



2006 National Survey of Unmet Legal Needs and Access to Services

Summary Results for South Auckland

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Key Highlights for South Auckland

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

1. Higher than average incidence of welfare problems, money or debt problems and housing/land problems, though housing and land issues relatively more serious; problems with neighbours are more common than nationally.
2. When they don't seek help it is more likely to be because they don't think the problem is serious enough.
3. Nevertheless, more likely to seek help but more likely to seek information only so they can sort problems out for themselves.
4. Private lawyers and Police are sources than are accessed more than people nationally.
5. Loss of confidence is a more common negative outcome for people in South Auckland with problems.
6. Knowledge of where community laws centres are is relatively lower, as is awareness legal aid and how to apply for it.

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 South Auckland and New Zealand

Nature of Problem or Dispute	South Auckland %	NZ %
Consumer related	9	10
Money or debt	10	8
Welfare benefits	10	7
Housing or land	8	6
Employment	5	5
Family/whanau or relationship breakdown	5	5
Immigration	2	1
Other	5	6
Nett have a problem	29	29
Nett do not have a problem	71	71
Base	400	7,200

Table: % Rating Problem as Most Serious

Problem type	Main issues	South 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	13	18
Money or debt	Not meeting day to day living needs, and not being able to make credit card or hire purchase payments	18	17
Housing or land	Disputes with neighbours, disputes with councils and local authorities and tenant disputes with landlords	15	11
Welfare benefit	Difficulties trying to obtain entitlements and difficulties finding out what benefits, grants, loans or superannuation entitled to	13	12
Employment	Unfavourable changes to terms and conditions of employment, harassment at work, and discrimination	10	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	13	15
Immigration	Difficulties obtaining NZ residency or citizenship and sponsoring a partner or other family members	3	2
Other	Traffic/driving offences and being the victim of a crime	14	14
Base		118	2069

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

	South Auckland %	NZ %
Receiving incorrect information/being misled/false advertising	5	9
Other (non income) job related such as bullying, overwork etc	8	9
Faulty goods and appliances	4	8
Relationship break up, e.g. separation or divorce	5	6
Being the victim of a crime, e.g. theft, burglary, assault	4	5
Low income/wages	6	5
Taking on too much debt	7	4
Unable to meet (re)payments	3	4
Illness or poor health	2	4
Being overcharged for a good or service	2	3
Difficulties with a government agency or department ²	2	3
Loss of/breakdown in communication	1	3
Committed a traffic or driving offence	4	3
Problems with neighbours	9	3
Loss or change of job	4	3
Conflicts/disputes with partners, ex-partners, children or other family	5	3
Alcohol or drugs	3	2
Being taken advantage of	1	2
Difficulties with billing and poor/untimely service	2	2
A reduction in benefit/change in benefit status	6	2
Not understanding the implications of credit contracts	3	2
Death of a family member	2	2
Suffered an injury or accident	3	2
Irregular income	2	2
Difficulties with council/planning subdivisions	4	1
Domestic violence	-	1
Base: All people with most serious problem	118	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

	South Auckland %	NZ %
Solved the problem on own without the help of anyone	33	28
Agreement was reached with the other party	24	24
Solved the problem with the help of someone (other than mediator or family and friends)	11	10
The problem sorted itself out	9	10
After court or tribunal action	7	9
Solved the problem with the help of family and friends	6	7
Gave up trying to resolve the problem	6	6
Through mediation	7	4
Did nothing to resolve the problem	-	2
Base: Most serious problem now over	50	1016

Table: Current Problem Position

	South Auckland %	NZ %
Trying to solve it on own without help of anyone else	22	28
Trying to solve it with help of family and friends	19	16
Trying to solve it with the help of someone (other than mediator or family and friends)	14	15
Trying to reach agreement with the other party without court or tribunal action	9	10
Not trying to do anything because don't know what to do	15	9
Not trying to do anything because think it will resolve itself	6	7
Court or tribunal action is occurring	7	5
Court or tribunal action is about to occur	1	5
In the process of going through mediation	7	4
Base: Most serious problem still ongoing	67	1052

Table: % Intend to or Have Sought Help

	South Auckland %	NZ %
Yes	49	44
Maybe	5	4
No	46	52
Base: Have problem	118	2069

Table: % Type of Help Wanted

Type of help wanted	South Auckland %	NZ %
Information only, so they can sort problem out themselves	48	34
Information <u>and</u> basic support (e.g. help with filling in forms, help with contacting third parties to seek information)	36	35
Someone to help them deal with the problem (e.g. talking to the other side)	37	35
Someone to sort out problem for them	14	11
Someone to appear on their behalf and/or represent them before a court or tribunal	12	18
Base: Seeking help	64	981

Table: Services Accessed for Advice and Help

Service Provider	South Auckland %	NZ %
Leaflet, booklet or other publication	13	10
Internet site	8	13
Local council of other public authority	15	12
Community law centre	13	11
Citizens Advice Bureau	16	16
Other local social services and advocacy organisation	9	13
Private lawyer	33	22
Lawyer doing pro bono work	4	5
Legal aid lawyer	14	10
Insurance company	7	3
Government agency or department	15	20 ³
Police	16	9
Doctor or other health professional	22	23
Mediation or reconciliation service	5	7
Member of parliament	3	6
Ombudsman	-	2
Friends of other family members	34	34
Trade Union	1	3
Court desk	3	3
Minister of religion	3	3
Māori organisation	8	4
Average number of sources used	2.4	2.5
Base: Seek help	64	981

Table: Preferred Methods of Access (All people)

	South Auckland %	NZ %
Personal visit	44	42
Telephone	35	36
Through a web site	4	7
By letter	5	3
By email	3	4
Some other way	4	2
Don't know/it depends	5	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

	South Auckland %	NZ %
Dealt with it myself	49	33
The problem was sorted before got around to seeking help	4	13
Thought the problem would resolve itself	10	11
Did not think it was serious or important enough	26	9
Did not think it would make much difference	6	8
Couldn't be bothered	6	5
Didn't know what to do or where to go	6	4
Wanted to keep it in the family/whanau	2	4
Thought it would cost too much	3	4
Thought it would be too stressful to sort out	2	3
Tried to seek help or advice but they were unable to help	6	4
Was uncertain of my rights	2	3
Thought it would take too much time	2	2
Didn't trust anyone	6	2
Fear of government or official agencies/intimidated by them	6	2
The help or advice wanted was not available locally	2	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	-	1
Thought it would damage the relationship with the other party	-	1
Other	15	20
Base: All people not seeking help	54	1087

Table: Impacts Reported by People with Problems

Impacts of problem	South Auckland %	NZ %
Stress related illness	43	39
Loss of confidence	43	32
Loss of income	25	26
Physical ill health	29	20
Relationship breakdown	16	16
Loss of employment	15	14
Had to move home	12	10
Violence	8	6
Base	118	2069

Table: Awareness and Knowledge of Legal Aid

	South 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	47	51
Total awareness	74	85
Not aware of legal aid	26	15
Base: All people	400	7,200

Table: Awareness and Knowledge of Community Law Centres

	South Auckland %	NZ %
Aware of community law centres and know where they are located	20	23
Aware of community law centres but don't know where they are	15	25
Total awareness	35	48
Not aware of community law centres	65	52
Base: All people	400	7,200