



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

### **Summary Results for Gisborne-Hawkes Bay**

**Prepared**

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## Key Highlights for Gisborne-Hawkes Bay

In comparison with national results, the following differences are noted for people in Gisborne-Hawkes Bay:<sup>12</sup>

1. People in the **main urban areas** of Gisborne, Napier and Hastings are more likely to have serious consumer related problems, with a key driver being not understanding the implications of credit contracts.
2. Throughout the region the nature of help wanted, is mainly for information and basic support.
3. People in **rural areas** are more likely to have serious welfare benefit problems, with illness and poor health more likely to be a key driver.
4. Personal visits are a more preferred method of access than telephone.

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<sup>1</sup> Note that some base sizes are relatively small and so caution should be exercised when interpreting the results for that area. \*denotes small base sizes less than 30.

<sup>2</sup> No secondary urban areas were quota sampled, with main urban represented by Gisborne/Napier/Hastings combined and the rest of the region classified as Rural

**Table: Prevalence of Problems Aggregated for Gisborne/Hawkes Bay and New Zealand**

<b>Nature of Problem or Dispute</b>	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Consumer related	16	10	14	<b>10</b>
Money or debt	7	9	8	<b>8</b>
Welfare benefits	6	16	8	<b>7</b>
Housing or land	5	6	6	<b>6</b>
Employment	4	1	3	<b>5</b>
Family/whanau or relationship breakdown	4	3	3	<b>5</b>
Immigration	2	-	1	<b>1</b>
Other	8	6	7	<b>6</b>
Nett have a problem	29	30	29	<b>29</b>
Nett do not have a problem	71	70	71	<b>71</b>
<b>Base</b>	<b>292</b>	<b>107</b>	<b>399</b>	<b>7,200</b>

**Table: % Rating Problem as Most Serious**

<b>Problem type</b>	<b>Main issues</b>	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Consumer related	Faulty or defective goods and services, difficulties getting refunds or replacements, problems with phone or power companies, banks and insurance companies	26	16	23	<b>18</b>
Money or debt	Not meeting day to day living needs, and not being able to make credit card or hire purchase payments	12	17	13	<b>17</b>
Housing or land	Disputes with neighbours, disputes with councils and local authorities and tenant disputes with landlords	8	13	10	<b>11</b>
Welfare benefit	Difficulties trying to obtain entitlements and difficulties finding out what benefits, grants, loans or superannuation entitled to	4	29	11	<b>12</b>
Employment	Unfavourable changes to terms and conditions of employment, harassment at work, and discrimination	11	-	8	<b>12</b>
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	11	5	10	<b>15</b>
Immigration	Difficulties obtaining NZ residency or citizenship and sponsoring a partner or other family members	6	-	5	<b>2</b>
Other	Traffic/driving offences and being the victim of a crime	8	6	7	<b>14</b>
<b>Base</b>		<b>85</b>	<b>32</b>	<b>116</b>	<b>2069</b>

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

	Gis/Nap/Hast %	Rural %	Total region %	NZ %
Receiving incorrect information/being mislead/false advertising	10	4	8	9
Other (non income) job related such as bullying, overwork etc	8	-	6	9
Faulty goods and appliances	5	3	5	8
Relationship break up, e.g. separation or divorce	7	5	6	6
Being the victim of a crime, e.g. theft, burglary, assault	3	10	5	5
Low income/wages	2	9	4	5
Taking on too much debt	6	-	4	4
Unable to meet (re)payments	-	11	3	4
Illness or poor health	8	31	14	4
Being overcharged for a good or service	1	-	1	3
Difficulties with a government agency or department <sup>3</sup>	5	2	4	3
Loss of/breakdown in communication	8	-	6	3
Committed a traffic or driving offence	4	4	4	3
Problems with neighbours	2	-	1	3
Loss or change of job	-	-	-	3
Conflicts/disputes with partners, ex-partners, children or other family	3	-	2	3
Alcohol or drugs	3	-	2	2
Being taken advantage of	2	3	2	2
Difficulties with billing and poor/untimely service	-	11	3	2
A reduction in benefit/change in benefit status	-	3	1	2
Not understanding the implications of credit contracts	12	-	9	2
Death of a family member	3	2	3	2
Suffered an injury or accident	-	-	-	2
Irregular income	-	-	-	2
Difficulties with council/planning subdivisions	1	-	1	1
Domestic violence	-	-	-	1
<b>Base: All people with most serious problem</b>	<b>85</b>	<b>32</b>	<b>116</b>	<b>2069</b>

