



2006 National Survey of Unmet Legal Needs and Access to Services

Summary Results for Information and Education

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By

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**Information &
Education**

Key Highlights for Information and Education

The following key point summary and subsequent tables consolidate everything relevant to information and education from the national survey. Comparisons are made with national results where appropriate.

1. A third of people want information only so they sort their problem out for themselves and another third want some information and basic support. A nett 60 percent of people seeking help (equivalent to an estimated 261,000 people) want at least some information to help them deal with their problem resolution.
2. Regions in New Zealand where information only is the key type of help are: Northland, Auckland (all areas, especially North/Central), Southland and Nelson-Malborough.
3. Information with basic support is more sought after in Waikato, Gisborne-Hawkes Bay, West Coast and Otago.
4. In relation to the general profile of those seeking help, people wanting **information only** are more likely to have the following characteristics: female, 20-24 years old, Pacific Island ethnicity, home owners, tertiary qualified, households with no children or mainly pre-school children, employed, never married or married.
5. Information only is, by far, the main type of help wanted for consumer related problems, which people are more likely to try to solve themselves. People with money or debt problems and immigration problems are also noted for wanting information only, though some basic support also features prominently for these issues.
6. Those wanting some information **with basic support** to help them are also more likely to be tertiary qualified, married and aged 20-24 years but have an additional skew to the 35-44 age cohort. They also have relatively greater representation among males, new migrants, renters, households with mainly school-aged children, single parent households, and have less access to a motor vehicle.
7. Information with basic support is mostly wanted by people with welfare benefit problems.
8. People seeking information at all are more likely to use publications and the internet for this, though not to a significant extent compared with people generally. The main source of help and advice for information is friends/family.
9. Those wanting some basic support along with their information are more likely than those wanting information only to access: written material, community law centres, citizens advice bureaux, other social services and advocacy organisations, legal aid lawyers, and doctors and other health professionals.
10. Publications and the internet do not seem to register for people as potential sources of help or advice among people who haven't experienced any problems in the last 12 months, suggesting that the value of these sources could be developed and communicated further.

11. People wanting some information with basic support are much more likely to experience problems accessing services or receiving advice than those just wanting information only.
12. In particular, the following services are more problematic than average for people wanting information:
 - a. Internet sites (for basic support)
 - b. Local councils (for basic support)
 - c. Citizens advice bureaux (for information only)
 - d. Insurance companies (for information only or basic support)
 - e. Government departments or agencies (for information only or basic support)
 - f. Health professionals (for basic support)
13. The inability of the particular source to provide any help and the general difficulty of finding the type of information they were looking for were the key issues for people.
14. People seeking information are slightly more likely to be aware of the Law Access Website, but not to any significant extent. However, those who want information only appear more likely to have used the website.
15. They are also more likely to have attended a course (or courses) on legal rights and responsibilities, particularly those run by community organisations.
16. Despite this, those seeking information and attending courses are more likely to attend fewer courses than people generally. In particular, course related to money or debt, welfare benefit, and employment are under-utilised relative to the general population.
17. The potential exists to attract more people seeking information to future courses. Almost two thirds (65% compared with 47% of the general population) would consider attending courses in the future.
18. This level of interest in future courses is fairly consistent across all regions, though it is higher than average in Northland, Waikato, Taranaki and Otago, and relatively lower in Wairarapa, Wanganui-Manawatu, Canterbury and Southland.

