the police.

In contrast, web and mail access methods are hardly used at all.

Table: How Services Are Accessed

Service	% use Phone		% Visit		% use Web		% use Mail	
	Pacific people	NZ	Pacific people	NZ	Pacific people	NZ	Pacific people	NZ
Leaflet, booklet or other publication	*	21	*	48	*	16	*	24
Local council of other public authority	*	50	*	50	*	8	*	9
Community law centre	*	37	*	48	*	4	*	9
Citizens Advice Bureau	*	47	*	46	*	2	*	1
Other local social services and advocacy organisations	*	50	*	57	*	5	*	7
Private lawyer	23	42	80	69	3	10	3	10
Lawyer doing pro bono work	*	37	*	55	*	4	*	4
Legal aid lawyer	*	40	*	52	*	1	*	11
Insurance company	*	90	*	18	*	-	*	20
Government agency or department	41	56	63	50	-	7	-	12
Police	20	35	80	74	*	-	*	2
Doctor or other health professional	*	16	*	92	*	-	*	-
Mediation or reconciliation service	*	25	*	44	*	-	*	3
Member of parliament	*	28	*	28	*	1	*	27
Ombudsman	*	35	*	23	*	-	*	16
Friends of other family members	43	49	71	79	5	1	5	3
Trade Union	*	*	*	*	*	*	*	*
Court desk	*	36	*	49	*	-	*	21
Minister of religion	*	*	*	*	*	*	*	*
Māori organisation	*	*	*	*	*	*	*	*

Note: * means base size of service users is too small to provide meaningful results

7.4.1 Preferred Methods of Access

When all Pacific people are taken into account (including those without problems), there remains an overall preference for visitation over telephone as a method of access, to a far greater extent than people nationally.

Other methods, including internet and mail, remain much less popular.

Table: Preferred Methods of Access

	% Pacific people	% NZ
Personal visit	45	42
Telephone	26	36
Through a web site	6	7
By letter	8	3
By email	6	4
Some other way	5	2
Don't know/it depends	5	5
Base	415	7,200

Preference for personal visits over telephone is higher across most demographics, including all Pacific Island male age groups, especially males over 45 years, and Pacific Island females aged 15-44 years.

Table: Preference for Personal Visit Analysed by Demographics

	All 15+ %	15-24 yrs %	25-44 yrs %	45-64 yrs %	65+ yrs %
NZ European male	45	39	37	51	53
NZ European female	40	42	35	40	50
Māori male	47	40	53	43	52
Māori female	40	29	37	54	52
Pacific Island male	49	49	44	58	88
Pacific Island female	41	41	44	24	33
Other male	38	31	48	24	65
Other female	42	53	37	54	86

Groups that have a higher preference for telephone over personal visit appear to be Pacific Island females aged over 45 years.

Table: Preference for Telephone Access Analysed by Demographics

	All 15+ %	15-24 yrs %	25-44 yrs %	45-64 yrs %	65+ yrs %
NZ European male	31	25	37	33	25
NZ European female	43	36	46	47	32
Māori male	32	21	37	38	30
Māori female	41	43	44	34	33
Pacific Island male	22	16	29	25	13
Pacific Island female	31	28	26	59	67
Other male	23	19	22	36	18
Other female	29	28	28	37	14

Web access to services rated well below personal visits and telephone in terms of preference. The relevant group most in favour of the internet in comparison to other groups were 15-24 year old Pacific Island males.

Table: Preference for Web Access Analysed by Demographics

	All 15+ %	15-24 yrs %	25-44 yrs %	45-64 yrs %	65+ yrs %
NZ European male	9	18	14	5	2
NZ European female	6	13	9	4	1
Māori male	7	21	3	2	2
Māori female	7	10	10	2	-
Pacific Island male	6	11	2	-	-
Pacific Island female	5	7	3	-	-
Other male	8	10	4	10	-
Other female	8	12	6	3	-

7.5 Problems Experienced in Trying to Seek Help

The main service where Pacific people experienced problems accessing help was government agencies. Obtaining information from the Police also caused problems for many Pacific people, but to a far lesser extent than New Zealanders nationally.

In contrast, private lawyers – one of the main services used – were regarded in a more positive light.

Table: Problems Accessing Help

Service	% of Pacific people experience problem	% of NZ experience problem
Leaflet, booklet or other publication	18	17
Internet site	*	24
Local council of other public authority	*	22
Community law centre	*	9
Citizens Advice Bureau	19	10
Other local social services and advocacy organisations	*	14
Private lawyer	3	15
Lawyer doing pro bono work	*	8
Legal aid lawyer	17	16
Insurance company	*	33
Government agency or department	40	41
Police	25	39
Doctor or other health professional	17	12
Mediation or reconciliation service	*	8
Member of parliament	*	27
Ombudsman	*	6
Friends of other family members	19	11
Trade Union	*	2
Court desk	*	7
Minister of religion	*	13
Māori organisation	*	2
Base: Seek help from specific service provider		

Note: * means base size too small to provide useful results

The sorts of problems faced by Pacific people include: the service provider being too busy; the office not being conveniently located (bearing in mind the preference to visit); an inability of the provider to actually provide the help; difficulty in finding the information they were looking for; lack of access due to inconvenience of meeting times or the office not being open; and being unable to contact the service provider at all.

