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## DEVELOPING A SETTLEMENT KNOWLEDGE BASE – BASELINE INFORMATION FOR THE NEW ZEALAND SETTLEMENT STRATEGY INDICATORS



# DEVELOPING A NEW ZEALAND SETTLEMENT KNOWLEDGE BASE

Baseline Information for the  
New Zealand Settlement Strategy  
Indicators

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## **INTRODUCTION**

How well migrants integrate or settle in a new country is of interest to all migrant-receiving countries and, in recent years, many such nations have designed policy interventions, programmes and activities to support good settlement outcomes. To date, however, very little research exists internationally about indicators of good settlement. This is the second report of a significant settlement research project that aims to identify and measure indicators for the systematic approach that the New Zealand Government has implemented. This approach aims to strengthen settlement outcomes for new migrants and refugees who have come to live and work in New Zealand.

The New Zealand Settlement Strategy (NZSS) is an integrated framework that focuses on proactively supporting newcomers to New Zealand through the challenges of settlement so they can take up opportunities and make a positive economic and social contribution to New Zealand. The Settlement National Action Plan (SNAP) sets out what will be done at a national level under each of the NZSS high-level goals.

The development of the Settlement Knowledge Base (SKB) is part of SNAP. The aim of the SKB project is to build an improved understanding of settlement outcomes for newcomers to New Zealand across central government agencies through a work programme which:

- (a) identifies outcome-related measures and indicators at a range of levels;
- (b) maps the knowledge base and identifies research gaps; and
- (c) compiles evidence on 'what works for whom and why' in the settlement domain.

### **Newcomer Settlement Continuum (NSC)**

Work has been completed on the first phase of the SKB project - the development of a SKB framework and the identification of indicators relating to the NZSS. The framework was developed to provide a common platform for discussion and for mapping the settlement-related evidence base. It is titled the Newcomer Settlement Continuum (NSC) to signal the fluid nature of the settlement process (Figure 1).

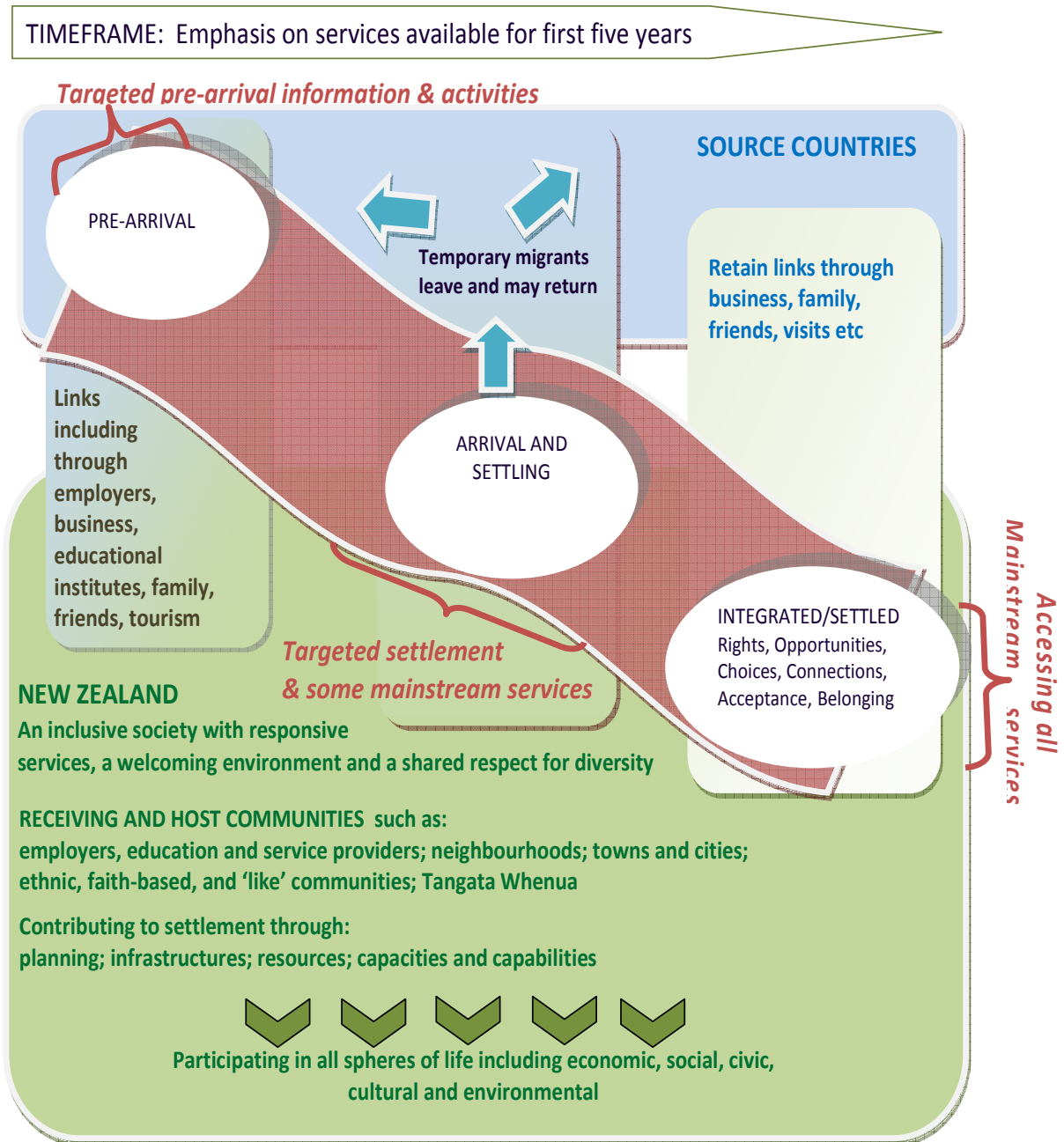
#### **Newcomer**

In the NSC, 'newcomer' refers to migrants, refugees and their families in their first five years in New Zealand, in particular non-New Zealanders coming to live, learn and work in New Zealand for a short (temporary) or long term (permanent residence) basis. This includes international students; non-New Zealanders who return repeatedly to live, learn and/or work in New Zealand; and non-New Zealanders who accompany returning New Zealanders and who intend to live, learn and/or work in New Zealand.

#### **Receiving and Host Communities**

The NSC depicts both active community activities relating to the settlement of newcomers (Host Communities) and passive responses (Receiving Communities). The NSC signals key factors that enable communities to contribute to the positive settlement of newcomers including informed planning, strong connected infrastructure and sufficient resources, capacities and capabilities.

**Figure 1: The Newcomer Settlement Continuum (NSC)**



**FACTORS AND MEASURES**

Five key factors have been identified relating to both newcomers and New Zealand communities that influence the settlement pathway:  
Expectations, Attitudes, Knowledge, Actions/Experience and Outcomes

## **Settlement Pathway**

In the NSC, settlement is a non-linear journey. For the purposes of the framework, three key areas of focus have been identified: Pre-arrival, arrival and settling, and integrated and settled.

*Pre-arrival* refers to a period leading up to moving to New Zealand where pre-arrival information and activities provide an early context for the settlement journey for both newcomers and potential New Zealand communities.

*Arrival and settling* refers to a period post-arrival in New Zealand where there is high settlement focused activity for both newcomers and New Zealand communities. Newcomers have access to targeted settlement services and some mainstream services.

*Integrated and settled* refers to newcomers who can access all mainstream services should they wish to and do not require targeted settlement services to do so.

## **Links between Source Country and New Zealand**

A component of the newcomer experience is the connections that are made between source country and New Zealand. Even if newcomers do not permanently settle here, the connections that are made may provide ongoing benefits to New Zealand by increasing international networks and global connectedness.

Along with the NSC framework development, an initial series of indicators relating to the intermediate level goals of the NZSS were identified along with relevant and available data sources for each indicator.

More information about the Phase One work can be found on the Department's website:

<http://www.immigration.govt.nz/NR/rdonlyres/3A3AB5A0-F33D-4D99-AD16-1A8677AE4B67/0/DOL10833SKBWorkingPaperFinal061008.pdf>

## **Purpose of Report**

This report provides baseline information on the indicators identified in Phase One. These indicators can be used to measure progress towards the NZSS intermediate goals. The criteria for selecting indicators are based on the Quality of Life Survey criteria.<sup>1</sup> The indicators discussed in the report are detailed in Table 1.

Settlement outcomes are a moving picture and this baseline information will provide a starting point about what is currently known. The information will be updated on a two-yearly basis, and the movement in indicators tracked over time as SNAP projects progress.

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<sup>1</sup> Relevant, measurable, cost effective, valid, comparable, understandable, responsive, time-related, disaggregation and leading/lagging.



**Table 1: NZSS Indicators**

<b>NZSS Intermediate Goal</b>	<b>Indicator</b>
<p><b>Feeling welcomed and connected</b></p> <p>Migrants, refugees and their families are accepted and respected by host communities for their diverse cultural backgrounds and their community interactions are positive</p>	<ul style="list-style-type: none"> <li>▪ Attitudes towards ethnic/immigrant communities</li> <li>▪ Representation in mass media</li> </ul>
<p><b>Getting the right job and contributing to future prosperity</b></p> <p>Migrants, refugees and their families obtain employment appropriate to their qualifications and skills and are valued for their contribution to economic transformation and innovation</p>	<ul style="list-style-type: none"> <li>▪ Labour market participation</li> <li>▪ Underemployment</li> <li>▪ Income levels</li> <li>▪ Welfare receipt</li> <li>▪ Discrimination in the workplace</li> </ul>
<p><b>Speaking and understanding New Zealand English</b></p> <p>Migrants, refugees and their families become confident using English in a New Zealand setting or are able to access appropriate language support</p>	<ul style="list-style-type: none"> <li>▪ Speaking English</li> <li>▪ Learning English</li> </ul>
<p><b>Knowing how to access information and services</b></p> <p>Migrants, refugees and their families access appropriate information and responsive services that are available in the wider community</p>	<ul style="list-style-type: none"> <li>▪ Availability of assistance programmes and services</li> <li>▪ Assessment of assistance programmes and services</li> </ul>
<p><b>Feeling proud and confident</b></p> <p>Migrants, refugees and their families form supportive social networks and establish a sustainable community identity</p>	<ul style="list-style-type: none"> <li>▪ Membership and involvement in co-ethnic groups, clubs and organisations</li> <li>▪ Language retention and use inside/outside home</li> </ul>
<p><b>Feeling safe</b></p> <p>Migrants, refugees and their families feel safe within the wider community in which they live</p>	<ul style="list-style-type: none"> <li>▪ Perceptions of safety</li> <li>▪ Discrimination</li> </ul>
<p><b>Understanding and contributing to New Zealand society</b></p> <p>Migrants, refugees and their families accept and respect the New Zealand way of life and contribute to civic, community and social activities</p>	<ul style="list-style-type: none"> <li>▪ Unpaid work outside home</li> <li>▪ Participation in cultural and arts activities</li> </ul>

Information was not available for some indicators identified in Phase One because survey findings are not yet available or a regular source of information has yet to be found. Future versions of this report will include new information as it comes available. Ideally it would be possible to break down the indicators by key migrant categories. However, the current information sources generally only allow limited disaggregation by these categories. The Survey Monitoring Programme currently under development by the Department will regularly monitor settlement outcomes of key migrant categories.

