Labour & Immigration Research Centre

Te Pokapū a Mahi me Te Manene Rangahau

QUOTA REFUGEES TEN YEARS ON SERIES

New Land, New Life: Long-Term Settlement of Refugees in New Zealand

Main Report

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Ministry of Business, Innovation & Employment

Labour

The Department of Labour was integrated into the new Ministry of Business, Innovation and Employment on 1 July 2012. All information included in this report continues to apply after 1 July 2012.
All references to "Department of Labour" now refer to the Labour Group, Ministry of Business, Innovation and Employment.

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EXECUTIVE SUMMARY

Quota Refugees Ten Years On: Perspectives on Integration, Community and Identity is a multi-year research programme that was developed to better understand the long-term journeys of refugees in New Zealand. The research programme was led by the Department of Labour, with the Ministry of Social Development and the Department of Internal Affairs acting as key partner agencies.

The first phase of the research was an annotated bibliography and thematic review of the relevant literature, which provided evidence on the factors that act as facilitators or barriers to integration. The second phase gathered stakeholders' perspectives on significant changes in the refugee resettlement sector since 1987 and on the development of refugee communities in New Zealand.

The third phase, covered in this report, was a face–to-face survey of 512 former refugees who arrived in New Zealand under the Refugee Quota Programme between 1993 and 1999. The survey was designed to be representative of the population of refugees who arrived during this period and achieved a response rate of 41.5 percent. The report also includes findings from in-depth interviews and focus groups that were used to explore certain aspects of the survey in greater depth.

The research is based on the concept of 'integration' as articulated by Atfield, Brahmbhatt and O'Toole (2007) as follows:

- Integration is a two-way process – it involves adjustment and participation on the part of the host society as well as the newcomer.
- Integration is a non-linear process – integration may be fractured, and integration experiences in one area can sit alongside continued exclusion in other areas.
- Integration is a subjective process – perceptions are central to the process of integration, and therefore it is important to explore refugees' own experiences of the integration process.

The report is being written at a time when a new approach to improving refugee resettlement outcomes is being proposed through the New Zealand Refugee Resettlement Strategy (a whole of Government Refugee Resettlement Strategy has been developed with work currently underway on the detailed business case). The strategy's overarching objective is that:

> Refugees are participating fully and integrated socially and economically as soon as possible so that they are living independently, undertaking the same responsibilities and exercising the same rights as other New Zealanders and have a strong sense of belonging to their own community and to New Zealand.

Former refugees experience unique challenges due to their backgrounds and have higher levels of disadvantage than the population in general. The findings from the Quota Refugees Ten Years On programme of research show that, after 10 or

more years of living in New Zealand, former refugees are doing well in a number of areas but continue to face challenges in others. Former refugees have a strong sense of identity and belonging to New Zealand, and almost all were satisfied with their life in New Zealand. The majority had made close friends from outside their community, and most were involved with groups or organisations. Those who arrived in the country as children and young people are doing well in most areas of integration.

Ten years on, employment is still the main area of challenge and, along with English language for older people and women, remains the main challenge going forward. However, former refugees have a strong desire to seek meaningful employment and contribute to life in New Zealand.

Key findings from the survey

Demographic characteristics

On arrival in New Zealand, around one in five former refugees who arrived in New Zealand between 1993 and 1999 were aged 12 years and under (21 percent) and almost two-thirds were aged 30 years or under (62 percent). Only one in 10 was aged 45 years and over. The top four countries of origin were Iraq, Somalia, Vietnam and Ethiopia. In terms of gender, there were more male (56 percent) than female (44 percent) former refugees who arrived between 1993 and 1999.

Two-thirds of former refugees had children (66 percent), nearly a quarter of whom (23 percent) had five or more children. Where former refugees had children, a third had a youngest child aged under 5 (33 percent), and a third had a youngest child aged between 5 and 14 (33 percent).

Half of all refugees arriving between 1993 and 1999 were settled in Auckland and a quarter in Wellington. One out of every five former refugees (20 percent) was currently living in a different city to that in which they had been settled when they first arrived in New Zealand. There has been a clear move towards Auckland and away from other centres.

Movements to and from New Zealand

A third (33 percent or 1,336) of the former refugees who arrived in New Zealand between 1993 and 1999 and were aged at least 18 years at the time of the survey were no longer in New Zealand when the survey was done. A third of those from Iraq and Ethiopia and almost half of those from Somalia were no longer in New Zealand.

Eleven percent of former refugees in the survey had plans to live outside New Zealand in the next few years. Those aged 18–29 were significantly more likely to say they had plans to live outside New Zealand (22 percent) than older people. Work opportunities and wanting to reunite with family were the main reasons for wanting to leave. Refugees, like other New Zealanders, saw Australia as offering significant economic advantages, including the ability to get a job, have better wages, save money, buy a house, provide for family and visit family overseas.

Housing

The majority of former refugees (73 percent) were satisfied with their housing. Former refugees who owned their own home were most likely to be satisfied with their housing, followed by those living in the home of a family member.

Sixteen percent of former refugees owned or partly owned their home, with those from Vietnam being the most likely to be home owners. Home ownership was lower among former refugees than for the country as a whole.

Almost half (47 percent) of those who did not own their own home lived in a house/flat owned by Housing New Zealand Corporation. Former refugees from African nations were more likely to live in a Housing New Zealand Corporation property, while those from non-African nations were more likely to live in a house/flat owned by a family member or to rent privately.

Language and literacy

Proficiency in English is a key facilitator of refugee integration. It helps people to access paid work, education, higher incomes and wider personal relationships and provides a feeling of belonging. Not being able to speak the host language is not only a barrier to economic integration but also to social interaction and full participation in New Zealand society.

Former refugees significantly improved their ability to speak English after 10 years living in New Zealand. Only 9 percent of former refugees spoke English well or very well on arrival, but after 10 or more years in New Zealand, over two-thirds spoke English well or very well. Watching television, having English-speaking friends and being in an English-speaking context such as a school, university or workplace helped them learn English. Older people and mothers with children found it harder to learn and practise English. Cost, transport, childcare and service location were barriers to language acquisition.

Thirty percent of former refugees, including three-quarters of those aged 65 and over, were unable to read and write in English at the time of the survey. Refugee Voices (New Zealand Immigration Service 2004) found that one-third of former refugees who had been in New Zealand for 5 years needed help with interpreting. After 10 or more years living in New Zealand, 29 percent needed an interpreter or someone else to help them with English language. The proportion needing an interpreter increased with age. Former refugees from Vietnam were significantly more likely to need help with interpreting than those from other countries.

Education

Many refugees arriving in New Zealand had not had the opportunity to gain any formal education in their country of origin or while living in refugee camps. As such, they were more likely than the New Zealand population as a whole to have no formal education and less likely to have post-school qualifications.

A third of those in the survey had no formal education or only primary schooling, and a third had secondary schooling. A third had a post-secondary qualification.

By comparison, the proportion of the New Zealand population as a whole who had a post-secondary qualification is estimated at 58 percent.

Former refugees aged 18–29 were significantly more likely than every other age group to have gained a bachelor's qualification or a post-graduate degree as their highest qualification (27 percent). This compares to 23 percent for the overall population in New Zealand who had a bachelor's degree or higher. Those aged 65 and over were significantly more likely to have received no formal education (53 percent compared to 15 percent overall).

Employment

Employment provides former refugees with an income, a social context and identity. Refugees themselves identify employment as pivotal to the process of settlement and integration. Almost half of all former refugees said that having a job and/or a better job was a personal goal for the next 5 years.

Employment prior to arrival

Nearly two-thirds (62 percent) of those aged 13 and over on arrival had worked prior to coming to New Zealand – a third in labouring occupations, 18 percent as technicians and in trades and 15 percent in professional occupations. Twelve percent were housewives and 11 percent were students.

Employment since arrival

Seventy-three percent of former refugees had worked in a paid job since they arrived in New Zealand, with men more likely to have done so than women. Women aged 18–29 were most likely to have worked at some stage in New Zealand (90 percent), but only a third of women aged 45–64 and 17 percent of those aged 65 and over had done so.

For nearly half, their first paid job was as a labourer (47 percent), 18 percent were sales workers and just 3 percent worked in a professional occupation (none reported working as a manager).

Of those currently working, 18 percent were labourers, 23 percent were technicians or in trades, 13 percent were community and personal service workers, 13 percent were sales workers and 11 percent worked as a manager or in a professional occupation.

Forty percent got their current job through friends and relatives, 18 percent had answered a job advertisement and 16 percent had contacted an employer.

Fourteen percent of former refugees aged 18–64 had been made redundant or lost their main job or had had their hours or overtime reduced in the past 6–12 months.

Activities in the last 7 days

Overall, 42 percent of working-age former refugees had worked in the 7 days prior to taking part in the survey, but this differed significantly by gender with over half of men (55 percent) working compared to a quarter of women (27

percent). This compares to 73 percent of the New Zealand population aged 15–64 who were employed in the year ended December 2009 (Ministry of Social Development 2010), with women being less likely than men to be employed (67 percent compared to 79 percent).

Former refugees from Somalia were most likely to have been seeking work (28 percent), while those from Vietnam were least likely to have been doing so (10 percent).

Overall, 43 percent of former refugees had been involved in some form of unpaid work in the 7 days prior to the survey. Women were more likely than men to have been involved in unpaid work (59 percent compared to 30 percent).

Former refugees from Somalia were significantly more likely than those from every other country to have been involved in unpaid work in the past 7 days, once age differences were taken into account.

Support to find work

Participants in the in-depth interviews were asked what they thought would most help people from a refugee background to find work. The two key factors were access to work experience and targeted employment services. Other helpful strategies were additional educational support, help for young people from a refugee background and educating the host society, particularly employers, about refugees.

Income

Around two-thirds of participants were willing or able to specify their normal weekly income, which varied from none to a maximum of $1,700 per week. The average weekly personal income was $381. This compares to an average weekly income of $687 for the New Zealand population aged 15 years and over in the June quarter 2010.

Fifty-one percent of former refugees received government benefits as their main source of income, while 27 percent received wages or salaries and 8 percent were self-employed. Nearly three-quarters of those aged 45–64 received a benefit, significantly higher than for every other age group.

Sixty-three percent of former refugees said they did not have enough money to meet their everyday needs, 35 percent had enough money and 2 percent had more than enough. Those in receipt of wages or salaries or who were self-employed were significantly more likely than those in receipt of a government benefit or superannuation to say that their income was enough to meet their need for everyday things.

Health and wellbeing

Former refugees experience high levels of psychological disorder or direct physical consequences of torture, chronic conditions and infectious diseases. Many refugees who come to New Zealand under the Refugee Quota Programme were previously living in refugee camps with minimal services and poor

conditions. In addition, New Zealand has up to 75 places in its annual quota for refugees with medical or physical conditions or disabilities.

Not surprisingly then, 38 percent of former refugees had had a physical or emotional health problem or disability for 6 months or more, many of whom reported more than one. Eighty percent of former refugees who had a health problem or disability said that this caused difficultly with or stopped them from working, and 72 percent had difficulty with or were stopped from doing the everyday activities that people their age can usually do. Those former refugees who reported a health problem or disability were significantly more likely than others to feel lonely most or all of the time.

Most former refugees were registered with a primary healthcare provider and had visited their doctor in the past 12 months. Results were similar to those for the New Zealand population as a whole.

Health provider use increased with age, similar to national trends. There were no differences in the number of visits by gender, in contrast to national trends where women tend to visit a doctor more often than men.

Despite the high levels of chronic conditions, 47 percent of former refugees rated their health as excellent or very good. This compares to 61 percent of the general population in the 2006/07 New Zealand Health Survey. When adjusted to the age profile of the New Zealand population, the proportion of former refugees having excellent or very good health status decreased to an estimated 41 percent.

Sixteen percent of former refugees felt lonely or isolated always or most of the time in the last 12 months, compared to less than 2 percent of respondents to the Quality of Life Survey 2008. There were no differences in loneliness by gender and only small differences by nationality once findings were age adjusted.

Social networks

Social connections play a fundamental role in successful settlement. Within-group networks (bonds) provide information and emotional and material support. Connections with other groups (bridges) can also provide information and emotional support and help with employment.

Social bonds

Ninety-four percent of former refugees had close friends from within their own ethnic community. Eighty-five percent of former refugees lived with family. Seventy percent had other family members living in New Zealand, while 88 percent had family members living overseas.

Most former refugees, but especially those aged 65 and over, had contact with family and friends overseas, and 35 percent regularly sent money to people living outside of New Zealand.

Half of former refugees had tried to sponsor family to come to live in New Zealand. Of these, nearly two-thirds (64 percent) had been successful. The

challenges they faced included financial or resource difficulties, the length of time for decisions, the process itself, difficulties getting the required documentation and not meeting the policy/criteria.

Social bridges

Seventy-three percent had close friends who were New Zealand European or Māori, and the same proportion reported having close friends from other ethnic groups (73 percent). Men and younger people were more likely to have close friends outside their community than women or older people.

Sixty-two percent of former refugees had visited a marae at some stage. Those in older age groups were more likely than younger people to say that they knew nothing about Māori language and culture.

Sixteen percent of former refugees had experienced discrimination in the past 12 months. Former refugees from Somalia were significantly more likely than those from every country except other African countries (excluding Somalia and Ethiopia) to have experienced discrimination.

Around 90 percent of former refugees felt safe or very safe in New Zealand, at work and in their neighbourhood.

Community participation and support

Eighty-five percent of former refugees had been involved in groups or organisations in the past 12 months. Sixty-five percent had provided some form of support to members of their community in New Zealand, including family members, in the past 12 months.

Citizenship, identity and belonging

Citizenship and voting

Ninety-four percent of former refugees had either taken up New Zealand citizenship or were in the process of doing so. Most reported taking up citizenship because they saw New Zealand as their home, they wanted to feel part of New Zealand or because they have lived in New Zealand for many years. Nine out of 10 former refugees had voted in a general election since they arrived – a higher proportion than for the population as a whole on the electoral roll.

Language and religion

Most former refugees (97 percent) thought it was important or very important to be able to speak their own language. Those from Somalia, Ethiopia and other African countries felt particularly strongly about this.

Two-thirds of those who had children said that their children in New Zealand could speak their language fluently. Those from Somalia and Ethiopia felt strongly that their children should be able to speak their own language.

Religion was very important to former refugees from Somalia, Iraq, Ethiopia and other African countries, but less important to those from Vietnam.

Identity and belonging

Most former refugees identified with their own ethnic community (95 percent) but also felt part of New Zealand (94 percent). The main factors that helped them feel part of New Zealand life were having a job, having family members in New Zealand, feeling safe and being able to use English well.

A similar proportion of women (20 percent) and men (23 percent) had difficulties associated with their gender. Women had difficulties being a sole parent and with differences between their culture and New Zealand culture, such as in dress and the role of women. Men had problems with health, finding a partner, loneliness, racism and discrimination.

Service provision

Help sought

In the last 12 months, former refugees sought help with:

- claiming a benefit or other government assistance (35 percent)
- interpretation or translation (23 percent)
- bringing family into New Zealand (21 percent) – those from Ethiopia were most likely to have required help (34 percent)
- finding work (20 percent) – this increased to 34 percent for those aged 18–29.

Older former refugees were more likely to need help with interpreting or translation – 69 percent of those 65 and over required help in the past 12 months compared to 2 percent of those aged 18–29.

Former refugees most commonly required the services of a doctor (82 percent), with almost all of those aged 65 and over (97 percent) having done so in the past 12 months.

Those from Somalia were most likely to have sought help from other services/organisations, apart from a doctor, in the past 12 months.

Satisfaction with help provided

Those former refugees who sought help were most satisfied with the help they received from universities or polytechnics (90 percent), followed by doctors (89 percent), schools (87 percent) and groups or services that help refugees (86 percent). They were most dissatisfied with help received from Housing New Zealand (53 percent) and Immigration New Zealand (50 percent).

Former refugees saw the health system (88 percent) and the education system (66 percent) as the fairest organisations. On the other hand, around one in five felt that Work and Income New Zealand (20 percent) and Immigration New Zealand (19 percent) do not treat everyone fairly or equally, regardless of what group they are from.

Advice to agencies

Former refugees' advice to agencies centred around more support for learning English and finding employment. Focus group participants' suggestions centred on better communication between agencies and upskilling agency staff in cultural/refugee-specific issues.

Although focus group participants were grateful for the services and assistance they received, they identified service delivery issues with Housing New Zealand, Work and Income New Zealand and Immigration New Zealand.[1]

Issues related to lack of response and/or long response times, lack of caseworker sensitivity to and understanding of refugee-specific issues and inconsistent treatment and/or application of policy within these agencies.

Participants spoke positively of schools, Plunket and public health nurses, and the Citizens Advice Bureau, noting that staff from these organisations were more culturally responsive to and knowledgeable about refugee issues.

Youth and children

In general, former refugees who arrived as children or youth had more positive outcomes in English literacy, employment and health than the total former refugee population.

Former refugees who arrived as children had the highest levels of English ability, achieved higher qualifications than those who arrived as youth, were most likely to be seeking work (30 percent), were most likely to have close friends from outside their ethnic group (100 percent) and were most likely to have excellent or very good health (76 percent).

Former refugees who arrived as youth were more likely than the total former refugee population to speak English well or very well (86 percent), to have close friends outside their ethnic group (83 percent) and to have excellent or very good health (66 percent). They were also most likely to say that having help with English helped them settle at school and to have worked in a paid job in New Zealand (94 percent).

Looking back and looking forward

In the early years, family support, community support and government services, including income support, helped participants and their family most in getting to where they are today. Seventy percent of former refugees found English language and communication hardest for them and their family in the early years.

Almost all (93 percent) former refugees were satisfied with their life in New Zealand. They were most satisfied with their neighbourhood as a place to live (89 percent), followed by how they are treated by other New Zealanders (82 percent) and their relationships with other New Zealanders (81 percent).

[1] Immigration New Zealand is part of the Department of Labour.

They were most dissatisfied with the number of family members they have in New Zealand (34 percent), their education or qualifications (25 percent), their work situation (21 percent) and their housing (21 percent).

Conclusion

The New Zealand Refugee Resettlement Strategy acknowledges that relevant services must be provided at each stage of the settlement continuum to support refugees to achieve integration outcomes. After 10 or more years living in New Zealand, former refugees still need assistance in a number of areas. The agencies most commonly accessed were Housing New Zealand, Work and Income and Immigration New Zealand (for family reunion). Research has highlighted the need for better communication and co-ordination between agencies on the delivery of services that support refugee resettlement (Gruner and Searle 2010). The Refugee Resettlement Strategy outlines the importance of developing new and innovative ways of improving co-ordination and delivery of refugee service across every phase of settlement. In particular, the following areas for consideration are suggested:

- Employment is both a means and a marker of integration. It is associated with a number of positive outcomes on a range of domains and has been identified as an area where significant progress is needed (Gruner and Searle 2010). The research has suggested that access to local work experience, specifically targeted employment services and use of community networks are ways that could be considered. It is also crucial that employment initiatives are targeted towards the needs of youth transitioning from education and training into employment.
- It is crucial that language training is provided appropriate for use in the workplace. It is also important that appropriate English language opportunities are provided to groups who cannot attend classes or training in the workplace or find it difficult to do so.
- Where illness or disability limit the ability of people to live fully independent lives, support from families, other networks and agencies needs to be available to help overcome barriers to participation. It is also important to recognise that many former refugees may be involved in caring for family members with disabilities or health issues, and this, in turn, may impact on their ability to participate in the labour market.
- It is important that appropriate and affordable housing is available in areas close to transport and employment opportunities, and that culturally appropriate services are available to provide budgeting training and advice and finance.

Areas for further research

The Refugee Resettlement Strategy is a whole-of-government approach to delivering improved refugee resettlement outcomes within existing reprioritised baseline funding. Its aims are to ensure that more refugees become self-sufficient at the earliest opportunity and live independently of state support. It is important that the effectiveness of the strategy in meeting its aims is monitored and evaluated. Further research to support the strategy could include the development of Good Practice Guidelines of what works in providing assistance

into employment, evaluation of pilot employment programmes and associated strategies, and research with employers.

The final word

The Quota Refugees Ten Years On programme of research has clearly shown the importance of employment as a key marker of integration for those who originally come to New Zealand as refugees. Ten years on, employment is still the main area of dissatisfaction and, along with English language for older people and women, remains the main challenge going forward.

However, it is also important to recognise and build on the successes of this group. Former refugees have a strong sense of national identity and belonging to New Zealand. In addition, those who came to New Zealand as youth are doing well in most areas of integration, although transitions from education into employment need to be managed carefully. The findings from this research suggest a way forward to improving resettlement outcomes and approaches that might support the Refugee Resettlement Strategy.

The final word in this report comes from a participant in the in-depth interviews. It articulates the central importance of paid work in the settlement process and the aspirations of former refugees:

> The biggest message is we come here for a better life … [A] better life comes out within work, for example. So how do we [achieve this]? Our background is totally from a working background, we don't have social welfare … if we have this piece of land, we earn out of this, and we feed our family, we do a lot of things. That shows we don't come here to sit down and do nothing. Sitting down and doing nothing is depressing and [it] is making us think backwards, [it] is not taking us anywhere. We want to be engaged in the workforce equally.

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1 INTRODUCTION

1.1 Introduction

Refugees make up only a relatively small proportion of newcomers to New Zealand, but they make up a significant and distinct part of our demographics. The context in which they come – as forced migrants in need of protection – is manifestly different from that of other migrants who choose to settle in New Zealand (McMillan and Gray 2009: 9). Quota Refugees Ten Years On: Perspectives on Integration, Community and Identity is a multi-year research programme that was specifically developed to better understand the long-term journeys of this group of people in New Zealand. In doing so, the research provides a platform of knowledge and understanding about the long-term settlement experiences and outcomes for former refugees who have lived in New Zealand for at least 10 years.

This report focuses primarily on the findings from a face-to-face survey of 512 former refugees who arrived in New Zealand under the Refugee Quota Programme between 1993 and 1999. The report also includes findings from in-depth interviews and focus groups that were used to explore certain aspects of the survey in greater depth.

1.2 Refugee resettlement

Refugee protection and international context

The United Nations Convention relating to the Status of Refugees, adopted in 1951, is seen as the centrepiece of international refugee protection. The Convention, which came into force on 22 April 1954, has been subject to only one amendment in the form of a 1967 Protocol. This amendment removed the geographic and temporal limits of the 1951 Convention, which was originally limited to persons fleeing events occurring before 1 January 1951 and within Europe. By removing these limitations, the Convention gave universal coverage (UNHCR 2011a: 2). According to Article 1 of the United Nations Convention Relating to the Status of Refugees, as amended by the 1967 Protocol, a refugee is defined as any person who:

> …owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country. (UNHCR 2011a)

For the Office of the United Nations High Commissioner of Refugees (UNHCR), the ultimate goal is to find durable solutions for those who are classified as refugees. The three possible solutions are: voluntary repatriation, where refugees are able to return to their country of origin; local integration, where refugees are able to make a home in the country where they have sought protection; or resettlement to a third country in situations where it is impossible for a person to return to their country of origin or remain in the host country (UNHCR 2009). Of the 10.5 million refugees who are of concern to the UNHCR, only about 1 percent are put forward for resettlement (UNHCR n.d.).

The New Zealand Refugee Quota Programme

New Zealand is one of only a small number of countries that take part in UNHCR resettlement programmes. The eight other countries with long-standing resettlement programmes are Australia, Canada, the Netherlands, Denmark, Finland, Norway, Sweden and the United States of America (UNHCR 2011b).[2]

New Zealand's refugee policy has responded to changing global circumstances and needs. New Zealand has been accepting refugees for resettlement since the end of World War Two and in 1987 established a formal annual quota for the resettlement of refugees. In recent years, the annual quota has been maintained at 750 places, which is comprised of the following subcategories:

- **UNHCR Priority Protection:** 600 places (including up to 300 places for family reunification and 35 places for emergency cases) for refugees requiring urgent legal or physical protection. This may include refugees for whom the international community has identified a need for resettlement as part of a comprehensive strategy to address a particular refugee problem.
- **Women-at-Risk:** up to 75 places for women who are without the support of their traditional family protectors or community who are in need of protection from gender-related persecution in their country of refuge.
- **Medical/Disabled:** up to 75 places for refugees with medical, physical or social disabilities that cannot be treated in their country of refuge and where resettlement to New Zealand would be life-saving or significantly enhance their wellbeing (this includes up to 20 places for refugees with HIV/AIDS).

All subcategories within the refugee quota generally include the nuclear and dependent family members (i.e. spouse and dependent children) of the principal applicant (except the 20 places available for those with HIV/AIDS, where nuclear family members for such refugees would be counted in the general Priority Protection subcategory) (UNHCR 2007).

The focus on refugees in need of protection (as identified by the UNHCR) has resulted in resettlement from a diverse range of source countries, including those in East Africa, the Middle East and Southeast Asia (UNHCR 2007). The priority given to those in highest need of protection, rather than selecting people on the basis of their potential ability to adapt most easily to the New Zealand social and economic context (including places for 'women at risk' and for refugees with medical problems or disabilities), helps explain the challenges faced by refugees in settling into New Zealand (New Zealand Immigration Service 2004: 44).

All refugees considered for resettlement under New Zealand's Refugee Quota Programme (except certain applicants who are nuclear or dependent family members of the principal applicant) must be recognised as a refugee under the UNHCR's mandate and referred for resettlement by the UNHCR (UNHCR 2007).

[2] Other countries have established programmes in recent years, including Argentina, Brazil, Chile, Iceland, Ireland and the United Kingdom, and since 2007, 13 additional countries have indicated their readiness to receive a limited number of resettlement submissions from UNHCR. In 2010, there were 25 resettlement states worldwide (UNHCR 2011b).

People who arrive in New Zealand through the Refugee Quota Programme are referred to as 'quota refugees'.

Beyond the Refugee Quota Programme, New Zealand also accepts a number of refugees through other avenues. As a signatory to the United Nations 1951 Convention and the 1976 Protocol Relating to the Status of Refugees, New Zealand considers all claims for refugee status or political asylum made at the border in New Zealand (Immigration Act 2009). Through this avenue, New Zealand accepts a small number of refugees who arrive as asylum seekers and have their status as refugees confirmed. Furthermore, an unknown number of people from refugee-like situations are sponsored to come to New Zealand under various family reunification policies (Quazi 2009: 5). These two latter groups have not been included in the current study, as the purpose of the Quota Refugees Ten Years On research programme has been to focus solely on quota refugees who have followed a broadly similar pathway into New Zealand and have had access to a similar level of initial service provision.

Initial support on arrival

People who arrive in New Zealand under the Refugee Quota Programme spend their first 6 weeks at the Mangere Refugee Reception Centre (MRRC) based in Auckland. The MRRC, sited in adapted army barracks, is a multi-agency centre. It has been used since 1980 to provide arriving refugees with initial accommodation, orientation services and medical screening/treatment.

Refugee Services Aotearoa New Zealand is one of the NGOs with a national role in supporting refugee resettlement. It provides support from refugees' arrival at the MRRC through their first 12 months of resettlement. It settles refugees into their first homes and communities and links them to the services of government and non-government providers supporting refugee resettlement (Gruner and Searle 2010: 4) after the 6-week orientation programme at the MRRC. On their departure from the MRRC, refugees are resettled in Auckland, Hamilton, Palmerston North, Wellington (including the Hutt Valley and Porirua), Nelson or Christchurch.

1.3 The Quota Refugees Ten Years On research programme

The Quota Refugees Ten Years On research programme builds on another substantive Department of Labour research project focused on refugees, entitled Refugee Voices: A Journey Towards Resettlement (New Zealand Immigration Service 2004). Refugee Voices gathered information about the initial phase of refugee resettlement, from 6 months after arrival in New Zealand up to 5 years post-arrival. While Refugee Voices provided a good understanding about the experiences and outcomes of former refugees during the period of initial resettlement, an information gap in the area of long-term settlement was identified. To date, there have been no other major research programmes focusing on the long-term settlement experiences and outcomes of former refugees in New Zealand, and even in an international context, this is an area that has been relatively little researched.

The Quota Refugees Ten Years On research programme was granted 3-year funding in the Cross-Departmental Research Pool (CDRP) by the Ministry of Research,

Science and Technology. The research programme has been led by the Department of Labour, with the Ministry of Social Development and the Department of Internal Affairs acting as key partner agencies.

The Quota Refugees Ten Years On research programme is a multi-method research programme, so the aim of the first phase of the research was to gain a comprehensive understanding of both New Zealand and international literature on the long-term integration of refugees. While a search of key bibliographic databases revealed little literature that specifically focuses on longer-term settlement, it was apparent that governments, academics and researchers from NGO sectors are considering similar issues. This was evident in the range of research over the past decade aimed at describing the experience of refugees and/or host country members and identifying useful indicators or the factors that act as barriers or facilitators to long-term settlement, integration or social cohesion (McMillan and Gray 2009: 6–7).

The second phase gathered stakeholders' perspectives on significant changes in the refugee resettlement sector since 1987 and on the development of refugee communities in New Zealand (Gruner and Searle 2010). Twenty-two interviews were conducted across the country with 39 individuals who were working or had previously worked in the refugee sector. This included government agencies, non-governmental organisations (NGOs) and refugee-led organisations. The study concluded that:

- former refugees have increased their voice in the sector and had moved beyond being passive recipients of services to being agents of change, representing themselves rather than being spoken for by others
- NGOs have developed their services to be increasingly responsive to refugee needs
- government services have made significant improvements in the way they work with and respond to the needs of former refugees, specifically in the education sector, Housing New Zealand Corporation, the Ministry of Social Development, the Department of Labour, the health sector, the Office of Ethnic Affairs, the New Zealand Police and local government
- regular and formalised inter-agency forums have facilitated more collaborative relationships over the past 2 years
- refugee communities have developed extensively over the last decade, aided by the establishment of inter-ethnic refugee coalitions, which have brought a more unified refugee voice to the sector.

The findings suggest that refugees arriving in New Zealand today may have a very different experience from those who arrived in the 1990s.

Context of arrivals through the Refugee Quota Programme 1993–1999

This section provides some additional context and detail on arrivals through the Refugee Quota Category from 1993–1999.

Table 1.1 shows that 4,719 people arrived through the Refugee Quota Category during this period. While arrivals came from a wide range of source countries,

refugees from Iraq, Somalia, Vietnam and Ethiopia made up 80 percent of all quota refugee arrivals from 1993–1999.

Arrivals from countries outside the top four have been grouped into two categories: 'other non-Africa' and 'other Africa'. Taken together, these two categories were made up of 30 different nationalities and comprised 20 percent of all arrivals.

Table 1.1 Arrivals through the Refugee Quota Programme 1993–1999

Country of origin	1993	1994	1995	1996	1997	1998	1999	Total number	Percentage of arrivals
Iraq	168	56	437	30	439	62	169	1,361	28.8%
Somalia	94	331	43	47	20	287	144	966	20.5%
Vietnam	191	354	66	37	19	4	60	731	15.5%
Ethiopia	0	93	45	106	34	286	141	705	14.9%
Other non-Africa[3]	113	51	92	98	56	79	155	644	13.6%
Other Africa[4]	6	4	15	53	21	137	76	312	6.6%
Total	572	889	698	371	589	855	745	4,719	100%

The composition of the Refugee Quota reflects changing global circumstances and need. Some information on the context of refugee resettlement for the four main countries of origin is provided below.

Iraq

For more than 2 decades, Iraqis have constituted one of the largest refugee groups in the world. Apart from the deportation of the Faili Kurds in the 1970s, there have been two major waves of refugees from Iraq over the past quarter-century – the first in the early 1980s prior to and following the outbreak of the Iran-Iraq War and the second as a result of the violent reaction of the regime to the popular uprisings of the 1991 Gulf War. A third category consists of persons fleeing over the past few years out of fear of persecution and human rights abuses (Chanaa 2003).

For Muslims, Sunni–Shi'i violence is the most common reason for flight. Members of non-Muslim minorities, including Baha'is, Christians, Jews, Sabaean-Mandaeans and Yazidis, have increasingly become targeted for religious reasons or because of their ethnicity. Still other Iraqis have suffered persecution for political reasons. They are or are perceived to be supporters of the former regime, the insurgency, the current Iraqi government or the multi-national forces. People who are accused of un-Islamic behaviour, as well as members of certain professions such as doctors, journalists, actors and artists, have also been targeted. Women in Iraq, particularly female heads of households or single women without male protection, form a

[3] Countries included in this category, in order from most to least arrivals, were Iran, former Yugoslavia, Laos, Sri Lanka, Afghanistan, Cambodia, Syria, Brunei, Kuwait, Saudi Arabia, Palestine, Turkey, China, Indonesia, Pakistan, Myanmar and Yemen.

[4] Countries included in this category, in order from most to least arrivals, were Eritrea, Sudan, Burundi, Rwanda, Congo, Tunisia, Libya, Sierra Leone, Liberia, Djibouti, Tanzania, Nigeria and Uganda.

vulnerable target for militias, insurgents and Islamic extremists (Ghareeb, Ranard and Tutunji 2008: 30).

The 1980s saw the start of Iraqi Assyrian resettlement in New Zealand – around 140 refugees came between 1985 and 1989. This group has since become one of New Zealand's larger refugee communities. From 1993 until recent years, refugees from Iraq have been predominant among quota refugees (Ministry of Health 2001: 21).

Somalia

Forced migration in contemporary Somalia can be traced back to a number of sources, including former colonial divisions, clan conflict and competition of economic and political resources (Griffiths 2003: 2).

Somalia has endured a recent history of brutal civil war and factional fighting. Said Barre's regime (1969-1991) exacerbated traditional rivalries (New Zealand Immigration Service 2004: 48), and armed opposition to the regime began in earnest in 1988, leading to some 400,000 Somalis fleeing to Kenya, Ethiopia and Yemen. The overthrow of Barre in 1991 saw Somalia entering into a prolonged period of civil war. At its height approximately 800,000 Somalis were refugees in neighbouring countries and 2 million were internally displaced (Griffiths 2003: 2).

Severe climatic events have also had a dramatic impact on the forced migration in Somalia. Flooding and drought have produced famine and population displacement on a massive scale. In 1997 flooding forced 122,000 mainly Somali refugees to flee their camps in north-eastern Kenya when the floods made more than 200,000 people homeless (Griffiths 2003: 2).

Small groups of Somali refugees entered New Zealand in the 1990s and early 2000s. They included 94 Somalis who had fled civil war, drought and famine between 1992 and 1994. These were the first people to come to New Zealand from Africa in significant numbers. By 2006, there were 1,857 Somalis in New Zealand. Some had arrived as refugees, and others had emigrated under the family reunification scheme (Beaglehole 2011).

Vietnam

After the defeat of South Vietnam in 1975, there was a mass exodus of Vietnamese people. The social upheaval and adverse economic conditions arising from the war, combined with the fear and uncertainty of living under a new Communist government, led many people to flee Vietnam during the late 1970s and early 1980s. These refugees were often called 'boat people' because they fled in crowded, dangerously unfit boats. The greatest intake of Vietnamese refugees in New Zealand occurred between 1979 and 1980, when approximately 1,500 arrived. The following year, approvals declined significantly and ever since have fluctuated at much lower levels.

Generally, Vietnamese who arrived in New Zealand during the post-war period (early 1980s) had limited education and only basic English. Although the majority

worked in fishing or farming, others were professionals, soldiers and businesspeople (Tran 2011).

Ethiopia

Several factors have been responsible for the refugee crisis in Ethiopia. During the so-called Red Terror of 1977–78, government security forces killed thousands of students and urban professionals, leading to an exodus of young and educated people. The regime also found itself engaged in continuous civil war with one or more of the insurgent groups, which had a devastating impact on the people, the land and the economy (Ofcansky and Berry 1991).

The Ethio-Eritrean war, which erupted in May 1998, accounted for the largest number of displaced people since the current government came to power in 1991. Right after the commencement of the war, over 350,000 people were displaced from areas along the common border of the Tigray and Afar regions.

Disagreements persist concerning the number of Ethiopian refugees in Somalia in the late 1980s. A UN survey estimated the number of Ethiopian refugees in Somalia at 450,000–620,000. Most of these people remain in camps run by the Office of the United Nations High Commissioner for Refugees (Dessalegn 2004).