Table: Nature of Problems

	% Pacific people	% NZ
They were unable to provide any help	20	37
Was unable or found it difficult to find information looking for	27	23
Cost/too expensive	-	10
They referred me to someone/somewhere else	-	9
Couldn't arrange convenient meeting time/office not open	20	8
Unable to contact	27	7
They did not relate to or understand my culture	7	6
Not able to help because they had too much work on	33	5
Didn't know how to contact them	13	3
Fear of or experienced discrimination	-	2
Office/location too far away or transport issues	27	1
Language or literacy issues	-	1
Lack of child care facilities	-	1
Other	-	33
Base: Experienced problems	15*	388

Caution: * low base size so conclusions drawn are only indicative

7.6 Helpfulness of Advice

Overall, most Pacific people found the advice received useful, more so than people in general.

Table: Helpfulness of Advice or Help Received

	% Pacific people	% NZ
Very helpful	44	42
Fairly helpful	36	27
Not very helpful	5	10
Not at all helpful	5	7
Not used service yet	5	10
Don't know	5	3

Very few Pacific people felt the advice received was unhelpful, and so meaningful results cannot be ascertained because of low base sizes. Nevertheless, the following reasons may be useful for providing some indications as to why some received unhelpful advice:

- incomplete/not enough information
- out of date information
- not being provided with the information and support they were seeking
- lack of empathy/understanding by the service provider of the person's problem

7.7 Extent Kept Informed of the Legal Process

By far the majority of Pacific people who used private lawyers and legal aid lawyers for help or advice felt they had been kept fully informed and aware of the legal process at all times. The extent of being kept informed was greater than for New Zealanders in general.

Table: Extent Kept Informed of the Legal Process

	% of Pacific users felt kept fully informed	% of NZ users felt kept fully informed
Private lawyer	91	78
Legal aid lawyer	92	76
Community law centre	*	74
Lawyer doing pro bono work	*	68

Note: * means base size too small

7.8 Consideration Set for Sources of Help or Advice

People who had *not* experienced any problems in the previous 12 months were asked where they would go to seek information, help or advice if they did have a problem such as those mentioned in this survey.

Like people in general, Citizens Advice Bureau and friends or family are the key sources Pacific people would turn to for help. Even though private lawyers are used by those with problems, they occupy less mind space among those who have not experienced any recent problems.

Table: Services Would Access if Needed Information, Help or Advice

	% Pacific people	% NZ
Leaflet, booklet or other publication	2	1
Internet site	2	5
Local council of other public authority	2	4
Community law centre	1	2
Citizens Advice Bureau	22	29
Other local social services and advocacy organisation	5	4
Private lawyer	6	23
Lawyer doing pro bono work	-	2
Legal aid lawyer	-	2
Insurance company	-	1
Government agency or department	8	5
Police	12	7
Doctor or other health professional	4	3
Mediation or reconciliation service	1	-
Member of parliament	1	-
Ombudsman	-	-
Friends or other family members	31	20
Trade Union	-	-
Court desk	-	1
Minister of religion	6	1
Māori organisation	-	-
Other	7	10
Don't know	19	10
Depends on problem	12	22
Base: Seek help	280	5131

8.0 Barriers to People Accessing Legal Services

8.1 Extent of Not Seeking Help to Sort out Most Serious Problem

Over half of Pacific people (55%) who experienced a problem(s) in the last 12 months did *not* seek, or do *not intend* to seek, any advice, information or assistance to help them with their most serious problem. This is a slightly greater proportion than New Zealanders, on average, not seeking help (52%)

Those with an employment problem were the group relatively least likely to seek help (89% of that group).

Pacific people with consumer related problems were also less likely to seek help, which is consistent with the national average and related to consumer problems being of short term duration (less than three months) and people being less likely to seek help for short term problems.

Significantly, half of Pacific people with a serious money or debt problem (considered the most serious problem area) were also unlikely to seek help.

Table: People Not Seeking Help Analysed by Problem Type

Most serious problem	% Pacific people not seek help or advice	% NZ not seek help or advice
Consumer related	69	72
Money or debt	50	57
Family/whanau or relationship breakdown	44	39
Employment	89	49
Housing or land	30	35
Welfare benefit	53	50
Immigration	50	46
Other	62	57
Nett all people	55	52
Base: Had a problem	136	2069

8.2 Reasons for Not Seeking Help

The single biggest reason for Pacific people not seeking help was the fact they wanted to deal with the problem themselves.

For significant numbers of other Pacific people, they did not take their problem seriously enough, they couldn't be bothered, or they just wanted to keep it in the family. These barriers were evident to a greater extent than they were for New Zealanders as a whole.

Fewer Pacific people were optimistic the problem would resolve itself.