## SUMMARY OF BASELINE FINDINGS

Key information on newcomer settlement outcomes includes the following:

- Half of New Zealanders are positive about New Zealand being home to an increasing number of people with different lifestyles and cultures from different countries, while only a small percent feel it makes New Zealand a worse place to live.
- Labour market participation and income levels for newcomers varies markedly depending on the number of years they have lived in New Zealand, their birthplace and the migrant category under which they entered New Zealand.
- One specific group of newcomers, skilled migrants, have a very high employment rate. However, underemployment and work discrimination are issues for a small number of newcomers.
- Most newcomers do not report any difficulties finding work in New Zealand.
- Most people can converse in English, with only a very small proportion of people unable to do so. An increasing number of people are multi-lingual.
- Newcomers can and do access a number of services which provide them with information and guidance. The most common requests are for information relating to employment, immigration, taxation and learning English.
- Membership and involvement in social groups/networks is common for newcomers, with fifty percent of permanent residents and two-thirds of skilled migrants involved in at least one social group/network.
- Most permanent residents feel safe or very safe and have not experienced discrimination.
- The participation rate of overseas-born people undertaking unpaid work is similar to that of New Zealand-born.

## **BASELINE FINDINGS ON SETTLEMENT OUTCOMES**

This section looks at the NZSS goals and the indicators linked to them.

### **Goal 1: Feeling welcomed and connected**

**Migrants, refugees and their families are accepted and respected by host communities for their diverse cultural backgrounds and their community interactions are positive**

#### **Summary**

Levels of acceptance and respect towards newcomers vary within the host/receiving community with some members of the community positive and accepting of newcomers while others are more negative and less accepting. It is common for New Zealanders to feel that certain newcomer groups are discriminated against.

Ethnic minority television and radio programmes help increase the visibility of ethnic minority groups, dispel negative perceptions, and increase understanding and acceptance of people with diverse cultural backgrounds.

#### ***Attitudes towards ethnic/immigrant communities***

Four dimensions provide an insight into attitudes towards ethnic/immigrant communities:

- The Quality of Life Survey undertaken in 2008 found that half of New Zealanders<sup>2</sup> (52 percent) are positive about New Zealand being home to an increasing number of people with different lifestyles and cultures from different countries. Four in ten (39 percent) New Zealanders feel that it makes no difference while 9 percent believe that it makes New Zealand a worse or much worse place to live.
- The 2005 New Zealand Values Survey found that over half (58 percent) of people believe that newcomers should be allowed into New Zealand when there are jobs available, while one-third (36 percent) feel that the government should place strict limits on the number of newcomers that can come to New Zealand. Over half (54 percent) agree that New Zealanders should be given priority over newcomers when jobs are scarce while one-third disagree that New Zealanders should be given priority.<sup>3</sup>
- The 2005 New Zealand Values Survey also found that the level of trust people have towards newcomers varies with almost half of people trusting people from other countries living in New Zealand a little while just under 10 percent trust people from other countries completely (Figure 2).<sup>4</sup>

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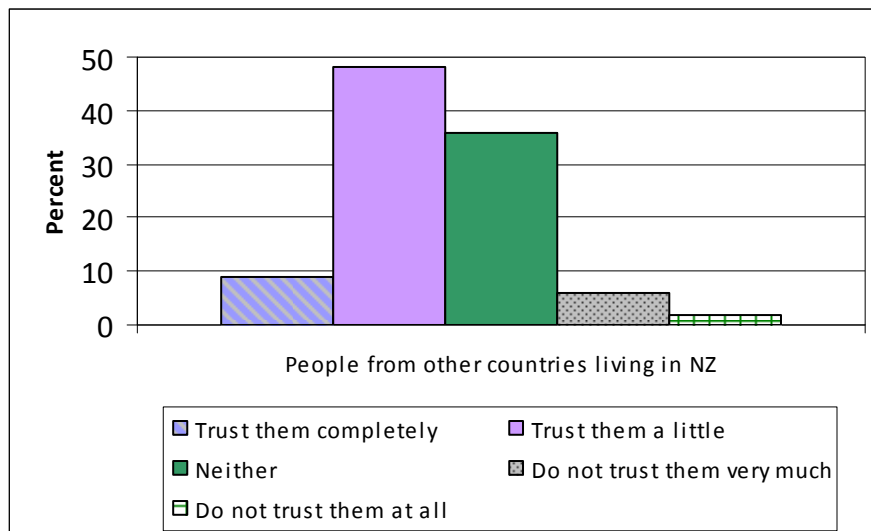
<sup>2</sup> **Source:** Quality of Life Survey 2008 ( <http://www.bigcities.govt.nz/> )

<sup>3</sup> **Source:** New Zealand Values Survey 2005 ( [http://www.shore.ac.nz/projects/Social\\_report.pdf](http://www.shore.ac.nz/projects/Social_report.pdf) )

<sup>4</sup> **Source:** New Zealand Values Survey 2005 ( [http://www.shore.ac.nz/projects/Social\\_report.pdf](http://www.shore.ac.nz/projects/Social_report.pdf) )

- A Human Rights Commission Survey undertaken in 2008 found that New Zealanders feel that newcomer groups, particularly Asians and Pacific peoples, face discrimination in New Zealand.<sup>5</sup>

**Figure 2: Level of trust in people from other countries (2005)**



**Source:** New Zealand Values Survey (2005)

### **Representation in mass media**

NZ on Air provides dedicated funding for ethnic minority television and radio programmes. In 2007-08, 128 hours of minority<sup>6</sup> (including ethnic minority) television programmes were funded at a cost of \$6.8 million.<sup>7</sup> In 2007-08, Radio New Zealand broadcast 457 hours of Special Interest programmes.<sup>8</sup>

When asked their opinions on NZ on Air funding in 2007,<sup>9</sup> the majority of people (63 percent) believe it is important or very important that funding should be continued for ethnic minorities programming. However, if additional funding became available, ethnic minority funding is considered low in priority compared to other programming (Figure 3).

<sup>5</sup> **Source:** Human Rights Commission ( [http://www.hrc.co.nz/hrc\\_new/hrc/cms/files/documents/09-Mar-2009\\_12-52-05\\_RRReport\\_web.pdf](http://www.hrc.co.nz/hrc_new/hrc/cms/files/documents/09-Mar-2009_12-52-05_RRReport_web.pdf) )

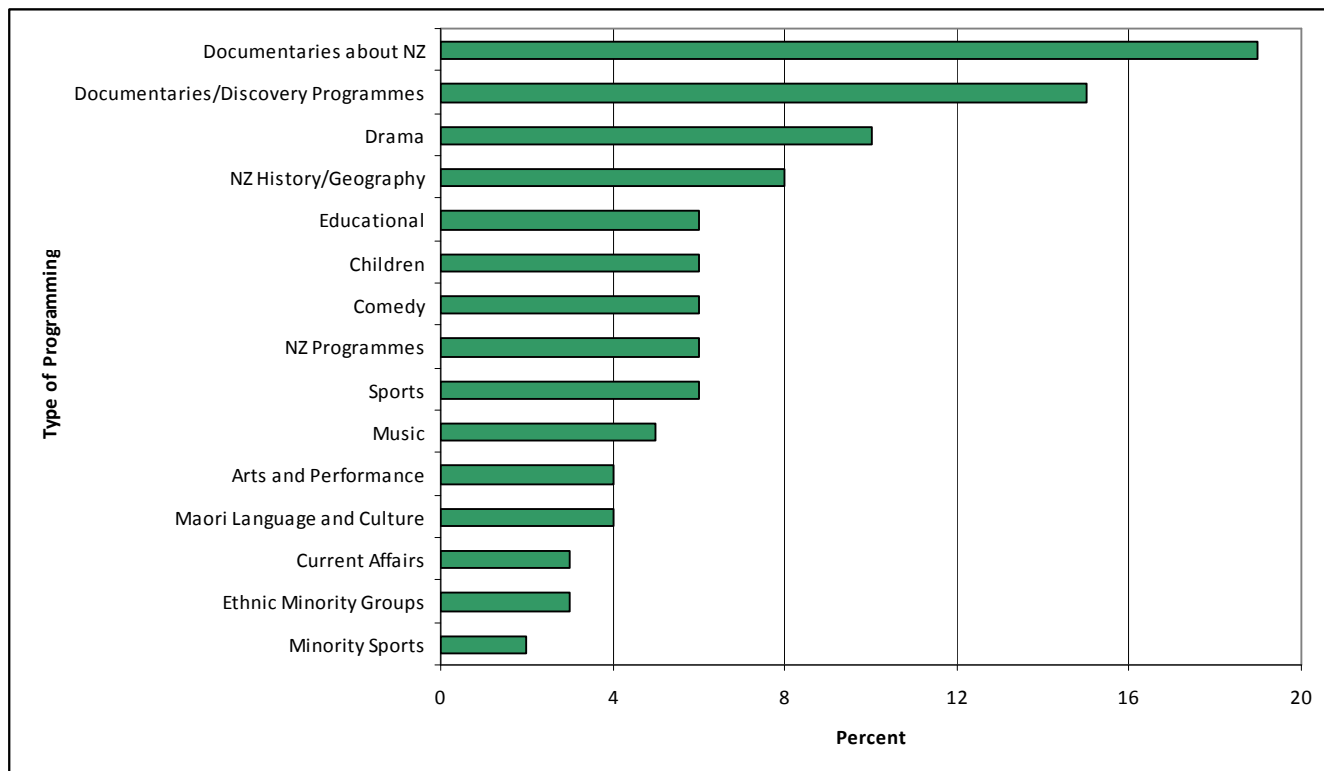
<sup>6</sup> Minority television programmes include programmes for and about people with disabilities, religious programming, and programmes for gay, rural and ethnic minority communities.

<sup>7</sup> **Source:** NZ On Air ( <http://www.nzonair.govt.nz/media/4606/annual%20report%202008.pdf> )

<sup>8</sup> **Source:** NZ On Air ( <http://www.nzonair.govt.nz/media/4606/annual%20report%202008.pdf> )

<sup>9</sup> **Source:** NZ On Air ( [http://www.nzonair.govt.nz/media/11876/pim\\_07.pdf](http://www.nzonair.govt.nz/media/11876/pim_07.pdf) )

**Figure 3: Preferred type of programme people would like to see funded by NZ On Air (2007)**



Source: NZ On Air Information and Opinion Monitor (July 2007)

The desire for more ethnic minority television and radio programmes has been identified by the Asian community,<sup>10</sup> with more Asian content wanted in programming and in languages other than English (eg Mandarin and Cantonese).

<sup>10</sup> Source: NZ On Air ( [http://www.nzonair.govt.nz/media/11876/pim\\_07.pdf](http://www.nzonair.govt.nz/media/11876/pim_07.pdf) )

## **Goal 2: Getting the right job and contributing to future prosperity**

### **Migrants, refugees and their families obtain employment appropriate to their qualifications and skills and are valued for their contribution to economic transformation and innovation**

#### **Summary**

Labour market participation for newcomers varies markedly depending on the number of years they have lived in New Zealand, their birthplace and the migrant category under which they entered New Zealand. One specific group of newcomers, skilled migrants, have a very high employment rate. Underemployment and work discrimination are issues for a small number of newcomers.

In general, those born in New Zealand are slightly more likely to be in the high-income group and less likely to be in the low-income group compared to newcomers. Again, whether newcomers are more likely to be in high-income or low-income groups depends on birthplace and length of time in New Zealand.

In 2007, newcomers were less likely to be on a benefit compared to newcomer numbers of previous years.