Disaster-induced displacement in Ethiopia is largely due to drought and famine. In 1987 and 1990, droughts threatened up to 5 million people in Eritrea and Tigray (Dessalegn 2004).

From 1993 to 2002, 966 Ethiopian refugees arrived. Most settled in Auckland; smaller numbers went to Wellington and Christchurch. Most are of the Amhara ethnic group, but some are Oromo (Walrond 2009).

1.4 Research aim and objectives

The aim of the Quota Refugees Ten Years On research programme was to build a platform of knowledge and understanding about integration, community and identity for people who came to New Zealand through the Quota Refugee Category 10 or more years ago in order to give voice to former refugees and to inform future resettlement policy and service provision.

The research was designed to contribute to the information needs of a wide range of stakeholders including government agencies, NGOs that provide services to refugees and former refugees themselves.

The objectives for the Quota Refugees Ten Years On research programme overall were to:

- describe former quota refugee perspectives of what it means to be well settled/integrated and to identify the factors that facilitate or act as barriers to this process for different groups of refugees
- identify experiences and outcomes for former quota refugees in a number of domains identified through the literature review and exploratory research including:

  - functional integration/inclusion, such as employment, education, health and wellbeing, English language acquisition, housing
  - community participation and social networks and transnational links
  - citizenship, identity and belonging
  - recognition and legitimacy (including discrimination)
- identify the inter-relationships between and across the domains of integration and the factors that act as barriers or facilitators to successful outcomes for former quota refugees
- examine the perspectives, experiences and outcomes for former quota refugees who arrived in New Zealand as children (the 1.5 generation)[5]
- describe and understand the movement patterns of former quota refugees both within and outside New Zealand, including push and pull factors
- describe the role of established refugee communities in assisting new refugee arrivals and approaches to effective community capacity building
- explore the development and changes in policy and service provision for quota refugees over the last 10–15 years
- identify any gaps in the knowledge base on the long-term settlement/integration of refugees for future research.

Theoretical frameworks

The concept of integration has come to the fore at a time of growing ethnic diversity (largely due to migration) in Western democracies, with the need to address the opportunities and challenges that this diversity engenders. The widespread international research focus in the area of integration has led to a number of recent studies centred on refugees.[6]

The work commissioned by the Home Office in the United Kingdom entitled Indicators of Integration is an example. The final report of this work programme resulted in an indicators of integration framework developed by Alastair Ager and Alison Strang focusing on refugees (Ager and Strang 2004a). Ager and Strang suggest integration takes place across 10 inter-related domains that are measurable through four types of indicators.

These are:

- means and markers (employment, housing, education and health)
- social connections (social bonds, bridges and links)
- facilitators (language and cultural knowledge, safety and stability)
- foundations (rights and citizenship).

The concept of 'integration' itself is complex and highly contested. Researchers disagree about what constitutes integration and how to measure whether people

[5] A subset of the first generation is described in the literature as the '1.5 generation'. There is no consensus of the exact age bracket that individuals should fall into to be considered 1.5. However, the term is generally used to refer to young people who are old enough to remember their previous residence and who are still participating in school in the new country (McMillan and Gray 2009).

[6] For example, see Ager and Strang 2004b; Atfield, Brahmbhatt and O'Toole 2007; Australian Survey Research Group 2011; Cebulla, Daniel and Zurawan 2010; and Rutter, Cooley, Reynolds and Sheldon 2007.

have integrated successfully (Castles, Korac, Vasta and Vertovec 2002; Zetter, Griffiths, Sigona and Hauser 2002). For the purposes of the Quota Refugees Ten Years On study, 'integration' follows Atfield, Brahmbhatt and O'Toole's (2007) understanding of the concept, where integration is conceived of in the following way:

- Integration is a two-way process: it involves adjustment and participation on the part of the host society as well as the newcomer.
- Integration is a non-linear process: integration may be fractured, and integration experiences in one area can sit alongside continued exclusion in other areas.
- Integration is a subjective process: perceptions are central to the process of integration, and therefore it is important to explore refugees' own experiences of the integration process.

Some literature refers to concepts of social or community cohesion and typically explores four aspects: social connectedness; human rights; culture and identity; and safety and security. The work of Canadian social theorist Jane Jenson (1998) has been particularly influential. She refers to five dimensions of social cohesion, which are reflected in the survey topics:

- Belonging
- Participation
- Inclusion
- Recognition
- Legitimacy (Ministry of Social Development 2008).

The Ministry of Social Development's publication *Diverse Communities – Exploring the Migrant and Refugee Experience in New Zealand* also acknowledges a lack of New Zealand data on many topics, including outcomes for second and subsequent generations, outcomes at regional and local level, host and migrant/refugee perceptions and interactions and comparisons with overseas experiences (Ministry of Social Development 2008). The Quota Refugees Ten Years On research programme will continue to draw on a number of models of integration.

1.5 The structure of the report

The report is in 14 sections:

- The introduction
- Research methods
- A description of the survey sample's demographic characteristics
- Movements to and from New Zealand
- Housing
- Language and education
- Employment and income
- Health and wellbeing
- Social networks and community participation
- Citizenship, identity and belonging
- Service provision
- Youth and children
- Looking back and going forward
- Conclusion.

2 RESEARCH METHODS

2.1 Introduction

The research involved a multi-method approach focusing on the perspectives and experiences of people who came to New Zealand through the Refugee Quota Programme 10 or more years ago. The main research tool was a nationwide face-to-face survey of former refugees who have been living in New Zealand for at least 10 years, complemented by two pieces of follow-up qualitative research using interviews and focus group discussions to explore survey findings in more depth. A full description of research methods and technical analysis is available on the Department of Labour website: www.dol.govt.nz.

2.2 Research team

The research was led by a project team from Migration Research at the Department of Labour. The team recruited 33 interviewers from refugee communities or those with links to refugee communities. Interviewers were employed in Auckland, Hamilton, Palmerston North, Wellington, Nelson and Christchurch. They came from Iraq, Iran, Ethiopia, Somalia, Sudan, Eritrea, Vietnam and former Yugoslavia. A small number from New Zealand had links to refugee communities. The interviewers received extensive training and were supported by research supervisors who also provided quality assurance.

2.3 Population and sample design

The target population for the survey was people who arrived in New Zealand through the Refugee Quota Programme between 1993 and 1999 who were still living in New Zealand in one of the main centres at the time of the survey, and who were aged 18 years or over at the time of the survey.[7]

The survey population was based on the intake list at the Mangere Refugee Reception Centre, which was used as a sampling frame to select a sample for the survey. A total of 2,731 former refugees were considered as being in the survey population, and 1,552 of these were selected for interviewing. The survey sample was stratified by country of origin and gender. Random samples were selected from within each of the 12 strata, ensuring robust estimates would be able to be produced for these groups.[8]

2.4 Survey logistics

The project team promoted the research by attending Regional Refugee Resettlement Forums in Auckland, Hamilton, Wellington and Christchurch and World Refugee Day events in Wellington and Christchurch. Brochures and posters were translated into Arabic, Somali, Vietnamese and Amharic and sent along with the

[7] The main centres were considered to be Auckland, Hamilton, Wellington, Palmerston North, Nelson, and Christchurch; age was defined as at 31 December 2008; and those who were recorded as being out of the country according to administrative records were excluded from the survey population.

[8] Strata were defined according to the four countries where the largest number of former refugees arrived from (Iraq, Somalia, Vietnam and Ethiopia) as well as 'Other Africa' and 'Other non-Africa' groupings. Each of these six groups was split by gender, giving the total of 12 strata.

English version to a large number of refugee coalitions, ethnic groups, NGOs and community centres in the four main resettlement centres.

The research interviewers were powerful advocates for the research, building trust and sharing an understanding about the broad benefits of participation. An 0800 free-phone number enabled potential participants and other members of the refugee community to have easy contact with the project team.

People in the sample were given detailed information about the study and about interviewers in their region. Wherever possible, interviewers were matched with participants according to language, ethnicity and gender. Participants always had a choice about who would interview them and what language the interview was conducted in. A third of the interviews (34 percent) were conducted in English only, and 13 percent of interviews were conducted in English and another language. Over half (53 percent) were conducted in a language other than English.

2.5 Survey design

The content of the survey drew heavily on the domains of integration identified in the literature and on exploratory research undertaken to ensure that former refugees' own perspectives on long-term settlement were taken into account. This information was gathered by Gatt Consulting (2009) through six focus groups and 14 interviews. The Advisory Group also took an active role in shaping the survey instrument, which had 132 questions covering nine domains:

- Background data
- Housing
- Language and education
- Employment and income
- Social life, support and participation
- Citizenship, identity and belonging
- Health and wellbeing
- Safety, equality and discrimination
- Intentions and overall integration.

The survey instrument was pre-tested and piloted, and the main study was conducted over a 10-month period from December 2009 to September 2010.

2.6 Response rates and non-response

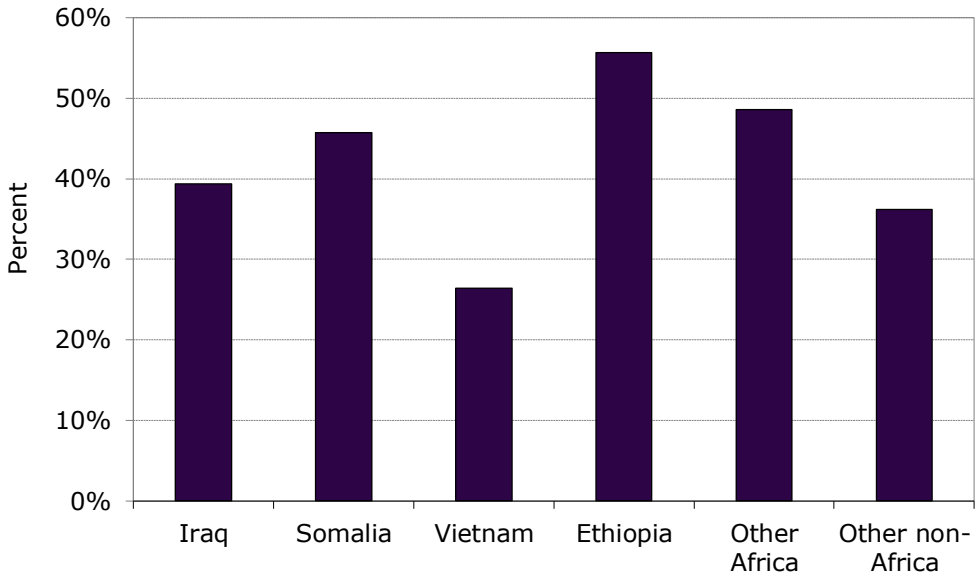
One important measure used to assess the overall quality of a survey is the response rate. The response rate is a measure of the proportion of eligible people who were invited to take part in the survey who actually participated. A high response rate means that we can be more confident that the survey results are representative of the target population.

As expected, some of the 1,552 former refugees who were selected to be surveyed did not participate in the survey for various reasons. Some refused to take part, others could not be contacted by the interviewers, while others turned out to be ineligible for the survey, either because they had died or were not living in one of the main centres included in the survey. Many had left New Zealand.

In the end, 512 people participated in the survey. Once ineligible people were excluded from the group selected for surveying, this represented a response rate of 41.5 percent. Further details of the response rate calculations are included in the technical report.

Response rates varied for different groups in the population. Response rates were lowest in the 18–29 year age group and highest in the 60 years and over age group (38 percent and 51 percent respectively), while females had a slightly higher response rate than males (45 percent and 38 percent respectively). By country of origin, former refugees from Vietnam had the lowest response rate (26 percent), while those from Ethiopia had the highest response rate (56 percent). Response rates for all countries of origin are given in Figure 2.1 below.

Figure 2.1 Response rates by country of origin



Post-stratification was used to adjust the sample weights to account for non-response. This was done within the strata defined above according to country of origin and gender, but also by age group. While this will help account for some of the potential for non-response bias, care should be taken with interpreting estimates for groups with particularly low response rates.

2.7 Focus groups

In addition to the face-to-face survey, six focus groups explored three issues in more detail. The topics covered were:

- English language acquisition – barriers and facilitators to learning English
- service delivery – support received, levels of satisfaction and areas for improvement
- movements to and from Australia – experiences and motivations.

The target population for the focus groups was people 18 years and older who arrived in New Zealand through the Refugee Quota Category as refugees 10–17 years ago. The target population did not include those who came originally as

asylum seekers or through family reunification. The six focus groups were required to reflect a spread of representation according to:

- nationality – a mix of the main quota refugee arrival nationalities during 1993–1999 (Iraqi, Somali, Ethiopian and Vietnamese), as well as the inclusion of some minority nationalities
- gender – a mix of men and women
- age – a mix of ages
- location – inclusion of the four main centres of resettlement (Auckland, Hamilton, Wellington and Christchurch).

A snowball sampling method was used to recruit participants. This method is often used with hard-to-reach populations, whereby a core group of participants are asked to engage their peers within their respective communities. Because of the unpredictable nature of snowball sampling, this sample frame was used as a guide rather than a prescription for participant recruitment.

Three of the groups comprised participants from a mix of ages, genders and ethnicities. Two groups were age-specific (one with those who arrived under the age of 13 and one with those who are currently aged 45 and over), and the remaining group comprised women only.

The focus group questions were guided by the overarching research questions and were developed in collaboration with the Department of Labour and the Advisory Group. Questions were semi-structured with added prompts to facilitate discussion in greater depth. Focus group questions were piloted with the first focus group, with questions and delivery refined accordingly.

2.8 Individual interviews

Twenty-five in-depth interviews were conducted with a subsample of participants who had taken part in the survey. These focused on former refugee experiences and perspectives on economic participation in both paid and unpaid work. The sample was drawn from survey participants who were of working age when they arrived, with the aim of including a high proportion (75 percent) who were in paid employment. Five individuals were sought from each of the top four nationalities for quota refugee arrivals (Ethiopian, Somali, Iraqi and Vietnamese). The remaining five came from Sudan, Eritrea and Sri Lanka. The sample included a mix of gender, location, education level and family composition. Interviews took place in April 2011. Participants were questioned using a semi-structured interview guide.

2.9 Analysis

Estimation

Survey findings were weighted by age, gender and country of origin to account for differences between the participants and the population they represent. Findings in the report are based on weighted data and can be considered representative of the population of people who came to New Zealand through the Refugee Quota Category between 1993 and 1999. Survey findings have been broken down by gender, current age and country of origin.

Estimates produced from the Quota Refugees Ten Years On Survey (as with all sample surveys) are subject to various forms of error. Non-sampling errors, which can arise from coverage problems, measurement error or non-response bias, are almost impossible to measure. Nevertheless, a number of strategies were taken to reduce this type of error, including post-stratification to account for non-response (discussed in section 2.6 above).

Sampling error arises from selecting and surveying a small number of people (a sample) to represent a larger group (the population) and is dependent on the sample design as well as the achieved sample size. Sampling errors can be calculated for survey estimates to give some idea of the possible size of the potential error around a particular estimate. In this report, we represent this sampling error through 95 percent confidence intervals – a range within which there is a 95 percent likelihood that the true population estimate lies. Confidence intervals for all estimates discussed in this report are presented in the appendix.

Differences between estimates can be said to be 'statistically significant' where the confidence intervals for the two estimates do not overlap. All differences that are discussed in the report relate to statistically significant differences. Nevertheless, even where confidence intervals do overlap, it is possible the difference between the two groups could be statistically significant. In order to ensure all statistically significant results were reported, it would be necessary to calculate significance tests for all combinations of estimates. This is beyond the resourcing constraints of the current work, and it was felt that comparisons of confidence intervals as outlined above would give a sufficiently robust indication of the key statistically significant results.

Age standardisation

Some key findings for refugees, such as those relating to English language ability, health status and employment, are very strongly age dependent. In addition, the refugee population not only has a very different age profile than the New Zealand general population (which has a far greater proportion of people aged over 65 and considerably fewer aged in their 30s and 40s than the refugee population), but different subgroups (such as people from different countries of origin) have very different age structures. Where different age structures were expected to affect the findings being presented, age-standardised results[9] have been presented alongside unadjusted results to account for such differences.

[9] Age standardised estimates and confidence intervals were calculated using the direct method as described by the US National Centre for Health Statistics (http://www.cdc.gov/nchs/tutorials/NHANES/NHANESAnalyses/agestandardization/age_standardization_intro.htm). Results were generally standardised to the age structure of the overall former refugee population. Where comparisons were made to the general New Zealand population, figures were adjusted to the age structure of the estimated population at the end of March 2010 (http://www.stats.govt.nz/browse_for_stats/population/estimates_and_projections/NationalPopulationEstimates_HOTPMar10qtr/Commentary).

Qualitative analysis

In the case of the in-depth interviews, a thematic analysis was carried out using Nvivo8 qualitative analysis software. A simple conceptual framework (Miles and Huberman 1994) informed the initial coding of the data on facilitators and barriers to finding paid work and was based on the annotated bibliography findings (McMillan and Gray 2009: 40–41). New codes were added as themes emerged. A day-long analysis workshop involving the research team and former refugee representatives analysed what appeared to be the most significant themes. The remainder of the data was analysed by the key researcher.

Focus Group findings were analysed against the key research areas (English language acquisition, service delivery and movements to and from Australia). Prior to drafting the report, a draft report structure was developed in consultation with the project team, and high-level findings were presented to the Advisory Group.

2.10 Ethics

The project was conducted in accordance with ethical principles set out in the Association of Social Science Research Code of Ethics (1996). This Code of Ethics provides guidelines for ethical behaviour and decision-making with respect to the conduct, management, publication and storage of research.

A number of safety strategies were put in place. Participants could have a friend or family member sit with them during their interview as a support person. Free counselling with specialist refugee mental health providers was available to anyone who became distressed as a result of an interview, and each participant was given a list of relevant community and support organisations in their area. Participants were also able to receive written feedback on the outcome of the research.

2.11 Caution and limitations

As with any study, it is important to recognise that weaknesses in different aspects of data collection can affect the accuracy of our results (Czaja and Blair 2005).

Some participants may have responded more positively about their long-term settlement experiences in New Zealand – both out of gratitude to New Zealand for accepting them and because of a lack of trust in the confidentiality of the data where the participants may fear that their responses could have consequences on other aspects of their lives (such as on future family reunion).

There may also be bias in questions where participants were asked to rate themselves or their family members, such as the ratings of speaking languages and of health and wellbeing. Questions that rely on recollection of the past are also prone to being reconstructed in the context of present circumstance. This could apply to questions on English language ability on arrival, as well as the facilitators and barriers to settlement in the early years of resettlement.

Finally, as with any study involving translation and/or interpretation of questions, there is always a risk that the intended meaning of either a question or response can be inadvertently altered. This can happen especially where there is no equivalent concept between languages.

3 DEMOGRAPHIC CHARACTERISTICS

This chapter describes some of the demographic characteristics of former refugees who arrived in New Zealand between 1993 and 1999, including information on age, ethnicity, religion, marital status and how many family members they arrived with. It also includes information on the city of first settlement in New Zealand as well as where former refugees are currently living.

3.1 Age and gender

Table 3.1 shows the age distribution of former refugees. On arrival in New Zealand, around one in five (21 percent) were aged 12 years or under, and a quarter (26 percent) were in their 20s. Only one in 10 (10 percent) was aged 45 years and over.

Age at the time of the survey (also shown in Table 3.1) reflects that former refugees in our population had been living in New Zealand for 10–17 years. Over two-thirds (70 percent) were aged 30 years and over,[10] while only 3 percent were aged under 20 years.[11]

Table 3.1 Age distribution of former refugees on arrival and at the time of the survey

Age group (years)	Proportion in age group on arrival (%)	Proportion in age group at time of survey (%)
0–12	21	0
13–19	15	3
20–29	26	27
30–44	29	36
45–64	9	28
65+	1	6

Table 3.2 shows that there were some significant age differences by country of origin. Former refugees from Somalia were over-represented in the 18–29 age group. Former refugees from other non-African countries were over-represented among those aged 65 and over.

[10] The target population for the survey included only people who arrived between 1993 and 1999 and were currently aged 18 or over. Any former refugee who arrived at this time and was still under the age of 18 at the time of the survey was not considered for the survey, so is not represented in this report.

[11] In the remainder of the report, findings are presented by four broad age groups (18–29 years, 30–44 years, 45–64 years and 65 years and over).

Table 3.2 Country of origin by current age

Country of origin	18–29 years (%)	30–44 years (%)	45–64 years (%)	65+ years (%)
Iraq	27	38	28	7
Somalia	40	39	17	4
Vietnam	32	27	38	3
Ethiopia	27	45	26	2
Other Africa	31	32	32	5
Other non-Africa	26	30	31	13
Total	**30**	**36**	**28**	**6**

In terms of gender, there were more male (56 percent) than female (44 percent) former refugees who arrived between 1993 and 1999.

3.2 Religion

Most former refugees identified their religion as Islam (40 percent) or Christianity (39 percent). Smaller proportions identified as Buddhist (12 percent) or Hindu (2 percent), while 5 percent said they had no religion or faith.[12]

3.3 Marital status

Participants were asked what their marital status was when they arrived in New Zealand and whether this had changed in any way.

Two out of five former refugees were married or in a de facto relationship when they arrived in New Zealand (38 percent). Over half (55 percent) were single (this includes 19 percent who were too young to be married). Four percent were separated or divorced, and 3 percent were widowed.

Just under half (46 percent) said that their marital status had changed since they arrived in New Zealand. Over half of this group (53 percent) had married, and a quarter had divorced (13 percent) or separated (12 percent). One in 10 (12 percent) had married but subsequently divorced, and 2 percent had divorced but remarried. Four percent had been widowed since arriving in New Zealand.

At the time of the survey, just under a half of former refugees were married or in a de facto relationship (48 percent), while just under one-third (30 percent) were single and had never been married. Seventeen percent were divorced or separated, and 5 percent were widowed.

Overall, only 4 percent of former refugees had a partner or spouse who was born in New Zealand.

3.4 Children

Two-thirds of former refugees had children (66 percent). Women were more likely to do so than men (73 percent and 61 percent respectively) as were those over 30

[12] One percent of participants had more than one faith, and the same percentage had a religion other than Christianity, Islam, Buddhism or Hinduism.

(30–44 years – 79 percent, 45–64 years – 90 percent and 65 years and over – 95 percent compared to 21 percent of those aged 18–29).

Participants were asked to say how many children they had, their ages and whether these children lived with them or not.

Nearly a quarter (23 percent) had five or more children. Forty-one percent had one or two children, 21 percent had three children and 16 percent had four children. Adjusting for age, former refugees from Somalia were significantly more likely to have five or more children (34 percent) than those from every other country with the exception of those from other African countries.

Where former refugees had children, a third had a youngest child aged under 5 (33 percent) and a third had a youngest child aged between 5 and 14 (33 percent).

3.5 Household composition

Forty-two percent of former refugees lived with people other than their spouse/partner and/or children,[13] but this differed significantly by age.

Three-quarters of those aged 18–29 lived with people other than their spouse/partner and/or children, and this was considerably higher than for every other age group (where between 26 and 29 percent said they lived with people other than their spouse/partner or children).

Former refugees from Vietnam were more likely than those from Somalia, Ethiopia and other African countries to live with people other than their spouse/partner and/or children.

Where former refugees lived with people other than their spouse/partner or children, this was most commonly a parent or a sibling.

3.6 Ethnicity

Participants were asked what ethnic or cultural groups they belonged to. They were able to indicate as many as applied. Table 3.3 shows that the top five ethnic groups represented in the survey were Somali, Vietnamese, Ethiopian, Kurdish and Iraqi.

[13] This includes parents, grandparents, children, siblings and other family as well as flatmates.

Table 3.3 Ethnic or cultural group to which former refugees belonged

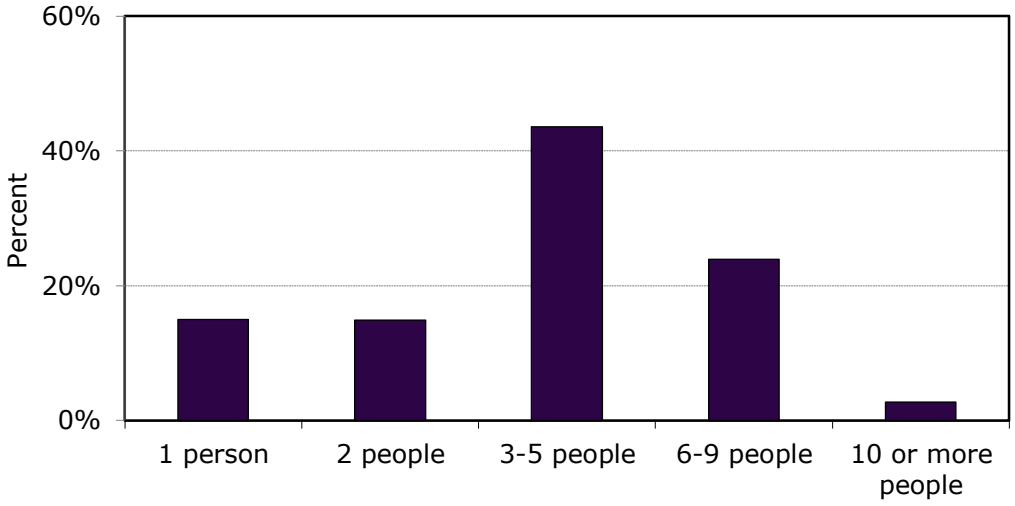
Ethnic or cultural group	Percentage (%)
Somali	16
Vietnamese	16
Ethiopian	15
Kurdish	13
Iraqi	12
Cambodian	8
Assyrian	8
Arab	6
Khmer	5
Eritrean	3
Lao	2
Sudanese	2
Bosnian	2
Iranian	1
Afghan	*
Persian	*
Other	13

* Less than 1 percent.

3.7 Number who came as part of application

Information was gathered on the number of people who came as part of the participant's application (this information was derived from the intake lists). Figure 3.1 shows that 44 percent of former refugees arrived in New Zealand as units of three to five people. Fifteen percent arrived by themselves, and a further 15 percent arrived with one other person. A quarter of former refugees (27 percent) arrived in New Zealand as part of units of six or more people.

Figure 3.1 Number of people who came as part of applications



The size of the unit of which former refugees were a part differed significantly by age, gender and country of origin.

Men were significantly more likely than women to arrive in New Zealand on their own (21 percent compared to 7 percent) (see Table A3.1). Former refugees from Vietnam (30 percent) were significantly more likely than those from Iraq (10 percent) and Somalia (5 percent) to arrive on their own (see Table A3.3). However, less than 1 percent of those currently aged 18–29 arrived in New Zealand by themselves (see Table A3.2).

Former refugees from Somalia were more likely to have arrived as part of larger units – 14 percent had arrived as part of a unit of 10 or more people. This compares to 1 percent of former refugees from Iraq who arrived as part of a large unit, the only other national group to do so (see Table A3.3).

3.8 Initial and current city of settlement

Table 3.4 shows that half of all refugees arriving between 1993 and 1999 were settled in Auckland but that significantly more former refugees from Ethiopia than other countries were settled there (80 percent).

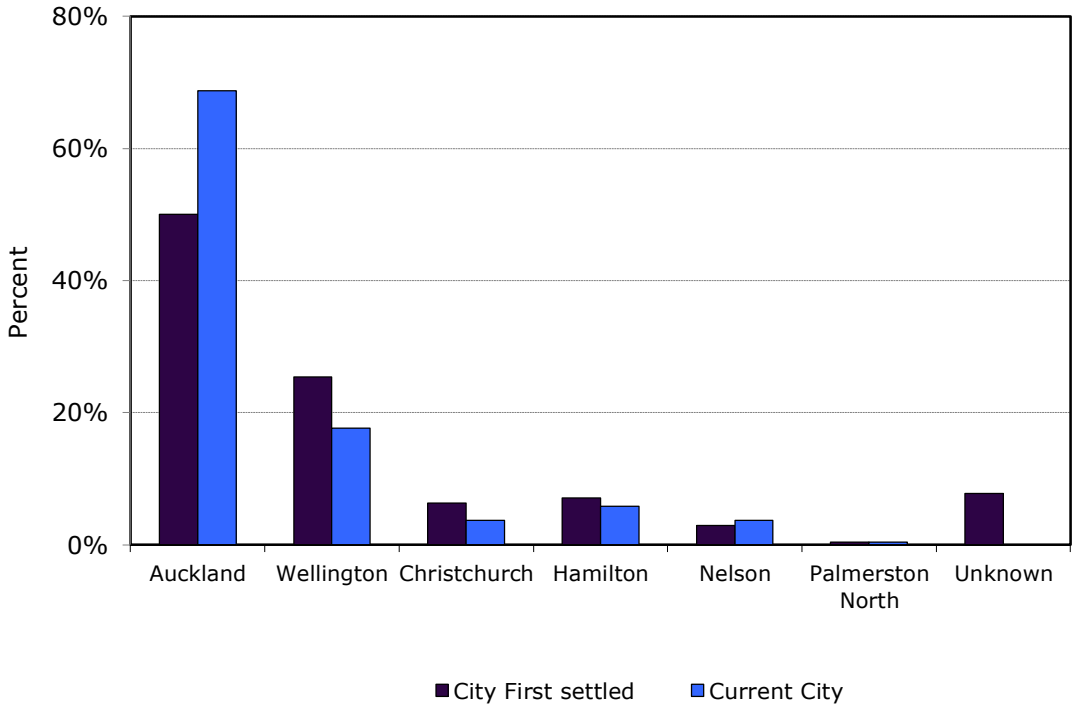
While a quarter of all former refugees were settled in Wellington (25 percent), over half of those from Vietnam (55 percent) were settled there. A third of former refugees from Somalia were settled in Hamilton (32 percent).

Table 3.4 City of first settlement by country of origin

Country of origin	Auckland (%)	Wellington (%)	Christchurch (%)	Hamilton (%)	Nelson (%)	Palmerston North (%)	Unknown (%)
Iraq	59	31	0	4	0	0	6
Somalia	29	21	13	32	0	0	5
Vietnam	21	55	2	0	13	0	9
Ethiopia	80	5	7	0	0	0	9
Other non-Africa	58	8	19	2	4	0	10
Other Africa	61	13	3	5	0	6	12
Total	**50**	**25**	**6**	**7**	**3**	**0**	**8**

Figure 3.2 shows the cities where former refugees were settled and where they were currently living at the time of the survey. There has been a clear move towards Auckland and away from other centres. The exception to this is Nelson where slightly more people are currently living than were settled there.

Figure 3.2 City of initial and current settlement



One out of every five former refugees (20 percent) was currently living in a different city from the one in which they had been settled when they first arrived in New Zealand.

4 MOVEMENTS TO AND FROM NEW ZEALAND

Key findings

- While migrants to New Zealand are a mobile population, quota refugees tend to have fewer spells of absence and are less likely to be long-term absent.[14]
- Thirty-three percent (or 1,336) of the former refugees who arrived in New Zealand between 1993 and 1999 and were aged 18 at the time of the survey were no longer in New Zealand at the time of the survey.
- While only around a fifth of former refugees from Vietnam or other African countries were out of New Zealand at the time of the survey, a third of those from Iraq and Ethiopia and almost half of those from Somalia were no longer in New Zealand.
- Eleven percent of former refugees in the survey had plans to live outside New Zealand in the next few years. Those aged 18–29 were significantly more likely to do so (22 percent) than older people. Work opportunities and wanting to reunite with family were the main reasons for wanting to leave.
- Trans-Tasman migration accounts for well over half of New Zealand's international migration – over the last decade, 64 percent of New Zealand citizen departures have been to Australia (Statistics New Zealand 2010). Refugees, like other New Zealanders, saw Australia as offering significant economic advantages, including the ability to get a job, have better wages, save money, buy a house, provide for family and visit family overseas.

4.1 Introduction

Department of Labour research shows that migrants are a mobile population (Shorland 2006). One in five (22 percent) migrants who arrived in New Zealand in 1998 were long-term absent at December 2004, while long-term absence for migrants approved for residence between 1998 and 2003 averaged 14 percent at December 2004. Absence was higher for those approved through the Skilled/Business category (26 percent) than those approved through the International/Humanitarian category (15 percent).

Of the 7,277 quota refugees who came to New Zealand over 1999–2008, two-thirds had not been absent from New Zealand for any time, and only 8 percent were long-term absent at the end of December 2008 (Quazi 2009). However, 22 percent of those who had arrived in 1999 were long-term absent as at 31 December 2008.

This chapter brings together findings from both the survey and focus groups. It examines former refugees' plans to leave New Zealand and reasons for this, as well exploring their intentions to move to Australia. The chapter also provides an analysis, using administrative records, of the proportion of former refugees who were living outside New Zealand at the time of the survey.

4.2 Former refugees living outside New Zealand

As discussed above, although long-term absence from New Zealand was lower for refugees relative to other migrants, some groups of former refugees were more

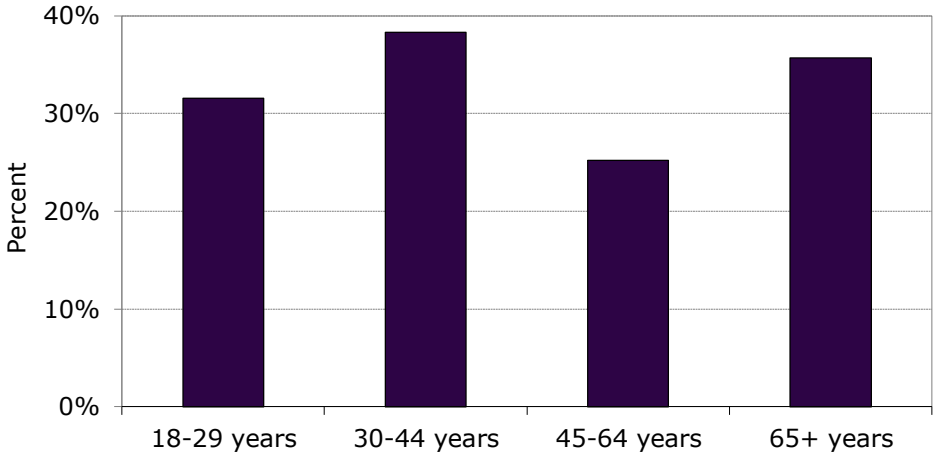
[14] Defined as absent from New Zealand for 6 continuous months or more.

likely to have left New Zealand. Using administrative records, we were able to establish which people in the survey population (that is, former refugees who had arrived in New Zealand between 1993 and 1999) were no longer in New Zealand at the time of the survey. Analysis of who was most likely to have left or stayed in New Zealand was undertaken by gender, age and country of origin.

Overall, 33 percent (1,336) of the former refugees who arrived in New Zealand between 1993 and 1999 and were aged over 18 at the time of the survey were no longer in New Zealand at that time. This figure was almost the same for men and women (32 percent and 33 percent respectively) but varied by age and country of origin.

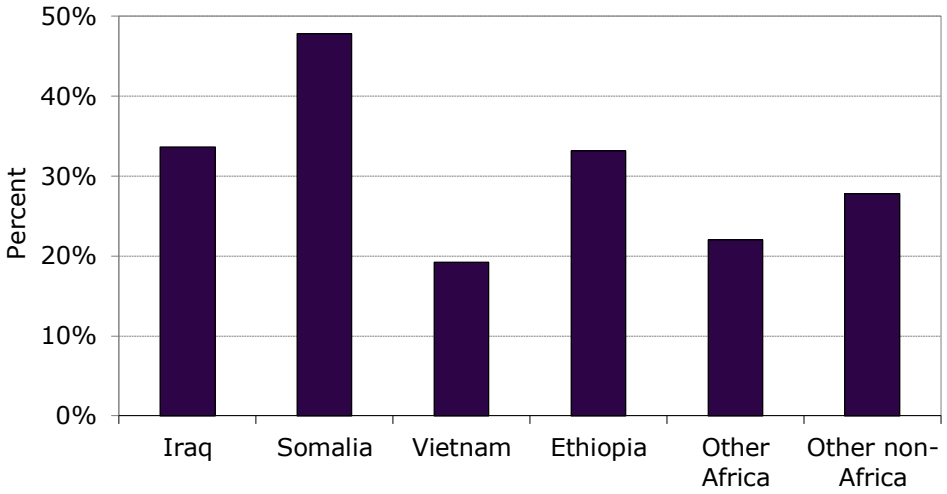
Figure 4.1 presents the proportion no longer in New Zealand by age, with age calculated as at 31 March 2010, to roughly align with the time the survey was conducted. The groups most likely to no longer be living in New Zealand were those aged 30–44 and those aged 65 and over, while those aged 45–64 were most likely to still be in New Zealand.