Table: Main Reasons Given for Not Seeking for Most Serious Problem

	% Pacific people	% NZ
Dealt with it myself	31	33
The problem was sorted before got around to seeking help	5	13
Thought the problem would resolve itself	10	11
Did not think it was serious or important enough	20	9
Did not think it would make much difference	5	8
Couldn't be bothered	14	5
Didn't know what to do or where to go	6	4
Wanted to keep it in the family/whanau	11	4
Thought it would cost too much	-	4
Thought it would be too stressful to sort out	1	3
Tried to seek help or advice but they were unable to help	4	4
Was uncertain of my rights	-	3
Thought it would take too much time	3	2
Didn't trust anyone	4	2
Fear of government or official agencies/intimidated by them	2	2
The help or advice wanted was not available locally	-	2
Too embarrassed/shy	2	2
Confused by the legal process/intimidated by it	2	1
Thought that the other party was right	-	1
Too scared	2	1
Thought it would damage the relationship with the other party	-	1
Other	19	20
Base: All people not seeking help	74	1087

8.3 Impact of Perceived Cost of Lawyers on Seeking Help

Cost of lawyers appears to be less of a barrier to Pacific people seeking help. The perceived cost of lawyers' fees prevents almost a quarter of Pacific people (22%) with problems from seeking help, fewer than New Zealanders on average.

This figure represents about 7% of all Pacific people aged over 15 years (or an estimate of about 10,000 people) – still a significant number in its own right.

The specific problem areas where cost is less of a barrier to accessing such services from a lawyer are in employment, immigration and “other” areas.

In contrast, cost is more of an issue for consumer related problems relative to the New Zealand population.

Table: Impact of Lawyers Fees for Problem Areas

Most serious problem	% Pacific people with problem deterred from seeking help because of cost of lawyers fees	% NZ with problem deterred from seeking help because of cost of lawyers fees
Consumer related	33	20
Money and debt	28	29
Family and relationships	30	34
Employment	15	22
Welfare benefit	32	30
Housing or land	34	31
Immigration	10	37
Other	-	23
Average	22	27

9.0 Awareness and Use of Legal Services

9.1 Awareness of Legal Aid

Pacific people's awareness and knowledge of legal aid is much lower than the general New Zealand population. A significant proportion of Pacific people (40%) remain unaware of legal aid.

Table: Awareness and Knowledge of Legal Aid

	% Pacific people	% NZ
Aware of legal aid and know where or how to apply for it	23	34
Aware of legal aid but don't know where or how to apply for it	37	51
Total awareness	60	85
Not aware of legal aid	40	15
Base: All people	415	7,200

Among those Pacific people who claimed they knew where legal aid could be applied for, less than half mentioned the courts and less than a quarter mentioned a lawyer. Community law centres were mentioned as a source to a greater extent than the general population.

Table: Where go for Legal Aid

	% Pacific people	% NZ
Lawyer	23	41
Court	45	40
Citizens Advice Bureau	10	11
Community Law Centre	17	9
Phone book/White Pages	8	4
Police	2	2
Legal Services Agency	1	2
Other	4	5
Don't know	6	4
Base: Aware of legal aid and know where to apply	84	2079

9.2 Experience with Legal Aid

A greater proportion of Pacific people reported that their legal aid application had been rejected, than people as a whole, however the percentages remain very low.

Table: Experience with Legal Aid

	% Pacific people	% NZ
Received legal aid	6	7
Applied for legal aid but had it turned down	8	3
Wanted or considered legal aid but did not apply for it	8	9
Base: All people	136	2069

9.3 Awareness of Community Law Centres

Not only are Pacific people less likely to be aware of legal aid, they are also less likely to be aware of community law centres – their existence per se and where they are located.

Table: Awareness and Knowledge of Community Law Centres

	% Pacific people	% NZ
Aware of community law centres and know where they are located	19	23
Aware of community law centres but don't know where they are	17	25
Total awareness	36	48
Not aware of community law centres	64	52
Base: All people	415	7,200

9.4 Law Access Website

The proportion of Pacific people aware of the website is double that of people in general, though the proportion remains relatively low (8%).

Table: Awareness of Law Access Website

	% Pacific people	% NZ
Yes, aware of it	8	4
Maybe think so	2	1
No	91	95
Base	415	7200

Even though Pacific people have a greater awareness of the website, they appear less likely to use it. Those that did, tend to find the site “somewhat useful”.

Table: Used Law Access Website

	% Pacific people	% NZ
Yes	12	15
No	88	85
Base	39	360

9.5 Law Related Courses

People were asked if they had ever attended any courses on their legal rights and responsibilities. The incidence of Pacific people having attended a course is the same as for the national population.

Table: Ever Attended Courses

	% Pacific people	% NZ
Yes	9	9
No	91	91
Base	415	7200

A wide range of providers were used for these courses, with Government agencies/departments and night schools being the main ones.

Table: Where Attended Courses

	% Pacific people	% NZ
Government agency or department	10	10
Night school	11	5
Community Law Centre	6	5
Community organisation	-	4
Overseas	9	2
Other	65	69
Base	39	614

Pacific people attended fewer courses on average than New Zealanders as a whole. The most common topic was employment.

In contrast, courses for which the topics focused on consumer related issues, welfare benefits, money or debt (the most serious problem for Pacific people), immigration and ‘other’ issues were attended to a lesser extent than the national average.

