



2006 National Survey of Unmet Legal Needs and Access to Services

Summary Results for Central/North Auckland

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Key Highlights for North/Central Auckland

In comparison with national results, the following differences are noted for people in North/Central Auckland:¹

1. Less likely to have problems generally, but a relatively higher incidence of people with serious money or debt problems.
2. The cause of a problem is more likely to be inability to meet debt repayments based on income levels.
3. More likely to resolve/want to solve problems on their own, without the help of anyone else.
4. Any help wanted is more likely to just be information, to help them sort their problems out for themselves.
5. Those that do seek help access a wide range of sources, including publications, internet, Citizens Advice Bureaux, Government agencies or departments, health professionals, friends and family.
6. Awareness and knowledge of community law centres is below average.

¹ This region is all classified as main urban only. No one in rural (non free dialling) areas were interviewed.

Table: Prevalence of Problems Aggregated for North/Central Auckland and New Zealand

Nature of Problem or Dispute	North/Central Auckland %	NZ %
Consumer related	11	10
Money or debt	8	8
Welfare benefits	6	7
Housing or land	4	6
Employment	4	5
Family/whanau or relationship breakdown	4	5
Immigration	1	1
Other	5	6
Nett have a problem	24	29
Nett do not have a problem	76	71
Base	400	7,200

Table: % Rating Problem as Most Serious

Problem type	Main issues	North/Central Auckland %	NZ %
Consumer related	Faulty or defective goods and services, difficulties getting refunds or replacements, problems with phone or power companies, banks and insurance companies	15	18
Money or debt	Not meeting day to day living needs, and not being able to make credit card or hire purchase payments	24	17
Housing or land	Disputes with neighbours, disputes with councils and local authorities and tenant disputes with landlords	8	11
Welfare benefit	Difficulties trying to obtain entitlements and difficulties finding out what benefits, grants, loans or superannuation entitled to	11	12
Employment	Unfavourable changes to terms and conditions of employment, harassment at work, and discrimination	12	12
Family/relationship	Disputes over division of money or property with a former partner, difficulties with custody and access to children, domestic violence, difficulties obtaining child support	17	15
Immigration	Difficulties obtaining NZ residency or citizenship and sponsoring a partner or other family members	4	2
Other	Traffic/driving offences and being the victim of a crime	8	14
Base		400	2069

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

	North/Central Auckland %	NZ %
Receiving incorrect information/being misled/false advertising	7	9
Other (non income) job related such as bullying, overwork etc	9	9
Faulty goods and appliances	6	8
Relationship break up, e.g. separation or divorce	6	6
Being the victim of a crime, e.g. theft, burglary, assault	3	5
Low income/wages	11	5
Taking on too much debt	3	4
Unable to meet (re)payments	12	4
Illness or poor health	3	4
Being overcharged for a good or service	4	3
Difficulties with a government agency or department ²	1	3
Loss of/breakdown in communication	4	3
Committed a traffic or driving offence	2	3
Problems with neighbours	1	3
Loss or change of job	2	3
Conflicts/disputes with partners, ex-partners, children or other family	4	3
Alcohol or drugs	3	2
Being taken advantage of	5	2
Difficulties with billing and poor/untimely service	1	2
A reduction in benefit/change in benefit status	1	2
Not understanding the implications of credit contracts	1	2
Death of a family member	1	2
Suffered an injury or accident	-	2
Irregular income	2	2
Difficulties with council/planning subdivisions	4	1
Domestic violence	1	1
Base: All people with most serious problem	94	2069

² This covers a broad range of agencies and departments, including, but not limited to, IRD, WINZ, ACC and the Immigration Service.