#### ***Labour market participation***

Labour market participation for newcomers varies markedly depending on the number of years they have lived in New Zealand, their birthplace and the migrant category under which they entered New Zealand.

#### *Labour market participation*

Analysis of 2006 Census data shows that the labour market participation rate<sup>11</sup> is lower for newcomers than for New Zealand-born (Table 2) – 66 percent for those who have been in New Zealand less than five years versus 71 percent for those born in New Zealand.<sup>12</sup> However, there are significant differences between the newcomer groups when analysed by the years in New Zealand.

Those born in other<sup>13</sup> countries and in Australia generally have higher participation rates, while those born in Asia and the Pacific Islands generally have lower participation rates. Age of newcomers, however, has an impact of participation rates with those from the Pacific Islands and Asia more likely, compared to other groups, to be younger when they first come to New Zealand and have initially lower participation rates.

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<sup>11</sup> The percentage of the working age population (aged 15 years and over) who are either employed or unemployed

<sup>12</sup> **Source:** Department of Labour (<http://www.dol.govt.nz/PDFs/migrants-and-labour-market-outcomes.pdf> )

<sup>13</sup> Countries other than Australia, Pacific Islands, Asia, North America, Europe, and United Kingdom/Ireland.

**Table 2: Labour force participation rates for overseas and New Zealand-born (2006)**

		Years in New Zealand (percent)			
		<5	5 to 15	>=15	Total
<b>Birthplace</b>	Australia	79	75	69	71
	Pacific Islands	63	65	67	65
	UK & Ireland	79	79	56	62
	Europe & N. America	73	75	56	64
	Asia	56	61	67	60
	Other	73	75	73	73
	<b>Total overseas born</b>	<b>66</b>	<b>68</b>	<b>61</b>	<b>64</b>
	New Zealand				71
	<b>Total population</b>				<b>69</b>

**Source:** Migrants and Labour Market Outcomes: Economic Impacts of Immigration Working Paper Series (2009)

However, labour force participation increases the longer those from the Pacific Islands and Asia are in New Zealand. This contrasts with people from United Kingdom/Ireland, Australia, Europe and North America whose participation decreases over time in New Zealand. As mentioned earlier, this is likely due to Pacific Islanders and Asians being younger when they first come to New Zealand, many as international students. Pacific Island and Asian migrants are therefore likely to be still working when other migrants are moving into retirement and leaving the labour force.

#### Permanent residents

Analysis of the settlement outcomes of permanent residents at six months and eighteen months<sup>14</sup> after being granted permanent residence shows an increase in the employment rate from 71 percent to 74 percent. This rate is higher than that of the general newcomer population rate mentioned above as permanent residents are more likely to be higher skilled.

Research into one particular group of permanent residents, skilled migrants, has found an even higher rate of employment of 92 percent for principal applicants twelve months after gaining residence. The employment rate for secondary applicants (70 percent) is similar to that of New Zealand-born.<sup>15</sup>

#### *Unemployment rate*

Analysis of 2006 Census data shows that the overall unemployment rate<sup>16</sup> for newcomers is higher compared to those born in New Zealand (Table 3) – 9 percent for those who have been in New Zealand less than five years versus 5 percent for those born in New Zealand.<sup>17</sup> However, there are significant differences between the newcomer groups when looking over the years in New Zealand.

<sup>14</sup> **Source:** Statistics New Zealand

(<http://www.stats.govt.nz/~media/Statistics/Browse%20for%20stats/LongitudinalImmigrationSurveyNZ/HOTPW208/longitudinalimmigrationsurveywave22008hotp.ashx> )

<sup>15</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/publication-view.asp?ID=250> )

<sup>16</sup> The number of unemployed people expressed as a percentage of the labour force.

<sup>17</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/PDFs/migrants-and-labour-market-outcomes.pdf> )

Those born in the United Kingdom/Ireland, Australia and North America/Europe generally have the lowest unemployment rate, while those born in Asia and the Pacific Islands generally have the highest.

**Table 3: Unemployment rates for overseas and New Zealand-born (2006)**

		Years in New Zealand (percent)			
		<5	5 to 15	>=15	Total
<b>Birthplace</b>	Australia	5	8	4	5
	Pacific Islands	11	9	6	8
	UK & Ireland	5	3	2	3
	Europe & N. America	7	5	3	5
	Asia	12	8	4	9
	Other	7	7	3	7
	<b>Total overseas born</b>	<b>9</b>	<b>7</b>	<b>4</b>	<b>6</b>
	New Zealand				5
<b>Total population</b>					<b>5</b>

**Source:** Migrants and Labour Market Outcomes: Economic Impacts of Immigration Working Paper Series (2009)

The longer newcomers have been in New Zealand the lower their unemployment rate is. However, those from the Pacific Islands still have the highest unemployment rate (6 percent) after living more than 15 years in New Zealand.

Analysis of the settlement outcomes of permanent residents at six months and eighteen months<sup>18</sup> after being granted permanent residence shows a slight decrease in those looking for work from 4 percent to 3 percent. Again, this rate is lower than for the general newcomer population rate because permanent residents are more likely to be higher skilled.

### *Occupations*

Analysis of 2006 Census data shows that managers and professionals are the most common occupations for newcomers.<sup>19</sup> The proportion of newcomers employed in managerial and professional occupations is slightly higher than for New Zealand-born, while the proportion of newcomers employed in trade occupations is lower. This finding reflects New Zealand's immigration policy which advantages highly skilled migrants.

<sup>18</sup> **Source:** Statistics New Zealand

(<http://www.stats.govt.nz/~media/Statistics/Browse%20for%20stats/LongitudinalImmigrationSurveyNZ/HOTPW208/longitudinalimmigrationsurveywave22008hotp.ashx> )

<sup>19</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/PDFs/migrants-and-labour-market-outcomes.pdf> )



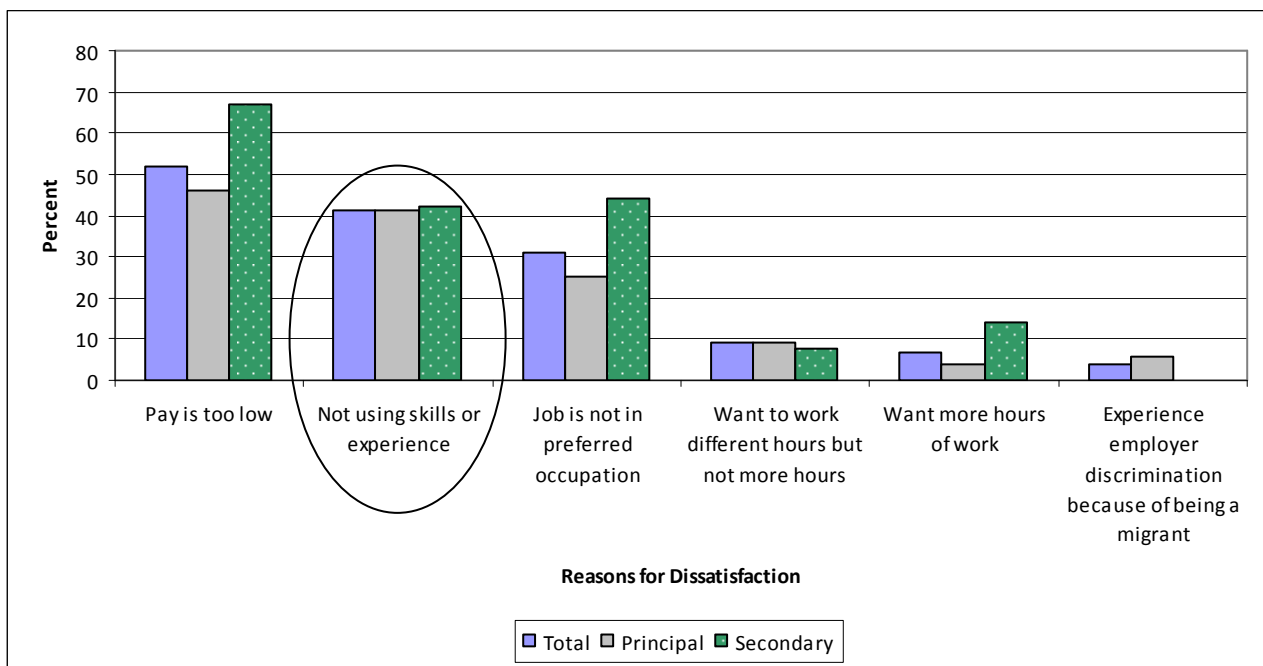
## Underemployment

Underemployment occurs when newcomers are overqualified for their jobs and not fully using their skills and experience.

After six months in New Zealand, almost three-quarters (72 percent) of permanent residents are working at broadly the same or higher skill level as they had been in their previous country. When this is broken down by subgroup, 83 percent of skilled principal migrants who have gained permanent residence in New Zealand<sup>20</sup> are working at broadly the same or higher skill level as they were in their previous country. After eighteen months in New Zealand, a similar proportion of permanent residents (73 percent) are working at broadly the same or higher skill level as they had been in their previous country.<sup>21</sup>

Underemployment is also an issue for some skilled migrants twelve months after arriving in New Zealand.<sup>22</sup> While most skilled migrants are satisfied with their main job, a small percentage (10 percent of skilled principal migrants and 7 percent of secondary applicants) are dissatisfied (Figure 4). For that small percentage, underemployment is a key factor with 41 percent being dissatisfied at not being able to use their skills and experience in their job.

**Figure 4: Skilled migrants' reasons for dissatisfaction with main job (2007)**



**Source:** Settlement Experiences Feedback Survey (2007)

<sup>20</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>21</sup> **Source:** Department of Labour

<sup>22</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/publication-view.asp?ID=250> )

## **Income levels**

Income levels for newcomers can vary depending on the number of years they have lived in New Zealand, their birthplace and the migrant category under which they entered New Zealand.

### *High-Income Earners (income above the 70th percentile of the national income distribution)*

Analysis of the 2006 Census data has found that overall income varies according to length of time in New Zealand, with newcomers less likely than those born in New Zealand to be high-income earners – 24 percent for those who have been in New Zealand less than five years versus 31 percent for those born in New Zealand.<sup>23</sup>

Income also varies by place of birth with newcomers born in the United Kingdom/Ireland and in other<sup>24</sup> countries more likely to be in the high-income earner group compared to those born in Asia, the Pacific Islands and New Zealand (Table 4). However, Asian and Pacific Island-born newcomers are more likely to be high-income earners after 15 years in New Zealand, though for Pacific Islanders the proportion is still much lower than the other groups.

The result for Asian and Pacific Island-born newcomers is due to their younger age when they first come to New Zealand, with many coming initially as international students or with less work experience or starting in lower skilled jobs. Further, many of the Pacific Island-born gain residence through specific Pacific policies. Although these still require job offers, income requirements are lower than the Skilled Migrant Category that the majority of newcomers from South Africa and the United Kingdom enter through.

In comparison, Australian and United Kingdom/Irish newcomers tend to be older and start in higher skilled jobs. Therefore, after 15 years in New Zealand, while those from Asia and the Pacific Islands are moving into higher income jobs, those from Australia and United Kingdom/Ireland are moving into retirement.