Table: Topics of the Courses

	% Pacific people	% NZ
Employment	67	51
Family/whanau or relationships	25	25
Consumer related	11	25
Welfare benefits or ACC	16	24
Housing or land	22	22
Money or debt	14	21
Immigration	2	12
Other	27	44
Base	39	614

Positively, Pacific people indicated that they are more likely to consider attending a course on legal rights and responsibilities in the future.

Table: Consider Attending Course(s) in the Future

	% Pacific people	% NZ
Yes/maybe	49	42
No	50	55
Don't know	1	3
Base	377	6386

Questionnaire

**2006 National Survey of Unmet Legal Needs and Access to Services
Questionnaire**

INTRODUCTION

Good morning/afternoon/evening, my name is from, an independent research company. We are carrying out a New Zealand wide survey on behalf of a non-profit national organisation that funds and provides services to the community, to find out whether people have access to the advice and information they need when they face problems in their daily lives.

Your household has been selected at random for this survey, and I was wondering if I could speak to the person in the household aged 15 years and over who had the most recent birthday.

RE-INTRODUCE YOURSELF IF NECESSARY

I would like to ask you some questions. Depending on your circumstances, it should take between 5 and 15 minutes. You will remain anonymous, and all the answers you give will be kept completely confidential.

Can you help me now or can I call back at a more convenient time?

IF NO, CLOSE WITH THANKS

IF YES, ARRANGE CALL-BACK OR CONTINUE

INTRODUCTION

I will be asking you some questions that relate to problems or disputes you personally may have had **over the last 12 months**, including the last Christmas and New Year period. Can you please think back over the last 12 months? **PAUSE**

- Q1** So, in the last 12 months, have you had any problems or disputes yourself that were difficult to resolve, to do with any of the following:
READ IN ROTATED ORDER SLOWLY AND CLEARLY. PAUSE BETWEEN EACH STATEMENT. REPEAT IF NECESSARY.
CODE EACH MENTIONED

	Yes	No
Problems to do with <u>employment</u> , such as discrimination, harassment, unfair dismissal or disciplinary procedures, change of working terms and conditions, personal grievances, threat of job loss etc	1	2
Problems to do with <u>welfare benefits or ACC</u> , such as knowing what benefits you are eligible for, and how much you are entitled to etc. This may include benefits such as unemployment, sickness, invalids etc	1	2
Problems to do with <u>housing and land</u> , such as disputes with neighbours or councils, sub-standard or poor quality housing, disputes with landlords or tenants, evictions, discrimination, land succession rights, Māori land issues etc	1	2
Problems to do with <u>consumer related issues</u> , such as faulty goods and services, difficulties getting refunds, and disputes with phone and power companies, insurance companies, banks, trades people etc	1	2
Problems to do with <u>money or debt</u> , such as not being able to meet financial commitments, e.g. hire purchase, credit cards, basic living expenses etc	1	2
Problems to do with <u>immigration</u> , such as obtaining NZ residency or citizenship, seeking asylum, bringing over family/whanau, etc	1	2
Problems to do with <u>family/whanau and relationship break ups</u> , including disputes over division of money or property, domestic violence, children being placed into care, adoption or guardianship issues, difficulties with child support or access to/custody of children, school suspensions or expulsions etc	1	2
<u>Other problems</u> , such as difficulties with wills or setting up trusts, being a victim of a crime or being accused of a crime, traffic or driving offences, etc	1	2

**IF NONE CODED 1 ABOVE, GO TO Q18
 OTHERWISE CONTINUE**

ASK Q2 FOR EACH PROBLEM MENTIONED IN Q1

Q2A Thinking about employment problems, could you please tell me what specific problems you have had with employment in the last 12 months that were important to be resolved?
READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Being sacked or made redundant/	1
Being threatened with the sack	2
Unfavourable changes to your terms and conditions of employment	3
Having no formal employment contract	4
Unsatisfactory or dangerous working conditions	5
Unfair disciplinary procedures	6
Harassment at work (e.g. bullying, verbal, physical, sexual)	7
Discrimination (because of gender, age, race, sexuality, disability etc)	8
Problems with payment of wages	9
Problems taking holidays	10
Other (please specify)	97

Q2B Thinking about welfare benefit or ACC problems, could you please tell me what specific problems you had with benefits in the last 12 months that were important to be resolved?
READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Difficulties finding out what benefits, grants, loans or superannuation you are entitled to	1
Difficulties trying to obtain entitlements	2
Review of a benefit decision	3
Other (please specify)	97

Q2C Thinking about housing or land problems, could you please tell me what specific problems you have had with housing or land in the last 12 months that were important to be resolved?
READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Disputes with neighbours (e.g. noise, anti-social behaviour, parking, boundaries etc)	1
Problems with sale or purchase of house	2
As a tenant: disputes with landlords (e.g. over repairs, amount of rent, getting bond or deposit back, harassment, etc)	3
As a tenant: poor building or living conditions (e.g. unsafe housing, dampness, poor insulation etc)	4
As a landlord: disputes with tenants (e.g. over damage caused, unpaid rents, getting access to property etc)	5
Discrimination (because of gender, age, race, sexuality, disability etc)	6
Disputes with councils or other authorities over building and land issues	7
Disputes or claims in relation to Māori land	8
Problems over land succession rights	9
Other (please specify)	97

Q2D Thinking about consumer related problems, could you please tell me what specific problems you have had as a consumer in the last 12 months that were important to be resolved?

READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Faulty or defective goods and services	1
Difficulties getting refunds or replacements	2
Questionable or irregular billing/invoices, e.g. unexpected or hidden charges	3
Disconnections/reconnections of phone or power, or other problems with phone or power companies	4
Difficulties understanding contracts or other policies	5
Unauthorised work being carried out by trades people	6
Problems with banks/insurance companies	7
Other (please specify)	97

Q2E Thinking about money or debt problems, could you please tell me what specific problems you have had with money or debt in the last 12 months that caused you problems?

READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Not being able to make hire purchase payments	1
Not being able to make credit card payments	2
Having goods repossessed (including cars and items on hire purchase)	3
Not meeting rent/mortgage commitments	4
Difficulties paying court fines	5
Not meeting day-to-day living needs (e.g. food, travel, rent, power, phone, children's clothing etc)	6
Difficulties meeting health costs	7
Difficulties paying child support	8
Difficulties paying insurances	9
Other (please specify)	97

Q2F Thinking about immigration problems, could you please tell me what specific problems you have had with immigration in the last 12 months that were important to be resolved?

READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Difficulty in obtaining NZ residency or citizenship	1
Difficulties with seeking or obtaining asylum	2
Dispute over nationality	3
Difficulties with sponsoring a partner or other family/whanau members to enter NZ	4
Difficulties with immigration consultants (such as loss of passport or documents, or overcharging)	5
Other (please specify)	97

Q2G Thinking about family/whanau and/or relationship problems, could you please tell me what specific problems you have had with family/whanau and/or relationships in the last 12 months that were important to be resolved?

READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Disputes over division of money or property with a former partner	1
Difficulties obtaining financial support payments from a former partner	2
Difficulties with custody or access arrangements for children	3
Children being placed into care of social welfare	4
Difficulties adopting or becoming a legal guardian, including whangai	5
Difficulties with children's schooling, including truancy	6
Domestic violence	7
Difficulties due to family/whanau illness	8
Difficulties due to family/whanau death	9
Other (please specify)	97

Q2H Thinking about other problems, could you please tell me what other specific problems you have had in the last 12 months that were important to be resolved?

READ ONLY IF THE RESPONDENT NEEDS PROMPTING

Difficulties in setting up family/whanau trusts	1
Difficulties in setting up Māori trusts	2
Difficulties with wills	3
Being the victim of a crime	4
Being accused of a crime	5
Traffic or driving offences	6
Other (please specify)	97

Q3 Of all the problems you have experienced in the last 12 months (**READ**), which one problem do you think was, or is, the most serious for you that it was very important to be resolved?

**READ ALL CODED YES FROM Q1
SINGLE RESPONSE**

Employment problem	1
Welfare benefit or ACC problem	2
Housing or land problem	3
Consumer related problem	4
Money (or debt) problem	5
Immigration problem	6
Family/whanau and/or relationship break down problem	7
Other problem	8

Q4 And what was the one main thing that caused the problem to happen in the first place?
DO NOT READ

Loss or change of employment	1
Other job related, such as bullying, overwork etc	2
Irregular income (e.g. different from week to week/month to month)	3
Low income/low wages (generally)	4
A reduction in benefit/change of benefit status	5
Taking on too much debt/easy credit/over committing	6
Unable to meet (re)payments	7
Not understanding the implications of credit contracts (e.g. rules on repossessions)	8
Illness or poor health	9
Relationship break down (e.g. divorce or separation)	10
Domestic violence	11
Receiving incorrect information/being misled/false advertising	12
Being taken advantage of	13
Alcohol or drugs	14
Losing your home	15
Being the victim of a crime, e.g. theft, burglary, assault etc	16
Myself or a family/whanau member was sent to prison	17
Faulty goods/appliances	18
Death of a family/whanau member	19
Being overcharged for a good or service	20
Other (specify)	97

Q5a Is your most serious problem now over or is it still ongoing?

Now over	1	CONTINUE
Still ongoing	2	GO TO Q5c

Q5b And how was the problem solved? (IF NECESSARY: Which of these best describes how the problem was finished?)

READ ONLY IF THE RESPONDENT NEEDS PROMPTING

After court or tribunal action occurred	1
Through mediation	2
Solved the problem with the help of someone (other than a mediator or family/whanau and friends)	3
Solved the problem with the help of family/whanau or friends	4
Solved the problem on your own without the help of anyone else	5
Agreement was reached between you and the other party	6
Gave up trying to solve the problem	7
Did nothing to resolve the problem	8
The problem sorted itself out	9

Q5c Which of these statements best reflects the current position related to this problem?
READ

Not trying to do anything because you think it will resolve itself	1
Not trying to do anything because you don't know what to do	2
Trying to solve it on your own without the help of anyone else	3
Trying to solve it with the help of family/whanau and friends	4
Trying to solve it with the help of someone other than a mediator or family/whanau and friends	5
Trying to reach agreement with the other party without court or tribunal action	6
In the process of going through mediation	7
Court or tribunal action is about to occur	8
Court or tribunal action is occurring	9