Figure 4.1 Percent of former refugees living outside of New Zealand at the time of the survey by age group



When broken down by country of origin, the proportion absent from New Zealand showed even greater variation (Figure 4.2). While only around a fifth of former refugees from Vietnam (19 percent) or other African countries (22 percent) were no longer in New Zealand at the time of the survey, a third of those from Iraq (34 percent) and Ethiopia (33 percent) and almost a half of those from Somalia (48 percent) were no longer in New Zealand.

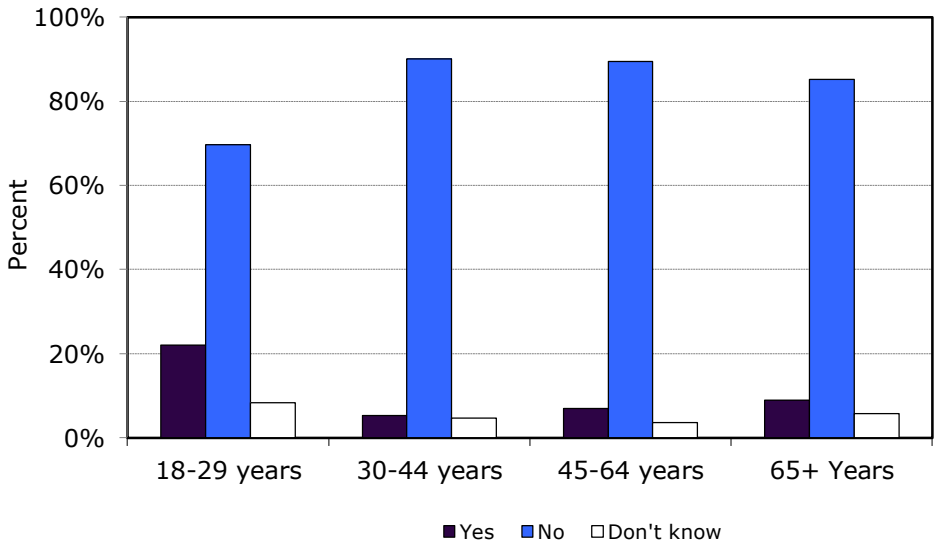
Figure 4.2 Percent of former refugees living outside of New Zealand at the time of the survey by country of origin



4.3 Plans to leave New Zealand

Survey participants were asked if they had any plans to leave New Zealand and, if so, what country they were planning to move to and their reasons for doing so. One in 10 former refugees said that they planned to live outside New Zealand in the next few years (11 percent). Figure 4.3 shows that those aged 18–29 were significantly more likely (22 percent) than those aged 30–44 (5 percent) and 45–64 (7 percent) to say they planned to live overseas in the next few years.

Figure 4.3 Former refugees' plans to live outside of New Zealand over the next few years



Half were planning to move to Australia. About one in 10 did not know where they were planning to move to, with some saying that it would depend on where they could get a good job. Several wanted to move to Vietnam. A few wanted to go on trips overseas but eventually return to live permanently in New Zealand.

Participants were asked why they were planning to live outside New Zealand. Responses to this open-ended question were coded into the categories in Table 4.1. Work opportunities were mentioned most often (39 percent) while a quarter (27 percent) wanted to join family living in other countries.

Table 4.1 Reasons for plans to leave New Zealand

Reason	Percentage (%)
Work opportunities	39
To join family	27
Better lifestyle	15
To earn more money	10
To retire	7
To study	1
Other	30

Note: Percentages add to more than 100 percent as participants could provide more than one reason.

Migration to Australia

Under the Trans-Tasman Travel Agreement (TTTA) introduced in 1973, citizens of Australia and New Zealand may freely live and work in each other's country. Trans-Tasman migration accounts for well over half of New Zealand's international migration – over the last decade, 64 percent of New Zealand citizen departures have been to Australia (Statistics New Zealand 2011).

A combination of factors is likely to explain the cyclical movement of New Zealanders to Australia, such as fluctuations in GDP growth rates, earnings relativity, employment and unemployment growth (Poot 2009). In Australia, wages are higher than in New Zealand (when adjusted for differences in living costs), but the size of the gap varies, and there are also important regional variations. The income gap between New Zealand and Australia was highest in lower-skilled jobs (Stillman 2010).

The focus groups explicitly explored factors that motivate former refugees to consider moving to Australia and factors that keep people in New Zealand.

Participants acknowledged the prevalence of migration to Australia within their communities. Most had considered moving to Australia at some stage over the last 10 years, and all those in the youth focus group intend to move to Australia in the future.

Participants overwhelmingly saw Australia as offering significant economic advantages, including the ability to get a job, have better wages, save money, buy a house, provide for family and visit family overseas.

They offered numerous anecdotes about friends and family who were able to gain employment and significantly higher wages in Australia.

> You can get paid twice as much for the same job.

> My son, he graduated Otago University but told he need New Zealand experience … he found a job through internet in Brisbane without needing experience, they only want degree.

Many participants cited people they knew who had moved to Australia and now owned their home.

> A lot of people own houses in Aussie. I don't know anyone in New Zealand who owns their own house. People are still renting.

In general, there was a sense across all focus groups that things were cheaper and easier in Australia.

> [In Australia] tax return is good there, sickness benefit, money to buy a house, money to have a child, free daycare.

> They moved to Australia. They were doing the same job that they were doing here. Now they have their own shop.

While some participants found New Zealand to be a friendlier country than Australia, they also felt Australia was more diverse.

> [Australia] is more diverse … more accepting of other people's kind of culture….

> Over there, there's a massive community, a Somali community, a Sudanese community. It's easier, even the social aspect, you feel like you're at home. You go to Somali restaurants, you feel like you're at home.

Issues related to family and the best interests of their children were the key consideration for most female participants in deciding to move to Australia or stay in New Zealand.

> I'm not going to move because my children are growing up and I want them to go to university here.

> [In Australia] you can work and look after yourself [and] you can afford to send money back home, look after your family back home. Whereas here … you still gotta send money back home … you never have the opportunity to really save … you're just living.

Participants, however, were unanimous in considering New Zealand as their home. The act of arrival and feeling accepted when they arrived made New Zealand home.

They agreed that, while Australia has more to offer economically, New Zealand is a better place to raise a family – it is safer, freer and less stressful.

> This is my country, New Zealand … my country. It's good, New Zealand. My life is here. I don't care money, I don't care money. It's a good life. A good life. Safe: everything, everything, everything, everything. Beautiful country, the people are nice.
>
> We feel home here.

5 HOUSING

Key findings

- Sixteen percent of former refugees owned or partly owned their home, with those from Vietnam being the most likely to be home owners. Home ownership was lower among former refugees than for the country as a whole.
- Almost half (47 percent) of former refugees who did not own their own home lived in a house/flat owned by Housing New Zealand Corporation.
- Former refugees from African nations were more likely to live in a Housing New Zealand Corporation property while those from non-African nations were more likely to live in a house/flat owned by a family member or to rent privately.
- Nearly three-quarters (73 percent) of former refugees were satisfied with their housing. While those aged 30–44 were the most dissatisfied, satisfaction generally increased with age.
- Former refugees who owned their own home were most likely to be satisfied with their housing, followed by those living in the home of a family member.

5.1 Introduction

The literature suggests that refugee housing experiences are often characterised by instability and vulnerability. Outcomes are influenced by government policies, the limited resources of new migrants and refugees, the policies and practices of housing providers and the search for a safe, supportive environment (Phillips 2006). The literature also identifies a lack of reliable data on the geographic mobility of refugees and new migrants and on the tenure and quality of their housing (Halango 2007).

Secure housing is important to refugees. In one British study, refugees associated satisfaction with various aspects of housing with quality of life – the more their satisfaction with housing, the better the quality of life (Peckham, Wallace, Wilby and Noble 2004). Ager and Strang (2008) found that focus group participants talked more about the social and cultural aspects of housing, including safety and security, than its physical aspects, but other research in Britain (Cebulla, Daniel and Zurawan 2010) and Australia (Australian Survey Research Group 2011) suggests that the physical attributes of housing and its proximity to work and other facilities are important contributors to satisfaction.

This chapter describes the living arrangements of former refugees including home ownership, rental distribution, accommodation costs and satisfaction with housing. It is useful to remember that nearly 70 percent of former refugees now live in Auckland, which has a particularly challenging housing market in terms of the availability and cost of housing both to rent and to own.

5.2 Home ownership

Morrison (2008) notes that 2006 marked the third successive New Zealand census in which rates of home ownership fell – 72.4 percent of all private dwellings were owned by their occupants in 1991, 70.7 percent in 1996, 67.8 in 2001 and 66.9 in

2006. Grimes and Young (2009) used data from the 2006 Statistics New Zealand's Survey of Family Income and Expenditure to compare ownership between ethnic groups. They found a much lower rate of home ownership among Māori and Pacific people in New Zealand than for Europeans and Asians, but ownership was higher for all ethnic groups than for former refugees (see Table 5.1).

Table 5.1 Home ownership in New Zealand

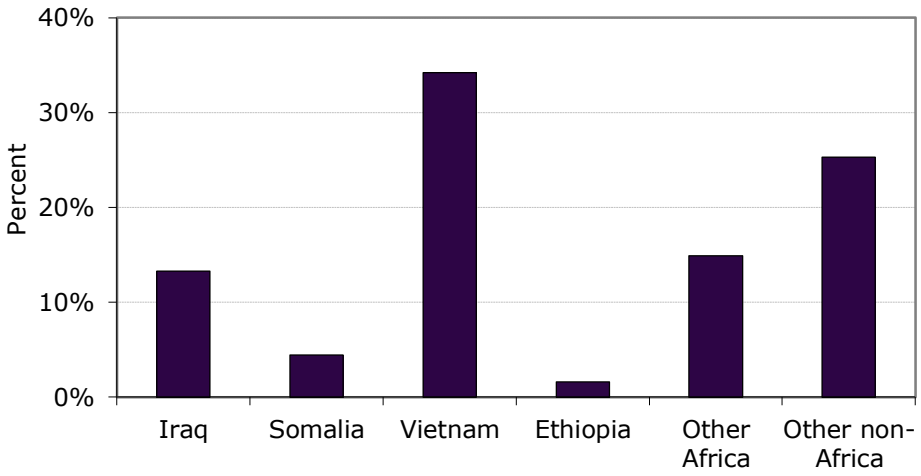
Category	Home ownership rate (%)
European	60.2
Māori	39.1
Pacific	28.8
Asian	53.5
Other	50.0
New Zealand	56.8

Source: Adapted from Grimes and Young 2009.

Sixteen percent of former refugees owned or partly owned their home.[15] Almost all had a mortgage (93 percent).

Home ownership varied by country of origin (see Figure 5.1). Former refugees from Vietnam were significantly more likely (34 percent) than former refugees from Iraq (13 percent), Somalia (4 percent) or Ethiopia (2 percent) to own or partly own their home.

Figure 5.1 Housing ownership (full or partial) by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees aged 65 and over were significantly less likely than all other age groups to own or partly own the house or flat that they live in (see Table A5.1).

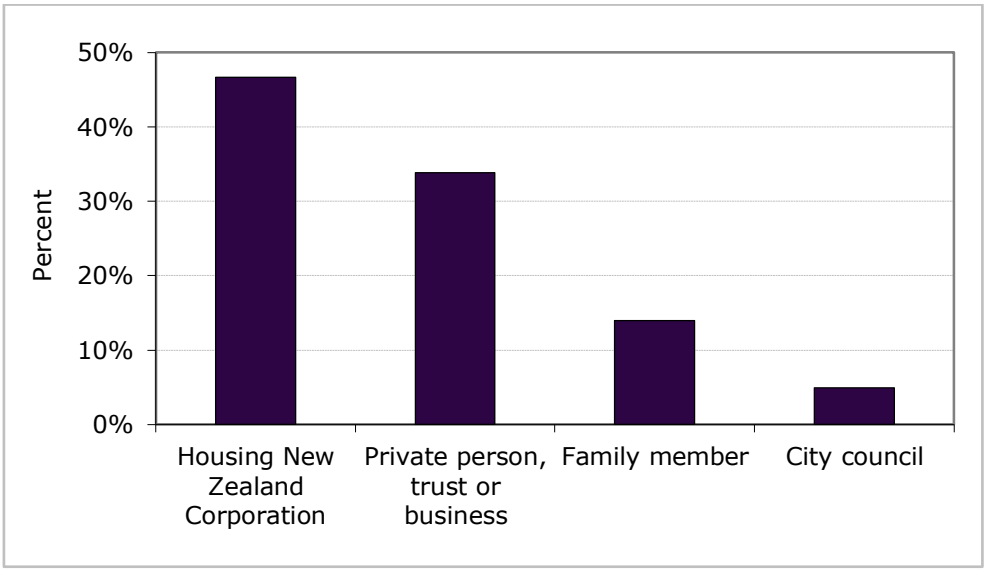
Former refugees living in Auckland were no less likely to own a house than those living in other centres.

[15] When age adjusted to the New Zealand population, the proportion of former refugees owning their own home was almost unchanged at 14 percent.

5.3 Rental distribution

Overall, 84 percent of former refugees lived in a house/flat that was owned by someone else. Figure 5.2 shows that the largest proportion of these (47 percent) lived in a house/flat owned by Housing New Zealand Corporation. One-third (34 percent) lived in a house/flat owned by a private person, trust or business.

Figure 5.2 Rental distribution



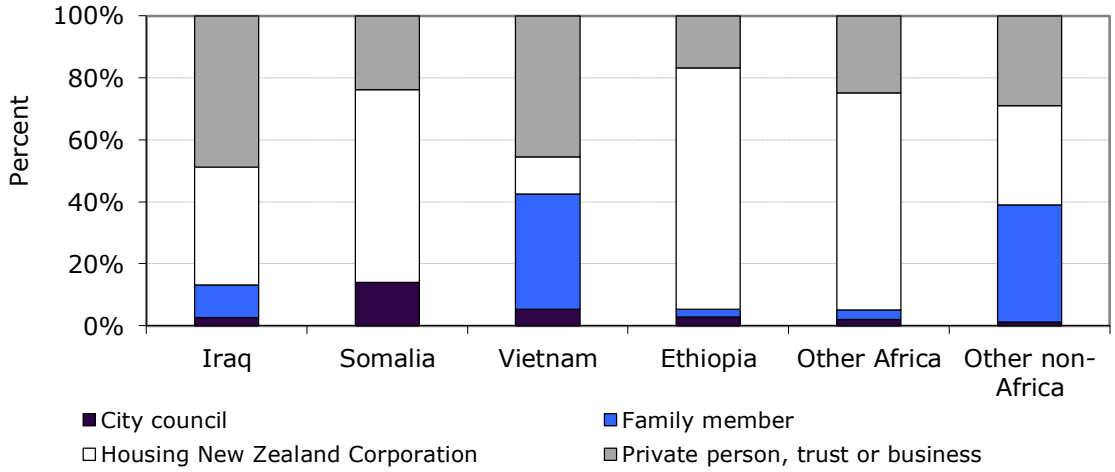
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees from Ethiopia (76 percent) and other African countries (69 percent) were significantly more likely to live in a house/flat owned by Housing New Zealand Corporation (HNZC) than those from Iraq (38 percent), other non-African countries (32 percent) and Vietnam (12 percent).

Those from Iraq (49 percent) were more likely to live in a home owned by a private person, business or trust than those from Somalia (24 percent), other African countries (24 percent) and Ethiopia (16 percent).

Former refugees from other non-African countries (38 percent) and Vietnam (37 percent) were significantly more likely to live in a house/flat owned by a family member than former refugees from other countries (Figure 5.3).

Figure 5.3 Rental distribution by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

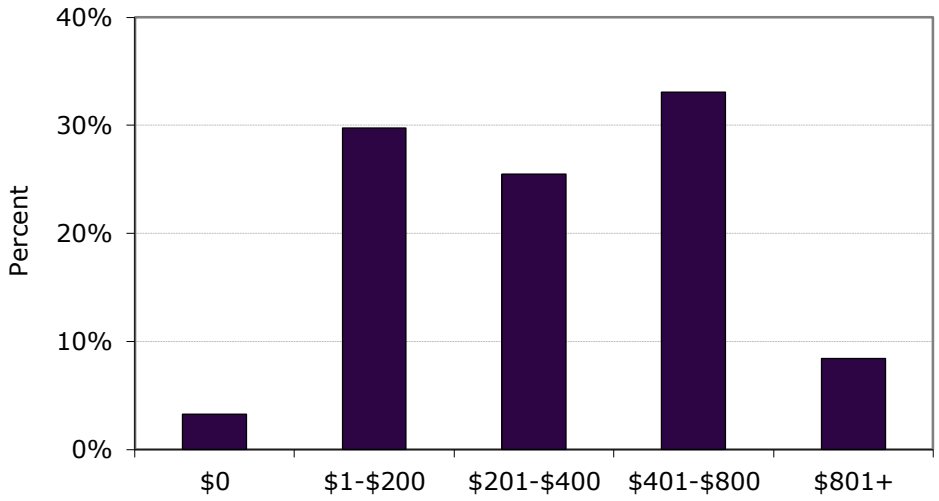
Thirty-eight percent of those aged 65 and over lived in a house/flat owned by a family member, significantly more than those aged 45–64 (12 percent) and 30–44 (7 percent) (see Table A5.2).

5.4 Cost of accommodation

The Refugee Voices research (New Zealand Immigration Service 2004) found that refugees had difficulty finding suitable housing due to cost, a lack of English language ability and problems finding large enough houses. The Australian Survey Research Group (2011: 41) also found that cost was a significant barrier to Humanitarian migrants finding accommodation, followed by a lack of appropriate accommodation.

The cost of accommodation (in the form of rent or mortgage payments) varied greatly, with almost one in three former refugees paying between $1 and $200 per fortnight, while a third paid between $400 and $800 per fortnight (Figure 5.4). The average fortnightly payment was $425.

Figure 5.4 Fortnightly rent or mortgage payments



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

There were large differences in the average rent/mortgage paid by the type of housing people were living in. Those who owned their own house (and were therefore paying a mortgage) had the highest fortnightly payments at $834. Those renting from a private person, trust or business were paying $559 a fortnight and those renting from Housing New Zealand Corporation $222 a fortnight.

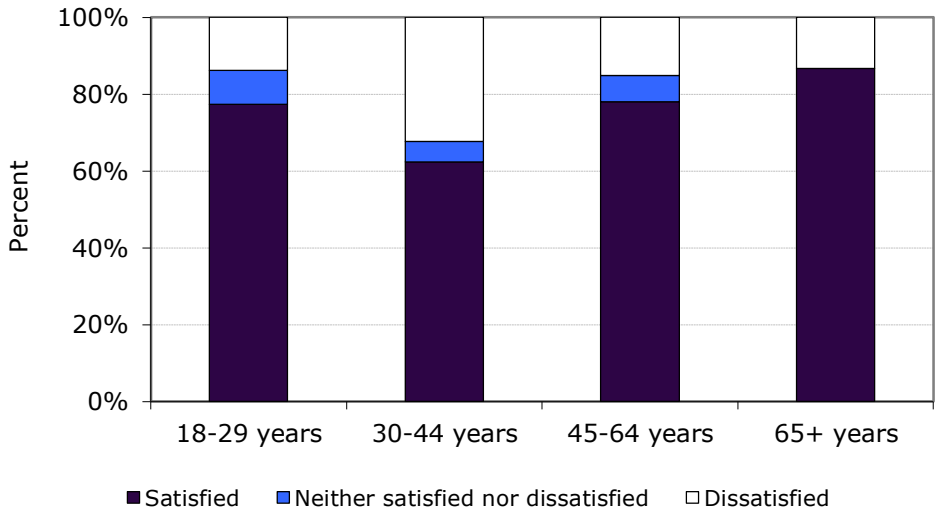
5.5 Satisfaction with housing

Nearly three-quarters of former refugees (73 percent) said they were very satisfied or satisfied with their housing. Only 21 percent were dissatisfied or very dissatisfied. These findings are similar to an Australian study that focused on satisfaction with size and proximity to shops and other facilities (Australian Survey Research Group 2011) and higher than for a study in Scotland, where only half of refugees were satisfied or very satisfied with their accommodation (Mulvey 2011: 15).

Gender and country of origin do not seem to be significant factors in housing satisfaction levels. This differs from the Scottish study where levels of satisfaction with accommodation were lower among women than men (Mulvey 2011: 15).

There was a relationship between ageing and satisfaction with housing (see Figure 5.5), with those aged 65 and over (87 percent) significantly more satisfied than those aged 45–64 (78 percent) or 30–44 (62 percent).

Figure 5.5 Satisfaction with housing by age

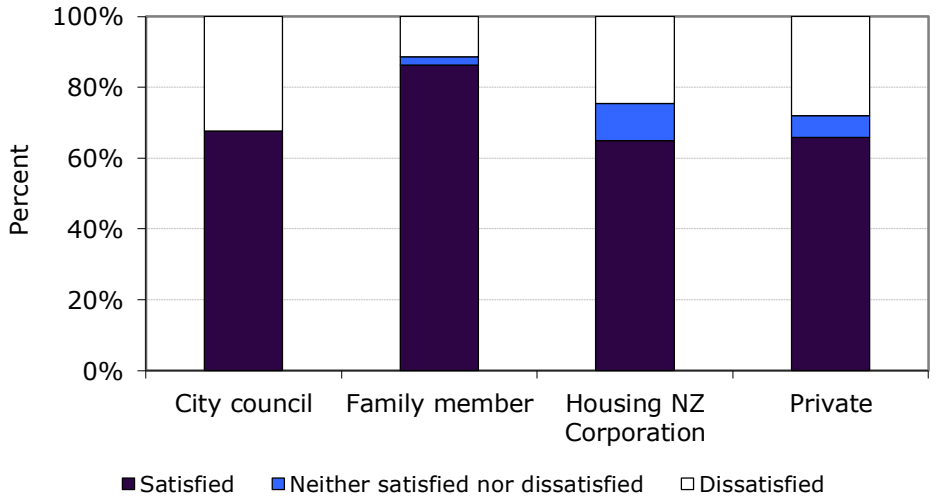


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

As may be expected, former refugees who owned their own home were significantly more likely to be satisfied with their housing than those who did not (95 percent compared to 68 percent) (see Table A5.3).

Those living in the home of a family member (85 percent) were more satisfied than those living in private (66 percent) or Housing New Zealand Corporation (65 percent) accommodation (see Figure 5.6).

Figure 5.6 Satisfaction with housing, by rental distribution



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

6 LANGUAGE AND EDUCATION

Key findings

Language and literacy

- Proficiency in English is a key facilitator of refugee integration. It helps people to access paid work, education, higher incomes and wider personal relationships and provides a feeling of belonging.
- Only 9 percent of former refugees spoke English well or very well on arrival. After 10 or more years in New Zealand, over two-thirds spoke English well or very well.
- Watching television, having English-speaking friends and being in an English-speaking context, such as a school, university or workplace, helped the former refugees learn English.
- Older people and mothers with children found it harder to learn and practise English. Cost, transport, childcare and service location were barriers to language acquisition.
- Only 5 percent of former refugees were illiterate in any language including their own. Those aged 65 and over were considerably more likely to be illiterate than young people.
- 30 percent of former refugees including three-quarters of those aged 65 and over were unable to read and write in English.
- Twenty-nine percent of former refugees needed an interpreter or someone else to help them with English language. The proportion needing an interpreter increased with age.
- Former refugees from Vietnam were significantly more likely to need help with interpreting than those from other countries.

Education

- Education creates significant opportunities for employment and for wider social connection.
- At the time of the survey, a third of former refugees had no formal education or only primary schooling and a third had secondary schooling. A third had a post-secondary qualification. By comparison, the proportion of New Zealand population as a whole who had a post-secondary qualification is estimated at 58 percent.
- Former refugees aged 18–29 were significantly more likely than every other age group to have gained a bachelor's qualification or a post-graduate degree as their highest qualification (27 percent). This compares to 23 percent for the overall population in New Zealand.
- Those aged 65 and over were significantly more likely to have received no formal education (53 percent compared to 15 percent overall).

6.1 Introduction

Ager and Strang (2004a) suggest that access to education is a significant marker of integration and also a major means towards this goal. Education creates significant opportunities for employment and for wider social connection as well as for language learning. Host language proficiency, on the other hand, is identified as a

key facilitator of refugee integration (Ager and Strang 2008), and the literature is clear that a lack of proficiency in the host language is a major barrier to employment and accessing training. It can also be a barrier to making friends outside the ethnic community and to accessing health and other services. Women with young children and older people face particular challenges in accessing language classes. Older refugees often face a sudden and severe loss of independence due to their inability to speak the language of the host country. They may remain dependent on help with even the smallest tasks and for transport (McMillan and Gray 2009: 31). This chapter provides information on English language acquisition as well as education.

6.2 Language

English language fluency was identified by former refugees as one of the three most important factors in the settlement process (Gatt Consulting 2009). It helped people to access paid work, education, higher incomes and wider personal relationships and provided a feeling of belonging. Being fluent in English was a sign of being well settled. Not being able to speak the host language is not only a barrier to economic integration, but also to social interaction and full participation (Ager and Strang 2008). Lack of English brings isolation and reliance on others. Women with young children and older people, in particular, face challenges accessing language classes (McMillan and Gray 2009).

Research shows that both age and length of residence have a significant impact on fluency in the host language. A study of Humanitarian arrivals in Australia showed that younger people were more likely to speak, read and write English at a higher level than older age groups (Australian Survey Research Group 2011). In addition, English-speaking proficiency increased over time – two out of five Humanitarian entrants who had lived in Australia less than 2 years could speak English well or very well compared to 56 percent who had lived in Australia between 4 and 5 years.

This section presents information on former refugees' ability to speak English both on arrival and at the time of the survey, literacy levels, what has helped former refugees most improve their English proficiency and use of interpreters. It also presents findings from the focus groups on barriers and facilitators to learning English.

Speaking English

Refugee Voices (New Zealand Immigration Service 2004) found that, while only 12 percent of former refugees could speak English well or very well on arrival, this had increased to 50 percent after 5 years. This figure is almost the same as for Humanitarian entrants who had been in Australia for up to 5 years (47 percent) (Australian Survey Research Group 2011: 12).

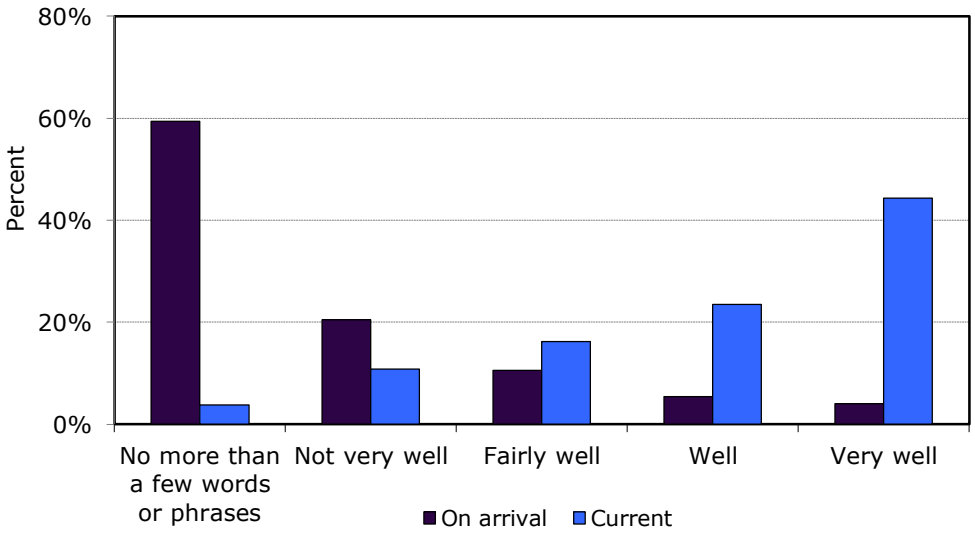
Participants were asked to rate their ability to speak English on arrival in New Zealand as well as their current ability to speak English.

Eighty percent of former refugees had limited ability to speak English on arrival, with 59 percent speaking no more than a few words or phrases and 21 percent

saying that they did not speak English very well. Only 9 percent spoke English well or very well on arrival.

After more than 10 years in New Zealand, former refugees had significantly improved their ability to speak English (see Figure 6.1). Over two-thirds (68 percent) currently spoke English well or very well, while only 4 percent currently speak no more than a few words or phrases.

Figure 6.1 Ability to speak English: on arrival and current ability



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

We did further analysis on those who came to New Zealand over the age of 13 speaking either 'no more than a few words or phrases' or speaking English 'not very well'. Of these, half (51 percent) were now speaking English well or very well – they could "now talk about almost anything or many things in English". A quarter (25 percent) were now talking English fairly well, and 23 percent were still only able to talk about basic or simple things in English or speak no more than a few words or phrases.

The group who could still only speak about basic or simple things in English were significantly more likely to be:

- women – 29 percent (compared to 17 percent for men) (see Table A6.1)
- Vietnamese – 45 percent (see Table A6.2)
- older – 88 percent of those aged 65 and over (see Table A6.3).

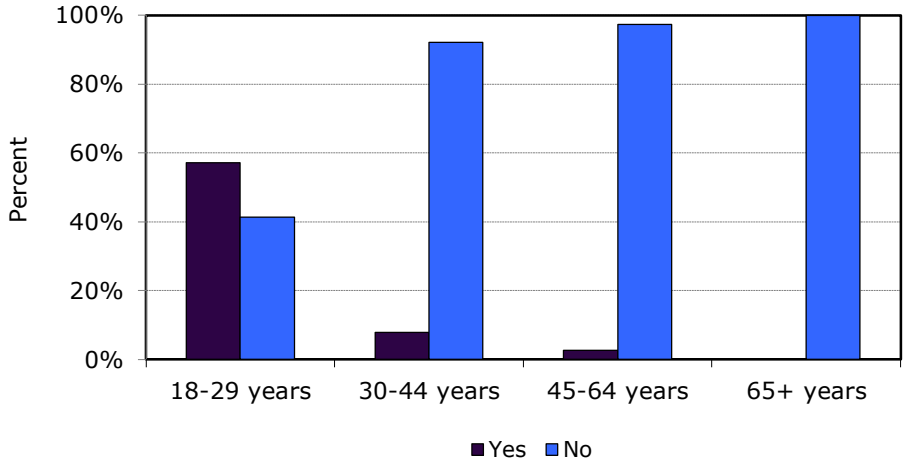
The Australian study came to similar conclusions, noting that, while the proportion of Humanitarian entrants who did not speak English at all halved over a 5-year period, it decreased slowly, suggesting that most of those who speak no English after 5 years will probably stay that way for some time (Australian Survey Research Group 2011: 12).

Language skills

Participants were asked what languages they could speak, which they spoke best and the languages they normally spoke at home and could use for most everyday things. They were also asked in what languages they could read and write. One in five former refugees (21 percent) spoke English best. Not surprisingly, this varied significantly by age, with over half of 18–29 year olds (57 percent) saying they spoke English as their best language, compared to only 8 percent of those aged 30–44 and 3 percent of those aged 45–64. No one over the age of 65 spoke English as their best language (see Figure 6.2).

There were no differences by gender or country of origin in terms of those who spoke English as their best language.

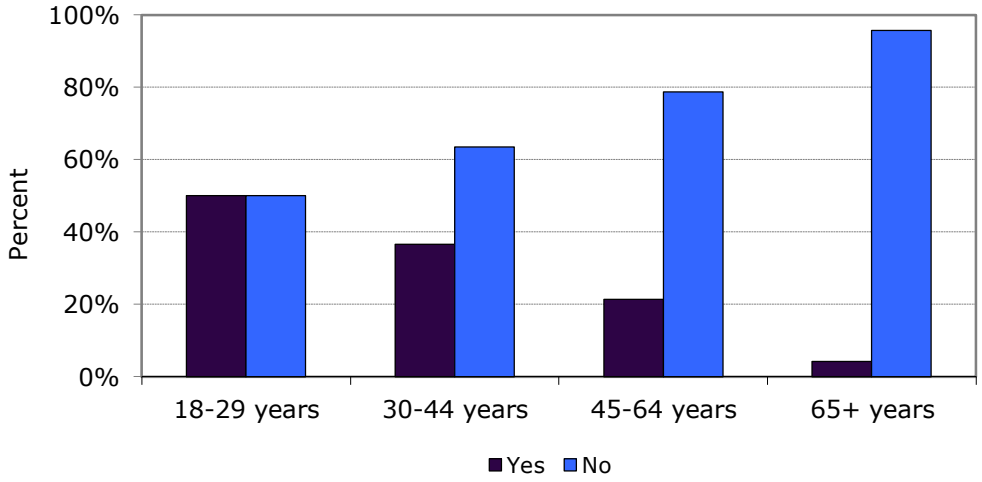
Figure 6.2 English as their best language by age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

A third of former refugees spoke English at home (34 percent), but again, this differed significantly by age. Figure 6.3 shows that those aged 18–29 were the most likely to speak English at home (50 percent), with the proportion decreasing with increasing age. Only 4 percent of those over 65 spoke English at home.

Figure 6.3 Former refugees who speak English at home by age



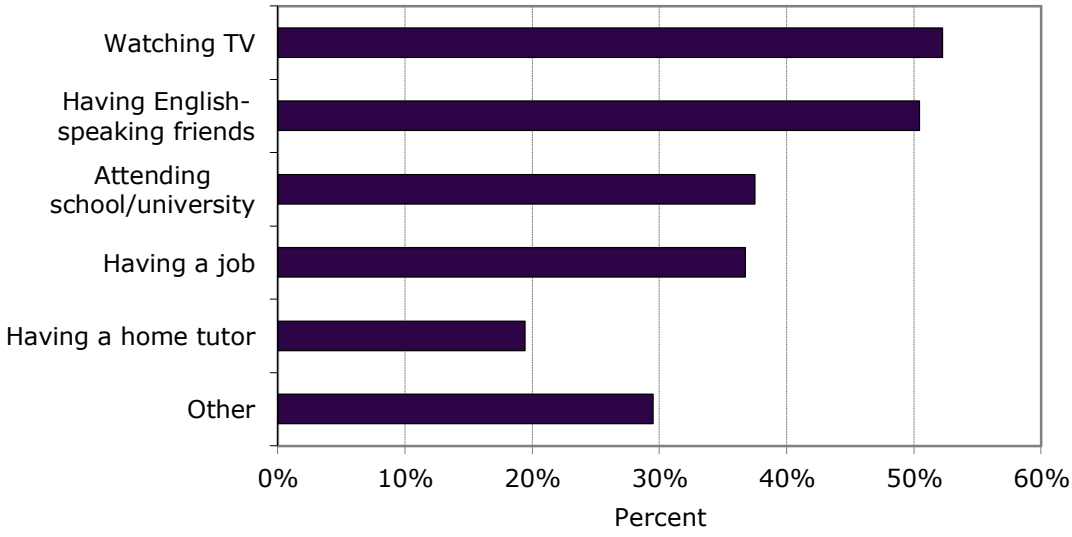
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Three-quarters of former refugees could use English for most everyday things (78 percent), with most 18–29 year olds saying they could do so (93 percent). This was significantly higher than for those aged 45–64 (68 percent) and 65 and over (25 percent) (see Table A6.4).

What helped most to improve English

Participants were asked to say what had helped most to improve their English since they arrived in New Zealand. Figure 6.4 shows that, for around half of former refugees, watching television or having English-speaking friends had helped improve their English. Over a third said that attending school/university in New Zealand or having English-speaking friends was most helpful in improving their English.

Figure 6.4 What helped most to improve English



Note: Participants were able to indicate multiple categories – responses total more than 100 percent.

Men were significantly more likely than women to say that having a job had helped improve their English (45 percent compared to 26 percent). On the other hand, women were more likely than men to say that having a home tutor was most helpful (28 percent compared to 13 percent) (see Table A6.5).