**Table 4: Proportion of high-income earners (2006)**

		<b>Years in New Zealand (percent)</b>			
		<b>&lt;5</b>	<b>5 to 15</b>	<b>&gt;=15</b>	<b>Total</b>
<b>Birthplace</b>	Australia	39	28	31	32
	Pacific Islands	12	17	23	19
	UK & Ireland	48	46	32	36
	Europe & N. America	32	36	30	32
	Asia	11	18	29	17
	Other	33	37	41	36
	<b>Total overseas born</b>	<b>24</b>	<b>27</b>	<b>30</b>	<b>27</b>
	New Zealand				31
	<b>Total population</b>				<b>30</b>

**Source:** Migrants and Labour Market Outcomes: Economic Impacts of Immigration Working Paper Series (2009)

<sup>23</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/PDFs/migrants-and-labour-market-outcomes.pdf> )

<sup>24</sup> Countries other than Australia, Pacific Islands, Asia, North America, Europe, and United Kingdom/Ireland.

*Low-Income Earners (income below the 30th percentile of the national income distribution)*

Again, analysis of the 2006 Census data income has found that length of time in New Zealand makes a difference, with newcomers more likely than New Zealand-born to be low-income earners – 45 percent for those who have been in New Zealand less than five years versus 28 percent for those born in New Zealand.<sup>25</sup> However, newcomers’ income increases the longer they have been in New Zealand.

Again, the proportion of low-income earners depends on place of birth, with half (50 percent) of those born in Asia in the low-income earner group, compared to one-third (34 percent) of those born in other<sup>26</sup> countries (Table 5). This is due to Asian-born being more likely to be students or to having initially little New Zealand work experience. Those from the Pacific Islands (29 percent) and Asia (31 percent) are only slightly more likely than New Zealand-born to be low-income earners after 15 years in New Zealand.

**Table 5: Proportion of low-income earners (2006)**

		Years in New Zealand (percent)			
		<5	5 to 15	>=15	Total
<b>Birthplace</b>	Australia	28	42	27	30
	Pacific Islands	48	40	29	35
	UK & Ireland	24	25	26	26
	Europe & N. America	35	33	28	31
	Asia	59	49	31	50
	Other	36	35	23	34
	<b>Total overseas born</b>	<b>45</b>	<b>40</b>	<b>27</b>	<b>36</b>
	New Zealand				28
	<b>Total population</b>				<b>30</b>

**Source:** Migrants and Labour Market Outcomes: Economic Impacts of Immigration Working Paper Series (2009)

Research<sup>27</sup> using the 1997-2007 New Zealand Income Survey found that for newly arrived newcomers, on average, employment rates are 20 percent lower and annual incomes \$10,000-\$15,000 lower than those of comparable New Zealand-born individuals. However, after around 15 years in New Zealand, employment rates for migrants are about the same as comparable New Zealanders and the income difference halved for men and eliminated for women. However, those from the Pacific have relatively poor outcomes at the time of arrival, with no improvement as they spend more years in New Zealand. Migrants from Asia, on the other hand, experience a significant pattern of entry disadvantage followed by swift improvement.

<sup>25</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/PDFs/migrants-and-labour-market-outcomes.pdf> )

<sup>26</sup> Countries other than Australia, Pacific Islands, Asia, North America, Europe, and United Kingdom/Ireland.

<sup>27</sup> **Source:** Department of Labour  
( <http://www.dol.govt.nz/publications/research/lmainz/lmainz.pdf> )

Additional analysis of Census data<sup>28</sup> has shown that overall immigrants do not have a negative effect on the wages of the New Zealand-born population, and that the largest impact recent immigrants have on wages is on wages paid to recent immigrants themselves.

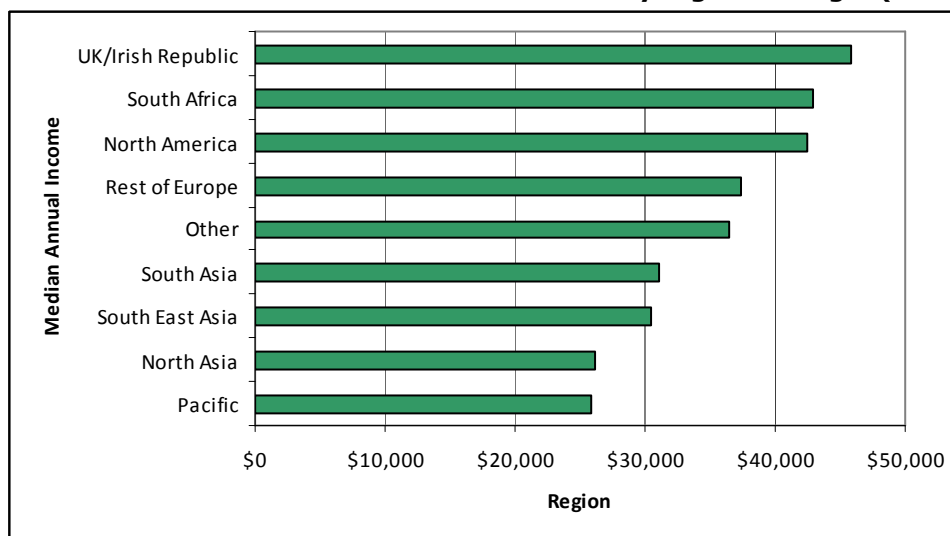
### *Permanent Residents*

A similar finding is found when looking at the settlement outcomes of permanent residents six months after taking up permanent residence in New Zealand.

Those from Asia and the Pacific<sup>29</sup> generally report lower incomes than permanent residents from other regions. In particular, sixty-three percent of North Asian and Pacific permanent residents report earning \$30,000 or less per year. In comparison, less than one-third of newcomers from the United Kingdom/Irish Republic, South Africa, North America, and the Rest of Europe earn \$30,000 or less. These results can be partially attributed to the younger age of Asian and Pacific migrants compared with migrants from other regions.

Permanent residents from the Asia and Pacific regions are also less likely to report an income in the highest range (over \$70,000). Figure 5 shows the median annual income from all sources by region of origin. Incomes are higher for permanent residents than the general newcomer population as mentioned above as they are more likely to be highly skilled.

**Figure 5: Median annual income from all sources by region of origin (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

A comparison between settlement outcomes for permanent residents at six months and eighteen months<sup>30</sup> shows an increase in the median hourly wage from \$18 per hour to \$20 per hour. The

<sup>28</sup> **Source:** Department of Labour

( <http://www.dol.govt.nz/publications/research/impacts-labour-market-outcomes/impacts-labour-market-outcomes.pdf> )

<sup>29</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>30</sup> **Source:** Statistics New Zealand

( <http://www.stats.govt.nz/~media/Statistics/Browse%20for%20stats/LongitudinalImmigrationSurveyNZ/HOTPW208/longitudinalimmigrationsurveywave22008hotp.ashx> )

median hourly wage differs depending on migrant category, with Pacific category migrants earning \$13 per hour compared to \$24 per hour for skilled principal migrants. English language proficiency also has an impact, with permanent residents who rated their English as moderate to poor earning \$12 per hour compared to \$22 per hour for those who rated English as the language they spoke best.

### ***Welfare receipt***

The migrant benefit rate of 5 percent is significantly lower in 2007 than any other year over 2002-2007.<sup>31</sup> This reduction in benefit rates can be attributed to the economy, changes to immigration policy and the introduction of new settlement support initiatives. Benefit uptake is highest for migrants entering New Zealand under the Family Sponsored Stream, followed by the International/Humanitarian Stream. Approximately half of all migrants identified were in receipt of an Emergency Benefit.

To be eligible for a working age benefit, an applicant must be a New Zealand citizen or permanent resident, and the residence period for most benefits is two years. However, benefits such as the emergency benefit have no residence period requirements, and can be granted on the grounds of hardship to newcomers who were ineligible for other statutory benefits through not meeting the length of residence criteria.

Nine percent of permanent residents six months after gaining residence have received some kind of government assistance from Work and Income, the Accident Compensation Corporation or Inland Revenue since gaining residence.<sup>32</sup> Overall, less than 2 percent of newcomers have received a core benefit from Work and Income over that time (this included Unemployment Benefit (Hardship), Sickness Benefit (Hardship), Emergency Benefit, Emergency Maintenance Benefit, Student Allowance and Domestic Purposes Benefit).

Certain groups of permanent residents (Table 6) (ie skilled principal, business, and family parent) are the least likely to have received government assistance in their first six months of residence.<sup>33</sup> In comparison, around one in five Pacific category newcomers have received some form of government assistance. Of the 9 percent of newcomers who have received government assistance, parent category newcomers are the most likely to have received a core benefit.

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<sup>31</sup> **Source:** Department of Labour ( <http://dol.govt.nz/publications/research/publication-view.asp?ID=269> )

<sup>32</sup> **Source:** Department of Labour  
( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>33</sup> **Source:** Department of Labour  
( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

**Table 6: Government assistance received by migrants since residence uptake by immigration approval category (2005-07)**

Government assistance received	Immigration approval category (%)							Total (percent)
	Skilled principal	Skilled secondary	Business category	Family Partner	Family Parent	Pacific category	Other	
Received Payments	6	9	6	13	7	22	15	<b>9</b>
No payments	94	91	93	88	94	78	86	<b>91</b>
Not specified	0	S	1	S	S	S	S	<b>0</b>
<b>Total (percent)</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Symbol: S = suppressed for confidentiality reasons.

**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

After being in New Zealand for eighteen months, the percentage of permanent residents receiving government assistance has increased to 17 percent. However, only 4 percent of permanent residents are on a core benefit from Work and Income. The rest received assistance such as Working for Families and Paid Parental Leave payments.<sup>34</sup>

### ***Discrimination in the workplace***

Most permanent residents report no difficulties finding work in New Zealand six months after residence in New Zealand (62 percent), though 7 percent feel discriminated against because they are newcomers (Figure 6).<sup>35</sup> After being in New Zealand for eighteen months, the percentage of permanent residents who report having no difficulties finding work increased to 67 percent, while the percent who feel discriminated against when finding work because they are newcomers decreased to 5 percent.<sup>36</sup>

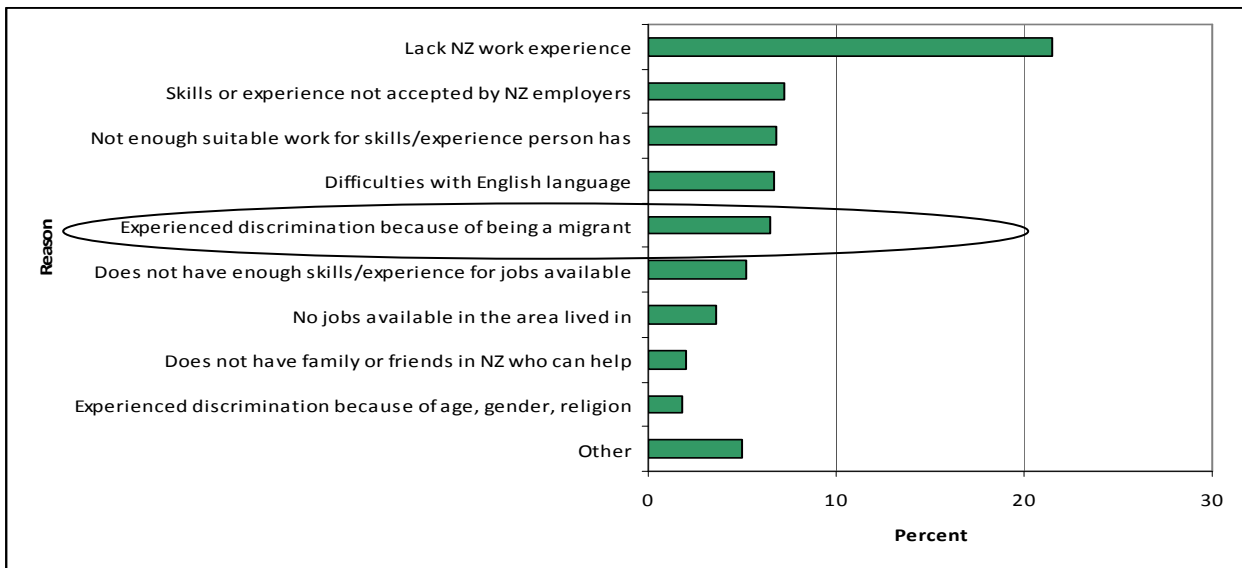
<sup>34</sup> **Source:** Department of Labour

<sup>35</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>36</sup> **Source:** Department of Labour

**Figure 6: Difficulties finding work for permanent residents (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

Similarly 4 percent of skilled migrants feel they are discriminated against by their employer (Figure 4).<sup>37</sup> However, a sizeable proportion (24 percent) of those who have had difficulties getting work feel that they face discrimination by prospective employers because they are migrants.