Q6 How long was/has this problem being going on? (**Interviewer: prompt if necessary**)

1 month or less	1
2 months	2
3 months	3
4 months	4
5 months	5
6 months	6
7 months	7
8 months	8
9 months	9
10 months	10
11 months	11
1 year	12
2-3 years	13
4-5 years	14
6-10 years	15
More than 10 years	16
Don't know	98

Q7 Did you experience any of the following as a result of this problem?
READ

Physical ill health	1
Stress related illness	2
Relationship breakdown	3
Violence	4
Had to move home	6
Loss of employment	7
Loss of income	8
Loss of confidence	9
None of these (DO NOT READ)	10
Refused (DO NOT READ)	11

Q8A Did you, or do you intend to, seek help or advice with your problem?

Yes	1	GO TO Q9A
Maybe	2	
No	3	CONTINUE

Q8B Why didn't you (why don't you intend to) seek advice or help with your problem? Was/is it because.....

READ IN ROTATED ORDER

You did not think it was serious or important enough	1
You dealt with it yourself	2
The problem was sorted out before you got around to seeking help	3
You thought it would resolve itself	4
You did not think it would make much difference	5
Language difficulties	6
You couldn't be bothered	7
You thought it would take too much time	8
You thought it would cost too much	9
You didn't know what to do or where to go	10
You didn't trust anyone	11
Too embarrassed/shy	12
Too scared	13
Fear of government or official agencies/intimidated by them	14
The help/advice you wanted was not available locally	15
You were uncertain of your rights	16
You tried to seek help or advice but they were unable to help	17
Fear of discrimination	18
You thought that the other party was right	19
You thought it would be too stressful to sort out	20
You thought it would damage the relationship with the other party	21
Lack of childcare/no-one to look after the kids	22
Confused by the legal process/intimidated by it	23
You wanted to keep it in the family/whanau	24
Other reason (DO NOT SPECIFY)	25

NOW GO TO Q16

Q9 What kind of help did, or do you want, to sort out the problem?

READ

I wanted some <u>information only</u> , so that I could sort my problem out for myself	1
I wanted some information <u>and</u> basic support, (e.g. help with filling in forms, help with contacting third parties to seek information)	2
I wanted someone to help me deal with the problem (e.g. talking to the other side)	3
I wanted someone to sort out my problem for me	4
I wanted someone to appear on my behalf/represent me before a court (or other tribunal)	5

Q10A Did you, or do you intend to, seek advice or help from any of the following to try to resolve this problem? **READ IN ROTATED ORDER**

Q10B In what way(s) did you receive this advice or help? Was it over the phone, by a personal visit, through a website, or by correspondence? **ASK FOR EACH SERVICE USED**

	Q10A	Q10B				
		Phone	Visit	Web	Mail	N/A
Leaflet, booklet or other publication	1	1	2	3	4	9
Internet site	2					
Local council or other public authority	3	1	2	3	4	9
Community law centre	4	1	2	3	4	9
Citizens Advice Bureau	5	1	2	3	4	9
Other local social services and advocacy organisations, such as Womens Refuge, people's centres, budgeting services, relationship services, etc	6	1	2	3	4	9
Lawyer you pay for	7	1	2	3	4	9
Lawyer doing pro bono or voluntary work	8	1	2	3	4	9
Legal aid lawyer	9	1	2	3	4	9
Insurance company	10	1	2	3	4	9
Government agency or department (e.g. WINZ, CYF, Housing NZ, etc)	11	1	2	3	4	9
Police	12	1	2	3	4	9
Doctor or other health professionals (including counsellors)	13	1	2	3	4	9
Mediation or reconciliation service	14	1	2	3	4	9
Member of parliament	15	1	2	3	4	9
Ombudsmen	16	1	2	3	4	9
Friends or other family/whanau members	17	1	2	3	4	9
Trade union	18	1	2	3	4	9
Court desk	19	1	2	3	4	9
Minister of religion	20	1	2	3	4	9
Māori organisation	22	1	2	3	4	9
No, none of these (GO TO Q16)	23					

Q11 Have you experienced any problems or difficulties in trying to access or get advice or help with your problem or dispute from (Q10A SOURCE)?

Yes	1	CONTINUE
No	2	GO TO Q13

Q12 What sorts of problems or difficulties were these?

DO NOT READ

Couldn't arrange convenient meeting time/office not open	1
Office/location too far away or transport issues	2
Unable to contact	3
Cost/too expensive	4
Language/literacy problems	5
They were not able to help because they had too much work on	6
Didn't know how to contact them	7
Fear of or experienced discrimination	8
Physically difficult to access or get into the premises	9
Lack of childcare facilities	10
They did not relate to or understand my culture	11
Was unable or it was difficult to find the information I was looking for	12
They referred me on to someone/somewhere else	13
They were unable to provide any help	14
Other	97

Q13 ASK Q13 FOR EACH MENTIONED AT Q10A

How helpful did you find the advice or help received from (Q10A SOURCE)? Was it.....