There were significant differences by age (see Table A6.6). Those aged 18–29 were more likely to say that:

- attending school or university had helped them most improve their English (81 percent compared to 38 percent overall)
- having New Zealand friends had helped improve their English (66 percent compared to 50 percent overall).

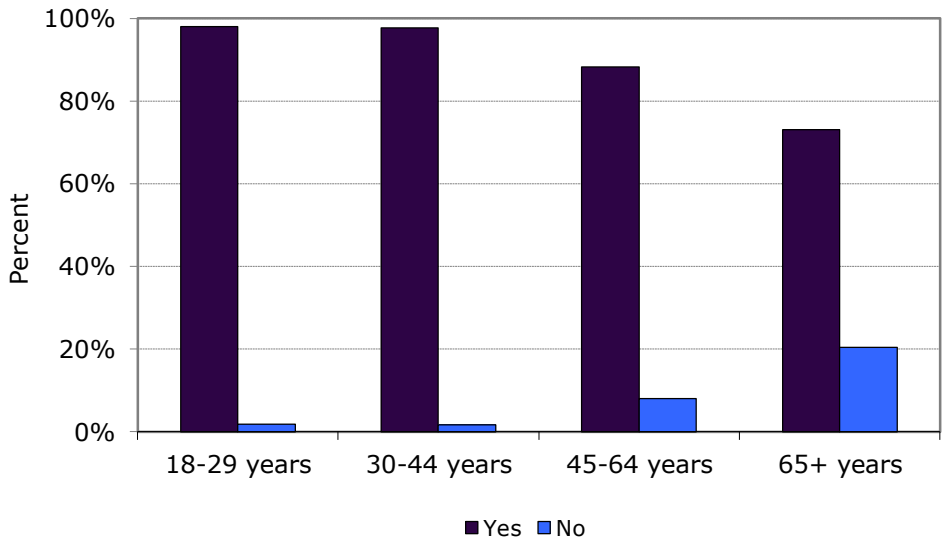
Those aged 30–44 were significantly more likely to say that having a job had helped improve their English (51 percent compared to 37 percent overall).

Literacy

This section provides information on literacy – the proportion of former refugees who were able to read and understand a newspaper article and write a personal letter. It examines literacy in any language as well as in English.

Only 5 percent of former refugees were illiterate in any language including their own. This varied significantly by age. Those aged 65 and over (20 percent) were considerably more likely than those aged 18–29 (2 percent) and 30–44 (2 percent) to be illiterate (see Figure 6.5). In addition, 7 percent of those aged 65 and over said they did not know whether they were able to read or write.

Figure 6.5 Former refugees' rates of literacy by age



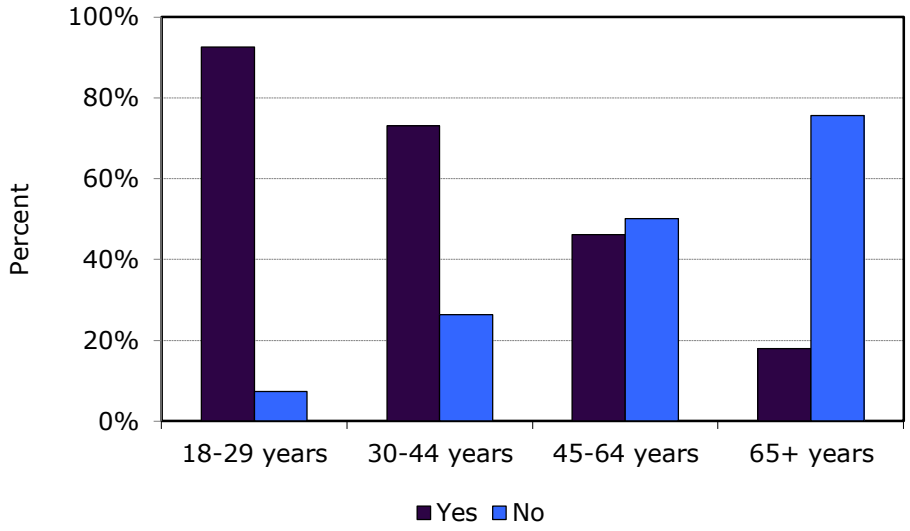
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

We analysed the data further to find out who could and could not read a newspaper article or write a letter in English. Two-thirds of former refugees were literate in

English (68 percent), while 30 percent were illiterate. There were significant differences in English literacy by age and country of origin but not by gender.

Figure 6.6 shows that those who were aged 18–29 had the highest literacy rates (93 percent), with only 7 percent saying they could not read or write in English. A quarter of those aged 30–44, half of those aged 45–64 and three-quarters of those aged 65 and over could not read or write in English.

Figure 6.6 English literacy rates by age

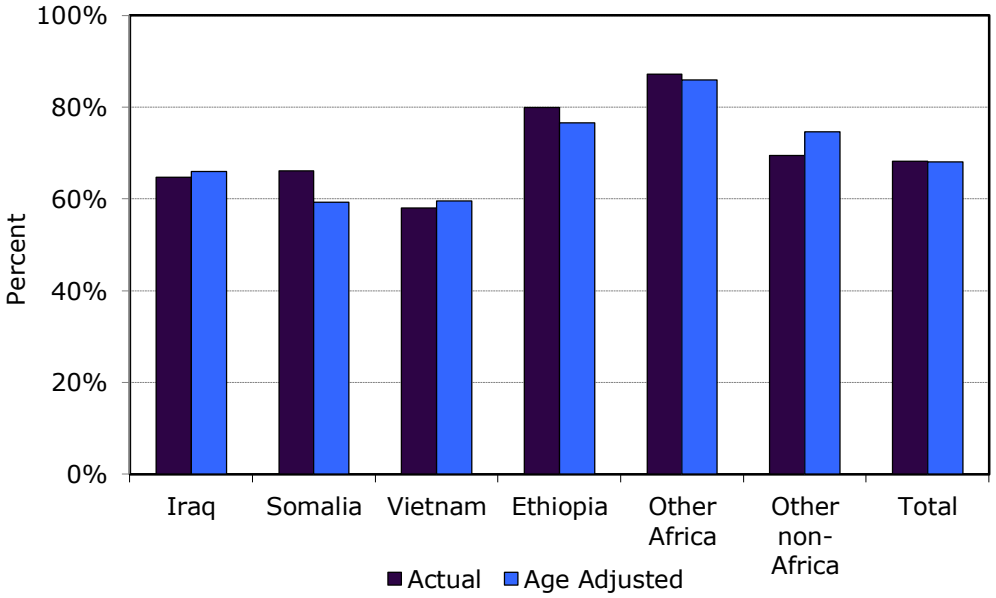


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees from Ethiopia and other African countries were significantly more likely to be literate in English (80 percent and 87 percent respectively) than those from Vietnam (58 percent) and Iraq (65 percent).

Figure 6.7 shows that, when age differences were removed, former refugees from Ethiopia no longer had significantly higher literacy rates than those from Vietnam or Iraq, but they now did have significantly higher literacy rates than former refugees from Somalia (77 percent compared to 59 percent). Former refugees from other African countries had higher literacy rates (86 percent) than those from Iraq (66 percent), Somalia (59 percent) and Vietnam (60 percent) once age differences were taken into account.

Figure 6.7 English literacy rates by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Use of interpreters

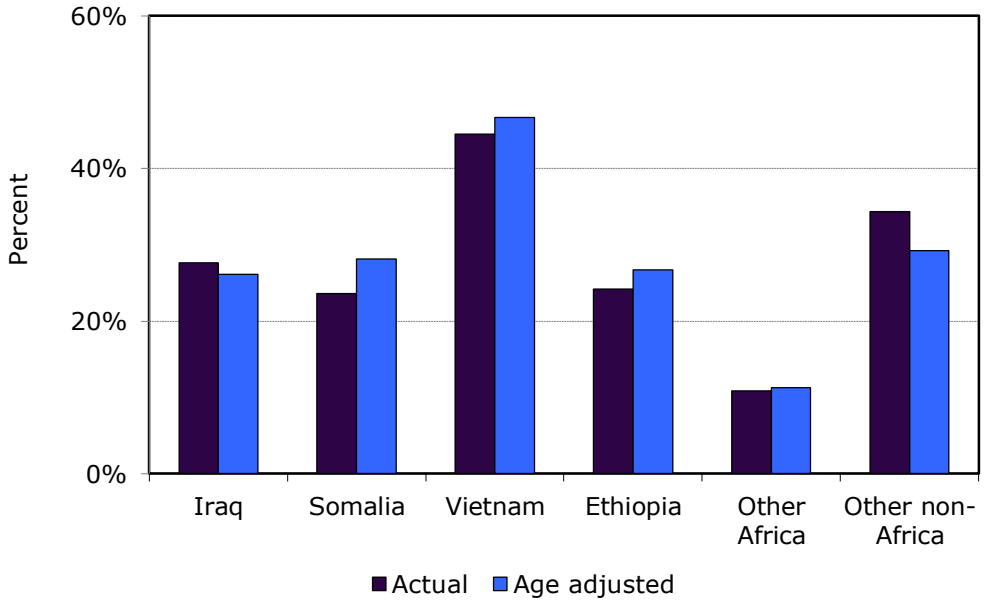
Refugee Voices (New Zealand Immigration Service 2004) found that the proportion of former refugees who needed help with translation and interpreting English decreased with length of time in New Zealand. Eighty-three percent of former refugees who had been in New Zealand for 6 months had needed help with interpreting or translation, compared to 48 percent of those who had been in the country for 2 years. One-third of those who had been in New Zealand for 5 years had needed help with interpreting or translation in the past year.

Twenty-nine percent of former refugees in the current survey had needed an interpreter or someone else to help them with English language in the past 12 months. Not surprisingly, only 2 percent of those aged 18–29 had needed help with interpreting compared to 29 percent of those aged 30–44, half of those aged 45–64 and 81 percent of those aged 65 and over (see Table A6.7).

Former refugees from Vietnam were significantly more likely to have needed help with interpreting (44 percent) than former refugees from Somalia (24 percent), Ethiopia (24 percent) and other non-African countries (11 percent).

Figure 6.8 shows that, when the effects of age were removed, former refugees from Vietnam were significantly more likely (47 percent) to have needed an interpreter than those from every other country, with the exception of other non-African countries. Differences between Vietnam that were previously non-significant became significant once the effects of age were removed.

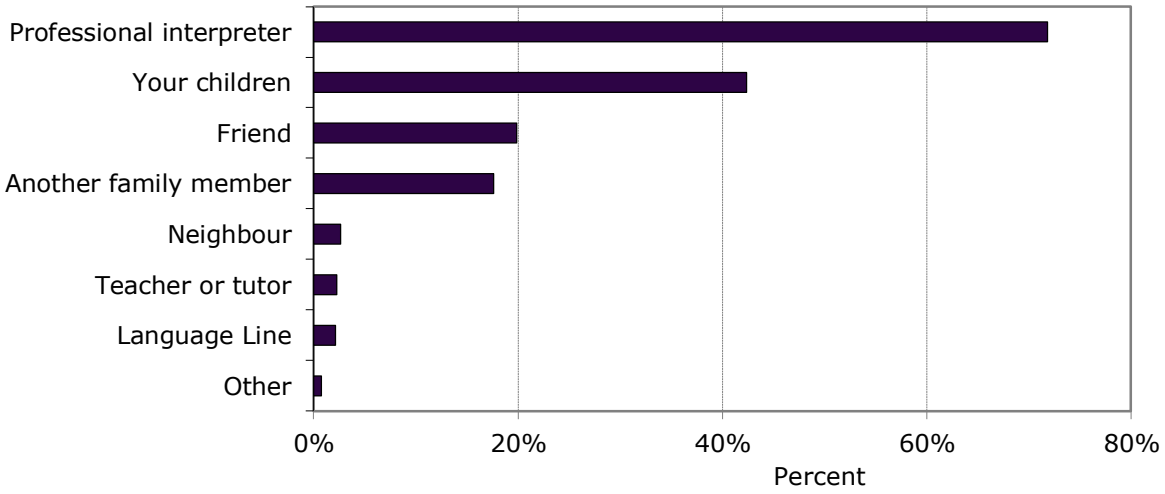
Figure 6.8 Use of an interpreter by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Figure 6.9 shows that former refugees most commonly used a professional interpreter (72 percent) followed by their children (42 percent). Only 2 percent had used Language Line to help with interpreting in the previous 12 months.

Figure 6.9 Who former refugees used as an interpreter in the last 12 months

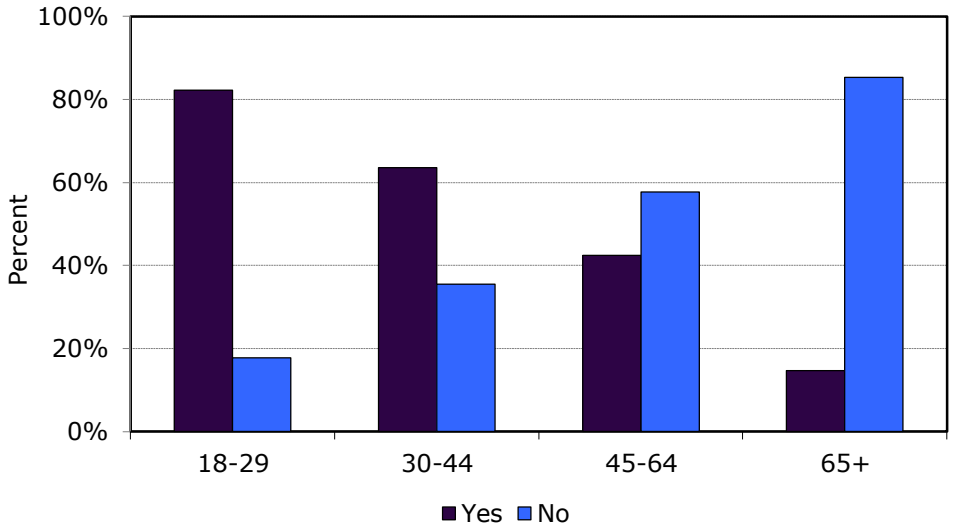


Gender made no difference to who former refugees had used as an interpreter, but there were some differences by age. For example, no one aged 18–29 had used a child, another family member or a friend to help interpret over the last 12 months, while former refugees aged 45–64 were more likely than those aged 30–44 to have used their children to help interpret for them (59 percent compared to 21 percent).

Most former refugees (60 percent) had helped somebody else by interpreting or helping with the English language. Offering help differed by age. Figure 6.10 shows

that 82 percent of former refugees aged 18-29 and two-thirds of those aged 30–44 (64 percent) had provided interpreting or help with English in the past 12 months.

Figure 6.10 Help others interpreting by age

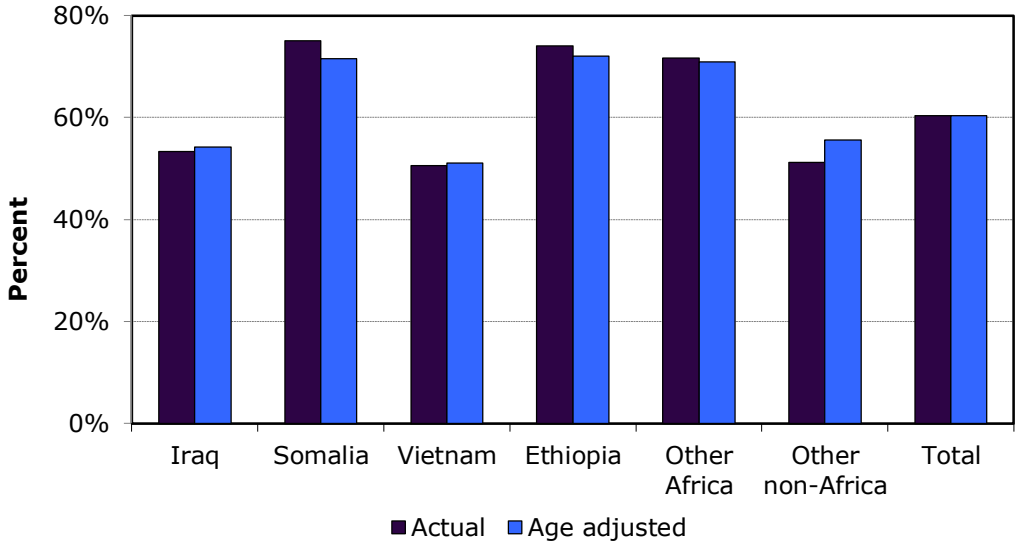


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees from Somalia and Ethiopia were significantly more likely than those from all other countries except other African countries to have helped someone else with interpreting.

Figure 6.11 shows that, when the effects of age were removed, differences between Somalia and other countries in providing interpreting help were no longer significant. Former refugees from Ethiopia were significantly more likely (72 percent) than those from Iraq (54 percent) and Vietnam (51 percent) to have helped someone with interpreting in the past 12 months. Differences between Ethiopia and other non-African countries were no longer significant.

Figure 6.11 Help others interpreting by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Satisfaction with ability to speak English

Three-quarters of former refugees were very satisfied or satisfied (76 percent) with their ability to use English. Only 13 percent were dissatisfied or very dissatisfied.

Satisfaction levels were not related to gender or country of origin, but they were significantly associated with age and level of English ability. Former refugees who were younger and who rated their ability to speak English as well or very well were most likely to be satisfied (see Table A6.8).

6.3 Focus group findings

Most focus groups participants arrived in New Zealand with little or no English. In the early years, most accessed basic English language services, the most common being English for speakers of other languages (ESOL) home tutors and/or ESOL classes, with ESOL home tutors being the favoured service. Participants least likely to access English services were mothers, elders and refugees from Vietnam.

After attaining a basic level of English, many participants reached a plateau in their learning, with few progressing to more advanced classes. Elders and women with children relied on family and/or community members to provide translation and help with communication in daily life.

Participants across all focus groups continued to find English a barrier to full participation in life in New Zealand. Although they experienced this to varying degrees, almost all would like to improve their English.

> Being a second language, it's always going to be a struggle.

Factors that influence English acquisition

Age

Age on arrival is a significant factor in learning English. Participants from the youth focus group said that they picked up English quickly, while older people found it more difficult. On arriving in New Zealand, youth were submerged in English through the New Zealand school system, with regular ESOL classes as part of their curriculum. They had ample opportunity to interact with other English speakers.

> For me, picking up English was real easy … being submerged in the culture [through school] you kind of pick it up as you go.

Older people, however, were more isolated and less confident, with fewer opportunities to learn and practise English. As a result, they often relied on young people to interpret for them, especially in the early years.

> It's kinda hard explaining [health] things cause you don't know what it is, so you just tell them "you're sick".

Gender

Female participants found learning English particularly challenging. Mothers, especially those with young children, found it hard to access English services, as they are often restricted to the home and cannot afford childcare.

> Young mothers, they are isolated, they are staying home … they can't go for school, they can't help their children with homework, they are always stressed.

Practical issues

Participants identified a number of practical barriers to learning English. While most entry-level English services are free, most courses at the next level are not. Many participants could not afford course costs and could not or did not want to take out a loan for fear they could not pay it back and/or for religious reasons. Participants expressed concern about the reduced availability of free classes.

Transport was a particular barrier for mothers and older people. Women with children can be housebound through not owning a car and/or not knowing how to drive. Older people often cannot drive and lack the confidence to take public transport to classes. Access to childcare was a significant barrier for women with children due to the associated costs.

Cultural issues

Participants also raised cultural issues that can act as a barrier to learning English. English language service providers' sensitivity to and understanding of the refugee context could affect participants' willingness and ability to learn. Youth, in particular, sometimes felt that their lack of English was treated as a lack of intelligence. In contrast, participants who had accessed ESOL home tutors found it a positive experience, in part, because they felt that the home tutors were interested in and understood the refugee experience.

Youth were concerned about balancing learning English against maintaining their mother tongue.

> You can speak English … and it takes over your other language and you end up speaking English to your parents and they don't like that.

English language service levels and pathways

Most participants said that the English services they accessed were often only available for 1 hour per week. This was not long enough to gain momentum with learning and see real progress.

Participants highlighted a range of difficulties in accessing advanced services including cost, service availability and service location. Some felt pressured by Work and Income New Zealand to focus on finding work rather than improving their English.

> When I had some [English], I was pretty much told to go out into the workforce. I would have loved to stay more. If I had the opportunity to improve my English, it would have made life easier for me.

Although the pathway to learning English is most established for youth, they still find it difficult to develop written skills and often use foundation/bridging courses as a way to progress.

Employment

Across all focus groups, employment was perceived as a key facilitator to learning English. Those who were not working felt trapped because, although a job would help them improve their English language skills, they lacked enough English to get a job.

> It's not enough to just go and study English unless we mix with people and use it … mixing with people would be through the job … if we worked, we would learn more English … but no chance.

To mitigate the language barrier, many men took jobs that do not require high English levels, for example, driving a taxi. While this provided employment, opportunities to learn English were limited, and as a consequence, improvements in English levels were modest. Vietnamese participants in particular focused on gaining employment rather than actively learning English.

> Takeaways, family business where you don't need English, picking mushroom, that's where most refugees from Vietnam start, they use it as a base.

6.4 Education

Research suggests that, for refugees, education is one of the most strongly associated determinants of economic status (McMillan and Gray 2009). Former refugees themselves identify education, particularly post-school education, as a sign of successful integration (Gatt Consulting 2009). Education helps to increase language ability, improve skills and build stronger networks with people. Having

little previous education, being older, lack of recognition of overseas qualifications and needing to care for family all reduce learning opportunities. Post-school courses provide some participants with their first connection to the local labour market and employment.

This section provides information on former refugees' educational achievements, including highest qualifications and whether qualifications were completed in New Zealand or overseas. It also explores satisfaction with education levels.

Highest qualification

In 2008, the New Zealand General Social Survey[16] showed that 58 percent of the adult population in New Zealand aged 25–64 had a post-school qualification – 21 percent had gained a level 1–4 post-school vocational certificate, 14 percent had a diploma, 13 percent had gained a bachelor's degree and 10 percent had a post-graduate qualification (Scott 2010). The Ministry of Social Development Social Report, which draws on the Household Labour Force Survey statistics, notes a rapid increase in those gaining a bachelor's degree or higher qualification in New Zealand from only 8 percent in 1991 to 22 percent in 2009 (Ministry of Social Development 2010).

Table 6.1 shows the highest level of education former refugees had gained in New Zealand and/or overseas (this was the highest level at the time of the survey). Overall, 15 percent had no formal education, while 17 percent had only received primary schooling. However, over one-third of former refugees (36 percent) had gained a qualification at a post-secondary school level (compared to 58 percent for the New Zealand population as a whole).

Table 6.1 Highest level of education

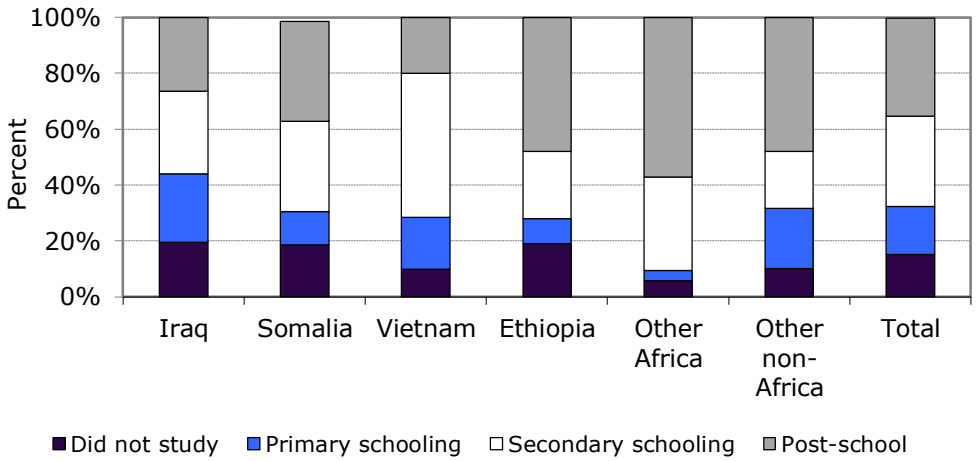
Education	Percentage (%)
No formal education	15
Primary schooling	17
Secondary schooling	32
Post-secondary	
- Vocational level	22
- Bachelor's level	11
- Post-graduate level	3
Total	**100**

Former refugees aged 18–29 were significantly more likely than every other age group to have gained a bachelor's qualification (22 percent), and 5 percent had a post-graduate degree as their highest qualification (compared to 23 percent for the overall population in New Zealand who had a bachelor's degree or higher). Those aged 65 and over were significantly more likely to have received no formal education (53 percent compared to 15 percent overall) (see Table A6.9).

[16] The first New Zealand General Social Survey (NZGSS) was conducted between April 2008 and March 2009 and surveyed over 8,700 New Zealanders aged 15 and over.

Figure 6.12 shows that former refugees from Ethiopia (48 percent), other African countries (57 percent) and other non-African countries (48 percent) were significantly more likely to have completed a qualification at a post-school level than those from Iraq (26 percent) and Vietnam (20 percent). Conversely, former refugees from Iraq (20 percent), Somalia (19 percent) and Ethiopia (19 percent) were significantly more likely than those from other African countries (6 percent) not to have undertaken any formal education.

Figure 6.12 Qualifications completed by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Study in New Zealand or overseas

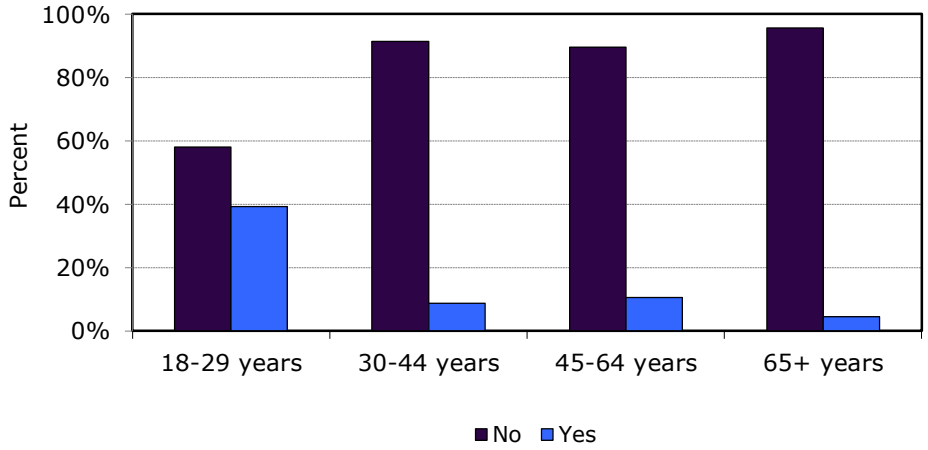
Around a third of former refugees had undertaken at least some of their schooling in New Zealand (31 percent). Not surprisingly, nearly all of those aged 18–29 had done so (92 percent).

Most former refugees with post-school qualifications had gained these in New Zealand. Eighty-five percent of those with a vocational qualification, 82 percent of those with a bachelor's degree and 90 percent of those with a post-graduate qualification had done so. This includes those who were currently studying towards this qualification.

Currently studying

Eighteen percent of former refugees had studied in the 7 days prior to taking part in the survey. Not surprisingly, those aged 18–29 were significantly more likely than all other age groups to have studied (39 percent) (see Figure 6.13).

Figure 6.13 Former refugees who had studied in the last 7 days by age



Satisfaction with education or qualifications

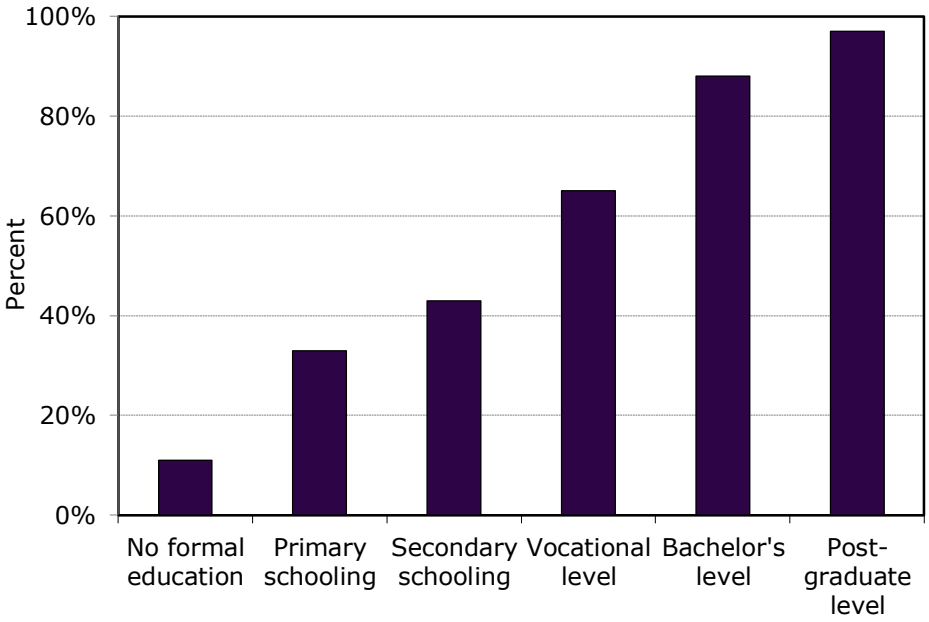
Nearly half of former refugees (48 percent) were either very satisfied or satisfied with their education or qualifications. A quarter (25 percent) were dissatisfied or very dissatisfied. Six percent answered 'don't know' to this question.

Former refugees aged 18–29 were significantly more satisfied with their education and qualifications than every other age group (69 percent). Two out of five former refugees aged 65 and over answered 'don't know' to this question.

Former refugees from Somalia (64 percent) and other African countries (61 percent) were more likely to be satisfied with their education and qualifications than those from Ethiopia (33 percent) (see Table A6.10).

Figure 6.14 shows that their satisfaction increased with level of highest qualification. Only 11 percent of those with no formal education and 33 percent of those with only primary schooling were very satisfied or satisfied with their education. In comparison, most of those with a bachelor's qualification (88 percent) or post-graduate qualification (97 percent) were satisfied or very satisfied with their education or qualifications.

Figure 6.14 Satisfaction with education by highest qualification



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

7 EMPLOYMENT AND INCOME

Key findings

Overall

- Employment provides former refugees with an income, a social context and identity. Refugees themselves identify employment as pivotal to the process of settlement and integration.

Employment prior to arrival

- Nearly two-thirds (62 percent) of those aged 13 and over on arrival had worked prior to coming to New Zealand – a third in labouring occupations, 18 percent in technician and trade occupations and 15 percent in professional occupations. Twelve percent were housewives, and 11 percent were students.

Employment since arrival

- Seventy-three percent of former refugees had worked in a paid job since their arrival in New Zealand, with men more likely to have done so than women.
- Women aged 18–29 were most likely to have worked at some stage in New Zealand (90 percent), but only a third of women aged 45–64 and 17 percent of those aged 65 and over had done so.
- For nearly half, their first paid job was as a labourer (47 percent), for 18 percent, it was as a sales worker, and 3 percent worked in a professional occupation (none reported working as a manager).
- Of those currently working, 23 percent were in technician and trades occupations, 18 percent were labourers, 13 percent were community and personal service workers, 13 percent were sales workers and 11 percent worked as a manager or in a professional occupation.
- Forty percent got their current job through friends and relatives, 18 percent had answered a job advertisement, 16 percent had contacted an employer and 16 percent had used other avenues such as self-employment.
- Fourteen percent of former refugees aged 18–64 had been made redundant, lost their main job or had their hours or overtime reduced in the past 6–12 months.

Activity in the 7 days prior to the survey

- Overall, 42 percent of working-age former refugees had worked in the previous 7 days as their main activity – 55 percent of men did so compared to 27 percent of women. This compares to 73 percent of the New Zealand population aged 15–64 who were employed in the year ended December 2009 (Ministry of Social Development 2010), with women being less likely than men to be employed (67 percent compared to 79 percent).
- Former refugees from Somalia were most likely to have been seeking work (28 percent), while those from Vietnam were least likely to have been doing so (10 percent).

- Overall, 43 percent of former refugees had been involved in some form of unpaid work in the 7 days prior to the survey. Women were significantly more likely than men to have done so, as were those aged 30–44 and 45–64.
- Former refugees from Somalia were significantly more likely than those from every other country to have been involved in unpaid work in the past 7 days, once age differences were taken into account.

Income

- Around two-thirds of participants were willing or able to specify their normal weekly income, which varied from none to a maximum of $1,700 per week. The average weekly personal income was $381. This compares to an average weekly income of $687 for the New Zealand population aged 15 years and over in the June quarter 2010 (Statistics New Zealand 2010).
- Fifty-one percent of former refugees received government benefits as their main source of income, while 27 percent received wages or salaries and 8 percent were self-employed. Nearly three-quarters of those aged 45–64 received a benefit, significantly higher than for every other age group.
- Sixty-three percent of former refugees said they did not have enough money to meet their everyday needs, 35 percent had enough money and 2 percent had more than enough.
- Those in receipt of wages or salaries or who were self-employed were significantly more likely than those in receipt of a government benefit or superannuation to say that their income was enough to meet their need for everyday things.

Support to find work

- Participants in in-depth interviews were asked what they thought would most help people from a refugee background to find work. The two key factors were access to work experience and targeted employment services. Other helpful strategies were additional educational support, help for young people from a refugee background and educating the host society, particularly employers, about refugees.

7.1 Introduction

Employment is identified in the literature as a key component of settlement and integration (McMillan and Gray 2009). It gives former refugees an income, a social context and identity, and refugees themselves identify employment as pivotal to the process of settlement and integration. Ager and Strang (2004a) identify employment as both a means and a marker of integration.

However, research shows that former refugees continue to face significant difficulties in accessing employment (Refugee Council of Australia 2010). Regardless of where they settle, refugees are much less likely to be employed than other migrants. Those who gain work tend to be employed in a few industries or types of jobs, typically with low rates of pay and high levels of temporary work (McMillan and Gray 2009).

The Refugee Voices study (New Zealand Immigration Service 2004) found that 29 percent of established refugees (those who had been in New Zealand around 5 years) were working, about a third of them part-time. Seven out of 10 had experienced difficulties in looking for work, particularly related to their inability to speak English. They reported negative responses and discrimination from employers. More than half of those working had found their job through friends, family or community contacts. The main source of income for 78 percent of established refugees was a government benefit, while 19 percent relied on a salary or wage.

This chapter presents findings on employment and income from the survey and information from 25 supplementary interviews that explored issues relating to employment in more depth. It examines employment prior to arrival in New Zealand and whether former refugees had worked in paid employment in New Zealand as well as their activities over the last 7 days. The chapter also gives information on participants' main source of income, whether they considered their income sufficient to meet their everyday needs and their satisfaction with their work situation.

7.2 Employment

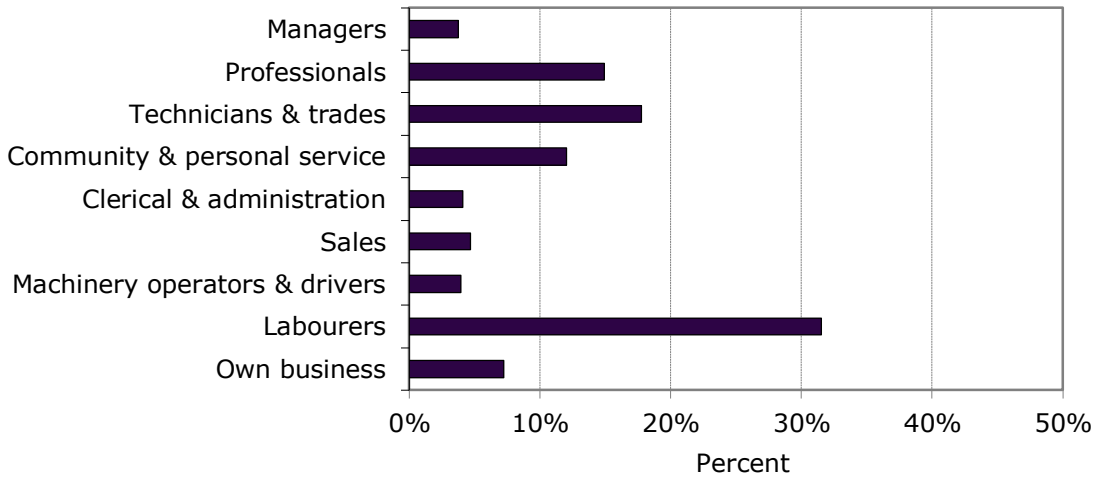
Employment prior to arrival in New Zealand

Participants were asked what types of work they did prior to arriving in New Zealand. Nearly two-thirds (62 percent) of those aged 13 and over on arrival had worked prior to coming to New Zealand. Around one in 10 was a housewife (12 percent), and one in 10 had been a student (11 percent).