Table: How Problem was Resolved

	North/Central Auckland %	NZ %
Solved the problem on own without the help of anyone	37	28
Agreement was reached with the other party	17	24
Solved the problem with the help of someone (other than mediator or family and friends)	6	10
The problem sorted itself out	14	10
After court or tribunal action	16	9
Solved the problem with the help of family and friends	2	7
Gave up trying to resolve the problem	3	6
Through mediation	2	4
Did nothing to resolve the problem	3	2
Base: Most serious problem now over	39	1016

Table: Current Problem Position

	North/Central Auckland %	NZ %
Trying to solve it on own without help of anyone else	39	28
Trying to solve it with help of family and friends	14	16
Trying to solve it with the help of someone (other than mediator or family and friends)	9	15
Trying to reach agreement with the other party without court or tribunal action	10	10
Not trying to do anything because don't know what to do	13	9
Not trying to do anything because think it will resolve itself	6	7
Court or tribunal action is occurring	2	5
Court or tribunal action is about to occur	8	5
In the process of going through mediation	-	4
Base: Most serious problem still ongoing	55	1052

Table: % Intend to or Have Sought Help

	North/Central Auckland %	NZ %
Yes	48	44
Maybe	2	4
No	50	52
Base: Have problem	94	2069

Table: % Type of Help Wanted

Type of help wanted	North/Central Auckland %	NZ %
Information only, so they can sort problem out themselves	52	34
Information <u>and</u> basic support (e.g. help with filling in forms, help with contacting third parties to seek information)	33	35
Someone to help them deal with the problem (e.g. talking to the other side)	30	35
Someone to sort out problem for them	2	11
Someone to appear on their behalf and/or represent them before a court or tribunal	13	18
Base: Seeking help	47	981

Table: Services Accessed for Advice and Help

Service Provider	North/Central Auckland %	NZ %
Leaflet, booklet or other publication	18	10
Internet site	20	13
Local council of other public authority	9	12
Community law centre	7	11
Citizens Advice Bureau	28	16
Other local social services and advocacy organisation	15	13
Private lawyer	26	22
Lawyer doing pro bono work	6	5
Legal aid lawyer	19	10
Insurance company	4	3
Government agency or department	33	20 ³
Police	12	9
Doctor or other health professional	38	23
Mediation or reconciliation service	10	7
Member of parliament	5	6
Ombudsman	4	2
Friends of other family members	49	34
Trade Union	2	3
Court desk	6	3
Minister of religion	1	3
Māori organisation	-	4
Average number of sources used	3.1	2.5
Base: Seek help	47	981

Table: Preferred Methods of Access (All people)

	North/Central Auckland %	NZ %
Personal visit	36	42
Telephone	32	36
Through a web site	12	7
By letter	6	3
By email	7	4
Some other way	1	2
Don't know/it depends	6	5
Base	400	7,200

³ Note: Some people are likely to have provided this response when they have received legal aid.

Table: Main Reasons Provided for Not Seeking Help

	North/Central Auckland %	NZ %
Dealt with it myself	27	33
The problem was sorted before got around to seeking help	23	13
Thought the problem would resolve itself	4	11
Did not think it was serious or important enough	15	9
Did not think it would make much difference	6	8
Couldn't be bothered	9	5
Didn't know what to do or where to go	-	4
Wanted to keep it in the family/whanau	5	4
Thought it would cost too much	-	4
Thought it would be too stressful to sort out	-	3
Tried to seek help or advice but they were unable to help	-	4
Was uncertain of my rights	-	3
Thought it would take too much time	3	2
Didn't trust anyone	2	2
Fear of government or official agencies/intimidated by them	2	2
The help or advice wanted was not available locally	1	2
Too embarrassed/shy	-	2
Confused by the legal process/intimidated by it	-	1
Thought that the other party was right	-	1
Too scared	-	1
Thought it would damage the relationship with the other party	-	1
Other	18	20
Base: All people not seeking help	47	1087

Table: Impacts Reported by People with Problems

Impacts of problem	North/Central Auckland %	NZ %
Stress related illness	44	39
Loss of confidence	31	32
Loss of income	27	26
Physical ill health	21	20
Relationship breakdown	24	16
Loss of employment	19	14
Had to move home	16	10
Violence	5	6
Base	94	2069

Table: Awareness and Knowledge of Legal Aid

	North/Central Auckland %	NZ %
Aware of legal aid and know where or how to apply for it	27	34
Aware of legal aid but don't know where or how to apply for it	52	51
Total awareness	79	85
Not aware of legal aid	21	15
Base: All people	400	7,200

Table: Awareness and Knowledge of Community Law Centres

	North/Central Auckland %	NZ %
Aware of community law centres and know where they are located	12	23
Aware of community law centres but don't know where they are	22	25
Total awareness	34	48
Not aware of community law centres	66	52
Base: All people	400	7,200