READ

Very helpful	1
Fairly helpful	2
Not very helpful	3
Not at all helpful	4
Not used yet (DO NOT READ)	5
Don't know	6

Q14 IF NOT VERY OR NOT AT ALL HELPFUL (CODES 3 OR 4) CONTINUE

Why was the advice or help received (from Q10A SOURCE) not very/not at all helpful?

DO NOT READ

Incomplete/not enough information	1
Out of date information	2
Wrong information/advice	3
Outcome was not successful	4
Referred to another service/agency that was difficult to access/inconvenient	5
Still had to do too much resolution myself	6
Did not provide the information and support I was seeking	7
Did not represent me well	8
Lack of empathy/understanding of my problem	9
Experienced discrimination	10
Other (DO NOT SPECIFY)	11

Q15 ASK IF LAWYER OR CLC USED FOR ADVICE (CODES 4, 7, 8, 9)

Did the (INSERT) keep you fully informed and aware of the legal process at all times?

READ FOR EACH CODED

Community Law Centre	1
Lawyer you paid for	2
Lawyer doing pro-bono or voluntary work	3
Legal aid lawyer	4

I would now like to ask you a set of short general questions

Q16 Which of the following best describes your experience with legal aid in the past 12 months?

READ

Received legal aid	1
Applied for legal aid but had it turned down (e.g. you weren't eligible or the problem was not considered serious enough)	2
Wanted or considered legal aid but you did not apply for it for some reason (e.g. because not sure if you were eligible, or you didn't know how/where to go)	3
None of above	4

Q17 Has the cost of lawyers' fees stopped you from approaching a lawyer to help with your problem or to see if you can get legal aid?

Yes	1
No	2

GO TO Q19

RESPONDENTS WITH NO PROBLEMS

- Q18** If you did have a problem, such as those we have just mentioned, that needed to be resolved where would you go to seek information, help or advice?

DO NOT READ

Leaflet, booklet or other publication	1
Internet site	2
Local council or other public authority	3
Community law centre	4
Citizens Advice Bureau	5
Other local social services and advocacy organisations, such as Womens Refuge, people's centres, budgeting services, relationship services, etc	6
Lawyer you would pay for	7
Lawyer doing pro bono or voluntary work	8
Legal aid lawyer	9
Insurance company	10
Government agency or department (e.g. WINZ, CYF, Housing NZ, etc)	11
Police	12
Doctor or other health professionals (including counsellors)	13
Mediation or reconciliation service	14
Member of parliament	15
Ombudsmen	16
Friends or other family/whanau members	17
Trade union	18
Court desk	19
Minister of religion	20
Māori organisation	22
Other (DO NOT SPECIFY)	23
Don't know	24
Depends on problem	25
None/would not seek help or advice	26

ALL RESPONDENTS

- Q19** What would be your preferred way of getting help or advice for a problem such as those we have been talking about?

READ

Over the phone	1
Personal visit	2
Through a website	3
By letter	4
By email	5
Some other way	6
Don't know/depends (DO NOT READ)	7

Q20 Before I mentioned them, had you heard of community law centres?

Yes	1	CONTINUE
Maybe/think so	2	CONTINUE
No	3	GO TO Q22
Don't know	4	GO TO Q22

Q21 And do you know where the nearest one to you is located?

Yes	1
Maybe/think so	2
No	3
Don't know	4

Q22 Before I mentioned it, had you heard of or were you aware of legal aid?

Yes	1	CONTINUE
Maybe/think so	2	
No	3	GO TO Q24
Don't know	4	

Q23A Do you know where to get legal aid or how to apply for it?

Yes	1	CONTINUE
Maybe/think so	2	GO TO Q24
No	3	
Don't know	4	

Q23B Where would you go if you wanted to apply for legal aid?

DO NOT READ

Lawyer	1
Community Law Centre	2
Citizens Advice Bureau	3
Court	4
Phone book / white pages	5
Police	6
Legal Services Agency	7
Other (specify)	97
Don't know	98

Q24 And have you heard of, or know of, the LawAccess website www.lawaccess.lsa.govt.nz?
This is an online information service provided by the Legal Services Agency.

Yes	1	CONTINUE
Maybe/think so	2	
No	3	GO TO Q27
Don't know	4	

Q25 Have you used the LawAccess website?

Yes	1	CONTINUE
No	2	GO TO Q27

Q26 And how useful did you find it?

Very useful	1
Quite useful	2
Somewhat useful	3
Not that useful	4

Q27 Have you ever attended any courses on your legal rights and responsibilities?

Yes	1	CONTINUE
No	2	GO TO Q29

Q28A Where did you attend the course(s)?

DO NOT READ

Night school	1
Community Law Centre	2
Community organisation	3
Government department/agency	4
Overseas	5
Other (DO NOT SPECIFY))	6
Don't know/can't remember (DON'T READ)	98

Q28B And what were the topics of the course(s)?
READ IF NECESSARY

Employment	1
Welfare benefits or ACC	2
Housing or land	3
Consumer related	4
Money or debt	5
Immigration	6
Family/whanau or relationships	7
Other	8
Don't know/can't remember	9

NOW SKIP TO Q30

Q29 Would you consider attending a course about your legal rights and responsibilities?
DO NOT READ

Yes	1
Maybe	2
No	3
Don't know	4

Q30⁷ Finally, I just have a couple of questions about your perceptions of court costs. Do you think that bringing a typical case to court is affordable?
READ

Yes	1
No	2
Don't know	3

Q31⁷ I am going to read out some things that can contribute to the cost of going to court. I would like you to tell me whether you think each thing would contribute a **high, medium or low cost** of bringing a typical case to court.