In 2008, 175 race-related complaints (out of the 407 complaints involving race-related grounds) were received by the Human Rights Commission about obtaining or retaining employment.<sup>38</sup> Complaints included issues around language (eg workplaces instituting English-only language policies) and bullying.

<sup>37</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/publication-view.asp?ID=250> )

<sup>38</sup> **Source:** Human Rights Commission ( [http://www.hrc.co.nz/hrc\\_new/hrc/cms/files/documents/09-Mar-2009\\_12-52-05\\_RRReport\\_web.pdf](http://www.hrc.co.nz/hrc_new/hrc/cms/files/documents/09-Mar-2009_12-52-05_RRReport_web.pdf) )

## Goal 3: Speaking and understanding New Zealand English

**Migrants, refugees and their families become confident using English in a New Zealand setting or are able to access appropriate language support**

### Summary

Only a very small proportion of people in New Zealand can not speak English. English literacy skills are on the increase for those who frequently speak a language other than English.

Newcomers have participated in English language study or training, including enrolment in the English for Migrants Programme.

### Speaking English

Analysis of the 2006 Census data shows only a very small proportion of people (2 percent) can not converse in English.<sup>39</sup> Unsurprisingly, most of these people have been born overseas. Other research<sup>40</sup> has found that adults who most frequently speak a language other than English at home have lower English literacy skills than those who frequently spoke English. However, overall English literacy skills have increased for both these groups between 1996 and 2006.<sup>41</sup>

Most newcomers who gain residence through skilled and business policies must have a minimum standard of English language.<sup>42</sup> This requirement is reflected in the large proportion of permanent residents with strong English language skills (86 percent).<sup>43</sup> Examination of the settlement outcomes of permanent residents at six months shows that those from North Asia report the lowest levels of English language skills, followed by those from the Pacific, South East Asia and South Asia.<sup>44</sup>

### Learning English

Just under 50 percent of permanent residents who rate their English as moderate or poor have participated in English language study or training after they have been in New Zealand for six months.<sup>45</sup> Pacific category newcomers are less likely than other groups to have studied English

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<sup>39</sup> **Source:** Statistics New Zealand ( <http://www.stats.govt.nz/~media/statistics/publications/census/2006-census-reports/quickstats-about-a-subject/culture-identity/gstats-about-culture-and-identity-2006-census.aspx> )

<sup>40</sup> **Source:** Ministry of Education ( <http://www.educationcounts.govt.nz/publications/assessment/29875/29876> )

<sup>41</sup> **Source:** Ministry of Education ( <http://www.educationcounts.govt.nz/publications/assessment/29875/29876> )

<sup>42</sup> There is no minimum standard of English language skills for principal applicants applying for residence through the Talent Visa and Long Term Skill Shortage List Occupation residence categories.

<sup>43</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>44</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

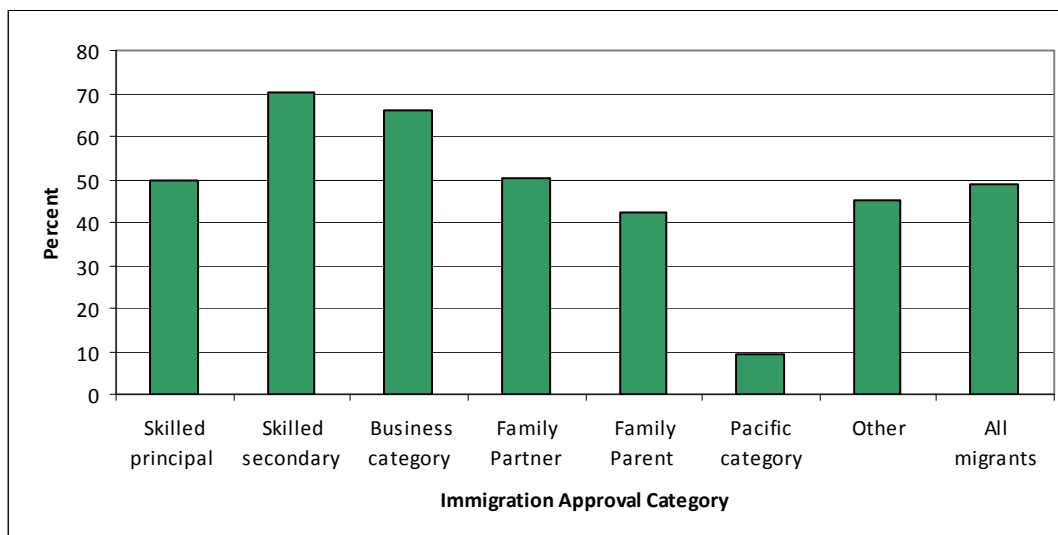
<sup>45</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )



since their residence approval, though many want to do some training (Figure 7). After being in New Zealand for eighteen months, the proportion of permanent residents who rate their English as moderate to poor and who has participated in English language study or training decreased to 41 percent.<sup>46</sup>

**Figure 7: Participation in English language training since residence approval for moderate or poor English speakers (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

To gain residence in New Zealand under the Skilled Migrant Category, partners and dependent children aged 16 years and older must show they meet a minimum standard of English or they need to pre-purchase ESOL tuition (English language training) in New Zealand.

This tuition is purchased from the Tertiary Education Commission (TEC) through the English for Migrants programme which aims to ensure that eligible newcomers have sufficient English language skills to integrate into New Zealand society and labour market. In 2008, 909 newcomers were enrolled in 1169 programmes.<sup>47</sup> Most of those enrolled in the English for Migrants programme come from the People’s Republic of China, the Republic of Korea, Taiwan or India.

Access to the English for Migrants Programme is strongest in Auckland. There are 69<sup>48</sup> providers for the English for Migrants Programme, which range from private language schools to polytechnics/technical institutes and universities (Table 7). Of those, 44 are based in Auckland.

<sup>46</sup> **Source:** Department of Labour

<sup>47</sup> **Source:** Tertiary Education Commission

<sup>48</sup> **Source:** Tertiary Education Commission

**Table 7: English education providers for English for Migrants Programme (2009)**

<b>Provider Type</b>	<b>Number</b>
Private Training Establishment	12
Private Language School	23
Polytech/Tech Inst	12
Schools	15
Universities	7
<b>Total</b>	<b>69</b>

**Source:** Tertiary Education Commission (2009)

## Goal 4: Knowing how to access information and services

### Migrants, refugees and their families access appropriate information and responsive services that are available in the wider community

#### Summary

Newcomers can and do access a number of services which provide them with information and guidance. The most common requests are for information relating to employment, immigration, taxation and learning English.

#### ***Availability of assistance programmes and services***

Consultations with migrants consistently highlight the difficulties they have in accessing the right information at the right time to support their settlement.<sup>49</sup> For newcomers the absence of a network of friends and family in a new country creates an information vacuum for their daily needs. Furthermore, it is often challenging for mainstream services to be responsive to a diverse range of clients, many of whom are from culture and language diverse backgrounds. A number of government agencies fund settlement services programmes that respond to these needs.

#### *Department of Labour-funded information assistance programmes and services*<sup>50</sup>

The Department's relationship with migrants begins when expectations of New Zealand are being formed by prospective migrants offshore. The Department has a key responsibility for providing information about life in New Zealand through a range of products. Once onshore, migrants continue to have their information needs supported by the settlement information assistance programmes and services funded by the Department.

In 2008/09 these funded activities responded to 106,157 individual enquiries. A total of 42,498 enquiries were made through websites, 11,836 were made in person, and a further 42,519 were telephone enquiries. A total of 9,304 newcomers participated in local information workshops and programmes.

The nineteen Settlement Support New Zealand (SSNZ) initiatives established throughout New Zealand provide the Department's key information service, and are operated in partnership with 12 local city councils and six non-government organisations. These nineteen initiatives collectively provided services in 2008/09 to 9,400 migrants, 45 percent of whom had been in New Zealand for less than two years. This represents an increase of 16 percent in the demand for SSNZ information support from the previous year. The main enquiries are about employment, immigration and learning English.

The SSNZ initiative also supports agency responsiveness to migrant clients in their local community, and 887 local service providers sought assistance through the initiative, making

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<sup>49</sup> **Source:** Department of Labour

<sup>50</sup> **Source:** Department of Labour

enquiries or attending workshops on topics such as using interpreters or intercultural communication.

In addition to the nationwide SSNZ initiative, other settlement programmes funded by the Department link newcomers to settlement orientation and information (Table 8), and link employers to settlement information for their migrant staff as well as to migrants available to fill skill gaps in their workplaces (Table 9).

**Table 8: Department of Labour funded services that link migrants and refugees to settlement orientation and information (2009)**<sup>51</sup>

<b>Provider</b>	<b>Service Provided</b>	<b>Location</b>
Relationship Services	Orientation courses for new migrants and Recognised Seasonal Employer (RSE) seminars for RSE employers. The programme is designed to support newcomers to develop an understanding of the settlement process and skills for successful integration into local communities.	Nationwide
New Zealand Association of Citizen's Advice Bureaux (NZACAB) Multilingual Information Line	A multi-lingual telephone information and advisory service available in 26 languages for newcomers who require settlement information in their first language. Newcomer clients in CABs throughout New Zealand can access this service, and the nineteen SSNZ initiatives can also access this service.	Nationwide
Refugee Services Aotearoa New Zealand	Resettlement support for 750 quota refugees throughout their first year in New Zealand. Refugee Services ensures that their clients have access to services that support their language, housing, employment, health and social needs. The service is delivered by professional social workers, bilingual support staff and coordinators through nine operational centres, and trains local volunteer support workers who contribute to the welcoming community in which refugees are resettled.	Nationwide
Chinese New Settlers Services Trust	Co-ordinates the dissemination of settlement information for Chinese migrants through the provision of bilingual programmes, seminars and New Zealand culture courses that meet the settlement needs of Chinese newcomers.	Auckland Region
Auckland Regional Migrant Services	Supports access to settlement-related information and advice, and contributes to the responsiveness of	Auckland Region

<sup>51</sup> **Source:** Department of Labour

<b>Provider</b>	<b>Service Provided</b>	<b>Location</b>
(ARMS) Trust	agencies within the Auckland region.	
Christchurch Resettlement Services	Settlement needs assessment and support services for migrants and orientation programmes for refugee women.	Christchurch
PEETO Intercultural Development Trust	Orientation programmes facilitated by interpreters that assist with the settlement of newcomers to Christchurch.	Christchurch
Refugee and Migrant Centre	Supports access to settlement services, and settlement planning for service providers in the Christchurch area.	Christchurch

**Table 9: Services linking employers to settlement information and skills (2009)<sup>52</sup>**

<b>Provider</b>	<b>Service Provided</b>	<b>Location</b>
Auckland Chamber of Commerce	Promotes information to employers and operates two websites: <a href="http://www.newkiwis.co.nz">www.newkiwis.co.nz</a> for onshore migrant jobseekers; and <a href="http://www.recruitme.co.nz">www.recruitme.co.nz</a> for prospective migrants offshore.  Delivers employment seminars, workshops and one-one-one job seeking sessions for newcomers in the Auckland region.	Nationwide  Auckland
Wellington Chamber of Commerce	Promotes and supports migrant employment through job-search advice and assistance, and job placement for newcomers.	Wellington
Canterbury Employers Chamber of Commerce	Promotes information to employers, and provide individualised case management and support for unemployed and underemployed newcomers in the Christchurch region.	Christchurch

*Ministry of Social Development Settling In Programme<sup>53</sup>*

Settling In is a community development programme that works directly with refugee and migrant communities to help them find solutions to meet their own needs. It was established to build relationships between refugee, migrant and host communities, and ensure government policy affecting them is developed in a collaborative way. The programme is administered by Family and

<sup>52</sup> **Source:** Department of Labour

<sup>53</sup> **Source:** Ministry of Social Development

( <http://www.familyservices.govt.nz/our-work/community-development/settling-in.html> )

Community Services (Ministry of Social Development).