The types of work former refugees did before moving to New Zealand were coded into eight major occupational groups using the Australian and New Zealand Standard Classification of Occupations (ANZSCO) (Australian Bureau of Statistics and Statistics New Zealand 2007): managers, professionals, technicians and trade workers, community and personal service workers, clerical and administrative workers, sales workers, machinery operators and drivers, and labourers.

Figure 7.1 shows that a third of former refugees who had worked prior to coming to New Zealand had worked as labourers (32 percent), 18 percent worked in technician and trade occupations and 15 percent in professional occupations. Women were significantly more likely to have jobs as sales workers, while men were more likely to have jobs as technician and trade workers (see Table A7.1).

Figure 7.1 Occupation prior to coming to New Zealand[17]



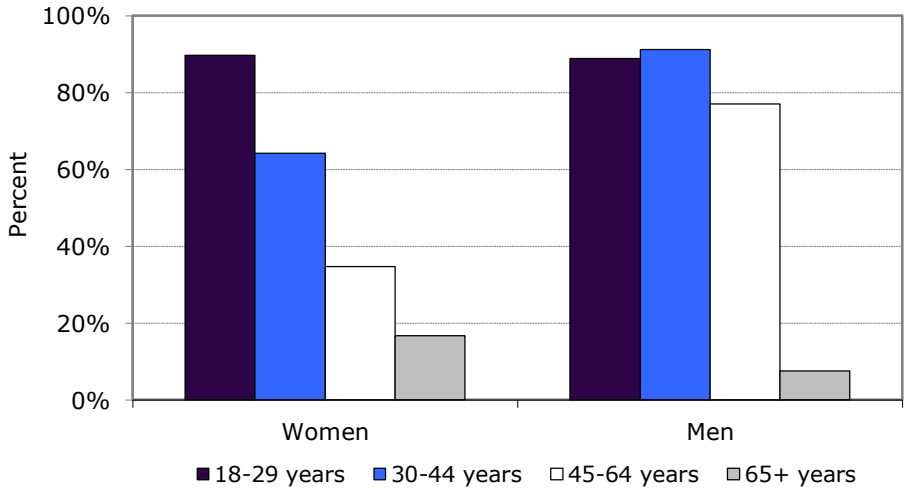
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Working in New Zealand

Seventy-three percent of former refugees had worked in a paid job since their arrival in New Zealand.

Men (82 percent) were more likely than women (62 percent) to have worked in a paid job in New Zealand. Large differences were also apparent by age and gender. Figure 7.2 shows that women aged 18–29 were most likely to have worked at some stage in New Zealand (90 percent) but this decreased for every subsequent age group. Only a third of women aged 45–64 and 17 percent of those aged 65 and over had worked at some stage in New Zealand.

Figure 7.2 Ever worked in a paid job in New Zealand by gender and age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

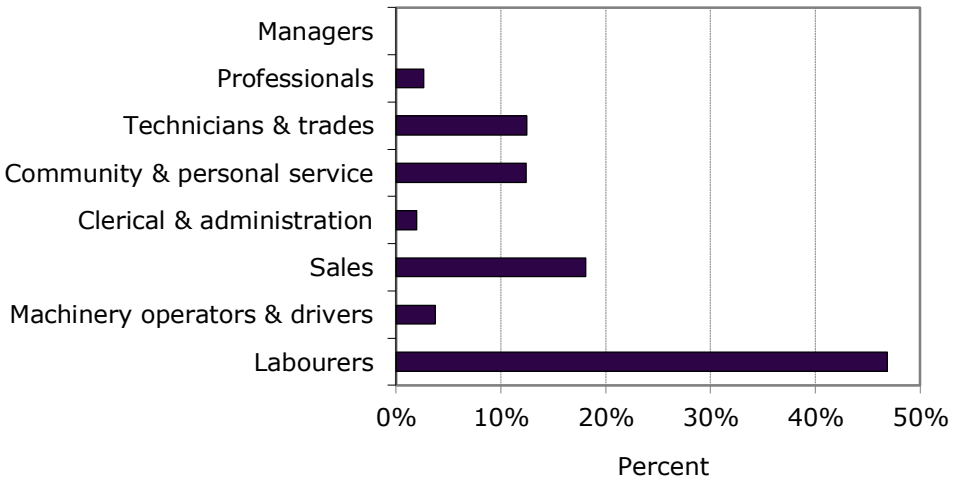
[17] Where participants indicated they had worked in more than one job, the highest occupation in the ANZSCO was selected as the main job.

Men aged 65 and over were significantly less likely than every other age group to have worked at some stage in New Zealand (8 percent).

Once age was taken into account, female former refugees from Vietnam (76 percent) were significantly more likely than those from Somalia (50 percent) and Iraq (53 percent) to have worked at some stage in New Zealand (see Table A7.2). There were no significant differences by country of origin for men once age was taken into account.

Participants were asked what their first paid job in New Zealand was. Figure 7.3 shows that nearly half worked as labourers (47 percent). About one in five was a sales worker (18 percent). None worked as a manager, and only 3 percent had their first paid job in New Zealand in a professional occupation.

Figure 7.3 Occupation of first job in New Zealand



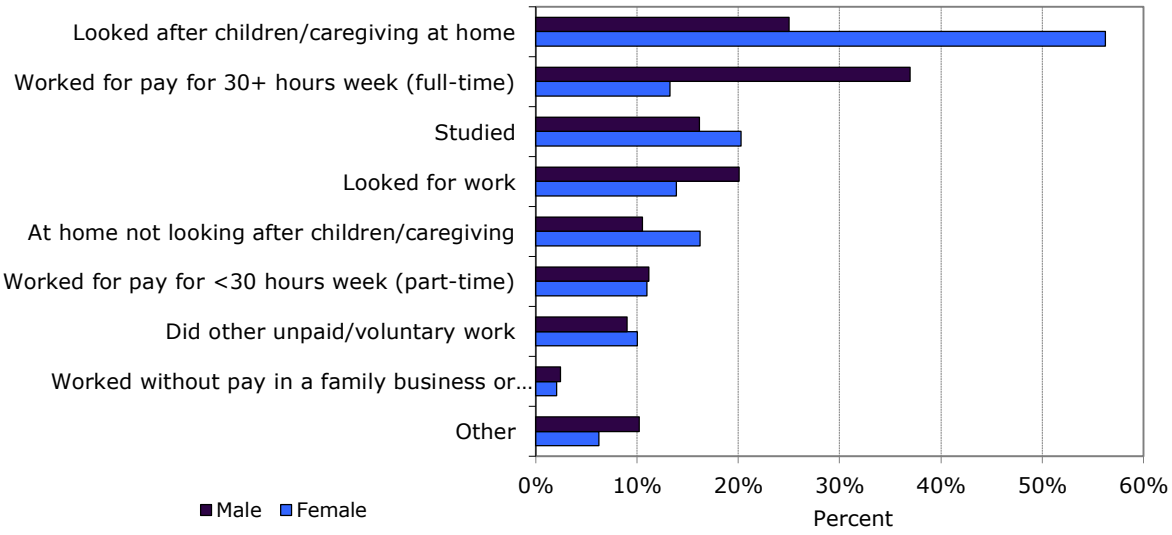
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Activities in last 7 days

Participants were asked what activities they had done in the last 7 days. Thirty-nine percent had looked after children or were caregiving at home, while 38 percent had worked for pay in full-time or part-time work. Eighteen percent had studied.

Men were more likely than women to have been in paid work – 48 percent of men had worked in full-time or part-time paid work compared to 24 percent of women (see Figure 7.4). Conversely, women (56 percent) were more likely to have been looking after children or caregiving over the last 7 days compared to men (25 percent). Respondents were able to indicate multiple categories where they had undertaken multiple activities. For this reason, responses total more than 100 percent.

Figure 7.4 Former refugees' activities in the last 7 days



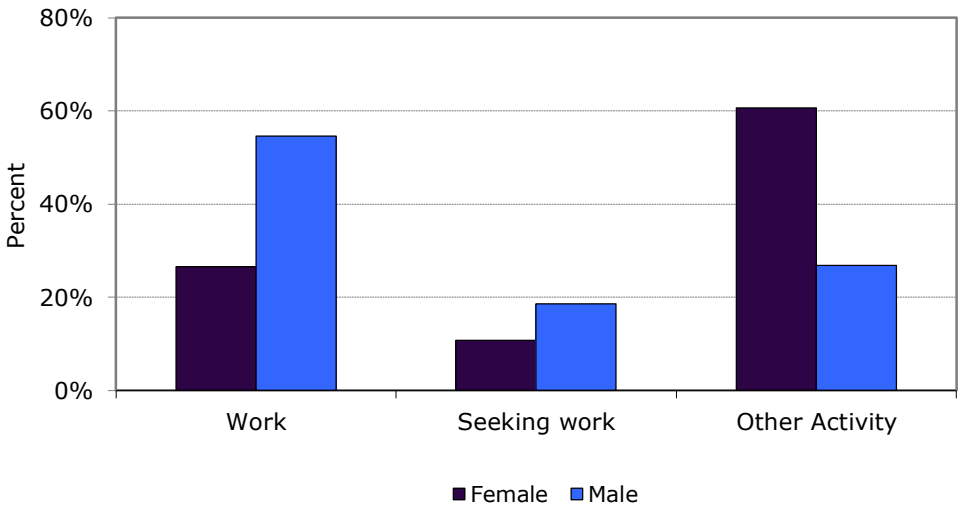
Employment status

Employment status was derived from people's reported activities in the last 7 days.[18] Employment status was defined as 'working' where participants said that they had worked full-time or part-time or without pay in a family business or farm. 'Looking for work' was defined as those not working but who had looked for work in the past 7 days. 'Other activities' were defined as activities where participants were not working or looking for work.

This analysis was undertaken only for those currently in the working-age population (18–64 years). Overall, 42 percent of working-age former refugees had worked in the past 7 days, but this differed significantly by gender, with over half of men (55 percent) working compared to a quarter of women (27 percent) (see Figure 7.5). This compares to 73 percent of the New Zealand population aged 15–64 who were employed in the year ended December 2009 (Ministry of Social Development 2010), with women being less likely than men to be employed (67 percent compared to 79 percent).

[18] This may not have included people working in seasonal or irregular employment.

Figure 7.5 Employment status in the last 7 days by gender – working-age population



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees from Somalia were most likely to have been seeking work (28 percent), while those from Vietnam were least likely to have been seeking work (10 percent) (see Table A7.3).

Unpaid work

This section looks at which former refugees were more likely to have undertaken unpaid work. Unpaid work includes caregiving or doing voluntary work.

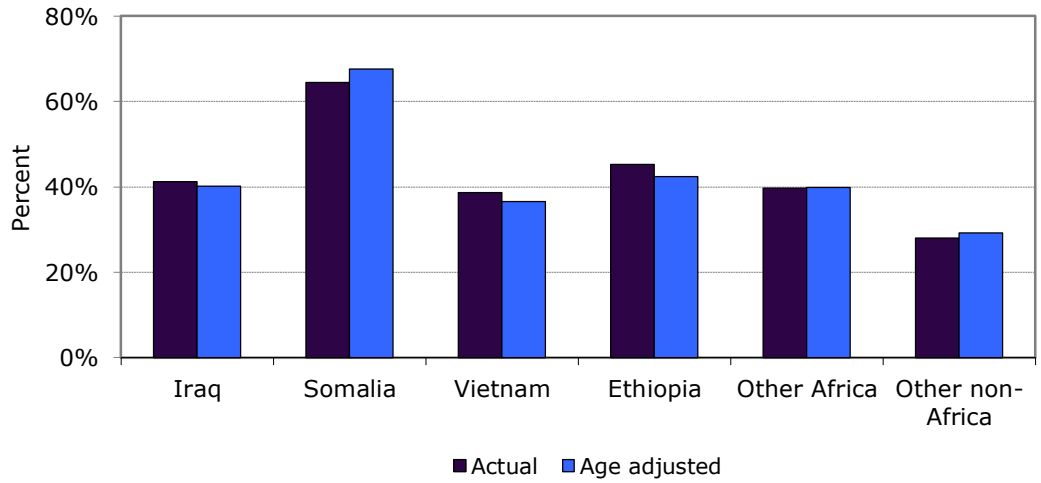
Overall, 43 percent of former refugees had been involved in some form of unpaid work in the 7 days prior to the survey, and this differed significantly by gender, age and country of origin.

Women were significantly more likely than men to have been involved in unpaid work (59 percent compared to 30 percent – see Table A7.4) as were those aged 30–44 and 45–64 (55 percent and 49 percent respectively) compared to those under 30 (29 percent) or over 65 (15 percent) (see Table A7.5).

Former refugees from Somalia (64 percent) were significantly more likely than those from Iraq (41 percent), Vietnam (39 percent), other Africa countries (40 percent) and other non-African countries (28 percent) to have been involved in unpaid work in the last 7 days.

Figure 7.6 shows that, when the effects of age were removed, former refugees from Somalia were significantly more likely than those from every other country to have been involved in unpaid work in the past 7 days (including both caregiving and voluntary work).

Figure 7.6 Unpaid work by country of origin – actual and age adjusted



Main occupation

Participants who were currently working were asked to specify their main job, including their main tasks and activities. This was also coded into the eight major occupational groups using the Australian and New Zealand Standard Classification of Occupations (ANZSCO).

Figure 7.7 shows that a quarter of former refugees were working in technician and trades occupations (23 percent of those currently working), 18 percent were working as labourers, 13 percent as community and personal service workers and 13 percent in sales occupations. One in 10 (11 percent) former refugees was working as a manager or in a professional occupation.

Figure 7.7 Former refugees' current occupation

Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Men were more likely than women to be concentrated in the technician and trades and machine operators and drivers occupations. Women were more likely than men to be in the community and personal service occupations (see Table A7.6).

Participants were asked if they thought their job matched their skills and qualifications. Most (59 percent) said that it did, while around a third (32 percent) said their job was at a lower level than their skills and qualifications. Only 3 percent thought their job was at a higher level than their skills and qualifications.

How former refugees obtained their main job

Participants who were currently working were asked how they got their main job, choosing from a list provided. Table 7.1 shows that most got their job through friends and relatives (40 percent), 18 percent had answered a job advertisement and 16 percent had contacted an employer.

Sixteen percent had used other avenues than those listed in the questionnaire. Several had got their job through their own initiative and effort, while several were self-employed and had started their own business.

Table 7.1 How former refugees got their current job

How got first job	Percentage (%)
Through friends or relatives	40
By answering a job advertisement	18
By contacting an employer	16
Through an employment training programme	8
By advertising your availability and skills	7
Through a work experience programme	6
Through a private employment agency	6
Through Work and Income New Zealand	5
Through a community organisation	3
By being asked to apply for a position	3
Other	16

Note: Participants could mention more than one option, so percentages add up to more than 100.

Impact of the recession

The 2008/2009 period was a time of recession and slowdown followed by a patchy economic recovery. Vulnerable populations, particularly people working in part-time or casual employment, are at risk during times of recession.

Participants were asked if they had been made redundant, lost their main job or had their hours or overtime reduced in the past 6–12 months. Fourteen percent of former refugees aged 18–64 had been affected in one of these ways. There were no significant differences by age, gender or country of origin.

Work aspirations

We asked participants to think about the type of work they would like to have in 5 years' time and to indicate which of a list of aspirations was most important to

them (see Table 7.2). We only analysed the responses for working-age participants (aged 18–64 years). Table 7.2 shows that former refugees had a wide range of aspirations. Seventeen percent wanted a permanent position, 15 percent wanted to be earning more money in 5 years and 14 percent wanted a paid job.

Table 7.2 Former refugees' work aspirations – working-age population

Work aspirations	Percentage (%)
Having a permanent position	17
Earning more money	15
Having a paid job	14
Having work that better suits your qualifications	12
Having work that allows you to spend more time with your family	11
Being at home caring for family (unpaid)	8
Being retired or not working	6
Being promoted to a higher position	6
Having work that fits current area of study	5
Working more hours	1
Don't know	5
Total	**100**

7.3 Income

Weekly income

We asked participants to report their normal weekly personal income, including cash jobs and benefits. We reassured them that this information was confidential and would not be given to any other government agency. We also reminded participants that they did not have to answer any question they did not want to.

Fourteen percent of former refugees responded 'don't know' when we asked about their weekly personal income, and a further 17 percent either did not respond or refused to answer this question.

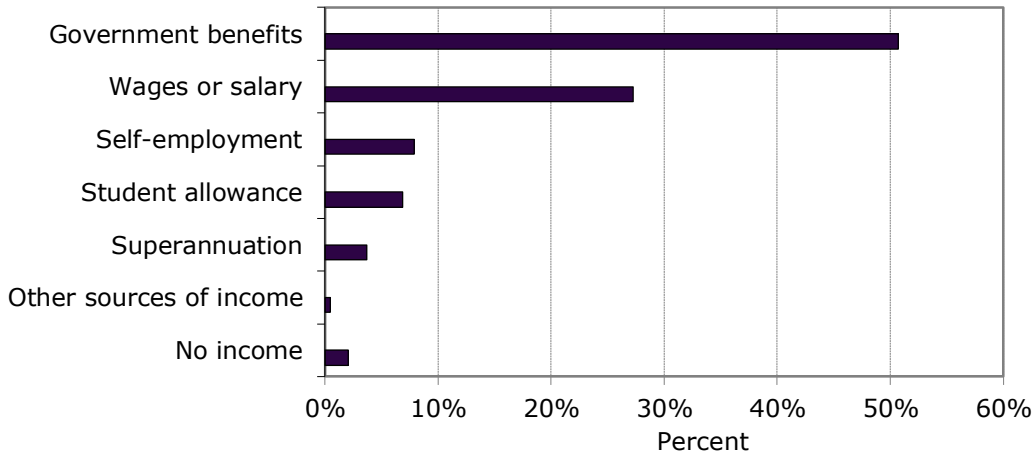
For those who specified their weekly income, this varied from none to a maximum of $1,700 per week. The average weekly personal income was $381. This compares to an average weekly income of $687 for the New Zealand population aged 15 years and over in the June quarter 2010 (Statistics New Zealand 2010).

Over a quarter of former refugees (28 percent) who specified an income said that it was under $200. Forty-three percent had a weekly income between $200 and $499, and a quarter (24 percent) said that it was between $500 and $999. Only 5 percent said that it was over $1,000.

Main source of income

We asked participants what their main source of income was over the past 12 months (see Figure 7.8). Fifty-one percent received government benefits as their main source of income, while just over a quarter (27 percent) received wages or salaries. Eight percent were self-employed.

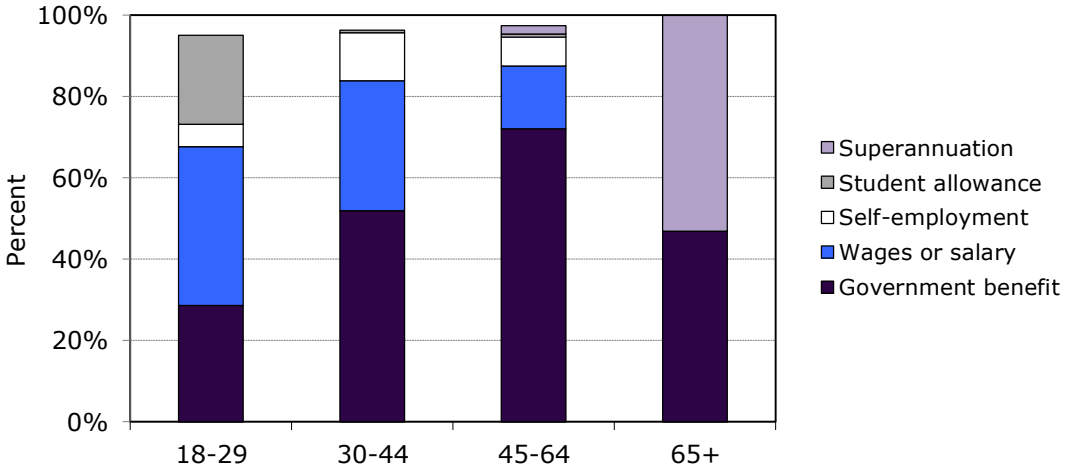
Figure 7.8 Main source of income over the past 12 months



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Figure 7.9 shows that there were significant differences by age in former refugees' main source of income. Nearly three-quarters of those aged 45–64 received a benefit as their main source of income (72 percent), significantly higher than for every other age group.

Figure 7.9 Main source of income over the past 12 months by age[19]



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

There were also some differences by country of origin. Former refugees from Iraq (58 percent) and Somalia (62 percent) were significantly more likely than those from other non-African countries (35 percent) to have a government benefit as their main source of income (see Table A7.7). Conversely, former refugees from Ethiopia (38 percent) were more likely than those from Somalia (22 percent) and Iraq (16 percent) to have wages or a salary as their main source of income.

[19] It is likely that former refugees aged 65 and over who said they were on a government benefit were in receipt of superannuation.

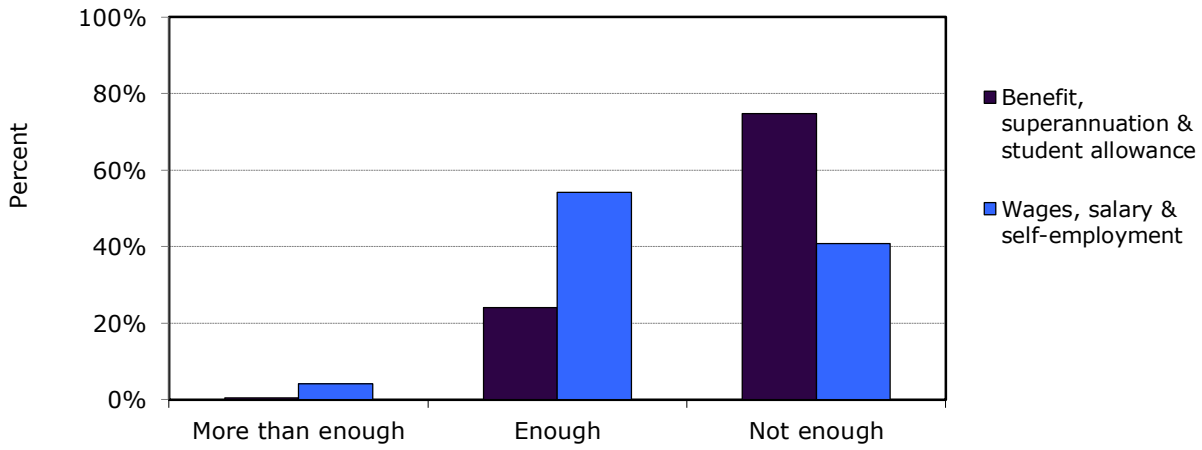
Does income meet needs?

We asked participants how well their total income met their everyday needs for things such as housing, food, clothes and other necessities. Sixty-three percent of former refugees said they did not have enough money to meet their everyday needs, just over one-third (35 percent) had enough money and 2 percent said they had more than enough money.

We explored whether there were any significant differences between those whose main source of income was a form of government benefit (including superannuation) and those who were receiving a salary or wages or were self-employed.

Figure 7.10 shows that those in receipt of wages or salaries or who were self-employed were significantly more likely than those in receipt of a government benefit or superannuation to say that their income was enough to meet their everyday needs (54 percent compared to 33 percent). Conversely, those in receipt of a government benefit or superannuation were significantly more likely to say that their income was not sufficient to meet their everyday needs (75 percent compared to 41 percent).

Figure 7.10 How well income meets needs by main source of income



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

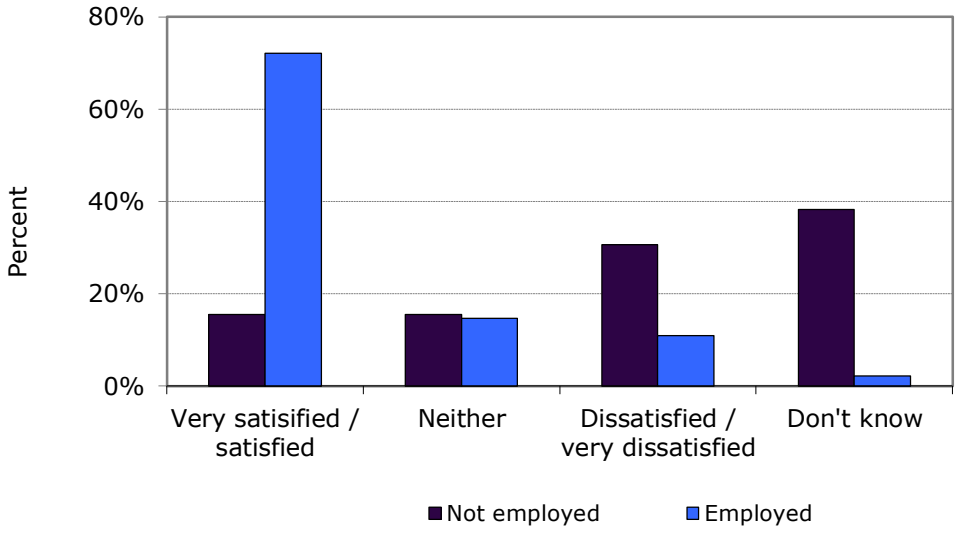
7.4 Satisfaction with work

Overall, two out of five former refugees (39 percent) were very satisfied or satisfied with their work situation, and 22 percent were dissatisfied or very dissatisfied. Nearly a quarter (23 percent) could not say whether they were satisfied or not with their work situation.

Figure 7.11 shows that former refugees who were currently employed were more likely to be satisfied or very satisfied than those who were not currently employed (72 percent compared to 16 percent).

Those who were not employed were more likely to say that they were very dissatisfied or dissatisfied (31 percent compared to 11 percent) or that they did not know if they were satisfied or dissatisfied (38 percent compared to 2 percent).

Figure 7.11 Satisfaction with work situation by current employment



7.5 In-depth interviews

The survey findings were supplemented by interviews with 25 former refugees selected from the survey sample. The aim of the interviews was to explore their work experiences in greater depth.

Work experience

At the time of interview, 15 of the 25 people interviewed were working, 12 of them full-time and three part-time. Of the remaining 10, two were studying, five were seeking full-time or part-time work and three were not seeking work for health reasons. All saw paid work as an essential part of the settlement process.

Many participants found paid work in the first year of settlement, but in nearly all cases, the work was part-time, casual or seasonal. Most had experienced a period of unemployment or significant underemployment of a year or more since they arrived, and most took a long time to gain permanent employment.

Most women who were mothers were working part-time or were not in paid work. This was the case for all those who were sole parenting. All of the 1.5 generation participants (that is, all those who were under 13 years of age on arrival) had undertaken some form of post-school education. The few participants who had significant physical disabilities were doing part-time work or study.

Four groups of factors influenced participants' success in obtaining paid work:

- The competencies they brought to the search: their attitudes, their English ability, their skills, and their knowledge of New Zealand culture, as well as the mechanisms they used to strengthen those competencies – English tuition, all forms of education and training, and local work experience.

- The networks of people and organisations they used to help them find work: community, work and family networks, agency support and mainstream job search methods.
- Structures and institutions of New Zealand society: the economy, discrimination and conditions for starting a business.
- Personal factors such as age, gender and health.

Education and training were seen to strengthen and broaden skills and knowledge, increase confidence and provide local qualifications and pathways to work or further education. However, education and New Zealand qualifications were not sufficient on their own to obtain paid work. Participants needed a combination of skills, experience, language proficiency and cultural knowledge. If one element was missing, it was harder to find employment.

Two-thirds of participants identified New Zealand work experience as a key factor when finding work. Work experience could be voluntary or paid, community or work-based, formal or informal. Some saw work experience as an opportunity to demonstrate their skills. The mentoring they received improved their skills and exposed them to a workplace culture and expected norms of behaviour. Work experience also gave them a 'foot in the door' by developing their community and work networks. In some cases, the experience helped overcome employers' negative stereotypes of refugees.

Methods used to obtain work

Job finding methods fell into five categories.

Community networks

Using people the participants knew who were of the same nationality or who had a common language or a similar ethnicity.

> …I prove myself to the company. I made that reputation for refugees. And I got many people employed right after me. (Eritrean male)

Work networks

Using people they knew through paid work and/or unpaid work experience.

> Supermarket, she went into [company name] … one day … we see [each other] in the [name of city] centre … She said, "I have got job there for [company name]. It is good job for you, is permanent job, 40 hours and also you can work overtime" … she said, "If you want a reference, I reference for you" … So that's good chance, she is very, very good lady. (Somali male)

Family networks

Using the participants' immediate or extended family.

> He [the participant's brother] sort of started with the company … and all the bosses … likes the way he does things … I think that what makes them considering giving me a job. (Vietnamese male)

Government job search agencies

Accessing the services of Work and Income New Zealand (or its predecessor the New Zealand Employment Service) and Student Job Search.

> …with StudyLink [Student Job Search?] it was short and simple. They have cards with advertising, you pick out … you ring them up. That was pretty good. You had everything in your hands … the Work and Income part was where somebody else had your stuff in their hands. (Sri Lankan female)

Mainstream job search methods

Directly contacting employers, responding to newspaper or online advertisements and using recruitment agencies.

> I saw it in one of the ads. Then I rang them up. (Somali female)

Supporting refugees into work

Participants were asked what they thought would most help people from a refugee background to find work. The two key factors were access to work experience and targeted employment services.

Other helpful strategies were additional educational support, help for young people from a refugee background and educating the host society, particularly employers, about refugees.

Impact of economic participation and non-participation

For most participants, additional income from full-time work had improved their and their family's standard of living and increased their choices. These included being able to save some money to take a family holiday, travel back home or, for a few, buy a home or at least build up a deposit. They could buy things their children wanted or needed, for entertainment, to help with study or to meet their basic health needs.

> With the extra money, I can relax a little more. With the amount of the benefit, I always have to be very careful. (Vietnamese female)

Other beneficial impacts from paid work were a greater sense of worth and wellbeing, including a sense of contributing to New Zealand society, and being integrated and connected. This could be achieved through helping others, delivering quality services, helping others to learn, supporting communities to develop and employing people.

> …[My work is a] kind of present to society; something from me. It's not only [the] money; it's a self-respect and dignity part of it… (Eritrean male)

When participants were job seekers or not in paid work, this sometimes had detrimental effects on their health and/or sense of wellbeing. Lack of activity could lead to mental health issues such as depression and more pronounced effects from

past trauma, which then became a further barrier to finding work. Some disliked being dependent on the government or others and not being able to meet family and other responsibilities.

> You are given … [a] kind of life support, that [is] income support … it has to be temporary … It is just survival, and people have to be helped to move out of that as quickly as possible … People may come from very intense situations … I came to a situation where I live in a very peaceful, pristine place [New Zealand]. But then, I feel myself utterly useless and almost anonymous and non-existent … if they don't get anything [work] that is was what makes people go into depression … That's why the whole issue of people becoming gainfully employed is so important. Because it is not only the employment and [it is] not only the money, but it is also the social interaction. The whole participation and belonging into the society. Unless you get into [work], you are out of place. You are not in the circle. (Somali male)

8 HEALTH AND WELLBEING

Key findings

- Most former refugees were registered with a primary healthcare provider and had visited their doctor in the past 12 months. Results were similar to those reported for the general population.
- Use of healthcare providers increased with age, similar to national trends.
- There were no differences in the number of visits by gender, in contrast to national trends, where women tend to visit a doctor more often than men.
- Forty-seven percent of former refugees rated their health as excellent or very good compared to 61 percent of respondents to the 2006/07 New Zealand Health Survey. When adjusted to the age profile of the New Zealand population, an estimated 41 percent of former refugees reported having excellent or very good health status.
- Sixteen percent of former refugees felt lonely or isolated always or most of the time in the last 12 months, compared to less than 2 percent of respondents to the Quality of Life Survey 2008.
- There were no differences in loneliness by gender and only small differences by nationality once findings were age adjusted.
- Thirty-eight percent of former refugees had had a physical or emotional health problem or disability for 6 months or more. Commonly reported conditions included depression/anxiety/stress/post-traumatic stress disorder (33 percent of those with a health problem or disability or 13 percent of all former refugees), a physical disability/injury (27 percent of those with a health problem or disability or 10 percent of all former refugees) and a back pain/injury (16 percent of those with a health problem or disability or 6 percent of all former refugees).
- Eighty percent of former refugees who had a health problem or disability said that this caused difficultly with or stopped them from working, and 72 percent had difficulty with or were stopped from doing the everyday activities that people their age can usually do.
- Those former refugees who reported a health problem or disability were significantly more likely than others to feel lonely most or all of the time.

8.1 Introduction

The health status of an individual can affect their ability to work, find employment, meet new people and feel secure about interacting with family and friends and the wider community (Ministry of Social Development 2008).

The literature identifies a lack of evidence on migrant health outcomes, including for refugees (Johnson 2006). Data rarely differentiates between asylum seekers, refugees and migrants, nor does it consider the needs of long-term settled ethnic communities (McMillan and Gray 2009: 35). For example, Mortensen (2008) found that refugee groups are overlooked as social, cultural and linguistic citizens within New Zealand's health sector. Data collected on ethnicity in New Zealand's health sector generally does not identify individuals from refugee groups (who tend to be grouped in an 'other' category).

Some research suggests worse health outcomes for refugees, who may experience more severe levels of psychological disorders or direct physical consequences of torture, unrecognised or unmanaged chronic conditions, poor oral health, infectious diseases and delayed growth and development in children (Royal Australian College of General Practitioners 2003).

Discrepancies in health and wellbeing status may also relate to conditions in the host country, for example, poorer housing, positions in riskier areas of the labour market where there is greater exposure to potential work-related illness or injury and the effects of isolation and separation from family (Johnson 2006; Guerin and Guerin 2007; Guerin, Abdi and Guerin 2003).

The Refugee Voices research (New Zealand Immigration Service 2004) found that 41 percent of established refugees said their health was better after 5 years' residence, while 19 percent said their health was worse. Common reasons for worse health were having developed a medical condition, such as asthma, in New Zealand, concern for family overseas and emotional stress.

This chapter presents findings on the health and wellbeing of former refugees, including self-rated level of health, chronic health problems and the impact health has on areas of life.

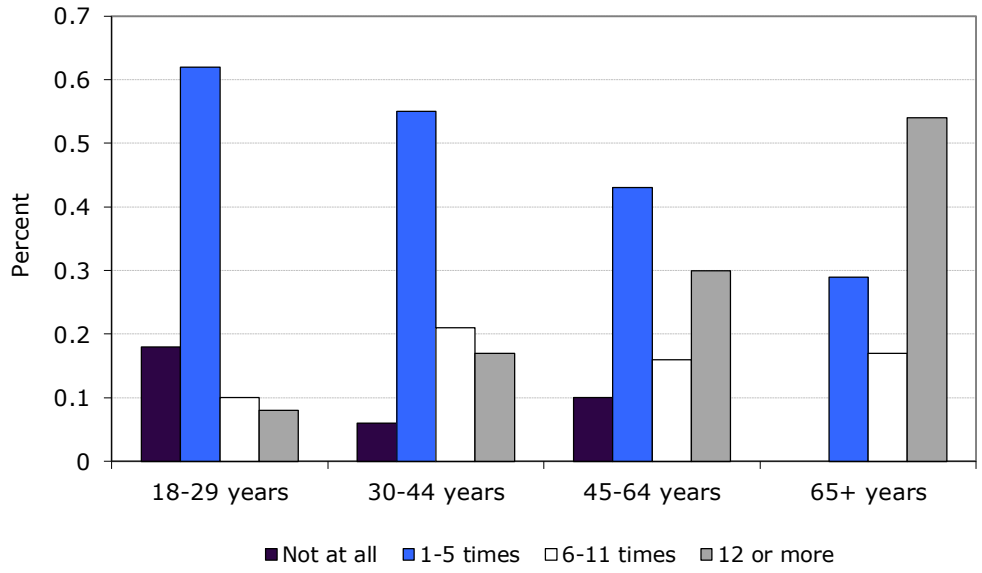
8.2 Family doctor

Ninety-eight percent of respondents had a family doctor. This is slightly more than the 93 percent reported in the 2006/07 New Zealand Health Survey (Ministry of Health 2008: 218), although the questions asked were also slightly different.[20] This figure is unchanged when standardised to the New Zealand population. Eighty-eight percent of refugees had visited a doctor at least once in the last 12 months. This was almost identical to the 85 percent of the adult population in the 2006/07 survey who reported having seen a healthcare worker from their usual primary healthcare provider about their health in the previous year (Ministry of Health 2008: 218).