If you don't know how much something costs, please say you don't know.

READ IN ROTATED ORDER
RECORD H, M, L or DK

1. Lawyers fees	
2. Court fees	
3. Slow pace of a case through court	
4. High complexity of a case	
5. Personal time i.e. the cost of your time such as loss of earnings etc?	

⁷ The Legal Services Agency agreed to incorporate questions 30 and 31 on behalf of the Ministry of Justice. The Agency has not and does not intend to analyse or report on the results of these questions.

Demographics

I now have just a few questions to help us classify your answers. Remember this is all completely confidential.

Q32 Interviewer: code gender

Male	1
Female	2

Q33 Which age group do you fall in to? READ

15-17	1
18-19	2
20-24	3
25-29	4
30-34	5
35-39	6
40-44	7
45-49	8
50-54	9
55-59	10
60-64	11
65-69	12
70-74	13
75+	14
Refused (DO NOT READ)	15

Q34 Which ethnic group do you belong to? READ

NZ European	1
NZ Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Tokelauen	6
Niuean	7
Chinese	8
Indian	9
Other Pacific Island	10
Other Asian	11
Other	12
New Zealander (DO NOT READ)	13
Refused (DO NOT READ)	14

Q35 Were you born in New Zealand?

Yes	1	GO TO Q37
No	2	CONTINUE

Q36 How long have you lived in New Zealand?

1 year or less	1
2 years	2
3 years	3
4 years	4
5 years	5
6 years	6
7 years	7
8 years	8
9 years	9
10 years	10
More than 10 years	11
Refused (DO NOT READ)	12

Q37 In which languages could you have a conversation about a lot of everyday things?

English	1
Māori	2
Samoan	3
Tongan	4
Chinese	5
Sign language	6
Other	7

Q38 Do you rent or board in the house that you live in?

Yes	1
No	2

Q39 What is your highest level of education?

READ

None	1
Secondary school	2
Vocational or trade qualification	3
Tertiary degree	4
Refused (DO NOT READ)	9

Q40 From all sources, what is your total personal annual income before tax?
READ

Zero	1
\$1 - \$5,000	2
\$5,001 - \$10,000	3
\$10,001 - \$15,000	4
\$15,001 - \$20,000	5
\$20,001 - \$25,000	6
\$25,001 - \$30,000	7
\$30,001 - \$40,000	8
\$40,001 - \$50,000	9
\$50,001 - \$70,000	10
\$70,001 - \$100,000	11
Over \$100,000	12
Don't know	99
Refused	98

Q41 And from all sources, what is your total household annual income before tax?
READ

Zero	1
\$1 - \$5,000	2
\$5,001 - \$10,000	3
\$10,001 - \$15,000	4
\$15,001 - \$20,000	5
\$20,001 - \$25,000	6
\$25,001 - \$30,000	7
\$30,001 - \$40,000	8
\$40,001 - \$50,000	9
\$50,001 - \$70,000	10
\$70,001 - \$100,000	11
Over \$100,000	12
Don't know	99
Refused	98

Q42 Which of the following best describes your current employment status?

READ

paid employee working full time (i.e. 30 hours or more per week)	1
paid employee working part time (i.e. less than 30 hours per week)	2
Self employed and not employing others	3
An employer of other persons in my own business	4
Working in a family business or farm without pay	5
Looking after the family/home	6
Not currently employed and receiving a benefit such as unemployment, sickness, ACC etc	7
Student	8
Retired	9
Other	10
Refused	98

Q43 Which of the following best describes your legal marital or civil union status?

READ

Never been legally married or joined in a civil union	1
Legally married	2
Legally joined in a civil union	3
Permanently separated from your legal spouse or civil union partner	4
Divorced	4
Widowed	5
Refused	9

Q44 Which of the following best describes your household structure?

READ

Young single, couple or group with no children	1	GO TO Q46
Family with mainly pre-school children	2	CONTINUE
Family with mainly school age children	3	CONTINUE
Family with mainly adult children	4	CONTINUE
Older single, couple or group with no children at home	5	GO TO Q46
Refused	9	GO TO Q46

Q45 And are you a single parent in this household?

Yes	1
No	2

Q46 Do you have any disability or impairment that is long term (lasting 6 months or more)? This includes anything to do with physical and/or mental health.

Yes	1	CONTINUE
No	2	GO TO Q48

Q47 And is this to do with mental health? Including long-term depression and eating disorders

Yes	1
No	2

Q48 Do you have access to the internet at home?

Yes	1
No	2

Q49 Do you own or have access to a motor vehicle?

Yes	1
No	2

Q50 May we contact you again if we wish to do further research in the future on these issues?

Yes	1
No	2

THANK AND CLOSE