Table: Nature of Help Sought

Type of help wanted	% seeking type of help	Number of people seeking type of help N=
Wanted information only, so they can sort problem out themselves	34	148,300
Wanted some information <u>and</u> basic support (e.g. help with filling in forms, help with contacting third parties to seek information)	35	149,100
Nett wanted information	60	261,000
Wanted someone to help them deal with the problem (e.g. talking to the other side)	35	152,200
Wanted someone to sort out problem for them	11	48,800
Wanted someone to appear on their behalf and/or represent them before a court or tribunal	18	79,200
Base: Seeking help	981	

Table: Socio-Demographic Characteristics of People Wanting Information to Help Them Deal With the Problem

	% of people wanting information only	% of people wanting some information and basic support	% of people wanting any type of help
Gender			
Male	41	46	43
Female	59	54	57
Age			
15-19 years	3	2	3
20-24 years	11	10	8
25-34 years	23	21	24
35-44 years	27	32	28
45-54 years	18	17	19
55-64 years	11	10	10
65+ years	7	8	8
Ethnicity			
NZ European	65	68	67
NZ Maori	19	21	22
Pacific People	10	6	6
Asian	5	4	4
Other	1	1	1
Migrant and Refugee Status			
New migrant (<3years in NZ)	3	4	2
Home ownership status			
Own home	54	47	51
Rent	46	53	49
Base: Seek Help	337	339	981

Table: Socio-Demographic Characteristics of People Wanting Information to Help Them Deal With the Problem

	% of people wanting information only	% of people wanting some information and basic support	% of people wanting any type of help
Highest education			
Primary/intermediate	2	1	2
Secondary school	45	47	49
Vocational/tertiary	53	51	48
Personal Income			
< \$10,000	21	20	20
\$10,001-\$20,000	22	28	28
\$20,001-\$30,000	22	15	16
\$30,001-\$50,000	18	20	18
\$50,001-\$70,000	5	5	6
\$70,001-\$100,000	1	2	2
Over \$100,000	1	1	2
Household Income			
< \$10,000	6	5	5
\$10,001-\$20,000	15	18	16
\$20,001-\$30,000	19	15	14
\$30,001-\$50,000	17	19	17
\$50,001-\$70,000	9	13	12
\$70,001-\$100,000	9	6	9
Over \$100,000	8	6	9
Household Structure			
Young – no children	18	17	15
Family – mainly pre-school	16	14	14
Family – mainly school age	30	34	31
Family – mainly adults	14	15	16
Older – no dependents	22	20	24
Base: Seek Help	337	339	981

Table: Socio-Demographic Characteristics of People Wanting Information to Help Them Deal With the Problem

	% of people wanting information only	% of people wanting some information and basic support	% of people wanting any type of help
Employment status			
Full time employee	35	34	32
Part time employee	25	20	21
Self employed	5	5	5
Employer of others	1	1	2
Working in family business	-	1	1
Looking after family home	9	8	6
Not currently employed	10	17	16
Student	3	6	6
Retired	9	7	8
Marital Status			
Never married	38	33	36
Legally married/civil union	41	42	38
Separated/divorced	15	19	21
Widowed	4	4	4
Parental Status			
Single parent household	18	21	19
2 parent household	41	42	42
Health Disability Status			
Mental health	7	9	11
Other disability	18	19	18
Access to internet	72	72	71
Access to motor vehicle	89	82	88
Base: Seek Help	337	339	981

Table: People Wanting Information Analysed by Region

	% of people wanting information only	% people wanting some information and basic support
Region		
New Zealand average	34	35
Northland	45	36
North/Central Auckland	53	34
West Auckland	40	33
South Auckland	47	36
Waikato	24	52
Bay of Plenty	39	36
Central North Island	36	31
Gisborne-Hawkes Bay	17	44
Taranaki	28	23
Wanganui-Manawatu	39	37
Wairarapa	36	22
Wellington	33	32
Nelson-Marlborough	41	24
Canterbury	35	30
West Coast	26	41
Otago	22	39
Southland	44	33
Base: Seek Help		

Table: Type of Help Wanted Analysed by Most Serious Problem

	Consumer %	Money or debt %	Family/ relationship %	Employ- ment %	Housing or land %	Welfare benefit %	Immigration %	Other %
Information only	54	43	31	31	23	28	43	34
Information and basic support	22	39	37	28	35	48	38	25
Help deal with problem	13	41	45	37	32	40	19	20
Sort problem out	11	11	11	8	14	14	14	12
Appear/ represent	11	15	17	14	21	24	-	30
Base	103	153	187	129	140	126	21*	122