The programme aims to identify social service needs in refugee and migrant communities; purchase services where available; develop capacity, skills and knowledge within the refugee and migrant communities; and work across government, NGO and community sectors.

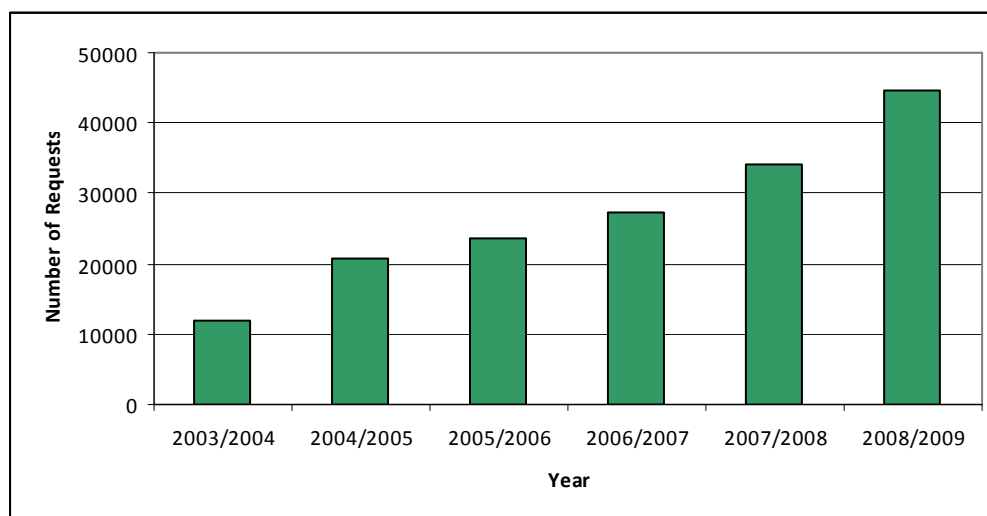
Settling In currently operates in seven regions – Auckland, Hamilton, Hawke’s Bay, Wellington, Nelson/Tasman, Marlborough and Christchurch. In 2004-2008, community grants were given in areas such as understanding New Zealand societies and structures, capacity building, social work support, parenting and supporting integration.<sup>54</sup>

Office of Ethnic Affairs Language Line<sup>55</sup>

Language Line is a telephone interpreting service set up to bring equity of access to Government services to those who speak little or no English.

Forty languages are offered with the top ten languages requested being Mandarin, Samoan, Korean, Cantonese, Tongan, Hindi, Arabic, Spanish, Japanese and Farsi. The number of requests handled by Language Line has continually increased over time (Figure 8). In five years it has handled more than 125,000 interpreting requests and currently provides more than 800 a week.

**Figure 8: Number of requests handled by Language Line (2003/04 to 2008/09)**



**Source:** Office of Ethnic Affairs, Department of Internal Affairs

<sup>54</sup> **Source:** Ministry of Social Development

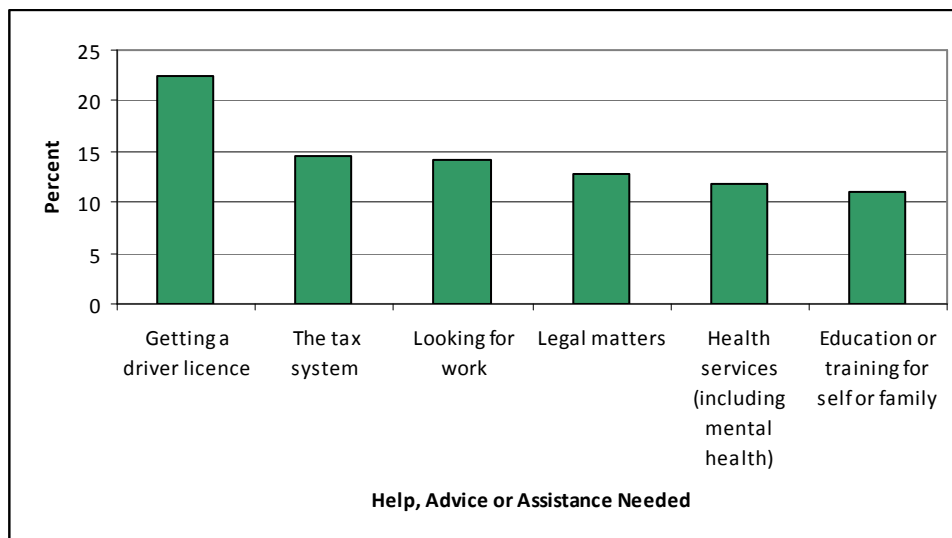
( <http://www.familyservices.govt.nz/documents/our-work/community-development/setting-in/settling-in-evaluation-report.pdf> )

<sup>55</sup> **Source:** Department of Internal Affairs

### Assessment of assistance programmes and services

Just under half of permanent residents who have been in New Zealand for six months (48 percent) need support, advice or information on aspects of life in New Zealand.<sup>56</sup> The most common areas where help is needed are getting a driver licence, understanding the tax system, looking for work and legal matters (Figure 9). The type of support, advice and information wanted by permanent residents is not surprising given their importance in initial settlement, for example, the need to get a New Zealand driver licence.

**Figure 9: Main types of support, advice, or assistance permanent residents need (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

After being in New Zealand eighteen months, the number of people who need support, advice or information decreased to 35 percent. The main areas where support, advice or assistance is needed are almost the same: legal matters (10 percent), getting a driver licence (9 percent), the tax system (9 percent) and health services (7 percent).<sup>57</sup>

A similar result is found for skilled migrants, a sub-group of permanent residents 12 months after gaining residence, who need help getting a driver licence, understanding the tax system and finding a General Practitioner/family doctor (Table 10).<sup>58</sup> Generally skilled migrants receive the support they seek, though they are less likely to receive the sort of help they want for budgeting and looking for work.

<sup>56</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>57</sup> **Source:** Department of Labour

<sup>58</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/publication-view.asp?ID=250> )

**Table 10: Assessment of availability by skilled migrants (2007)**

<b>Service</b>	<b>Percent who sought help</b>	<b>Percent who sought but did not receive help</b>
Getting a driver licence	46	7
The tax system	37	14
Finding a general practitioner (GP) or family doctor	33	16
Education/training	22	21
Looking for work	20	47
Legal matters	19	12
Government income support	18	28
Getting community/local services ( <i>eg rubbish collection</i> )	17	18
Other health services ( <i>including mental health</i> )	14	26
Recognition of qualifications	12	33
Learning English	10	38
Support due to family stress ( <i>excl financial help</i> )	5	39
Budgeting	2	69

**Source:** Settlement Experiences Feedback Survey (2007)

A 2008 customer satisfaction survey<sup>59</sup> of permanent residence applicants shows that 71 percent judge the settlement publication 'A Guide for Migrants about Living in New Zealand' to be moderately useful, very useful or extremely useful, while 66 percent find the publication 'Welcome to New Zealand: A Guide for Newcomers' to be similarly useful. Of the 31 percent of permanent resident applicants who have used SSNZ, only 5 percent feel that information they provide to be not at all useful or only slightly useful.

<sup>59</sup> **Source:** Department of Labour



## Goal 5: Feeling proud and confident

### Migrants, refugees and their families form supportive social networks and establish a sustainable community identity

#### Summary

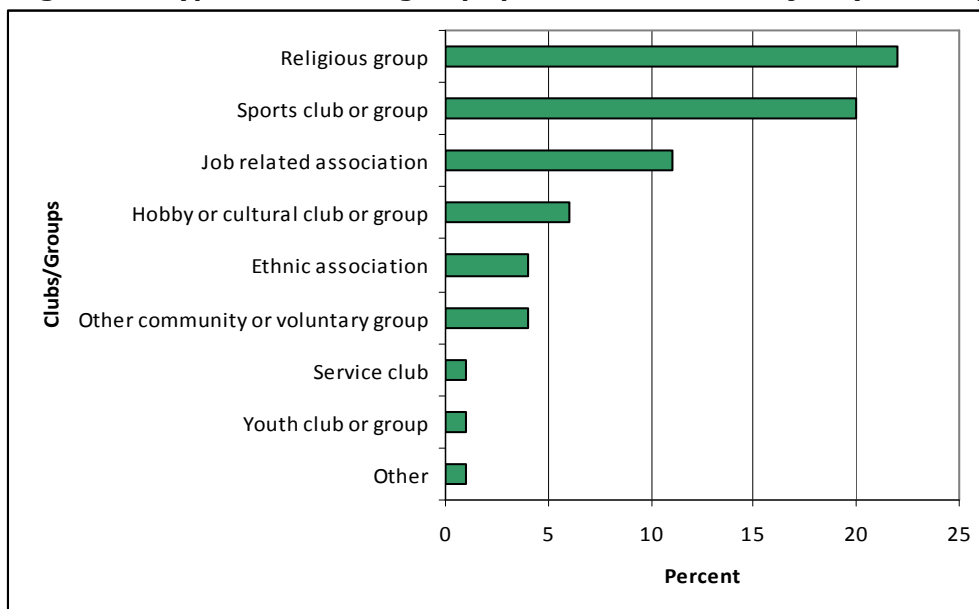
Participation in social groups and networks is common for newcomers. Certain ethnic groups are more likely to be involved in these groups and networks.

An increasing number of people in New Zealand are multi-lingual, with some ethnic groups being much more likely than others to be multi-lingual.

