



2006 National Survey of Unmet Legal Needs and Access to Services

Summary Results for West Auckland

Prepared

January 2007

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Key Highlights for West Auckland

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

1. Higher incidence of people with consumer related problems, money or debt problems, housing/land problems, employment problems. Immigration problems also over represented.
2. Money or debt problems are regarded as more serious, whereas family and relationship breakdown, and consumer related problems are considered relatively less serious.
3. More likely to resolve/want to solve problems on their own without the help of anyone, relying mainly on information.
4. Among those who do seek help, there is a greater use of internet sites, Citizens Advice Bureaux, legal aid lawyers, and friends and family.
5. Stress related illnesses and loss of confidence are more widely felt for people in West Auckland with problems.
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 West Auckland and New Zealand

Nature of Problem or Dispute	West Auckland %	NZ %
Consumer related	12	10
Money or debt	10	8
Welfare benefits	5	7
Housing or land	8	6
Employment	7	5
Family/whanau or relationship breakdown	3	5
Immigration	4	1
Other	4	6
Nett have a problem	30	29
Nett do not have a problem	70	71
Base	402	7,200

Table: % Rating Problem as Most Serious

Problem type	Main issues	West 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	12	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	14	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	8	15
Immigration	Difficulties obtaining NZ residency or citizenship and sponsoring a partner or other family members	10	2
Other	Traffic/driving offences and being the victim of a crime	7	14
Base		402	2069

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

	West Auckland %	NZ %
Receiving incorrect information/being misled/false advertising	11	9
Other (non income) job related such as bullying, overwork etc	14	9
Faulty goods and appliances	6	8
Relationship break up, e.g. separation or divorce	3	6
Being the victim of a crime, e.g. theft, burglary, assault	5	5
Low income/wages	4	5
Taking on too much debt	5	4
Unable to meet (re)payments	8	4
Illness or poor health	8	4
Being overcharged for a good or service	2	3
Difficulties with a government agency or department ²	5	3
Loss of/breakdown in communication	-	3
Committed a traffic or driving offence	-	3
Problems with neighbours	1	3
Loss or change of job	-	3
Conflicts/disputes with partners, ex-partners, children or other family	2	3
Alcohol or drugs	2	2
Being taken advantage of	7	2
Difficulties with billing and poor/untimely service	2	2
A reduction in benefit/change in benefit status	3	2
Not understanding the implications of credit contracts	-	2
Death of a family member	-	2
Suffered an injury or accident	2	2
Irregular income	3	2
Difficulties with council/planning subdivisions	1	1
Domestic violence	1	1
Base: All people with most serious problem	120	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

	West Auckland %	NZ %
Solved the problem on own without the help of anyone	38	28
Agreement was reached with the other party	12	24
Solved the problem with the help of someone (other than mediator or family and friends)	10	10
The problem sorted itself out	18	10
After court or tribunal action	4	9
Solved the problem with the help of family and friends	8	7
Gave up trying to resolve the problem	5	6
Through mediation	2	4
Did nothing to resolve the problem	2	2
Base: Most serious problem now over	51	1016

Table: Current Problem Position

	West Auckland %	NZ %
Trying to solve it on own without help of anyone else	38	28
Trying to solve it with help of family and friends	21	16
Trying to solve it with the help of someone (other than mediator or family and friends)	13	15
Trying to reach agreement with the other party without court or tribunal action	7	10
Not trying to do anything because don't know what to do	3	9
Not trying to do anything because think it will resolve itself	8	7
Court or tribunal action is occurring	-	5
Court or tribunal action is about to occur	4	5
In the process of going through mediation	5	4
Base: Most serious problem still ongoing	68	1052

Table: % Intend to or Have Sought Help

	West Auckland %	NZ %
Yes	46	44
Maybe	4	4
No	50	52
Base: Have problem	120	2069

Table: % Type of Help Wanted

Type of help wanted	West Auckland %	NZ %
Information only, so they can sort problem out themselves	40	34
Information <u>and</u> basic support (e.g. help with filling in forms, help with contacting third parties to seek information)	34	35
Someone to help them deal with the problem (e.g. talking to the other side)	32	35
Someone to sort out problem for them	7	11
Someone to appear on their behalf and/or represent them before a court or tribunal	20	18
Base: Seeking help	60	981

Table: Services Accessed for Advice and Help

Service Provider	West Auckland %	NZ %
Leaflet, booklet or other publication	9	10
Internet site	27	13
Local council of other public authority	10	12
Community law centre	12	11
Citizens Advice Bureau	29	16
Other local social services and advocacy organisation	6	13
Private lawyer	16	22
Lawyer doing pro bono work	1	5
Legal aid lawyer	20	10
Insurance company	-	3
Government agency or department	28	20 ³
Police	9	9
Doctor or other health professional	18	23
Mediation or reconciliation service	4	7
Member of parliament	12	6
Ombudsman	5	2
Friends of other family members	49	34
Trade Union	-	3
Court desk	-	3
Minister of religion	14	3
Māori organisation	-	4
Average number of sources used	2.7	2.5
Base: Seek help	60	981

Table: Preferred Methods of Access (All people)

	West Auckland %	NZ %
Personal visit	42	42
Telephone	41	36
Through a web site	6	7
By letter	3	3
By email	5	4
Some other way	1	2
Don't know/it depends	3	5
Base	402	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

	West Auckland %	NZ %
Dealt with it myself	44	33
The problem was sorted before got around to seeking help	7	13
Thought the problem would resolve itself	8	11
Did not think it was serious or important enough	11	9
Did not think it would make much difference	13	8
Couldn't be bothered	6	5
Didn't know what to do or where to go	3	4
Wanted to keep it in the family/whanau	4	4
Thought it would cost too much	1	4
Thought it would be too stressful to sort out	6	3
Tried to seek help or advice but they were unable to help	2	4
Was uncertain of my rights	-	3
Thought it would take too much time	4	2
Didn't trust anyone	6	2
Fear of government or official agencies/intimidated by them	3	2
The help or advice wanted was not available locally	1	2
Too embarrassed/shy	4	2
Confused by the legal process/intimidated by it	4	1
Thought that the other party was right	-	1
Too scared	3	1
Thought it would damage the relationship with the other party	-	1
Other	24	20
Base: All people not seeking help	60	1087

Table: Impacts Reported by People with Problems

Impacts of problem	West Auckland %	NZ %
Stress related illness	47	39
Loss of confidence	37	32
Loss of income	26	26
Physical ill health	22	20
Relationship breakdown	11	16
Loss of employment	10	14
Had to move home	6	10
Violence	4	6
Base	120	2069

Table: Awareness and Knowledge of Legal Aid

	West Auckland %	NZ %
Aware of legal aid and know where or how to apply for it	32	34
Aware of legal aid but don't know where or how to apply for it	53	51
Total awareness	85	85
Not aware of legal aid	15	15
Base: All people	402	7,200

Table: Awareness and Knowledge of Community Law Centres

	West Auckland %	NZ %
Aware of community law centres and know where they are located	16	23
Aware of community law centres but don't know where they are	17	25
Total awareness	33	48
Not aware of community law centres	67	52
Base: All people	402	7,200