As in the 2006/07 New Zealand Health Survey, the number of visits tended to increase with age. Fifty-four percent of former refugees aged 65+ had visited their family doctor 12 or more times in the last 12 months, compared to 8 percent of those in the 18–29 age group (Figure 8.1). Those aged 45 and older were significantly more likely than those in the 18–44 age group to have visited the doctor 12 or more times in the past 12 months.

[20] In the 2006/07 New Zealand Health Survey, participants were asked whether they had a health practitioner or service that they usually go to first when they are feeling unwell or are injured.

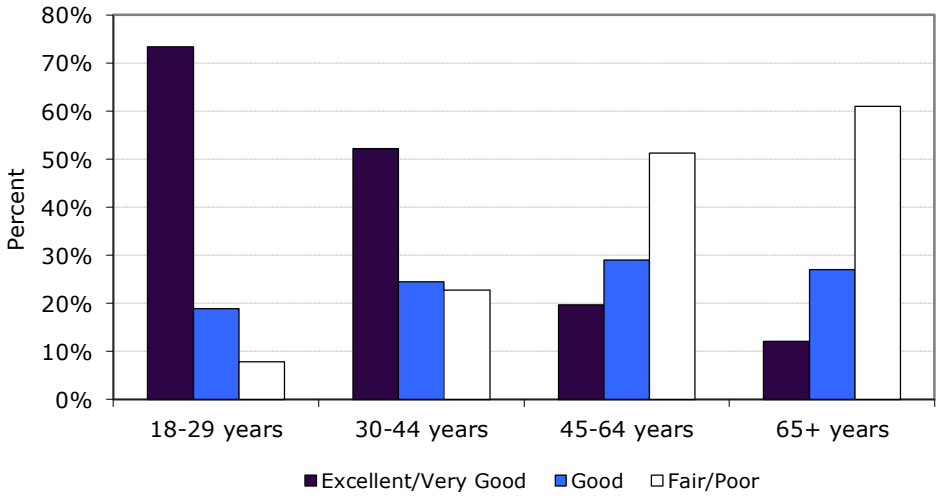
Figure 8.1 Number of visits to the doctor in the last 12 months by age group



8.3 Health rating

Overall, 47 percent of former refugees rated their health as excellent or very good. This compares to 61 percent of respondents to the 2006/07 New Zealand Health Survey (Ministry of Health 2008: 183).[21] Twenty-four percent of former refugees rated their health as good, and 19 percent as fair/poor. Figure 8.2 shows a clear age trend, with just 8 percent of respondents aged 18–29 rating their health as fair/poor, compared to 61 percent of those aged 65 and above. Those aged 18–29 were significantly more likely than those aged 30 and above to rate their health as excellent/very good.

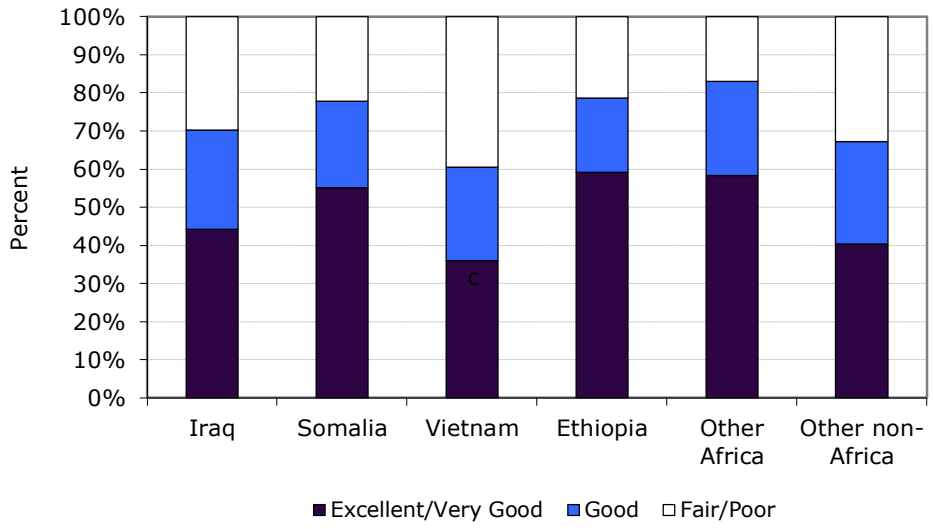
Figure 8.2 Health in general rating by age



[21] Age adjusted to the New Zealand population, 41 percent of former refugees rated their health as excellent/very good, 39 percent rated their health as good/fair and 20 percent rated their health as poor.

Figure 8.3 shows health rating by country of origin. Former refugees from Vietnam (36 percent) were significantly less likely than those from Ethiopia (59 percent) and other African countries (58 percent) to rate their health as excellent or very good. This difference remained significant when adjusted for age.

Figure 8.3 Health rating by country of origin



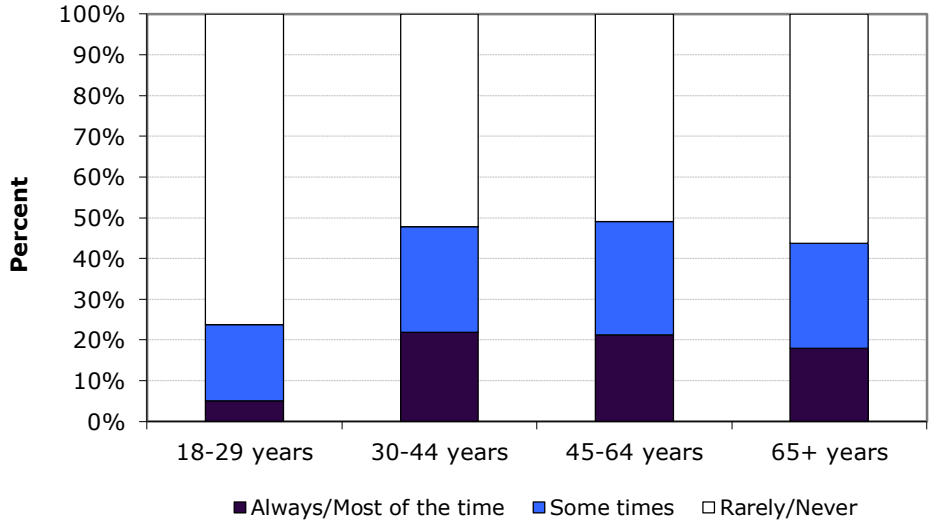
8.4 Loneliness and isolation

Overall, 16 percent of former refugees said that they felt lonely or isolated always/most of the time in the last 12 months. This compared to less than 2 percent of the New Zealand adult population who answered the same question in the Quality of Life Survey 2008[22] (Ministry of Social Development 2010: 120). Twenty-four percent of former refugees said that they felt lonely or isolated sometimes, and 59 percent were rarely or never lonely or isolated.

Figure 8.4 shows that most former refugees in the 18–29 age group had rarely/never felt lonely or isolated in the last 12 months (75 percent). Those in the 30–44, 45–64 and 65+ age groups all had similar ratings at around 45–50 percent.

[22] The Quality of Life Survey 2008 was commissioned by 12 of New Zealand's cities and districts, in partnership with the Ministry of Social Development. The sample was designed to be representative of the New Zealand population as a whole. The response rate was 37 percent.

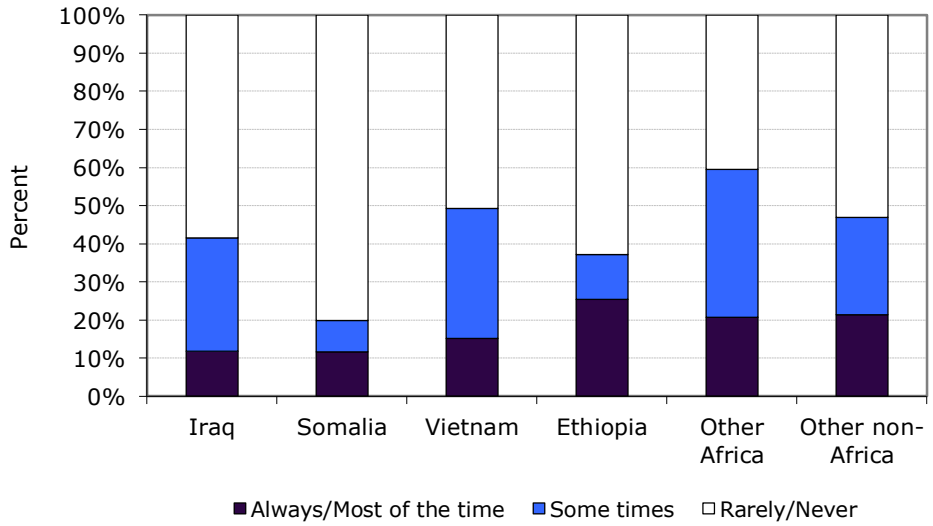
Figure 8.4 Loneliness rating by age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees from Somalia (80 percent) were significantly more likely than those from Vietnam (51 percent), other non-African countries (53 percent), Iraq (57 percent) and other African countries (41 percent) to rarely or never feel lonely or isolated (Figure 8.5). The significance did not change when adjusted for age.

Figure 8.5 Loneliness rating by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

8.5 Chronic health problems

Thirty-eight percent of former refugees said they had had a physical or emotional health problem or disability for 6 months or more. Of this group, 33 percent (13 percent of all former refugees) had depression/anxiety/stress/post-traumatic stress disorder (PTSD), 27 percent (10 percent of all former refugees) mentioned a physical disability/injury, 26 percent (10 percent of all former refugees) had an

'other' type of disability and 16 percent (6 percent of all former refugees) had back pain/injury (see Table 8.1).

Table 8.1 Type of health problem or disability, for those who reported having had a physical or emotional health problem or disability for 6 months or more

Type of health problem or disability	Percentage (%)
Depression/anxiety/stress/PTSD	33
Physical disability/injury	27
Other	26
Back pain/injury	16
Heart disease/failure/high blood pressure	12
Diabetes	11
Asthma/allergies	6
Blindness/deafness/ear/eye problems	5
Arthritis/rheumatism/joint problems	5
General poor health	4

Note: Participants were able to indicate multiple categories – responses total more than 100 percent.

Health problem or disability effect on areas of life

Participants with a health problem or disability were asked to say whether this impeded areas of their lives. Eighty percent said that it caused difficultly with or stopped them from working. For 72 percent, it caused difficulty with or stopped them from doing everyday activities that people their age can usually do, while for 49 percent, their problem caused difficulty with communicating and mixing with others or socialising.

Loneliness and health

There is a relationship between loneliness and health problems. Those with fair or poor health (33 percent) were significantly more likely to say that they felt lonely or isolated always or most of the time than those with excellent, very good or good health (10 percent each) (see Table A8.2).

Similarly, those with excellent or very good health (70 percent) or good health (60 percent) were significantly more likely to say that they rarely or never felt lonely or isolated than those with fair or poor health (40 percent). This pattern is similar to that reported in the Social Report 2010 (Ministry of Social Development 2010: 120). The effects were not significant when adjusted for age, suggesting that age underpins loneliness.

Loneliness and disability

Thirty-four percent of those who had a health problem or disability said that they felt lonely or isolated always or most of the time compared to 5 percent of those who did not have a health problem or disability. Similarly, 72 percent of those without a health problem or disability were rarely or never lonely, compared to 38 percent of those with a health problem or disability (see Table A8.3).

Satisfaction with health

Overall, 75 percent of former refugees were very satisfied or satisfied with their health, while just 16 percent were dissatisfied or very dissatisfied. Former refugees from Somalia (89 percent) were significantly more likely to be satisfied than those from Ethiopia (70 percent), Iraq (72 percent) and other non-African countries (71 percent) (see Table A8.4).

Those aged 45–64 were significantly less likely than those aged 18–29 years and 30–44 years to be satisfied with their health, while those aged 65+ were significantly less likely than those aged 18–29 to be satisfied. Those aged 30 and over were significantly more likely to be dissatisfied than those aged 18–29 (see Table A8.5).

Satisfaction with health differed according to how former refugees rated their health. Most (98 percent) of those with excellent or very good health and just a third (35 percent) of those with fair or poor health were very satisfied or satisfied with their health. Nearly half (47 percent) of those with fair or poor health, 8 percent of those with good health and less than 1 percent of those with excellent or very good health were dissatisfied or very dissatisfied with their health (see Table A8.6).

9 SOCIAL NETWORKS AND COMMUNITY PARTICIPATION

Key findings

Overall

- Social connections play a fundamental role in successful settlement. Within-group networks (bonds) provide information and emotional and material support. Connections with other groups (bridges) can also provide information and emotional support and help with employment.

Social bonds

- Ninety-four percent of former refugees had close friends from within their own ethnic community.
- Eighty-five percent of former refugees lived with family. Seventy percent had other family members living in New Zealand, while 88 percent had family members living overseas.
- Most former refugees, but especially those aged 65 and over, had contact with family and friends overseas, and 35 percent regularly sent money to people living outside of New Zealand.
- Half of former refugees had tried to sponsor family to come to live in New Zealand. Of these, nearly two-thirds (64 percent) had been successful. The challenges they faced included financial or resource difficulties, the length of time for decisions, the process itself, difficulties getting the required documentation and not meeting the policy/criteria.

Social bridges

- Seventy-three percent had close friends who were New Zealand European or Māori, while the same proportion reported having close friends from other ethnic groups. Men and younger people were more likely to have close friends outside their community than women or older people.
- Sixty-two percent of former refugees had visited a marae at some stage. Those in older age groups were more likely than younger people to say that they knew nothing about Māori language and culture.
- Sixteen percent of former refugees had experienced discrimination in the past 12 months. Former refugees from Somalia were significantly more likely than those from every country except other African countries (excluding Somalia and Ethiopia) to have experienced discrimination.
- Around 90 percent of former refugees felt safe or very safe in New Zealand, at work and in their neighbourhood.

Community participation and support

- Eighty-five percent of former refugees had been involved in groups or organisations in the past 12 months. Sixty-five percent had provided some form of support to members of their community in New Zealand, including family members, in the past 12 months.

9.1 Introduction

Ager and Strang (2008) suggest that social connections play a fundamental role in driving the process of integration. These connections may be with people who share a common experience and values through ethnicity, religion or country of origin, defined as bonds within communities. Connections with other groups are seen as bridges between communities. Social links are described as connections that help individuals to access services and be fully involved as citizens.

This chapter examines the role of social networks and community participation in the process of long-term settlement. It focuses on the first two forms of social connections discussed by Ager and Strang – bonds and bridges. It provides information on the range of networks that former refugees have with family, friends and community and voluntary groups. It also discusses former refugees' perceptions of safety and discrimination.

Social links – the third type of social connection discussed by Ager and Strang – will be discussed in chapter 11.

9.2 Social networks

Within-group social networks are important for recently settled refugees in meeting material and informational needs. Over time, they may become increasingly useful for generating emotional or capacity-building resources (Atfield et al. 2007). Establishing 'bonding' relationships emerges as a critical priority for former refugees, and for many, being united with family is an urgent priority (Strang and Ager 2010).

Participants in focus groups undertaken as part of the exploratory research (Gatt Consulting 2009) emphasised the importance of family in the integration process. The core role of family and being separated from family were two of the three most important factors in the settlement process. Ager and Strang (2008) found that former refugees valued proximity to family because it enabled them to share cultural practices and maintain familiar patterns of relationships. Such connections played a significant part in enabling people to feel 'settled'.

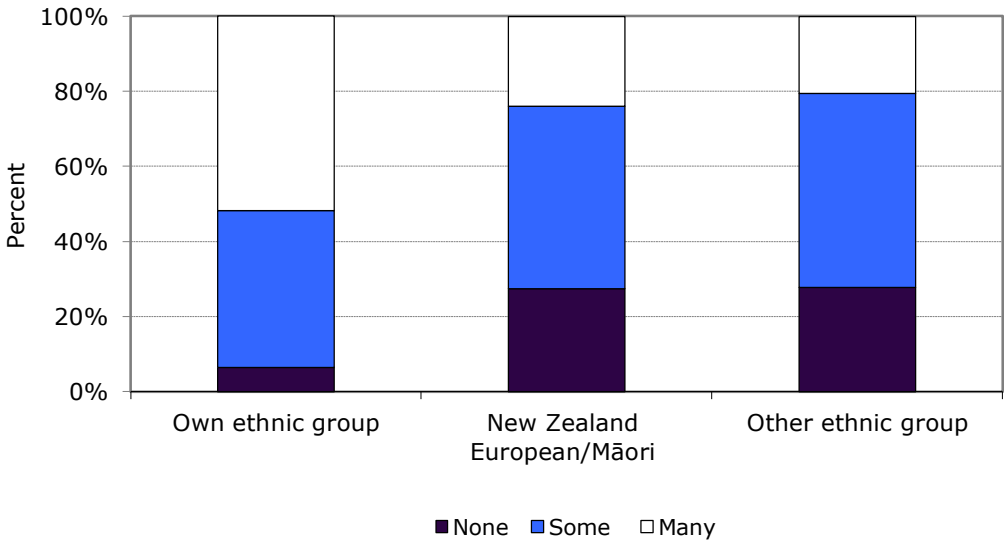
Overall, the literature suggests that social networks that include host country members provide the most support for integration both socially and practically through help with employment (McMillan and Gray 2009). Atfield et al. (2007) suggest that bridged social networks promote wider social and community cohesion and can enable members to 'get ahead' and are crucial in providing informational and emotional resources.

This section provides information on former refugees' social networks. It examines friendships – how former refugees made friends from outside their community and how often they spend time with family and friends. It discusses family living in New Zealand and overseas, including amount of contact and remittances. Finally, it presents information on former refugees' knowledge of Māori language and culture.

Close friends in New Zealand

Figure 9.1 shows that most former refugees had many or some close friends from their own ethnic community (94 percent). Three-quarters also had some or many close friends who were New Zealand European or Māori (73 percent) or who were from other ethnic groups (73 percent).

Figure 9.1 Former refugees' social networks

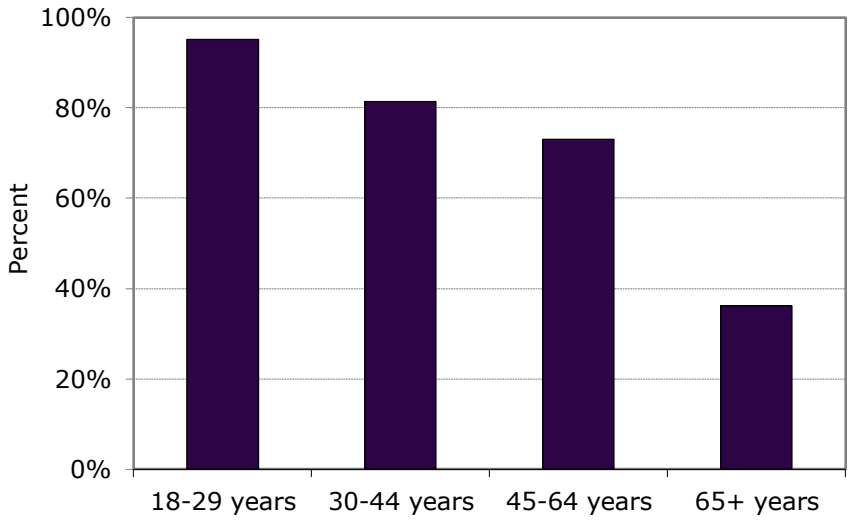


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

We looked at who was most likely to have some or many close friends outside their own ethnic group – that is, friends who were New Zealand European/Māori or friends from ethnic groups other than their own.

Figure 9.2 shows significant differences by age. Most of those aged 18–29 (95 percent) had some or many close friends from outside their ethnic group, which was significantly higher than for every other age group. However, the proportion of those aged 30–44 and 45–64 who had close friends from outside their own ethnic group was also high (81 percent and 73 percent respectively). On the other hand, only 36 percent of those aged 65 and over had close friends from outside their own ethnic group.

Figure 9.2 Some or many friends outside their own ethnic group by age

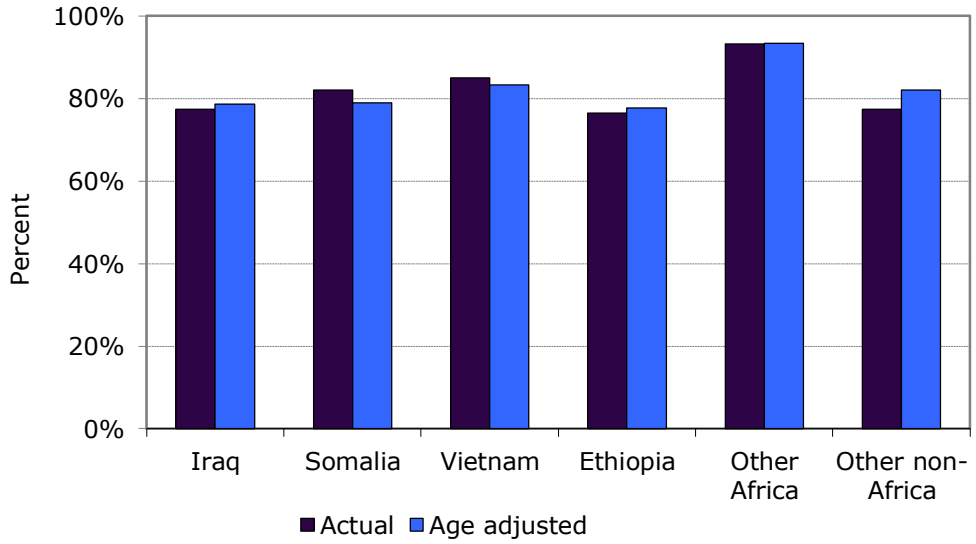


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Men were significantly more likely than women to have close friends from outside their own ethnic group (81 percent compared to 70 percent). Former refugees from other African countries were significantly more likely to have some or many close friends from outside their own ethnic group (93 percent) than those from Iraq (77 percent), Ethiopia (76 percent) and other non-African countries (77 percent).

Figure 9.3 shows that, when the effects of age were removed, former refugees from other African countries were significantly more likely (93 percent) to have close friends from outside their own ethnic group than those from Iraq (79 percent), Somalia (79 percent) and Ethiopia (78 percent). Differences between other non-African countries and other African countries were no longer significant.

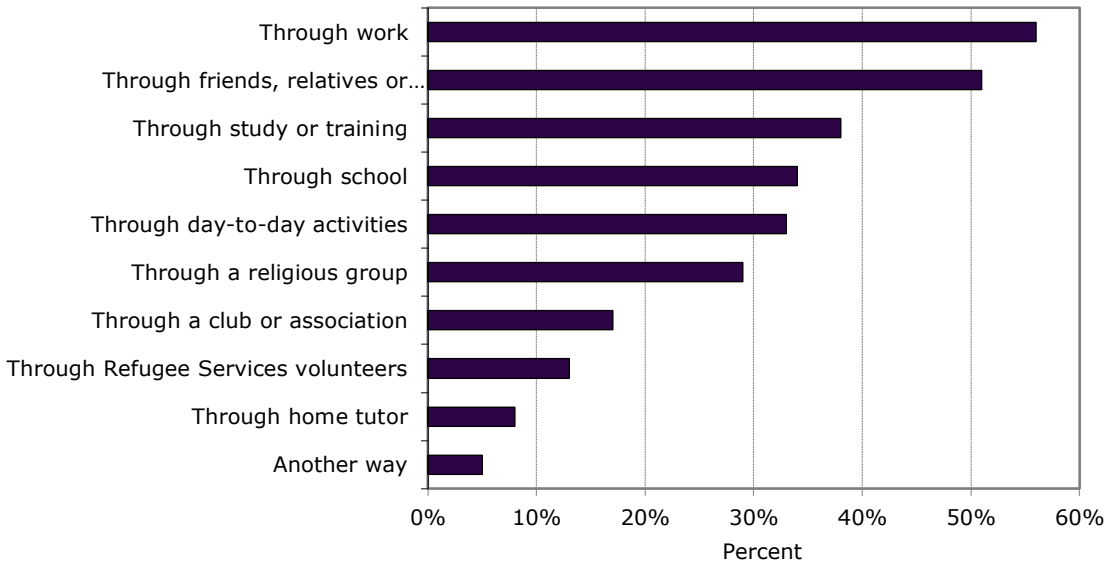
Figure 9.3 Close friends from outside ethnic group by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees were asked how they had made friends from outside their own ethnic community. The most common ways were through work (55 percent) or through friends, relatives or neighbours (51 percent). Around a third had made friends through study or training (37 percent) or through school (33 percent) (see Figure 9.4).

Figure 9.4 How former refugees made friends



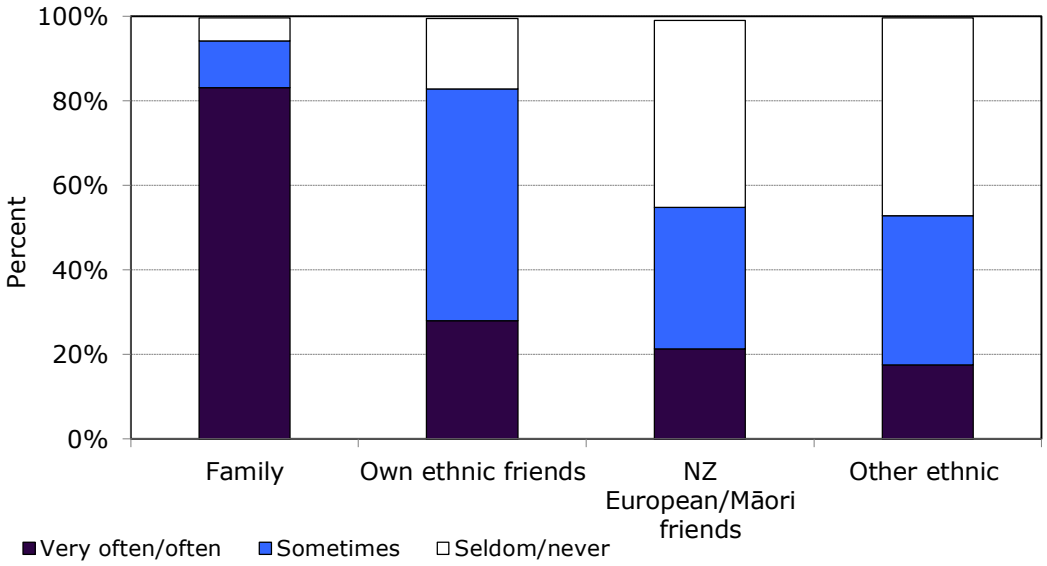
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

One in 10 former refugees had not made friends from outside their community, and this was more likely for women than men (14 percent compared to 6 percent – see Table A9.1) and for older people. Over a third of those aged 65 and over (37 percent) had not made any friends from outside their community compared to only 1 percent of those aged 18–29 years (see Table A9.2).

Time spent with family and friends

Figure 9.5 shows that most former refugees very often or often had contact with family members (83 percent). Only 5 percent seldom or never had contact with family. Around a quarter very often or often had contact with close friends from their own ethnic community, 21 percent with New Zealand European or Māori friends and 18 percent with close friends from other ethnic groups.

Figure 9.5 Frequency of contact with family and friends

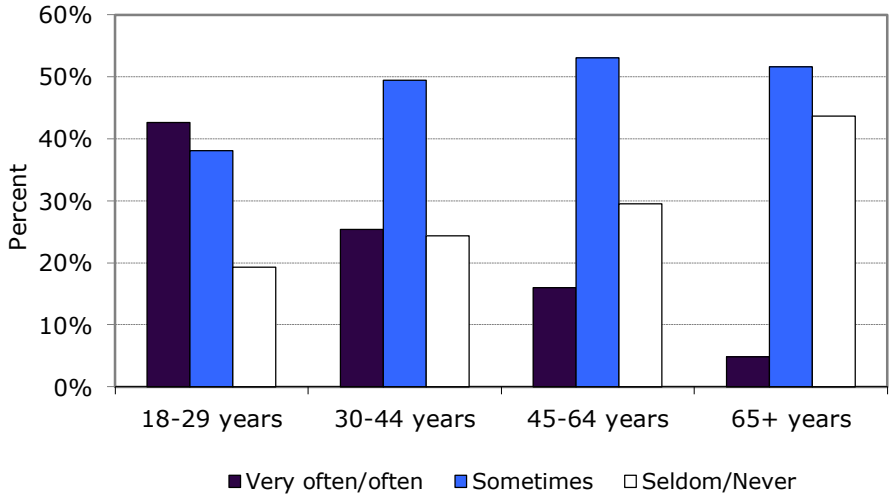


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Women were significantly more likely than men to very often or often have contact with family (91 percent compared to 77 percent), but there were few differences by age or country of origin (see Table A9.3).

Where participants said that they had some or many close New Zealand friends, we did more analysis to determine the amount of contact they had with them (Figure 9.6). Two out of five 18–29 year olds (43 percent) very often or often spent time with close New Zealand friends. This was significantly higher than for those aged 45 and over (16 percent of 45–64 year olds and 5 percent of 65+ often or very often spent time with close New Zealand friends).

Figure 9.6 How often former refugees spent time with close New Zealand European or Māori friends by age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

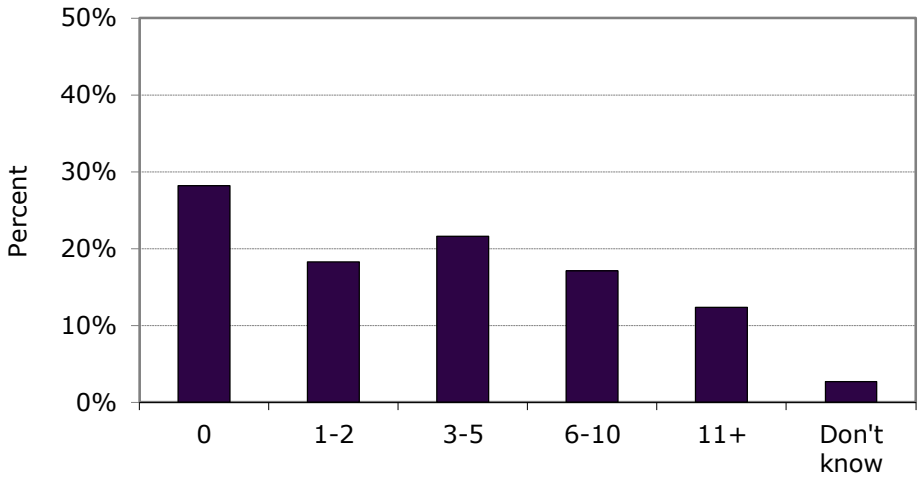
Most former refugees were either satisfied or very satisfied with their relationship with other New Zealanders (81 percent). Only 2 percent were dissatisfied or very dissatisfied.

Family in New Zealand and overseas

Most former refugees (85 percent) live with family – a spouse, child or other family, with few differences by age, gender or country of origin.

Most former refugees also had other family members living in New Zealand (70 percent). Half (51 percent) of former refugees had three or more family members living in New Zealand (see Figure 9.7).

Figure 9.7 Number of family members living in New Zealand (other than in household)



Only 4 percent of those who were not living with family had no other family members in New Zealand.

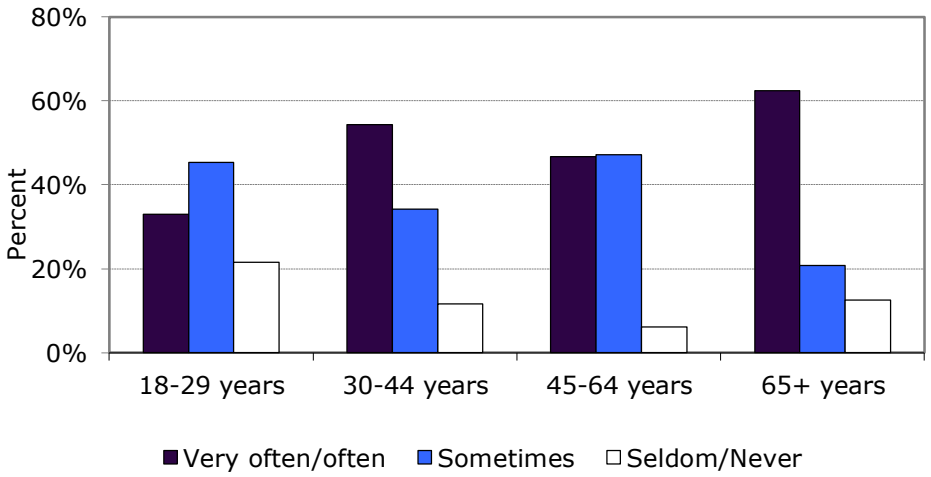
Former refugees were asked to say how satisfied they were with the number of family members they had in New Zealand. Over half were very satisfied or satisfied, and a third (34 percent) were dissatisfied or very dissatisfied.

Most former refugees (88 percent) also had family living overseas. While large proportions of former refugees had family members living in Australia, family were widespread, living in numerous countries around the world.

Transnational links and remittances

Most former refugees had contact with family and friends overseas, with only 4 percent saying that they never had contact. Figure 9.8 shows significant age differences. A third of those aged 18–29 often or very often had contact with family or friends living overseas compared to over half of 30–44 year olds (54 percent) and 62 percent of those aged 65 and over.

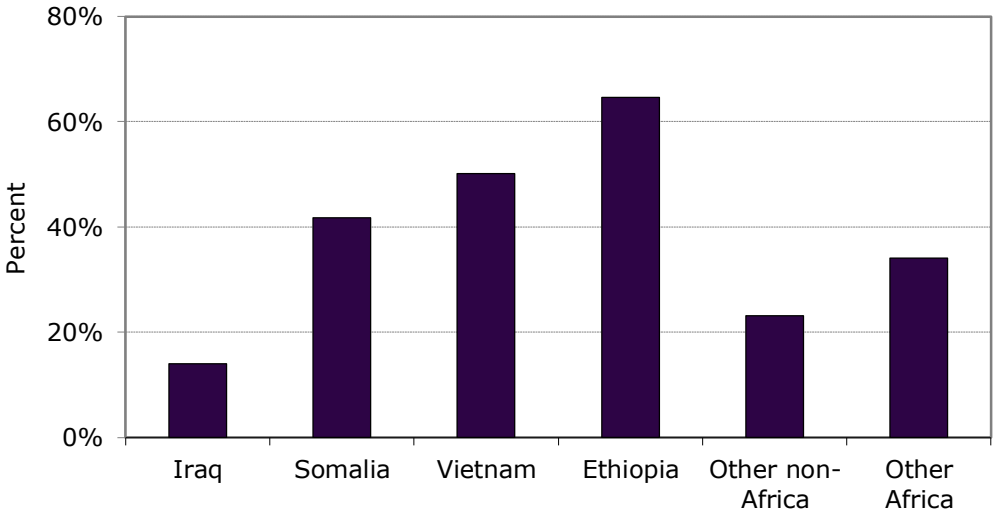
Figure 9.8 Contact with family and friends overseas



Thirty-five percent of former refugees regularly sent money to people living outside New Zealand, including their family, friends, faith group or other community group. This compares to 17 percent of migrants in the Longitudinal Immigration Survey: New Zealand (LISNZ) who reported sending money overseas to family, friends, a church or other community groups (Masgoret et al 2009).

Figure 9.9 shows that former refugees from Ethiopia were significantly more likely (65 percent) than those from Iraq (14 percent), other non-African countries (23 percent) and other African countries (34 percent) to regularly send money overseas.