#### **Membership and involvement in co-ethnic groups, clubs and organisations (including participation in cultural and arts activities)**

Half of permanent residents<sup>60</sup> belong to various clubs and groups after six months in New Zealand. The most common clubs and groups include religious groups, sports clubs or groups, and job-related associations (Figure 10). Permanent residents from South Africa and North America are more likely to be members of some form of club or group in New Zealand, while North Asian permanent residents are least likely to be involved in a club or group. After eighteen months in New Zealand, there is little change in the participation rates and types of clubs and groups permanent residents belong to.<sup>61</sup>

**Figure 10: Types of clubs or groups permanent residents join (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

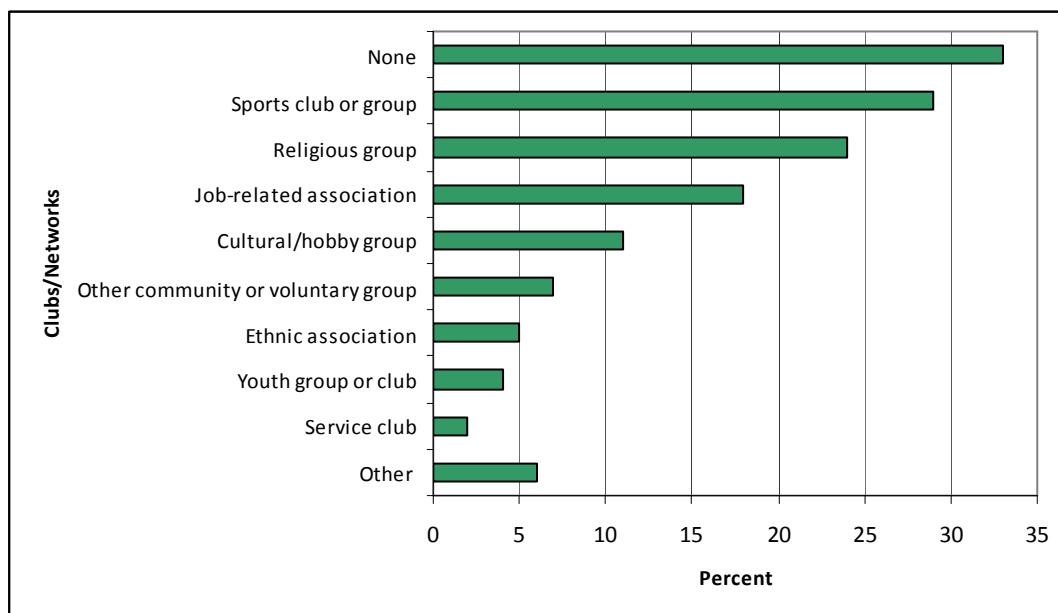
<sup>60</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>61</sup> **Source:** Department of Labour

A similar result is found when looking at skilled migrants, with two-thirds involved in social groups/networks 12 months after residence (Figure 11).<sup>62</sup> Skilled migrants are most frequently involved in sports clubs, religious groups, job-related associations and cultural/hobby groups. However, country of birth is not found to make a difference to membership and involvement in social groups/networks.

**Figure 11: Clubs or networks skilled migrants are involved in (2007)**



**Source:** Settlement Experiences Feedback Survey (2007)

Research into participation in cultural and arts activities has found that Pacific peoples are more likely than other ethnic groups to participate in community-based ethnic or cultural activities.<sup>63</sup>

### ***Language retention and use inside/outside home***

#### *Conversing in other languages*

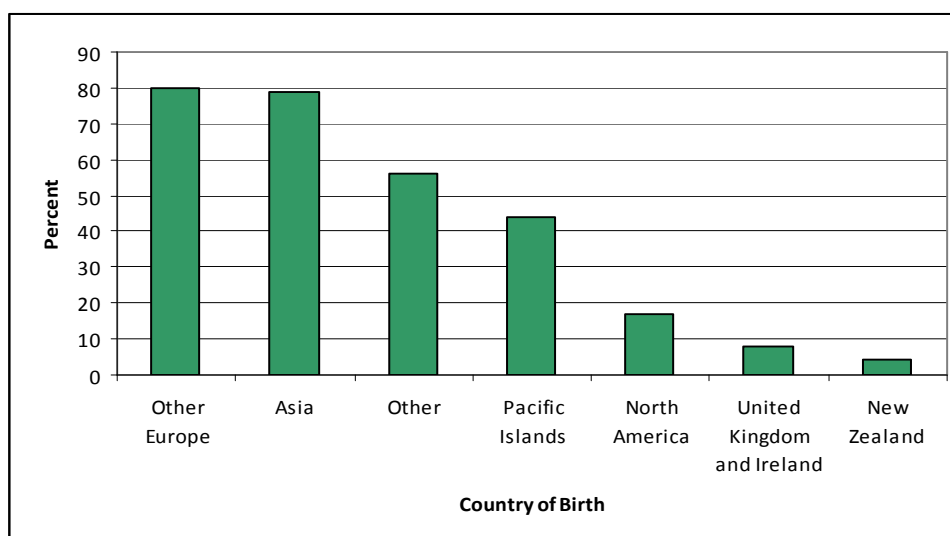
Analysing 2006 Census data has found that those born in the United Kingdom/Ireland and New Zealand are less likely to be able to converse in languages other than English, Maori, Samoan or New Zealand Sign Language, compared to those born in Asia and other parts of Europe (Figure 12).<sup>64</sup>

<sup>62</sup> **Source:** Department of Labour ( <http://www.dol.govt.nz/publication-view.asp?ID=250> )

<sup>63</sup> **Source:** Ministry of Social Development ( <http://www.socialreport.msd.govt.nz/documents/social-report-2008.pdf> )

<sup>64</sup> **Source:** 2006 Census of Population and Dwellings, Statistics New Zealand

**Figure 12: Capacity to converse in other languages by country of birth (2006)**



**Source:** 2006 Census of Population and Dwellings, Statistics New Zealand

Those who are born overseas are also more likely to be able to speak the first language of their ethnic group than those born in New Zealand (Table 11).<sup>65</sup> For example, the majority of Koreans can speak their first language compared to only a small percentage of Cook Islands Maori. This might reflect that some groups are more likely to be the first generation in New Zealand.

**Table 11: Proportion who could speak the first language of their ethnic group (2006)**

Language	Percent	
<b>Pacific</b>	Samoan	59
	Tongan	56
	Tokelauan	37
	Fijian	27
	Niuean	23
	Cook Island Maori	16
<b>Asian</b>	Korean	84
	Cambodian	74
	Vietnamese	72
	Chinese	70
	Indian	65
<b>European</b>	Dutch	58
	Greek	58
	Croatian	58
	Italian	37

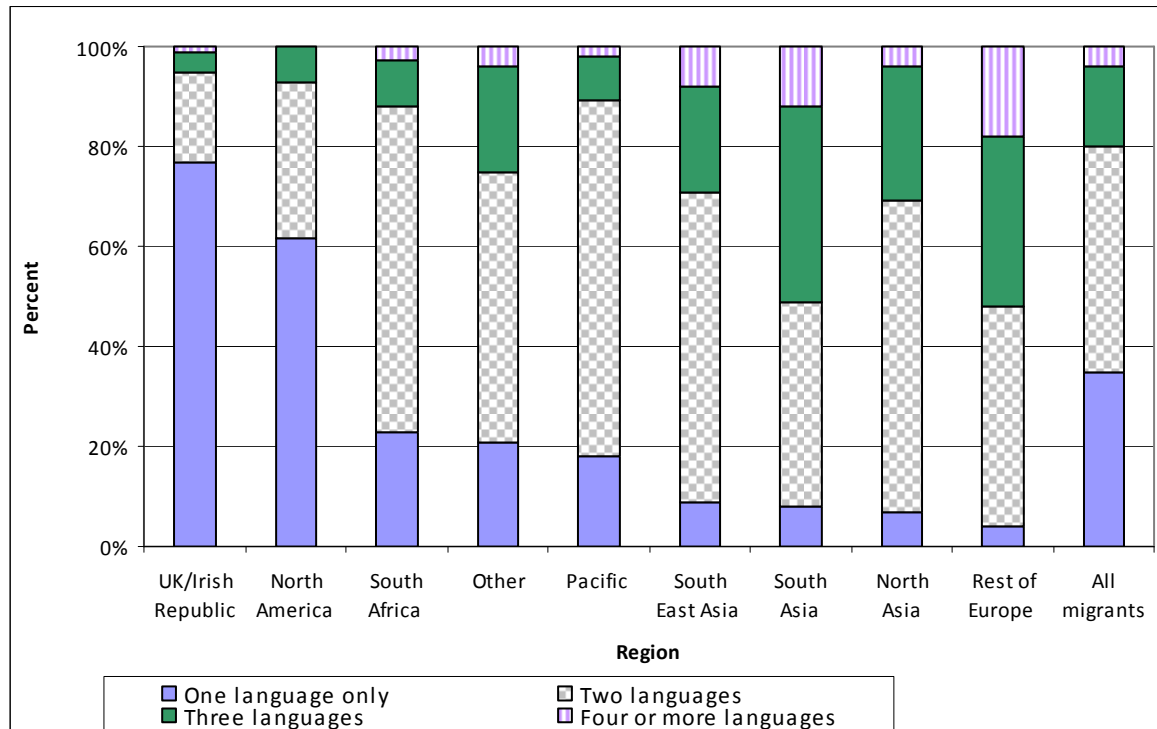
**Source:** Social Report (2008)

<sup>65</sup> **Source:** Ministry of Social Development ( <http://www.socialreport.msd.govt.nz/documents/social-report-2008.pdf> )

### Conversing in multiple languages

Permanent residents from North Asia and the Pacific<sup>66</sup> are most likely to speak languages besides English. Just over one-third (35 percent) report speaking only one language (eg English), while the remaining 65 percent said they speak more than one language (eg English and Chinese) (Figure 13). Permanent residents from the United Kingdom/Ireland and North America are most likely to report speaking only one language, while more people from the Pacific, South Africa, North Asia, and South East Asia report fluency in two languages.

**Figure 13: Number of languages spoken by permanent residents by region of origin (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

<sup>66</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

## Goal 6: Feeling safe

### Migrants, refugees and their families feel safe within the wider community in which they live

#### Summary

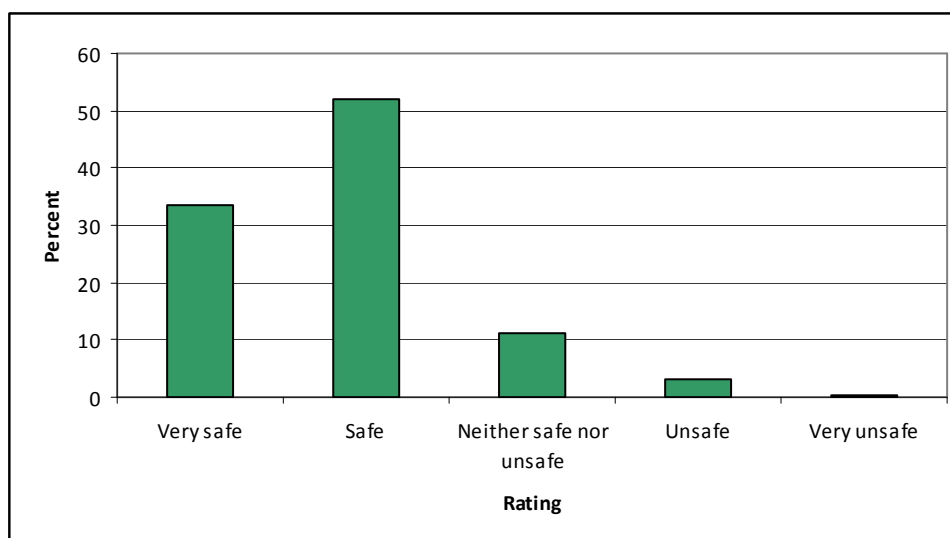
Most ethnic groups feel safe in New Zealand and have not experienced discrimination, though some ethnic groups are more likely to feel unsafe or report that fear of crime affects their quality of life.