<sup>3</sup> 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**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Solved the problem on own without the help of anyone	40	6	31	<b>28</b>
Agreement was reached with the other party	33	13	28	<b>24</b>
Solved the problem with the help of someone (other than mediator or family and friends)	-	29	8	<b>10</b>
The problem sorted itself out	9	-	7	<b>10</b>
After court or tribunal action	5	22	10	<b>9</b>
Solved the problem with the help of family and friends	5	15	8	<b>7</b>
Gave up trying to resolve the problem	-	-	-	<b>6</b>
Through mediation	5	15	8	<b>4</b>
Did nothing to resolve the problem	-	-	-	<b>2</b>
<b>Base: Most serious problem over</b>	<b>33</b>	<b>12*</b>	<b>45</b>	<b>1016</b>

**Table: Current Problem Position**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Trying to solve it on own without help of anyone else	21	25	22	<b>28</b>
Trying to solve it with help of family and friends	7	5	7	<b>16</b>
Trying to solve it with the help of someone (other than mediator or family and friends)	28	38	31	<b>15</b>
Trying to reach agreement with the other party without court or tribunal action	4	3	4	<b>10</b>
Not trying to do anything because don't know what to do	4	13	6	<b>9</b>
Not trying to do anything because think it will resolve itself	19	5	15	<b>7</b>
Court or tribunal action is occurring	9	-	7	<b>5</b>
Court or tribunal action is about to occur	7	-	5	<b>5</b>
In the process of going though mediation	-	11	3	<b>4</b>
<b>Base: Most serious problem still ongoing</b>	<b>52</b>	<b>19*</b>	<b>71</b>	<b>1052</b>

**Table: % Intend to or Have Sought Help**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Yes	48	52	49	<b>44</b>
Maybe	2	-	1	<b>4</b>
No	50	48	50	<b>52</b>
<b>Base: Have problem</b>	<b>85</b>	<b>32</b>	<b>116</b>	<b>2069</b>

**Table: % Type of Help Wanted**

<b>Type of help wanted</b>	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Information only, so they can sort problem out themselves	20	8	17	<b>34</b>
Information <u>and</u> basic support (e.g. help with filling in forms, help with contacting third parties to seek information)	39	57	44	<b>35</b>
Someone to help them deal with the problem (e.g. talking to the other side)	22	24	23	<b>35</b>
Someone to sort out problem for them	11	11	11	<b>11</b>
Someone to appear on their behalf and/or represent them before a court or tribunal	23	34	26	<b>18</b>
<b>Base: Seeking help</b>	<b>42</b>	<b>17*</b>	<b>59</b>	<b>981</b>

**Table: Services Accessed for Advice and Help**

<b>Service Provider</b>	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Leaflet, booklet or other publication	12	-	8	<b>10</b>
Internet site	4	-	3	<b>13</b>
Local council of other public authority	22	9	18	<b>12</b>
Community law centre	9	10	10	<b>11</b>
Citizens Advice Bureau	15	10	14	<b>16</b>
Other local social services and advocacy organisation	16	50	26	<b>13</b>
Private lawyer	11	12	11	<b>22</b>
Lawyer doing pro bono work	7	13	8	<b>5</b>
Legal aid lawyer	11	15	12	<b>10</b>
Insurance company	5	7	6	<b>3</b>
Government agency or department	14	48	23	<b>20<sup>4</sup></b>
Police	6	17	9	<b>9</b>
Doctor or other health professional	16	14	15	<b>23</b>
Mediation or reconciliation service	5	-	3	<b>7</b>
Member of parliament	-	17	5	<b>6</b>
Ombudsman	-	-	-	<b>2</b>
Friends of other family members	22	8	18	<b>34</b>
Trade Union	6	-	4	<b>3</b>
Court desk	3	-	2	<b>3</b>
Minister of religion	2	-	1	<b>3</b>
Māori organisation	4	-	3	<b>4</b>
Average number of sources used	1.9	2.3	2.0	<b>2.5</b>
<b>Base: Seek help</b>	<b>42</b>	<b>17*</b>	<b>59</b>	<b>981</b>