Figure 9.9 Remittances by country of origin



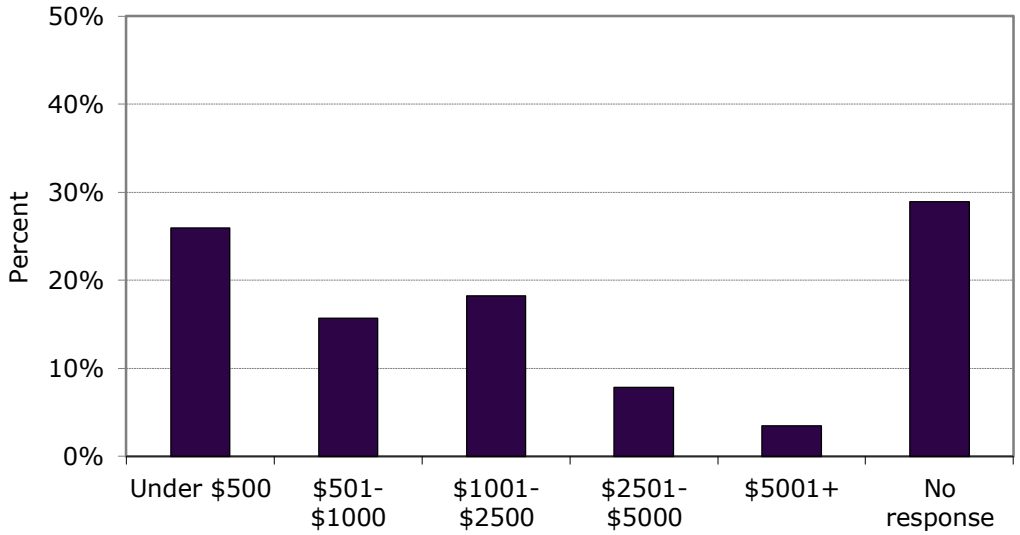
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees whose main source of income was wages or salary were significantly more likely to send money overseas than those whose main form of

income was a government benefit (47 percent compared to 28 percent) (see Table A9.4).

We asked those who regularly sent money overseas how much they sent and how often they sent this. The average yearly amount sent was $1,392, but amounts varied from to $50 to $7,000. Figure 9.10 shows that a quarter of former refugees who remitted money sent under $500 yearly, and 4 percent sent more than $5,000 every year to people living outside New Zealand. A quarter of those who regularly sent money overseas did not respond to this question.

Figure 9.10 Yearly remittances



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

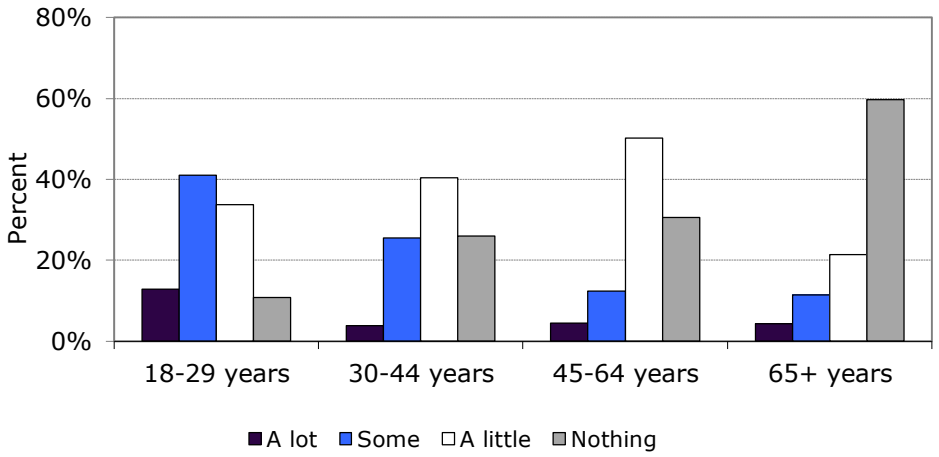
The amount of money they regularly sent to people outside of New Zealand was not related to whether their main form of income was wages or salary or a government benefit.

Knowledge of Māori culture and language

Former refugees were asked whether they had ever visited or stayed at a marae and to rate their knowledge of Māori culture or language. Sixty-two percent had visited a marae at some stage, with few significant differences by age, gender or country of origin.

A quarter said that they knew nothing about Māori culture or language, but this was considerably more likely to be the case for older age groups (see Figure 9.11). Sixty percent of those aged 65 and over said they knew nothing about the Māori language and culture, compared to one in 10 of those aged 18–29. This is not surprising, since many of the younger group would have gone through the New Zealand school system.

Figure 9.11 How much do you know about the Māori language or culture by age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

9.3 Family sponsorship

Family separation and concern about family living overseas create significant emotional and financial costs for former refugees (Gatt Consulting 2009), and family sponsorship is a significant concern for many of them.

A number of policy developments have occurred over the last 2 decades in relation to refugee family reunion. In 1991, the Humanitarian Category was created, where applicants could be granted residence if they or a New Zealand party were suffering serious physical or emotional harm. Applicants had to be supported by a close relative who was a New Zealand citizen or resident and had to show that their situation could be resolved only by their being granted residence in New Zealand (Merwood 2008: 5).

The Humanitarian Category had a wider definition of family and was therefore used by refugees to sponsor extended family members to New Zealand. The Humanitarian Category was closed in 2001 and replaced by the Refugee Family Sponsored Policy in 2002, which allowed former refugees in New Zealand to sponsor family members who were unable to gain entry through any other category. In 2007, there was a move away from a ballot system, with the introduction of the Refugee Family Support Category, which has a two-tiered registration system. Sponsors who meet tier one criteria have first access to places and are queued. If places are not filled by those in tier one, registrations are called for from those who meet tier two criteria. Three hundred places are available under this category per year (Merwood 2008: 13).

Family reunification is also provided for in the Refugee Quota Category. Of the 750 places in the 20101/2011 Refugee Quota, 300 were set aside for family reunification.

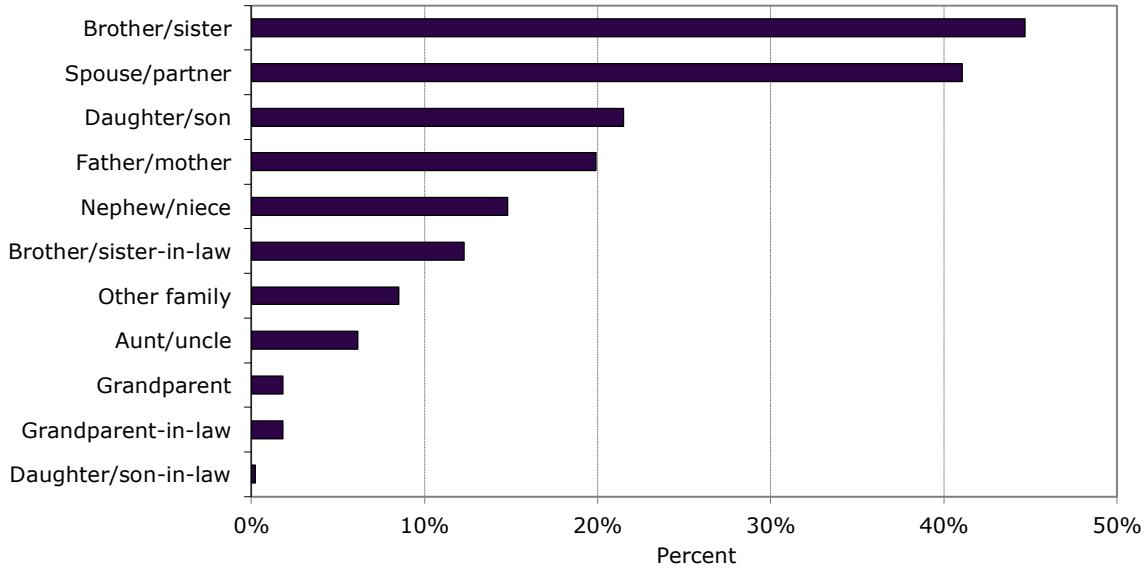
This section provides information on family reunification, including difficulties former refugees had experienced sponsoring family to New Zealand.

Who had sponsored family and been successful

Half of former refugees had, at some stage, tried to sponsor family to come to live in New Zealand. Of these, nearly two-thirds (64 percent) had been successful.

Figure 9.12 shows that 45 percent of those who had successfully sponsored a family member had sponsored their brother or sister, and 41 percent had sponsored their spouse or partner. Around one in five had sponsored their daughter or son or their father or mother.

Figure 9.12 Who have you successfully sponsored to come to New Zealand?



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Difficulties experienced

We asked those who had tried to sponsor family what difficulties they had experienced. This was an open-ended question, and we asked participants to specify their three biggest problems in sponsoring family members to come to New Zealand. Answers were then coded into categories.

Seventeen percent said that they had had no difficulties and that, at the time they applied, the process was relatively easy and straightforward.

Table 9.1 shows that financial or resource difficulties were the most common problem. Forty percent had experienced this. Over a quarter said that it took a long time for decisions to be made. Other problems included the process of sponsoring itself being difficult (17 percent), difficulties getting the required documentation (16 percent) and not meeting the policy/criteria (15 percent).

Table 9.1 Difficulties experienced in sponsoring family members

Difficulties experienced	Percentage (%)
Financial/resource difficulties	40
Long time taken for decisions	27
Process of sponsoring is difficult	17
Difficulties getting the required documentation	16
Did not meet criteria/policy	15
Difficulties dealing/communicating with Immigration New Zealand	13
Insufficient English	9
Lack of information/understanding of the requirements	8
Application was rejected	6
Inequity in decision-making	3
Lack of clear guidelines/policy	3
Other	15

Note: Participants were able to provide multiple responses – responses total more than 100 percent.

9.4 Community participation and support

Voluntary organisations play an important role in the formation of social networks. These may be organisations that serve a social aim, such as voluntary and community organisations and faith-based groups, or organisations that serve a functional aim, such as English Language Partners or Refugee Services Aotearoa. They may also be organisations that are characterised by bonds formed within groups (for example, those from the same country) or based on common interest (for example, sport or faith-based groups). Community and voluntary sector organisations may provide information and advice on life in New Zealand, but they also fulfil a social aim by creating opportunities for participants to meet and develop friendships.

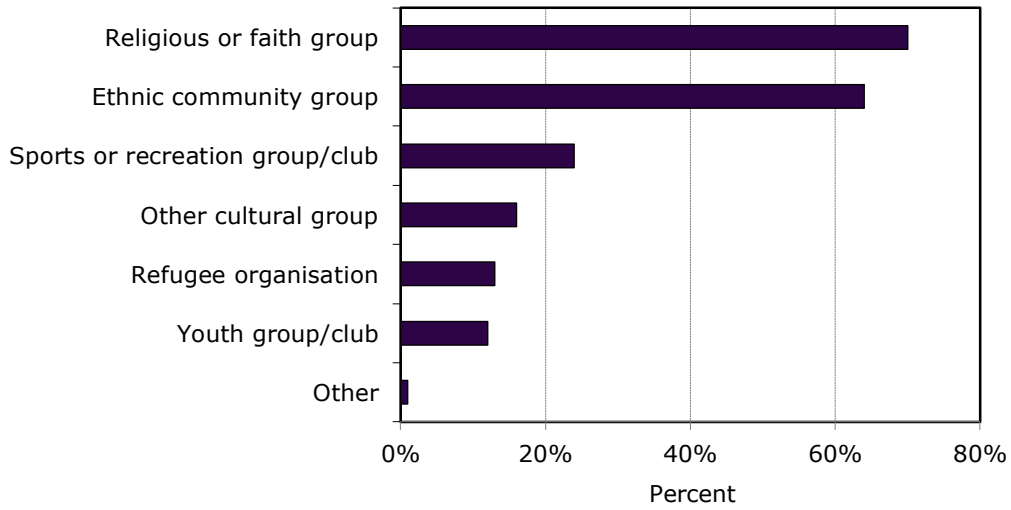
Research shows that former refugees are significantly involved in community and faith-based activities, including providing voluntary support. A study of Humanitarian arrivals in Australia showed that 61 percent had been involved in a religious group in the past 12 months and 47 percent in a cultural group. Nearly one in five (19 percent) had been involved in providing community or voluntary work (Australian Survey Research Group 2011). A UK study showed that over half of refugees (57 percent) were in contact with a place of worship at least once a month, a third were in contact with groups or organisations for their ethnic group (34 percent) and a quarter with other groups or organisations (23 percent) (Cebulla et al. 2010).

This section provides information on former refugees' participation in groups and organisations, the support they receive and give to their community and the contribution of unpaid and voluntary work.

Involvement in community groups and organisations

Most former refugees had been involved in groups or organisations in the past 12 months, with only 15 percent saying they had not been involved in any. Former refugees were involved most commonly with religious or faith groups (70 percent) or their own ethnic group or organisations (67 percent) (Figure 9.13).

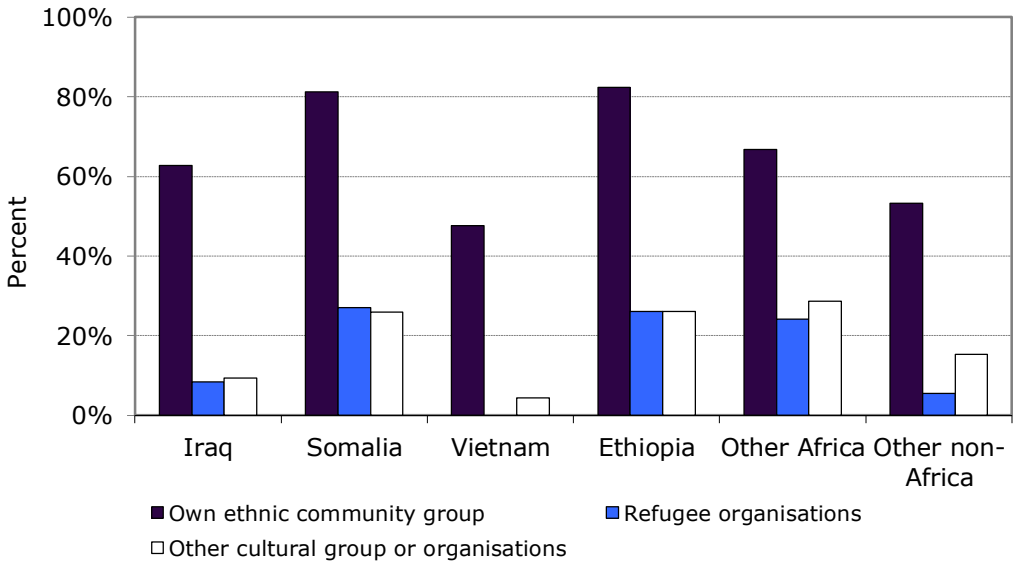
Figure 9.13 Types of groups or organisations former refugees had joined



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

There were significant differences in involvement with various groups and organisations by country of origin. Figure 9.14 shows that former refugees from Somalia and Ethiopia were the most likely to be involved with their ethnic community group or organisation, another cultural group or organisation or a refugee organisation.

Figure 9.14 Involvement in groups by country of origin

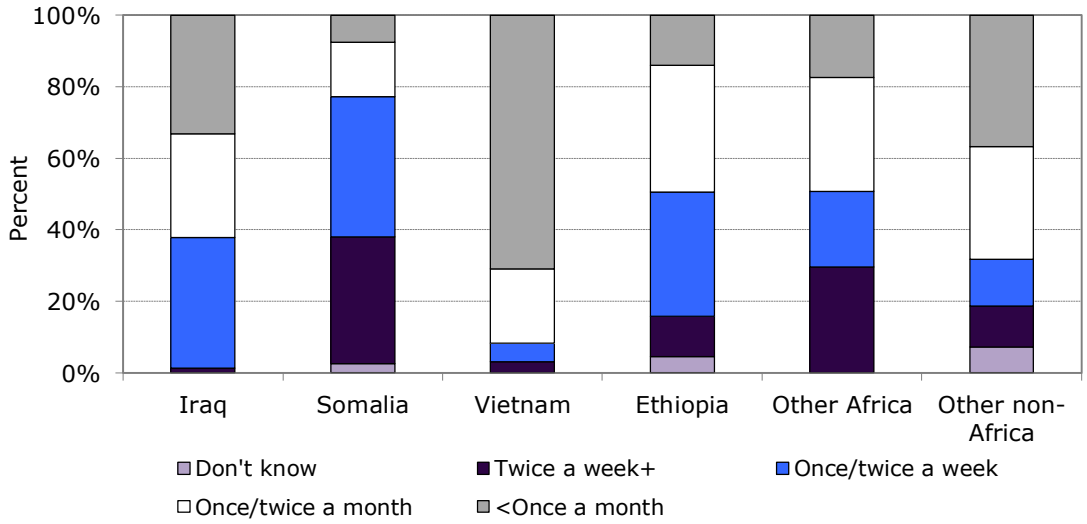


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

We asked former refugees how often they had contact with any groups or organisations from their ethnic community. Fourteen percent had contact more than twice a week, 29 percent once or twice a week, 27 percent once or twice a month and 29 percent less than once a month. Figure 9.15 shows that those from Somalia were significantly more likely than every other group, except those from

other African countries, to have contact more than twice a week with groups from their ethnic community (36 percent compared to 14 percent overall).

Figure 9.15 Frequency of contact with groups from own ethnic community

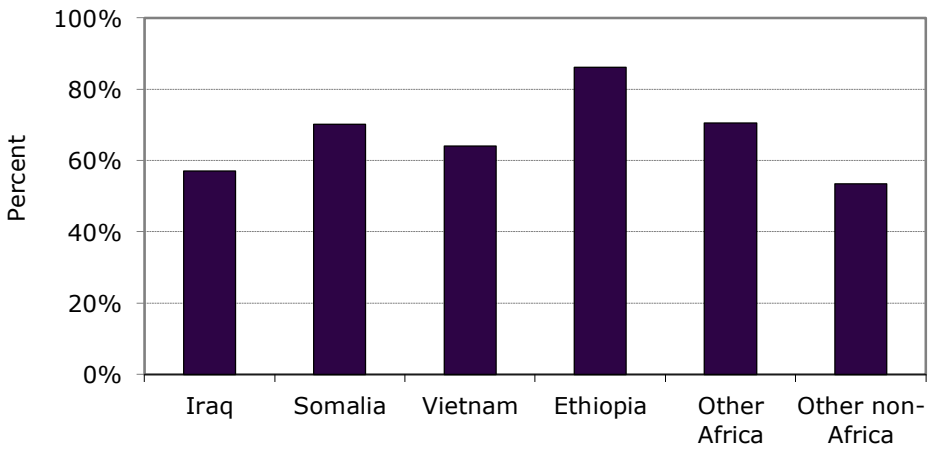


Support received and given to community

Two-thirds of former refugees (65 percent) had provided some form of support to members of their community in New Zealand, including family members, in the past 12 months. There were no gender differences, but those aged 65 and over were significantly less likely than every other group to have provided support to their ethnic community, including family, in New Zealand (40 percent) (see Table A9.5).

Figure 9.16 shows that former refugees from Ethiopia were significantly more likely than those from every other country except Somalia to have provided support to their own ethnic community or family in the previous 12 months.

Figure 9.16 Support to own ethnic community and family in the last 12 months



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

This support took a variety of forms, including providing clothing, towels and sheets (40 percent), use of a vehicle (37 percent), financial support (36 percent) and furniture and things for the kitchen (35 percent).

A quarter of former refugees (25 percent) had received this kind of support from family members or members of their ethnic group in the past 12 months.

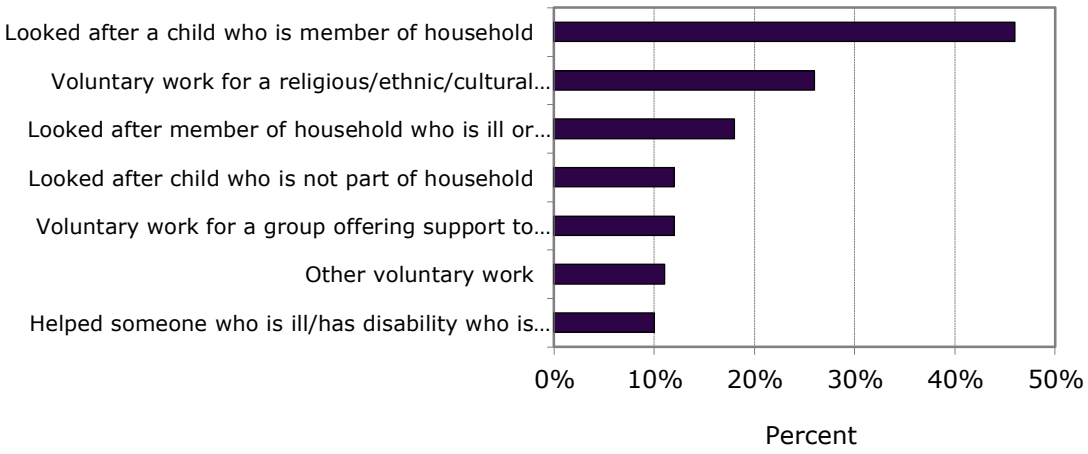
Unpaid/voluntary work

Figure 9.17 shows the range of unpaid/voluntary work that former refugees were involved with.

Nearly half had looked after a child who was a member of their household. A quarter had provided help or done voluntary work for a religious, ethnic or cultural group. This was significantly higher for those aged 30–44 (37 percent) than for those aged 18–29 (6 percent) or 65 and over (16 percent).

About one in 10 participants (12 percent) had provided help or done voluntary work for a group offering support to refugees.

Figure 9.17 Unpaid or voluntary work former refugees were involved with

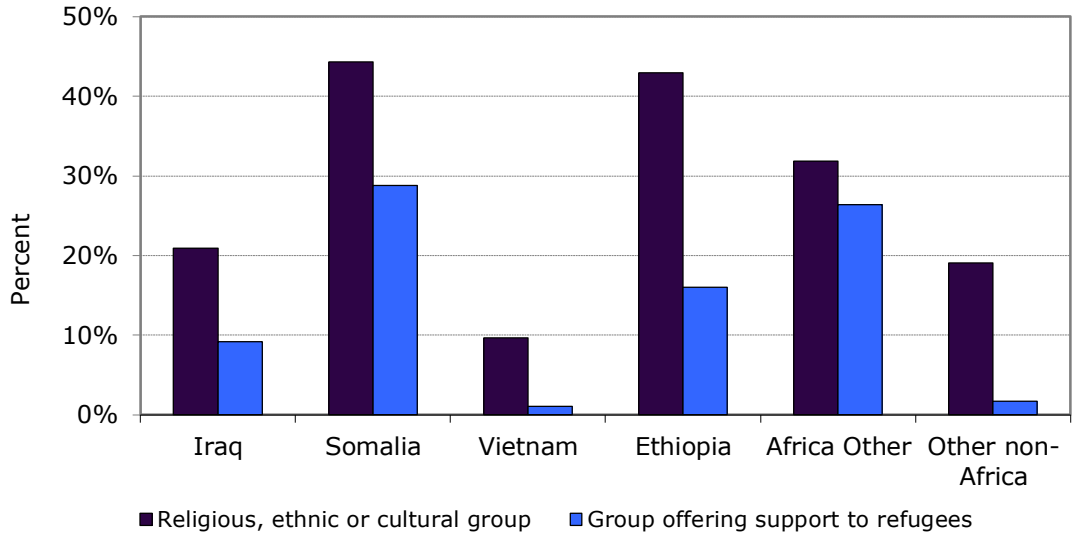


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Figure 9.18 shows that former refugees from Somalia and Ethiopia were significantly more likely to have done voluntary work for a religious, ethnic or cultural group (44 percent and 43 percent respectively) than those from Vietnam (10 percent), Iraq (21 percent) and other non-African countries (19 percent).

Figure 9.18 also shows that former refugees from Somalia (29 percent) and other African countries (26 percent) were significantly more likely than those from Iraq (9 percent), Vietnam (1 percent) and other non-African countries (2 percent) to have provided help or done voluntary work for a group offering support to refugees.

Figure 9.18 Voluntary work for religious, ethnic or cultural group or group offering support to refugees by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

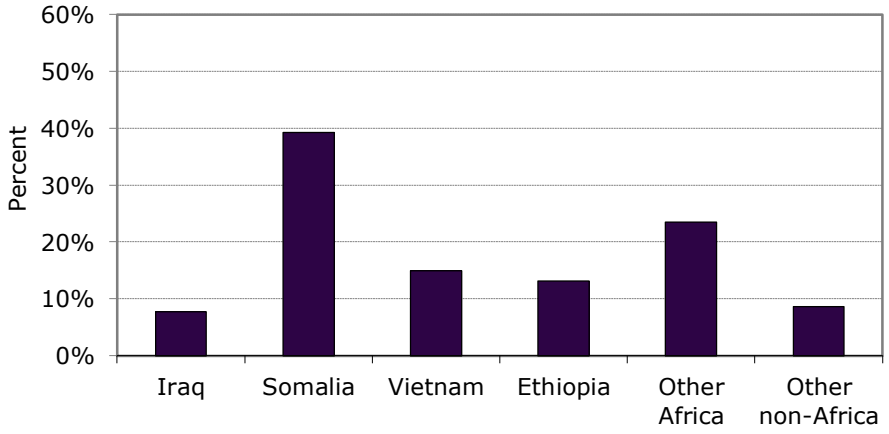
9.5 Discrimination

International literature shows that discrimination is commonly reported by refugees, particularly in employment (McMillan and Gray 2009). A recent study of refugees in Scotland showed that the majority (72 percent) said they had been discriminated against in Britain. Most commonly, refugees said that the reason for discrimination was simply the fact that they were an asylum seeker or refugee (Mulvey 2011).

We asked former refugees to say whether, in the past 12 months, they had ever felt that someone was discriminating against them. We told them that this meant being treated unfairly because of the ethnic group they belonged to or people thought they belonged to.

Sixteen percent of former refugees had experienced discrimination. As Figure 9.19 shows, there were significant differences by country of origin. Former refugees from Somalia were significantly more likely than every other group except those from other African countries to say they had experienced discrimination in the past 12 months.

Figure 9.19 Perceived discrimination in the past 12 months by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

We asked those who reported discrimination to say how often this had happened in the past 12 months. About a third said that it had happened once or twice (35 percent), about a quarter said it had happened three or four times (22 percent) and a third said that it had happened five or more times (36 percent). Seven percent did not know how often it had happened.

Former refugees were usually in a public place (44 percent) or dealing with a government agency (30 percent) when they experienced discrimination. About a quarter were at work (28 percent), at a social gathering (26 percent) or shopping (23 percent) when the discrimination happened (Table 9.2).

Table 9.2 What former refugees were doing when they experienced discrimination

	Percentage (%)
In a public place such as a street	44
Dealing with a government agency	30
Working at their job	28
At a social gathering	26
Shopping	23
Applying for a job	16
Looking for accommodation	12
At school or a training course	8
At their child's school or preschool	8

Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Just over a third of those who reported discrimination had sought help in dealing with it (37 percent), with few significant differences by age, gender or country of origin. Almost half (48 percent) had sought help from the Police. Others had sought help from a community group (10 percent), family (8 percent), friend (8 percent) or the Human Rights Commission (8 percent). Two out of five mentioned a wide variety of other people they had sought help from, including colleagues and managers.

Most former refugees were very satisfied or satisfied with how they are treated by other New Zealanders (82 percent), with only 3 percent saying they were dissatisfied or very dissatisfied. However, 12 percent of those who had experienced discrimination in the past 12 months were dissatisfied with their relationship with New Zealanders (see Table A9.6).

9.6 Safety

Most former refugees (around 90 percent) felt safe or very safe in New Zealand, at work and in their neighbourhood. Only 2 percent said they felt unsafe in New Zealand or at work, and 4 percent said they felt unsafe in their neighbourhood. No one aged 65 or over felt unsafe in their neighbourhood (see Table A9.7).

10 CITIZENSHIP, IDENTITY AND BELONGING

Key findings

Citizenship and voting

- Ninety-four percent of former refugees had either taken up New Zealand citizenship or were in the process of doing so.
- Most reported taking up citizenship because they saw New Zealand as their home, they wanted to feel part of New Zealand or because they had lived in New Zealand for many years, while half wanted citizenship so that they could travel.
- Nine out of 10 former refugees had voted in a general election since they arrived.

Language and religion

- Most former refugees (97 percent) thought it was important or very important to be able to speak their own language. Those from Somalia, Ethiopia and other African countries felt particularly strongly about this.
- Two-thirds of those who had children said that their children in New Zealand could speak their language fluently. Those from Somalia and Ethiopia felt strongly that their children should be able to speak their own language.
- Religion was very important to former refugees from Somalia, Iraq, Ethiopia and other African countries, but less important to those from Vietnam.

Identity and belonging

- Most former refugees identified with their own ethnic community (95 percent) but also felt part of New Zealand (94 percent). The main factors that helped them feel part of New Zealand life were having a job, having family members in New Zealand, feeling safe and being able to use English well.
- A similar proportion of women (20 percent) and men (23 percent) had difficulties associated with their gender. Women had difficulties being a sole parent and with differences between their culture and New Zealand culture, such as in dress and the role of women. Men had problems with health, finding a partner, loneliness, racism and discrimination.

10.1 Introduction

The literature suggests that entitlement to and applications for citizenship are an indicator of a country's willingness to accept refugees and of a refugee's commitment to the host country (Hickman, Crowley and Mai 2008). Such applications reflect the extent to which former refugees have integrated into their host society, as set out in Berry's Model of Acculturation (Berry 1997). This model categorises acculturation strategies along two dimensions. The first concerns the extent to which individuals retain or reject their native culture; the second concerns the extent to which they adopt or reject the host culture. From these dimensions, four acculturation strategies emerge:

- Assimilation – occurs when individuals reject their minority culture and adopt the cultural norms of the host culture.

- Separation – occurs when individuals reject the host culture in favour of preserving their culture of origin. Separation is often facilitated by immigration to ethnic enclaves.
- Integration – occurs when individuals are able to adopt the cultural norms of the host culture while maintaining their culture of origin.
- Marginalisation – occurs when individuals reject both their culture of origin and the host culture.

As Berry notes:

> Integration can only be "freely" chosen and successfully pursued by non-dominant groups when the dominant society is open and inclusive in its orientation towards cultural diversity. Thus a mutual accommodation is required for integration to be attained, involving the acceptance by both groups of the right of all groups to live as culturally different peoples. This strategy requires non-dominant groups to adopt the basic values of the larger society, while at the same time the dominant group must be prepared to adapt national institutions (e.g. education, health, labour) to better meet the needs of all groups now living together in the plural society (Berry 1997: 10).

Ward (2008) notes that migrant youth have a strong orientation towards their heritage culture and this largely remains stable across generations, as evidenced by strong ethnic identity and frequent contact with ethnic peers. Nevertheless, ethnic language use and proficiency decrease over successive generations. Sobrun-Maharaj et al. (2008) found that a lack of language retention was one of several significant issues that contributed to a New Zealand-based migrant and refugee youth not feeling settled or socially included.

Central elements of ethnic identity include a shared history and a subjective sense of belonging, often experienced through religion, shared values, type of community and language. Retaining ethnic identity contributes significantly to refugee wellbeing and is vital for refugees' successful adaptation into a new society. It enables refugees to cope with many adversities and function as normal human beings (Engebritsen 2007).

Refugee leaders in New Zealand have spoken of the challenges that had to be overcome in the process of developing cohesion among refugee communities. This included surmounting divisions within and between communities, often stemming from ethnic, tribal or religious conflicts in their countries of origin. Community members need to overcome the context of conflict in their countries of origin to focus instead on their commonalities in New Zealand (Gruner and Searle 2011).

Studies have found that a majority of New Zealanders agree that migrants (including refugees) should retain their original culture while also adopting New Zealand culture (Ministry of Social Development 2008).

This chapter gives information on former refugees' take-up of New Zealand citizenship, voting behaviour, the importance they place on maintaining their own culture, their sense of identity and their sense of belonging in New Zealand.

10.2 New Zealand citizenship

Most former refugees (92 percent) had taken up New Zealand citizenship, and 2 percent were in the process of doing so. Just 6 percent indicated that they had not taken up New Zealand citizenship.

We asked participants who had taken up New Zealand citizenship why they had done so, using a list of reasons provided. Most did so because they saw New Zealand as their home (80 percent), they wanted to be part of New Zealand (78 percent) or they had lived in New Zealand for many years (72 percent). Half (52 percent) wanted to be able to travel, and 7 percent gave 'other' reasons, such as safety and a sense of belonging (see Table 10.1).

> Safe country and good for my future and good life.
>
> Because it is safe for me. New Zealand is peaceful and has human rights.
>
> Want to be like a New Zealander.
>
> To build our future in this country. To make New Zealand our country – want to feel being a New Zealander.

Table 10.1 Reasons for becoming a New Zealand citizen

Reason for becoming a New Zealand citizen	Percentage (%)
New Zealand is my home	80
I want to be part of New Zealand	78
I have lived in New Zealand for many years	72
Ability to travel	52
Other	7

Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

10.3 Voting

Nine out of 10 (91 percent) former refugees had voted in a New Zealand general election since they arrived. Of this group, 92 percent voted in the general election held in 2008, compared to 79 percent of all enrolled voters in New Zealand.

10.4 Cultural maintenance

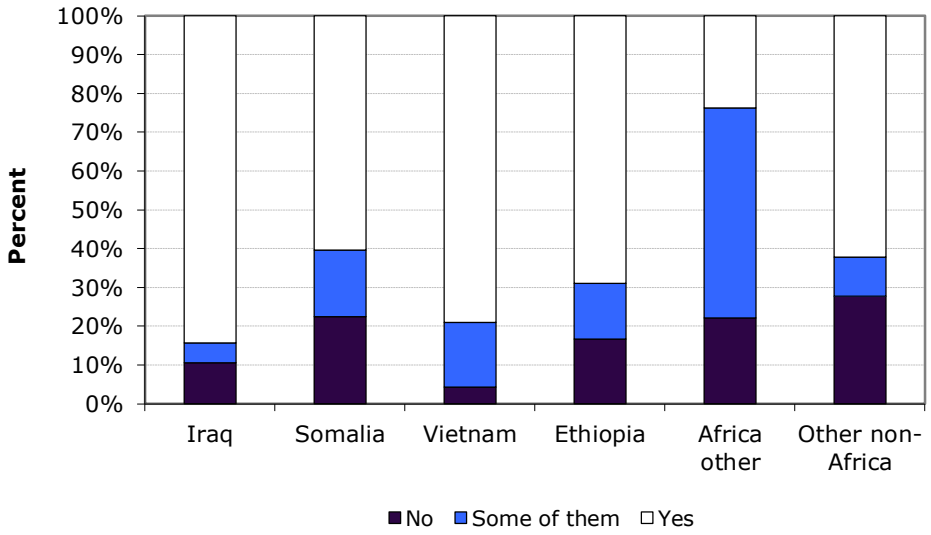
Participants were asked how important it was for them to speak their own language as well as for their children to speak their language fluently.

Overall, nearly all former refugees (97 percent) thought that it was very important (85 percent) or important (11 percent) for them to be able to speak their own language. Former refugees from African countries (Somalia, Ethiopia and other African countries) were significantly more likely than those from other non-African countries to say it was very important for them to speak their own language (see Table A10.1).

Two thirds of those who had children (69 percent) said that their children in New Zealand could speak their language fluently. Former refugees from other African

countries were significantly less likely than those from all other countries to say that all their children in New Zealand could speak their language fluently – only 24 percent said this was the case. However, former refugees from other African countries were also significantly more likely than those from other countries to say that some of their children in New Zealand were fluent (see Figure 10.1). Only around one in five said that none of their children was fluent in their own language.