Race is a component of just under 30 percent of complaints received by the Human Rights Commission.

#### Perceptions of safety

Permanent residents feel safe or very safe in New Zealand (86 percent) after being in New Zealand for six months (Figure 14).<sup>67</sup> Only a small percentage (3 percent) report feeling unsafe, while less than 1 percent report feeling very unsafe. Permanent residents from South Africa are more likely to report feeling safe or very safe in New Zealand, followed by those from North America, United Kingdom/Ireland, the Rest of Europe, and Other regions. People from North Asia are the least likely to report feeling safe or very safe in New Zealand.

**Figure 14: How safe permanent residents feel in New Zealand (2005-07)**



**Source:** Longitudinal Immigration Survey: New Zealand Wave 1 Findings

<sup>67</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

A comparison between settlement outcomes for permanent residents at six months and eighteen months<sup>68</sup> shows a slight decrease in those who feel safe or very safe in New Zealand (down 5 percent to 81 percent). However, most migrants who feel safe or very safe at six months (87 percent) still feel the same after 18 months in New Zealand.

Other research into crime has shown that Asian people (60 percent) are also more likely than other ethnic groups to report that fear of crime affects their quality of life, either moderately or a great deal.<sup>69</sup> In comparison, Europeans (36 percent) are the least likely to report that fear of crime affected their quality of life, followed by Maori and Pacific peoples (47 percent each).

### ***Discrimination***

Most permanent residents who have been in New Zealand for six months<sup>70</sup> have never experienced discrimination (76 percent). However, almost a quarter (24 percent) report that they have experienced at least one incident of discrimination, most commonly in public places. Permanent residents from North Asia and South East Asia are more likely to report having experienced discrimination. Permanent residents from the United Kingdom/Ireland, the Rest of Europe, North America, and the Pacific are less likely to report discrimination. After being in New Zealand eighteen months, the number of permanent residents experiencing discrimination decreased to 18 percent.<sup>71</sup>

Just under 30 percent of complaints received by the Human Rights Commission in 2008<sup>72</sup> had an element of race, with complaints about ethnic/national origin, racial harassment, racial disharmony and colour.

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<sup>68</sup> **Source:** Statistics New Zealand

( <http://www.stats.govt.nz/~media/Statistics/Browse%20for%20stats/LongitudinalImmigrationSurveyNZ/HOTPW208/longitudinalimmigrationsurveywave22008hotp.ashx> )

<sup>69</sup> **Source:** Ministry of Social Development ( <http://www.socialreport.msd.govt.nz/documents/social-report-2008.pdf> )

<sup>70</sup> **Source:** Department of Labour

( <http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm> )

<sup>71</sup> **Source:** Department of Labour

<sup>72</sup> **Source:** Human Rights Commission ( [http://www.hrc.co.nz/hrc\\_new/hrc/cms/files/documents/09-Mar-2009\\_12-52-05\\_RRReport\\_web.pdf](http://www.hrc.co.nz/hrc_new/hrc/cms/files/documents/09-Mar-2009_12-52-05_RRReport_web.pdf) )

## **Goal 7: Understanding and contributing to New Zealand society**

### **Migrants, refugees and their families accept and respect the New Zealand way of life and contribute to civic, community and social activities**

#### **Summary**

In terms of undertaking unpaid work outside home, some ethnic groups are more likely to be involved than others.

Participation in cultural and arts activities also varies with Maori more likely than European and Pacific people to participate in cultural activities.

#### ***Unpaid work outside home*<sup>73</sup>**

Analysis of 2006 Census data has found that the participation rate of overseas-born people undertaking unpaid work is similar to that of New Zealand-born - 13 percent of overseas-born undertake unpaid work through an organisation, group or marae compared to 17 percent for New Zealand-born and 15 percent for the total population.

Newcomers from the Americas and North-West Europe are more likely to undertake this type of voluntary work compared to newcomers from other regions.

The largest proportion of work done through an organisation, group or marae is done by people who have lived in New Zealand 30 years or more (40 percent), followed by those who have lived in New Zealand less than five years (17 percent).

Newcomers from Asia and the Americas are more likely to undertake this type of voluntary work in the first four years they are in New Zealand. In comparison, people from Africa and the Middle East are more likely to undertake voluntary work after they have been in New Zealand 5-9 years, while people from North-West Europe are more likely to after they have lived in New Zealand 30 or more years.

#### ***Participation in cultural and arts activities*<sup>74</sup>**

Research into participation in cultural and arts activities has found differences by ethnic group. Maori (97 percent) are more likely than European (93 percent) and Pacific peoples (92 percent) to have participated in cultural activities. In particular, Maori are more likely to visit a marae and attend a popular live music performance. In comparison, Europeans are more likely to visit an art gallery or museum, while Pacific peoples are more likely to participate in community-based ethnic or cultural activities.

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<sup>73</sup> **Source:** Ministry of Social Development ( <http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/diverse-communities-migrant-experience/migrant-experience-report.pdf> )

<sup>74</sup> **Source:** Ministry of Social Development ( <http://www.socialreport.msd.govt.nz/documents/social-report-2008.pdf> )

## FUTURE WORK

The findings from the report will be used to help monitor the settlement outcomes of newcomers, and changes in settlement outcomes over time.

This report will be updated on a two-yearly basis, with the next report due in 2011. There are a number of indicators where regular information sources has yet to be identified or need to be developed further (Table 12). The Survey Monitoring Programme being developed by the Department will regularly monitor settlement outcomes of key migrant categories, and meet some of these information needs. Others will be met by new surveys including the General Social Survey (GSS).

**Table 12: Indicator areas where information has yet to be identified or developed or not yet available**

<b>NZSS Intermediate Goal</b>	<b>Indicator areas</b>
<p><b>Feeling welcomed and connected</b></p> <p>Migrants, refugees and their families are accepted and respected by host communities for their diverse cultural backgrounds and their community interactions are positive</p>	<ul style="list-style-type: none"> <li>▪ Public respect for migrants</li> <li>▪ Sense of belonging</li> <li>▪ Intention to stay in New Zealand</li> <li>▪ Satisfaction with life in New Zealand</li> <li>▪ Personal assessment of satisfaction with one's achievements and situation in the receiving society</li> </ul>
<p><b>Getting the right job and contributing to future prosperity</b></p> <p>Migrants, refugees and their families obtain employment appropriate to their qualifications and skills and are valued for their contribution to economic transformation and innovation</p>	<ul style="list-style-type: none"> <li>▪ Occupational/industry distribution</li> <li>▪ Match between employment and qualifications/skill levels</li> <li>▪ Quality of employment and job satisfaction</li> <li>▪ Employer attitudes to migrants</li> <li>▪ Barriers to employment</li> <li>▪ Home ownership</li> <li>▪ Household size and composition</li> <li>▪ Perceived issues with obtaining appropriate accommodation</li> <li>▪ Access to home telephone and internet</li> <li>▪ Health</li> </ul>
<p><b>Knowing how to access information and services</b></p> <p>Migrants, refugees and their families access appropriate information and responsive services that are available in the wider community</p>	<ul style="list-style-type: none"> <li>▪ Settlement initiatives of key government agencies in cities and rural areas</li> <li>▪ Level of participation in programmes/ initiatives</li> </ul>
<p><b>Understanding and contributing to New Zealand society</b></p> <p>Migrants, refugees and their families accept and respect the New Zealand way of life and contribute to civic, community and social activities</p>	<ul style="list-style-type: none"> <li>▪ Participation in sports teams and leisure activities</li> <li>▪ Acquisition of citizenship</li> <li>▪ Barriers to participation</li> <li>▪ Involvement in crime</li> </ul>



## **PUBLICATIONS<sup>75</sup>**

### **Department of Labour**

Benefit Receipt of Migrants to New Zealand (2007). Available from website:  
<http://dol.govt.nz/publications/research/publication-view.asp?ID=269>

Migrants and Labour Market Outcomes: Economic Impacts of Immigration Working Paper Series (2009). Available from website: <http://www.dol.govt.nz/PDFs/migrants-and-labour-market-outcomes.pdf>

New Faces, New Futures: New Zealand. Findings from the Longitudinal Immigration Survey: New Zealand (LisNZ) – Wave One (2009). Available from website:  
<http://www.immigration.govt.nz/migrant/general/generalinformation/research/lisnz/newfacesnewfuturesnz.htm>

Settlement Experiences of Skilled Migrants Survey (SEFS) (2007). Available from website:  
<http://www.dol.govt.nz/publication-view.asp?ID=250>

The Impact of Immigration on the Labour Market Outcomes of New Zealanders (2009). Available from website: <http://www.dol.govt.nz/publications/research/impacts-labour-market-outcomes/impacts-labour-market-outcomes.pdf>

The Labour Market Adjustment of Immigrants in New Zealand (2009). Available from website:  
<http://www.dol.govt.nz/publications/research/lmainz/lmainz.pdf>

### **Human Rights Commission**

Tūi Tūi Tuituiā Race Relations in 2008. Available from website:  
[http://www.hrc.co.nz/hrc\\_new/hrc/cms/files/documents/09-Mar-2009\\_12-52-05\\_RRReport\\_web.pdf](http://www.hrc.co.nz/hrc_new/hrc/cms/files/documents/09-Mar-2009_12-52-05_RRReport_web.pdf)

### **Ministry of Education**

Adult Literacy and Life Skills Survey (2008). Available from website:  
<http://www.educationcounts.govt.nz/publications/assessment/29875/29876>

### **Ministry of Social Development**

Diverse Communities – Exploring the Migrant and Refugee Experience in New Zealand (2008). Available from website:  
<http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/diverse-communities-migrant-experience/migrant-experience-report.pdf>

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<sup>75</sup> Links to websites current as at 7 October 2009

Settling In: An Initiative for Refugees and New Migrants Evaluation Report (2009). Available from website:

<http://www.familyservices.govt.nz/documents/our-work/community-development/setting-in/settling-in-evaluation-report.pdf>

Social Report (2008). Available from website:

<http://www.socialreport.msd.govt.nz/documents/social-report-2008.pdf>

## **New Zealand on Air**

New Zealand On Air Annual Report (2007-08). Available from website:

<http://www.nzonair.govt.nz/media/4606/annual%20report%202008.pdf>

New Zealand On Air Public Information and Opinion Monitor (July 2007). Available from website:

[http://www.nzonair.govt.nz/media/11876/pim\\_07.pdf](http://www.nzonair.govt.nz/media/11876/pim_07.pdf)

## **Statistics New Zealand**

Longitudinal Immigration Survey: New Zealand - Wave 2 Hot off the Press (2009). Available from website:

<http://www.stats.govt.nz/~media/Statistics/Browse%20for%20stats/LongitudinalImmigrationSurveyNZ/HOTPW208/longitudinalimmigrationsurveywave22008hotp.ashx>

Quick Statistics about Culture and Identity (2007). Available from website:

<http://www.stats.govt.nz/~media/statistics/publications/census/2006-census-reports/quickstats-about-a-subject/culture-identity/qstats-about-culture-and-identity-2006-census.aspx>

## **Other**

Social Values: A Report from the New Zealand Values Survey (2005). Available from website:

[http://www.shore.ac.nz/projects/Social\\_report.pdf](http://www.shore.ac.nz/projects/Social_report.pdf)

Quality of Life Survey (2008). Available from website:

<http://www.bigcities.govt.nz/>