* Caution: low base size

Table: Services Accessed for Advice and Help

Service Provider	% seek information only	% seek some information with basic support	Nett information sought %	NZ %
Leaflet, booklet or other publication	10	17	13	10
Internet site	15	16	16	13
Local council of other public authority	12	12	11	12
Community law centre	9	13	10	11
Citizens Advice Bureau	14	19	17	16
Other local social services and advocacy organisation	11	15	13	13
Private lawyer	18	18	18	22
Lawyer doing pro bono work	5	6	5	5
Legal aid lawyer	8	12	9	10
Insurance company	4	4	3	3
Government agency or department	22	21	21	20 ¹
Police	8	8	8	9
Doctor or other health professional	19	24	21	23
Mediation or reconciliation service	7	8	7	7
Member of parliament	4	5	4	6
Ombudsman	2	1	2	2
Friends of other family members	41	40	40	34
Trade Union	3	2	2	3
Court desk	4	2	3	3
Minister of religion	4	4	3	3
Māori organisation	5	4	5	4
Average number of sources used	2.2	2.5	2.3	2.5
Base: Seek help	337	339	585	981

¹ Note: Some people are likely to have provided this response when they have received legal aid.

Table: Services Would Access If had a Problem and Needed Advice and Help

Service Provider	NZ %
Leaflet, booklet or other publication	1
Internet site	5
Local council of other public authority	4
Community law centre	2
Citizens Advice Bureau	29
Other local social services and advocacy organisation	4
Private lawyer	23
Lawyer doing pro bono work	2
Legal aid lawyer	2
Insurance company	1
Government agency or department	5
Police	7
Doctor or other health professional	3
Mediation or reconciliation service	-
Member of parliament	-
Ombudsman	-
Friends of other family members	20
Trade Union	-
Court desk	1
Minister of religion	1
Māori organisation	-
Base: Have not experienced a problem in last 12 months	5131

Table: % Experiencing Problems Accessing Services or Receiving Advice

	NZ %
Want information only	38
Want some information and basic support	53
Want someone to help deal with problem	51
Want someone to sort out problem	68
Want someone to appear on behalf/represent me	89
Base: Access Services	

Table: Experienced Problems Accessing Services for Advice and Help

Service Provider	% seek information only	% seek information with basic support	NZ % experience problem
Leaflet, booklet or other publication	15	19	17
Internet site	13	42	24
Local council of other public authority	10	33	22
Community law centre	-	7	9
Citizens Advice Bureau	21	6	10
Other local social services and advocacy organisation	7	15	14
Private lawyer	8	12	15
Lawyer doing pro bono work	6	5	8
Legal aid lawyer	15	6	16
Insurance company	48	36	33
Government agency or department	46	46	41
Police	13	27	39
Doctor or other health professional	10	20	12
Mediation or reconciliation service	7	8	8
Member of parliament	10	7	27
Ombudsman	11	-	6
Friends of other family members	10	7	11
Trade Union	-	10	2
Court desk	-	3	7
Minister of religion	-	2	13
Māori organisation	-	-	2
Base: Use Service and Seek Help			

Table: Problems or Difficulties Faced

	Nett sought information (only or with basic support) %
They were unable to provide any help	45
Was unable or it was difficult to find the information I was looking for	39
Couldn't arrange convenient meeting time/office not open	14
They referred me to someone else	13
Unable to contact	12
Didn't know how to contact them	8
They were not able to help because they had too much work on	7
They did not relate to or understand my culture	7
Discrimination	6
Cost/too expensive	5
Office/location too far away/transport issues	3
Base: Seek help and experience problems	159