**Table: Preferred Methods of Access (All people)**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Personal visit	43	48	44	<b>42</b>
Telephone	39	29	37	<b>36</b>
Through a web site	7	2	6	<b>7</b>
By letter	2	11	5	<b>3</b>
By email	2	2	2	<b>4</b>
Some other way	1	3	2	<b>2</b>
Don't know/it depends	5	4	5	<b>5</b>
<b>Base</b>	<b>292</b>	<b>107</b>	<b>399</b>	<b>7,200</b>

<sup>4</sup> Note: Some people are likely to have provided this response when they have received legal aid.

**Table: Main Reasons Provided for Not Seeking Help**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Dealt with it myself	22	14	20	<b>33</b>
The problem was sorted before got around to seeking help	14	31	19	<b>13</b>
Thought the problem would resolve itself	9	23	13	<b>11</b>
Did not think it was serious or important enough	22	7	18	<b>9</b>
Did not think it would make much difference	8	18	11	<b>8</b>
Couldn't be bothered	-	-	-	<b>5</b>
Didn't know what to do or where to go	1	15	5	<b>4</b>
Wanted to keep it in the family/whanau	2	6	3	<b>4</b>
Thought it would cost too much	-	-	-	<b>4</b>
Thought it would be too stressful to sort out	-	-	-	<b>3</b>
Tried to seek help or advice but they were unable to help	3	-	2	<b>4</b>
Was uncertain of my rights	-	-	-	<b>3</b>
Thought it would take too much time	2	-	1	<b>2</b>
Didn't trust anyone	-	4	1	<b>2</b>
Fear of government or official agencies/intimidated by them	-	-	-	<b>2</b>
The help or advice wanted was not available locally	-	-	-	<b>2</b>
Too embarrassed/shy	-	-	-	<b>2</b>
Confused by the legal process/intimidated by it	-	-	-	<b>1</b>
Thought that the other party was right	-	-	-	<b>1</b>
Too scared	-	-	-	<b>1</b>
Thought it would damage the relationship with the other party	2	-	2	<b>1</b>
Other	23	-	17	<b>20</b>
<b>Base: All people not seeking help</b>	<b>42</b>	<b>15*</b>	<b>58</b>	<b>1087</b>

**Table: Impacts Reported by People with Problems**

<b>Impacts of problem</b>	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Stress related illness	35	50	39	<b>39</b>
Loss of confidence	24	32	26	<b>32</b>
Loss of income	22	25	23	<b>26</b>
Physical ill health	23	24	23	<b>20</b>
Relationship breakdown	13	4	11	<b>16</b>
Loss of employment	19	3	15	<b>14</b>
Had to move home	5	-	4	<b>10</b>
Violence	13	12	13	<b>6</b>
<b>Base</b>	<b>85</b>	<b>32</b>	<b>116</b>	<b>2069</b>

**Table: Awareness and Knowledge of Legal Aid**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Aware of legal aid and know where or how to apply for it	35	45	34	<b>34</b>
Aware of legal aid but don't know where or how to apply for it	51	59	53	<b>51</b>
<b>Total awareness</b>	<b>85</b>	<b>94</b>	<b>87</b>	<b>85</b>
Not aware of legal aid	15	6	13	<b>15</b>
<b>Base: All people</b>	<b>292</b>	<b>107</b>	<b>399</b>	<b>7,200</b>

**Table: Awareness and Knowledge of Community Law Centres**

	<b>Gis/Nap/Hast %</b>	<b>Rural %</b>	<b>Total region %</b>	<b>NZ %</b>
Aware of community law centres and know where they are located	30	34	31	<b>23</b>
Aware of community law centres but don't know where they are	21	19	20	<b>25</b>
<b>Total awareness</b>	<b>51</b>	<b>53</b>	<b>51</b>	<b>48</b>
Not aware of community law centres	49	47	49	<b>52</b>
<b>Base: All people</b>	<b>292</b>	<b>107</b>	<b>399</b>	<b>7,200</b>