Table: Main Problems Experienced With Specific Services

Service Provider	Seek information only	Seek some information and basic support
Leaflet, booklet or other publication	Did not relate to culture Hard to find info looking for	Hard to find info looking for Unable to provide any help
Internet site	Unable to provide any help	Hard to find info looking for Unable to provide any help Didn't know how to contact
Local council of other public authority	Hard to find info looking for	Unable to provide any help Couldn't meet/not open Unable to contact
Community law centre	n/a	n/a
Citizens Advice Bureau	Unable to provide any help Hard to find info looking for	n/a
Other local social services and advocacy organisation	n/a	n/a
Private lawyer	n/a	Unable to contact Hard to find info looking for
Lawyer doing pro bono work	n/a	n/a
Legal aid lawyer	n/a	n/a
Insurance company	n/a	n/a
Government agency or department	Hard to find info looking for	Couldn't meet/not open Office too far away Unable to contact Did not relate to culture Hard to find info looking for Referred somewhere else Unable to provide any help
Police	n/a	Discrimination
Doctor or other health professional	Unable to provide any help	Referred somewhere else Unable to provide any help
Mediation or reconciliation service	n/a	n/a
Member of parliament	n/a	n/a
Ombudsman	n/a	n/a
Friends of other family members	Too busy to help	Unable to provide any help
Trade Union	n/a	n/a
Court desk	n/a	n/a
Minister of religion	n/a	n/a
Māori organisation	n/a	n/a

Table: Awareness of Law Access Website

	Seek information only %	Seek some information with basic support %	Nett seek information %	NZ %
Yes	5	4	5	4
Maybe	1	3	2	1
No	94	93	93	95
Base: All people	337	339	585	7,200

Table: Used Law Access Website

	Seek information only %	Seek some information with basic support %	Nett seek information %	NZ %
Yes	23	10	14	15
No	77	90	86	85
Base: All people	20*	23*	38	360

Table: Have Attended Course(s) on Legal Rights and Responsibilities

	Seek information only %	Seek some information with basic support %	Nett seek information %	NZ %
Yes	12	11	12	9
No	88	89	88	91
Base: All people	337	339	585	7,200

Table: Course(s) Attended on Legal Rights and Responsibilities

	Seek information only %	Seek some information with basic support %	Nett seek information %	NZ %
Community organisation	11	19	16	4
Government department/agency	15	14	15	11
Overseas	8	9	5	2
Night school	1	6	4	5
Community Law Centre	5	1	3	5
Other (not specified)	59	47	56	69
Base: Attended course(s)	40	38	72	614

Table: Topics of Course(s) Attended on Legal Rights and Responsibilities

	Seek information only %	Seek some information with basic support %	Nett seek information %	NZ %
Consumer related	23	17	21	25
Money or debt	2	15	9	21
Family or relationship	21	42	28	25
Welfare benefit	11	15	14	24
Employment	37	23	31	51
Housing or land	19	42	28	22
Immigration	3	8	6	12
Other	51	46	48	44
Base: Attended course(s)	40	38	72	614

Table: Would Consider Attending Course(s) on Legal Rights and Responsibilities

	Seek information only %	Seek some information with basic support %	Nett seek information %	NZ %
Yes	44	50	46	27
Maybe	22	17	19	20
No	32	31	32	51
Don't know	2	2	2	2
Base: Not attended course(s)	297	301	513	6,586

Table: People Attending or Considering Attending Future Courses Analysed by Region

	% of people attending course(s)	% people considering attending course(s) in future
Region		
New Zealand average	12	65
Northland	22	83
North/Central Auckland	14	67
West Auckland	3	60
South Auckland	4	69
Waikato	12	71
Bay of Plenty	10	65
Central North Island	14	63
Gisborne-Hawkes Bay	8	69
Taranaki	12	73
Wanganui-Manawatu	20	57
Wairarapa	20	47
Wellington	12	66
Nelson-Marlborough	-	70
Canterbury	18	56
West Coast	26	63
Otago	14	99
Southland	12	56
Base: Nett seek information		