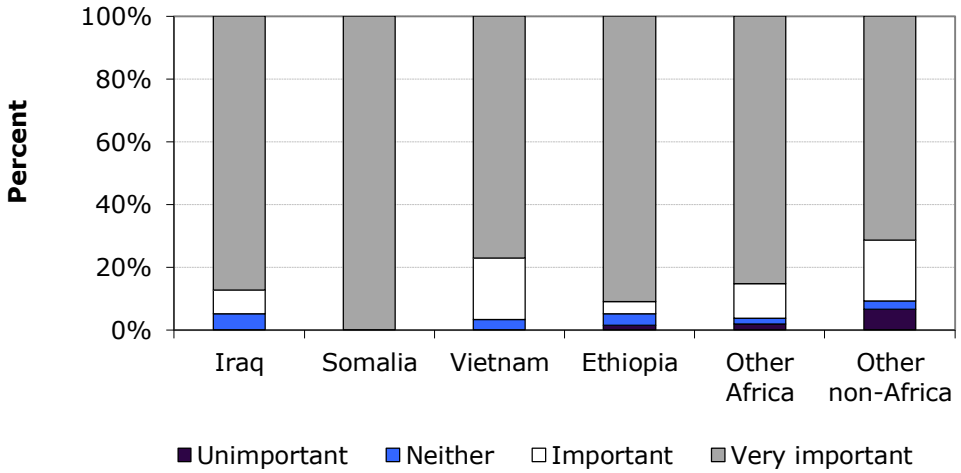
Figure 10.1 Do children in New Zealand speak own language fluently by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Most former refugees (95 percent) thought it was very important or important for their children in New Zealand to speak their own language fluently. All those from Somalia said that it was very important that their children in New Zealand could speak their own language (see Figure 10.2).

Figure 10.2 Importance of children in New Zealand speaking their own language fluently by country of origin



10.4 Identity and belonging

Participants were asked whether they agreed or disagreed with a number of statements around their identification with their religion, their own ethnic group and New Zealand and with the statement 'New Zealand feels like home to me'.

Religion

Of those who had participated in a religious or faith group in the past 12 months, 95 percent said that their faith or religion was very important or important to them in their everyday life. Former refugees from Ethiopia (95 percent) were significantly more likely than those from Iraq (76 percent) and Vietnam (63 percent) to say this.

Eighty-five percent strongly agreed or agreed that their religion was an important part of who they are, although former refugees from Somalia (100 percent), Iraq (87 percent), Ethiopia (98 percent) and other African countries (91 percent) were significantly more likely than those from Vietnam (62 percent) to feel this way (see Table A10.2).

Feeling part of own ethnic community and New Zealand

Almost all former refugees (95 percent) strongly agreed or agreed with the statement that being part of their own ethnic community was an important part of who they were. At the same time, a similar proportion (94 percent) strongly agreed/agreed that being a New Zealander is an important part of who they are.

Most also felt that that New Zealand felt like home to them (94 percent).

Participants were asked to choose the three most important things for feeling part of New Zealand life, from a list provided.

Table 10.2 shows that having a good job (48 percent), having family members in New Zealand (44 percent), feeling safe (38 percent) and being able to use English well (38 percent) were rated as the most important for feeling part of New Zealand life.

Table 10.2 Most important things for feeling part of New Zealand life

Important things for feeling part of New Zealand life	Percent
Having a good job	48
Having family members in New Zealand	44
Feeling safe	38
Being able to use English well	38
Having your children do well	36
Feeling accepted in New Zealand	32
Being able to maintain your culture and language	31
Feeling that you are treated fairly	24
Having friends close by	8

Men (57 percent) were significantly more likely than women (36 percent) to rate having a good job as most important (see Table A10.3). On the other hand, women

(45 percent) were significantly more likely than men (29 percent) to rate having their children do well as important (see Table A10.4).

Those aged 65 and older (76 percent) were significantly more likely than those in the younger age groups (18–29 – 51 percent, 30 to 44 – 43 percent and 45–64 – 33 percent) to rate having family members in New Zealand as most important for feeling part of New Zealand (see Table A10.5).

Former refugees from Iraq (51 percent), Somalia (54 percent) and other African countries (60 percent) were significantly more likely than those from Ethiopia (30 percent) to rate having a good job as most important (see Table A10.6). Those from Iraq (44 percent), Ethiopia (47 percent) and other non-African countries (45 percent) were significantly more likely than those from Vietnam (21 percent) to rate feeling safe as most important (see Table A10.7).

Difficulties associated with gender

Participants were asked whether they had experienced any particular difficulties living in New Zealand because of their gender. A similar proportion of women (20 percent) and men (23 percent) said they had had difficulties.

Both women and men had had difficulties with language barriers, a lack of support from relatives and community, separation from family and problems finding work. Women had difficulties with being a sole parent and with differences between their culture and New Zealand culture, such as in dress and the role of women. Men reported problems with health, problems finding a partner, loneliness, racism and discrimination.

11 SERVICE PROVISION

Key findings

Help sought

- In the last 12 months, former refugees sought help with:
  - claiming a benefit or other government assistance (35 percent)
  - interpretation/translation (23 percent)
  - bringing family into New Zealand (21 percent) – those from Ethiopia were most likely to have required help (34 percent)
  - finding work (20 percent) – this increased to 34 percent for those aged 18–29.
- Older former refugees were more likely to need help with interpreting or translation – 69 percent of those 65 and over required help in the past 12 months compared to 2 percent of those aged 18–29.
- Former refugees most commonly required the services of a doctor (82 percent), with almost all those aged 65 and over (97 percent) having done so in the past 12 months.
- Those from Somalia were most likely to have sought help from other services/organisations, apart from a doctor, in the past 12 months.

Satisfaction with help provided

- Those former refugees who sought help were most satisfied with the help received from universities or polytechnics (90 percent), followed by doctors (89 percent), schools (87 percent) and groups or services that help refugees (86 percent).
- They were most dissatisfied with help received from Housing New Zealand (53 percent) and Immigration New Zealand (50 percent).
- Former refugees saw the health system (88 percent) and the education system (66 percent) as the fairest organisations. On the other hand, around one in five felt that Work and Income New Zealand (20 percent) and Immigration New Zealand (19 percent) do not treat everyone fairly or equally, regardless of what group they are from.

Advice to agencies

- Former refugees' advice to agencies centred around more support for learning English and finding employment. Focus group participants' suggestions centred on better communication between agencies and upskilling agency staff in cultural/refugee-specific issues.
- Although focus group participants were grateful for the services and assistance they received, they identified service delivery issues with Housing New Zealand, Work and Income New Zealand and Immigration New Zealand.
- Issues related to a perceived lack of response and/or long response times, lack of caseworker sensitivity to and understanding of refugee-specific issues and inconsistent treatment and/or application of policy within agencies.

- Participants spoke positively of schools, Plunket and public health nurses, and the Citizens Advice Bureau, noting that staff from these organisations were more culturally responsive to and knowledgeable about refugee issues.

11.1 Introduction

The literature agrees that, in order to promote integration, public bodies need to provide adequate services and information to new and established communities, including information in their own languages. Grogan (2008) notes that refugees often arrive in small numbers compared to larger immigrant populations and may be overlooked when language populations are identified.

Policies which support language training, affordable housing, job placement, vocational training, education and access to healthcare and other benefits are also important, as are policies recognising the credentials of migrants and refugees. Public workers in all domains need to be sensitised to the specific needs and cultures of refugees (McMillan and Gray 2009: 28). Lack of knowledge about or trust in social services, lack of language or lack of access to language classes can also exclude refugees from participating fully in society as can the lack of inclusive social services (Fangen 2006; Spicer 2008).

A report on stakeholders' perspectives on significant changes in the refugee resettlement sector in New Zealand since 1987 (Gruner and Searle 2011: 12) noted the increasing professionalism of NGOs over the last 2 decades, along with a broad expansion of their services. Government agencies also became increasingly responsive to refugee needs during this period, with substantive changes in a number of government agencies.

This chapter includes findings on service provision from the survey and focus groups. Survey results look at the things former refugees have needed help with and the services/organisation they have needed help from in the past 12 months, levels of satisfaction with services/organisations and advice to agencies on how best to work with former refugees. Focus group findings describe participants' experiences with a range of services since arriving in New Zealand.

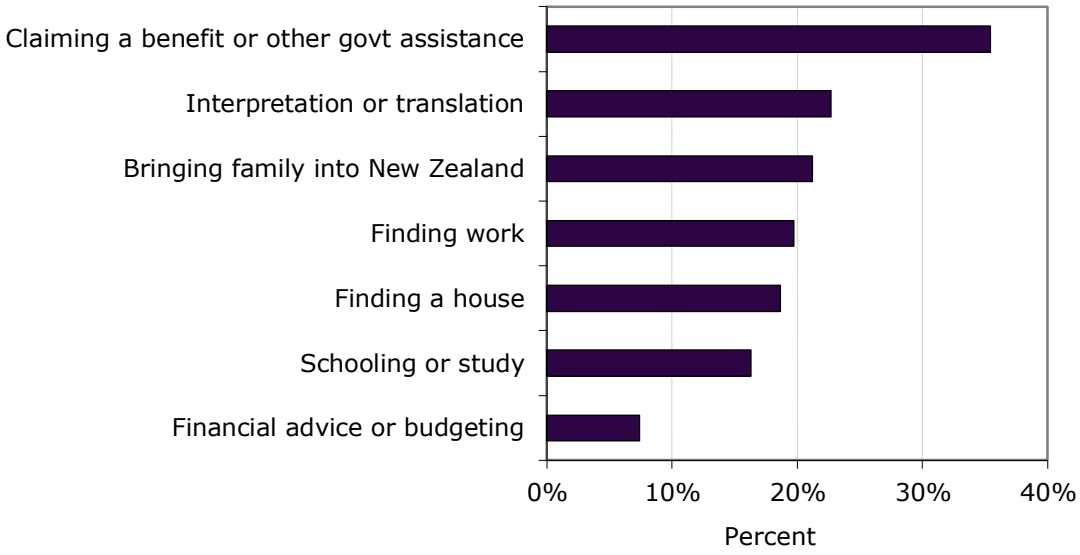
11.2 Help needed in last 12 months and levels of satisfaction

Areas of help needed

Former refugees were given a list of options and asked to identify the things they needed help with in the past 12 months (see Figure 11.1). Options included finding a house, finding work, claiming a benefit or other government assistance, schooling or study, interpretation or translation, bringing family to New Zealand, and financial advice or budgeting.

Claiming a benefit or other government assistance was the most common area where they needed help (35 percent), while they mentioned financial or budgeting advice least often (7 percent).

Figure 11.1 Areas of help needed in the past 12 months

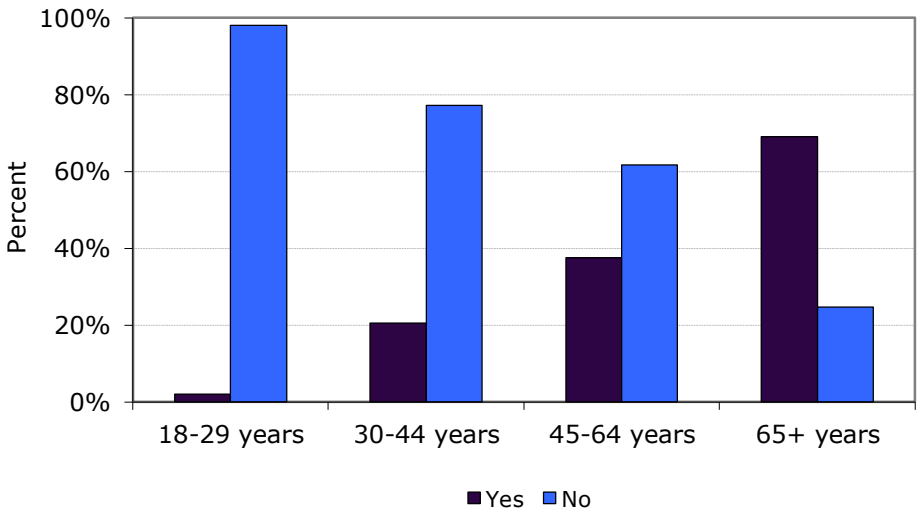


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Around a quarter of former refugees needed help with interpreting or translation in the past 12 months (23 percent).

Those from Vietnam were most likely to need help (32 percent), significantly more than those from other African countries (8 percent) (see Table A11.1). Older former refugees were more likely to need help with interpreting or translation – 69 percent of those aged 65 and over did so compared to 2 percent of those aged 18–29 (see Figure 11.2).

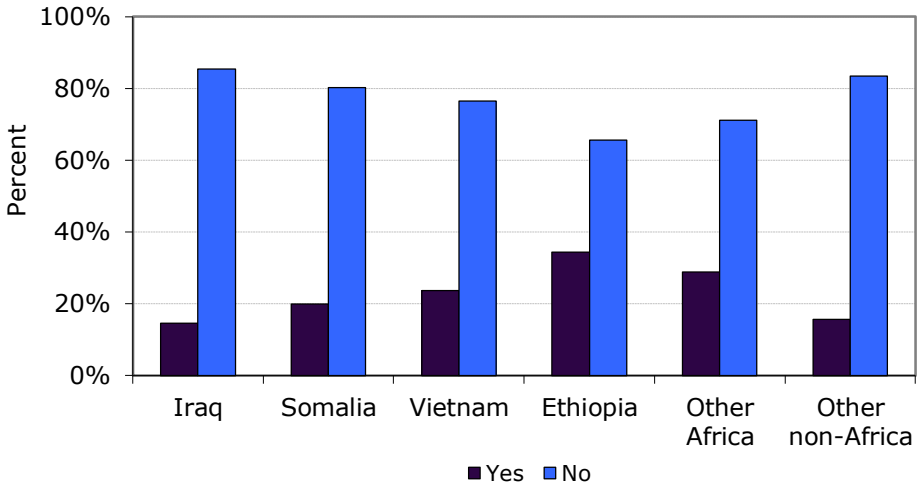
Figure 11.2 Help needed with interpretation or translation in the past 12 months, by age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

In the past 12 months, one in five former refugees needed help bringing family to New Zealand (21 percent). Those from Ethiopia were most likely to have sought help (34 percent), significantly more than those from other non-African countries (16 percent) and Iraq (15 percent) (see Figure 11.3). In her 2008 study in New Zealand, Grogan (2008) found that the main reason refugees sought help from Settlement Support services was for family reunification.

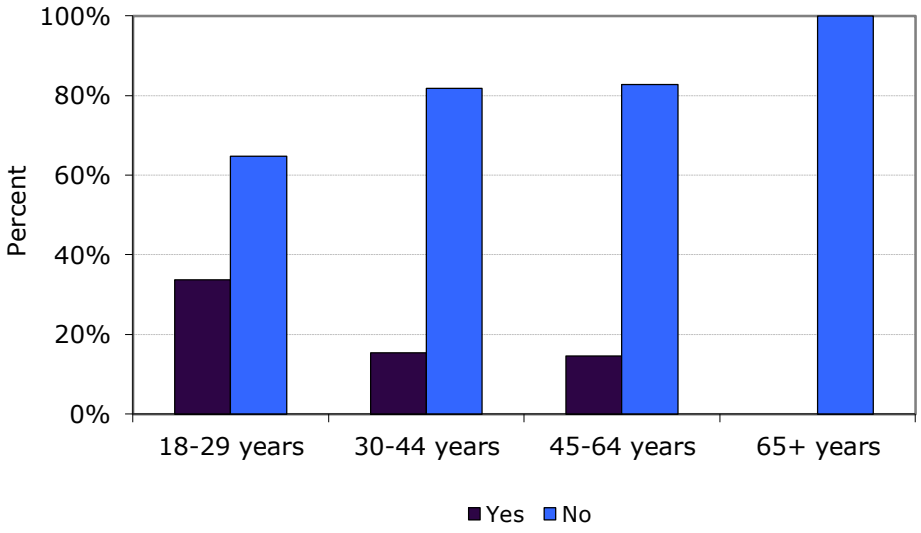
Figure 11.3 Help needed with bringing family to New Zealand by country of origin



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

One in five former refugees (20 percent) needed help finding work in the past 12 months. This increased to more than one in three among those aged 18–29 (34 percent), significantly more than for any other age group (see Figure 11.4).

Figure 11.4 Help needed finding work in the past 12 months by age



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

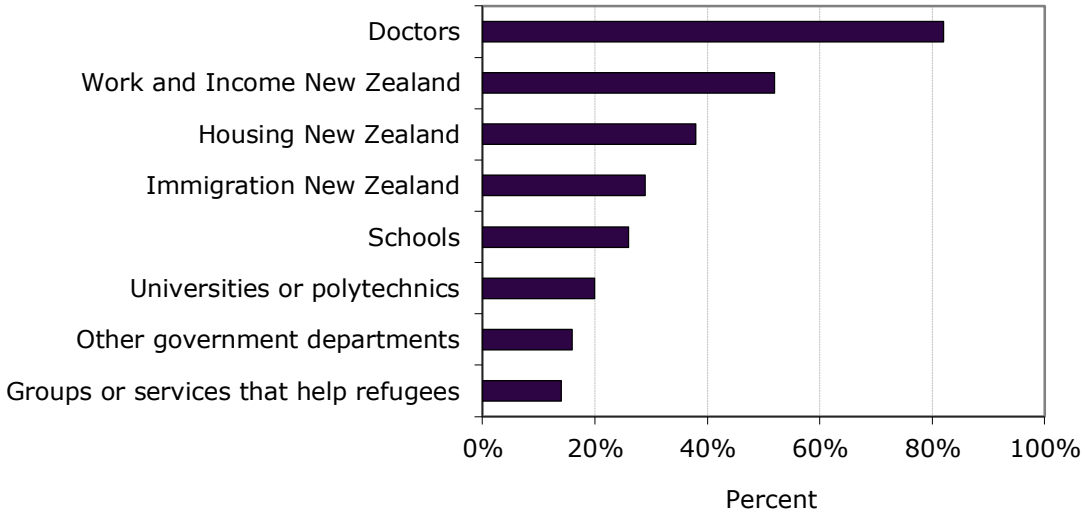
Nineteen percent of former refugees needed help finding housing in the past 12 months. Those from Ethiopia were most likely to have needed help (36 percent), significantly more than for those from Iraq (16 percent), Somalia (14 percent) or Vietnam (10 percent) (see Table A11.2).

Services and organisations help sought from

Former refugees were asked to identify the services and organisations they had sought help from in the past 12 months. Options were Housing New Zealand, Work and Income New Zealand, Immigration New Zealand, other government departments, schools, universities or polytechnics, doctors, and groups or services that help refugees.

Figure 11.5 shows that the most commonly used services were a doctor (82 percent), Work and Income New Zealand (52 percent) and Housing New Zealand (38 percent). Only 14 percent of former refugees sought help in the past 12 months from groups or services that help refugees.

Figure 11.5 Help needed from services or organisations in the past 12 months



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Help sought in the past 12 months from services/organisations varied by age. Those aged 65 and over were more likely than other age groups to have sought help from a doctor (97 percent) and Work and Income New Zealand (71 percent), while those aged 18–29 were more likely than any other age group to have accessed help from universities or polytechnics (38 percent) (see Table A11.3).

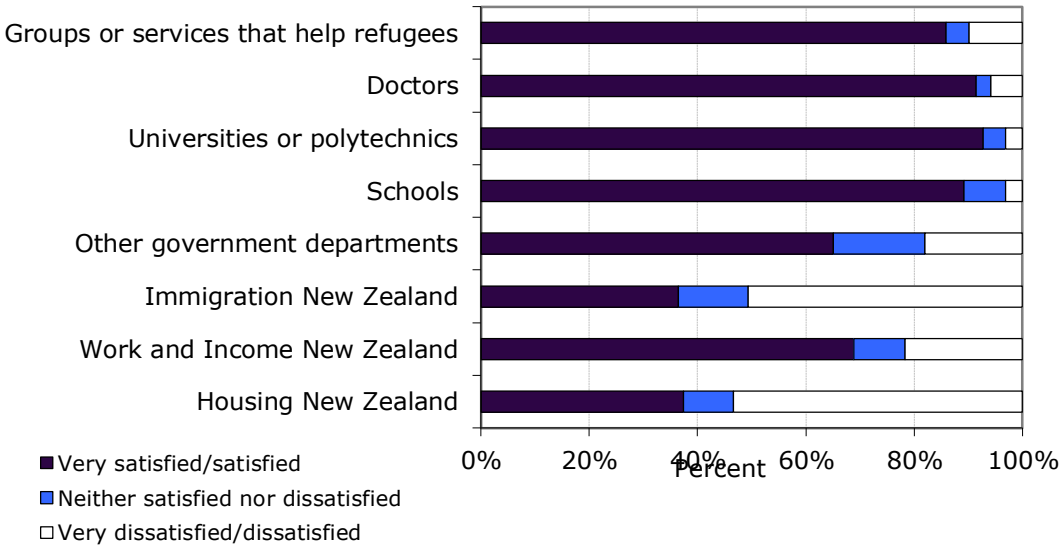
Former refugees from Ethiopia were most likely to have sought the services of a doctor (92 percent), while those from Somalia were more likely to have sought help from every other service/organisation (see Table A11.4).

Men were more likely than women to have sought help from other government departments in the past 12 months (24 percent compared to 11 percent) (see Table A11.5).

Satisfaction with help received from services and organisations

The survey asked former refugees to rate their satisfaction with the help they received by service or organisation.

Figure 11.6 Satisfaction with help received from services and organisations



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Former refugees were most satisfied with help received from universities or polytechnics (90 percent), closely followed by doctors (89 percent), schools (87 percent) and groups or services that help refugees (86 percent). They were most dissatisfied with help received from Housing New Zealand (53 percent) and Immigration New Zealand (50 percent).

Those aged 30–44 were more likely to be dissatisfied with help received from Housing New Zealand (61 percent) than those aged 18–29 (32 percent) or 65 and over (32 percent) (see Table A11.6).

Equality of treatment

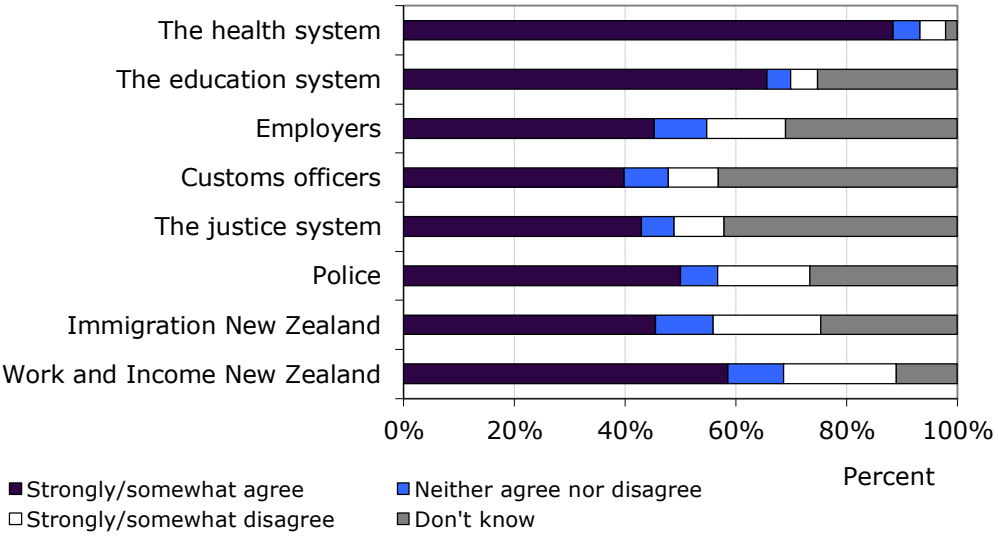
Former refugees were asked how fairly or equally they felt a range of organisations treat people regardless of what group they are from. The organisations were Work and Income New Zealand, Immigration New Zealand, Police, the justice system (courts, prisons, probation service), Customs officers, employers, the education system (schools and universities) and the health system (doctors and hospitals) (see Figure 11.7).

Overall, former refugees found this question quite difficult to answer, with a high percentage selecting 'don't know', especially in regard to organisations such as Customs officers (43 percent) and the justice system (42 percent) with whom they may have had limited contact. Those who selected 'don't know' differed by country of origin, gender and age. For example, with the justice system, those from Ethiopia were more likely to select 'don't know' than all those from all other countries (70 percent), women were more likely to do so than men (55 percent

compared to 32 percent) and those aged 65 and over were more likely to do so than those aged 18–29 (62 percent compared to 32 percent). It is important therefore to be cautious when interpreting these findings.

Former refugees saw the health system (88 percent) and the education system (66 percent) as the fairest organisations. On the other hand, around one in five felt that Work and Income New Zealand (20 percent) and Immigration New Zealand (19 percent) do not treat everyone fairly or equally, regardless of what group they are from.

Figure 11.7 Equality of treatment by organisations



Note: "Refused to answer" responses are excluded from the graph – responses may not add to 100%.

Almost half (46 percent) of former refugees from Ethiopia felt that Immigration New Zealand does not treat everyone fairly or equally, significantly more than for every other country apart from Somalia (see Table A11.7). Perceptions of Immigration New Zealand's fairness also differed by age, with those aged 30–44 significantly more likely (28 percent) than those aged 18–29 (14 percent) or 65 and over (8 percent) to feel they do not treat everyone fairly or equally (see Table A11.8).

Advice to agencies

Participants in the survey were asked what advice they would give to organisations about how best to work with former refugees.[23]

English language support

About one in five participants discussed the need for English language support. Most did not specify the type of language support required but instead noted the importance of former refugees learning English.

Some participants explicitly commented on the need for 'more language courses' and the desire for agencies to 'provide more language programmes'. Others pointed

[23] These responses were analysed qualitatively and not weighted to the population.

out the particular needs of women and older people for adequate English language support.

Some participants discussed the importance of English language as a building block to successful settlement in New Zealand. One noted the need to:

> Support refugees with the English language, because it is the foundation to refugee settlement in New Zealand.

Employment support

The second most common area of need was for employment support for former refugees. About one in six participants mentioned this.

Participants mentioned skills training, the need for qualifications to be recognised and, most commonly, the need for former refugees to be supported into employment. Many participants wanted agencies working in the refugee resettlement sector to work with former refugees to 'help them find a job'.

Participants also noted the vital role of work in settlement. As one person said:

> Help them get a job after coming to New Zealand. This will help them settle well into the New Zealand society and be productive and contributor to the large society.

Cultural competency

The third area highlighted by participants was the need for organisations to have cultural competency when working with former refugees. Around one in 10 participants mentioned this in terms of the need for understanding and respect for people from refugee backgrounds. As these participants stated:

> Every refugee has their own culture. Therefore, those who are working with refugees should understand and respect their cultures.

> Good understanding of refugees' cultures or cultural background, e.g. customs, values and beliefs. See them respect and recognise or consider the difficulties of what they went through. This includes accepting who they are and where they coming from.

Some participants saw cultural competency as a necessary component in effectively supporting former refugees in New Zealand.

> Refugee organisations – before they help any refugees, they need to know other cultures, how to approach them and help them.

> Learn more about refugee cultures and what they went through will help them serve refugee better.

Alongside respect and understanding, some participants wanted organisations that work with former refugees to employ people from multi-ethnic or refugee backgrounds, because they would be best equipped to bridge cultures.

> The organisation needs to work with a cultural assistant to work with refugees.

Adaptation support

Around one in 10 participants commented on the need for former refugees to have support adapting to a new country and culture. They wanted organisations to help former refugees learn about the support systems that are available to them as well as providing new arrivals with information on day-to-day living in New Zealand.

> For newcomers, it is important to show them important places like schools, WINZ,[24] shops and recreation centre.

They also wanted former refugees to have support to adjust to a new cultural environment.

> Help them understand the New Zealand culture – because it is different to our culture.

Other common areas of advice and comment

Participants made a number of other comments relating to housing, education, support for family reunion, refugee engagement, maintaining contact until former refugees are well settled and support in building social networks. They acknowledged the good work being done by organisations that work with former refugees in supporting them to start a new life in New Zealand. Many expressed their thanks to organisations that had supported them in the past and noted the need for the good work to continue into the future.

11.3 Service delivery

Housing, employment and family reunification were very important to focus group participants, and the key agencies they used and discussed were Housing New Zealand, Work and Income New Zealand and Immigration New Zealand. Focus group participants made similar comments regardless of their gender, ethnicity and age. The constant, and notable, exception was the Vietnamese participants who reported very little use of government or community-based services.

Although participants were grateful for the services and help they have received, they described significant issues with service delivery by the key government agencies.

Lack of response and/or long response times led to feelings of anxiety, stress and frustration. A lack of English language skills inhibited many participants from following up with frontline staff. Participants from all six focus groups shared anecdotes about longstanding perceived difficulties, many of which had lasted up to or over 10 years.

[24] Work and Income New Zealand.

> After 9 years, still I get letters from Housing New Zealand asking me 'Do you still need [a house]'? For 9 years, still on waiting lists.

Many participants described inconsistent treatment and/or application of policy within agencies. Some noted a general lack of internal policy knowledge among agency staff.

> I went to WINZ with two clients [applying for the same thing] … two different case managers – one approved, one not approved – the interpretation of the system is different.

Some participants thought caseworker sensitivity to and understanding of refugee-specific issues were low, especially in Housing New Zealand.

> People don't do things out of pure hatred or intent … I think it's just that they don't know … just being culturally aware and having an understanding.

Many participants looked to their communities for support, especially in the early years of resettlement years, but there was a feeling that communities are increasingly being expected to provide services.

> The more help we get is from the community, from each other.

Participants spoke positively of some services and even noted an improvement in service delivery, in particular, from schools, Plunket and public health nurses, and the Citizens Advice Bureau. Participants felt staff from these organisations were more knowledgeable about refugee-specific issues and more culturally responsive towards their clients.

> There's a difference between government service providers and non-government service providers. CAB, Plunket, public health nurses – there's been a lot of improvement.

> They've [schools] developed a system with teacher aides so if you're not speaking the language, there's someone working with the school … there's an inclusive education system.

Some participants commented positively about the establishment of Refugees as Survivors, which is a refugee-centred mental health service. They noted how important it was to have a service that focuses specifically on refugee mental health issues.

Suggestions for ways to improve service delivery centred on better communication between agencies and upskilling agency staff in cultural/refugee-specific issues.

> Having workshops or trainings for people that work for Housing New Zealand and telling them about this stuff [refugee experience, religion, culture and so on].

12 YOUTH AND CHILDREN

Key findings

- In general, former refugees who arrived as children or youth had more positive outcomes in English literacy, employment and health than the total former refugee population.
- Former refugees who arrived as children had the highest levels of English ability, achieved higher qualifications than those who arrived as youth, were most likely to be seeking work (30 percent) and were most likely to have close friends from outside their ethnic group (100 percent) and to have excellent or very good health (76 percent).
- Former refugees who arrived as youth were more likely than the total former refugee population to speak English well or very well (86 percent), to have close friends outside their ethnic group (83 percent) and to have excellent or very good health (66 percent). They were also most likely to say that having help with English helped them settle at school and to have worked in a paid job in New Zealand (94 percent).

12.1 Introduction

This chapter explores the experiences of former refugees who arrived in New Zealand as children and youth. For the purposes of this report, 'children' are defined as those who arrived under 13 years of age, and 'youth' are defined as those who were 13–18 years on arrival. The chapter reports on age differences by age on arrival rather than age as at the time of the survey, as in the other chapters. Where relevant, comparisons are made with the total former refugee population (i.e. including children and youth).

A recent review of New Zealand literature on migrant and refugee youth (Higgins 2008) suggests that some of the key issues for young migrants and refugees are enduring, for example, issues around language (learning and maintenance), cultural difference and cultural conflict between the spheres of home and school, the importance of family, the significance of cultural difference in learning styles and of the provision of culturally appropriate services (Higgins 2008: 12).

While there is little information about the long-term outcomes for refugees who arrived in New Zealand as children or youth, the literature suggests that they experience similar cultural conflict to their overseas counterparts, particularly in the early years, and are at risk of ongoing intergenerational conflict in meeting parents' expectations. Despite the trauma many young refugees have experienced, the literature suggests that they show considerable resilience in functioning and integrate relatively quickly (Rousseau and Drapeau 2003; Ward 2008; Wilkinson 2001; Young, Spigner and Stubblefield 2006).

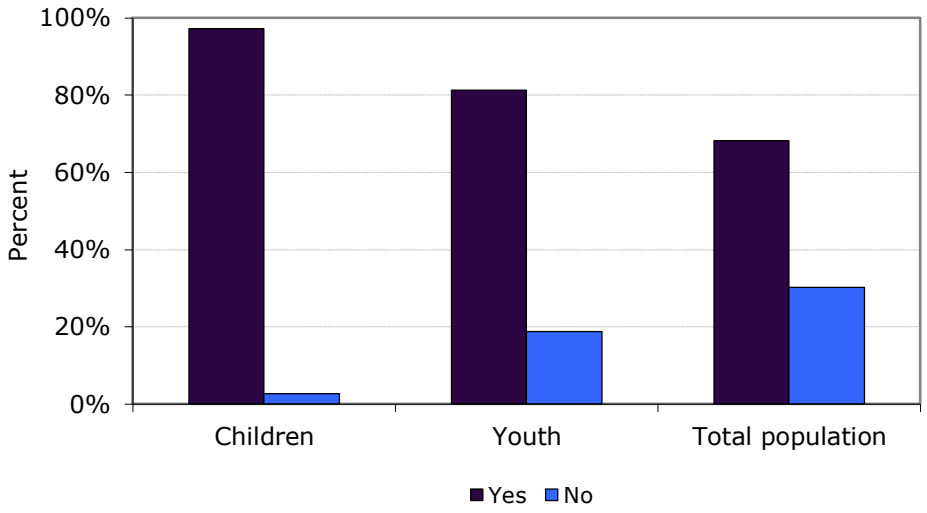
12.2 Language and education

This section explores English literacy levels, schooling experiences and education for those who arrived as children and youth.

English literacy

There was a relationship between English literacy and age on arrival, with a high proportion of those who arrived as children (97 percent) and youth (81 percent) being literate in English. Those who arrived as children were significantly more likely than the total former refugee population to be literate in English (97 percent compared to 68 percent) (see Figure 12.1).

Figure 12.1 English literacy by age on arrival

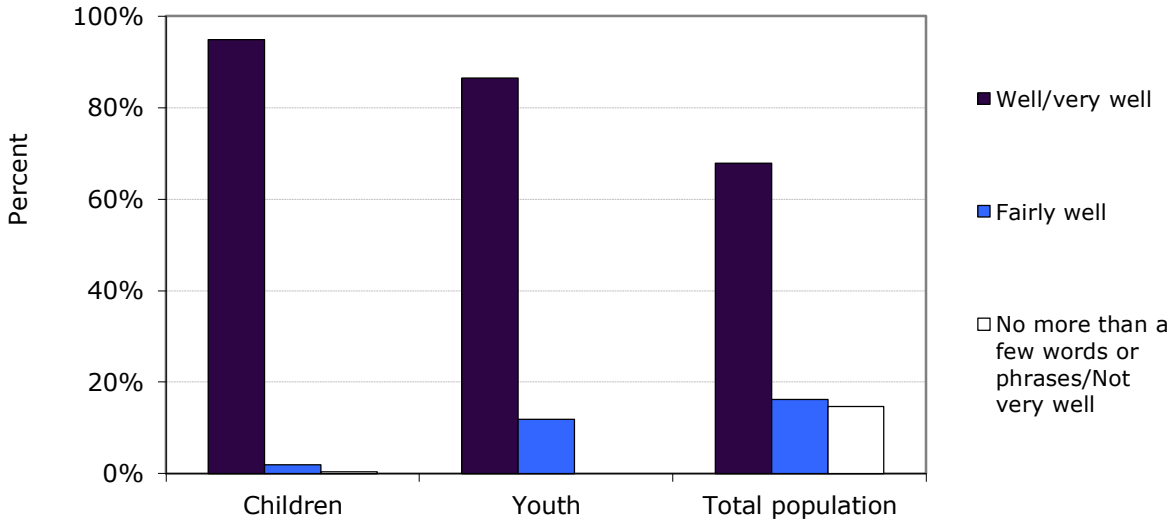


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Participants were asked to identify which language they could speak best (from all the languages they could understand and use). Seventy-four percent of those who arrived as children identified English as their best language, significantly more than those who arrived as youth (17 percent) and the total former refugee population (21 percent).

Participants were also asked to rate how well they were able to speak English in day-to-day conversation now. Those who arrived as children (95 percent) and youth (86 percent) were significantly more likely than the total former refugee population (68 percent) to speak English well or very well (see Figure 12.2).

Figure 12.2 How well former refugees speak English now by age on arrival

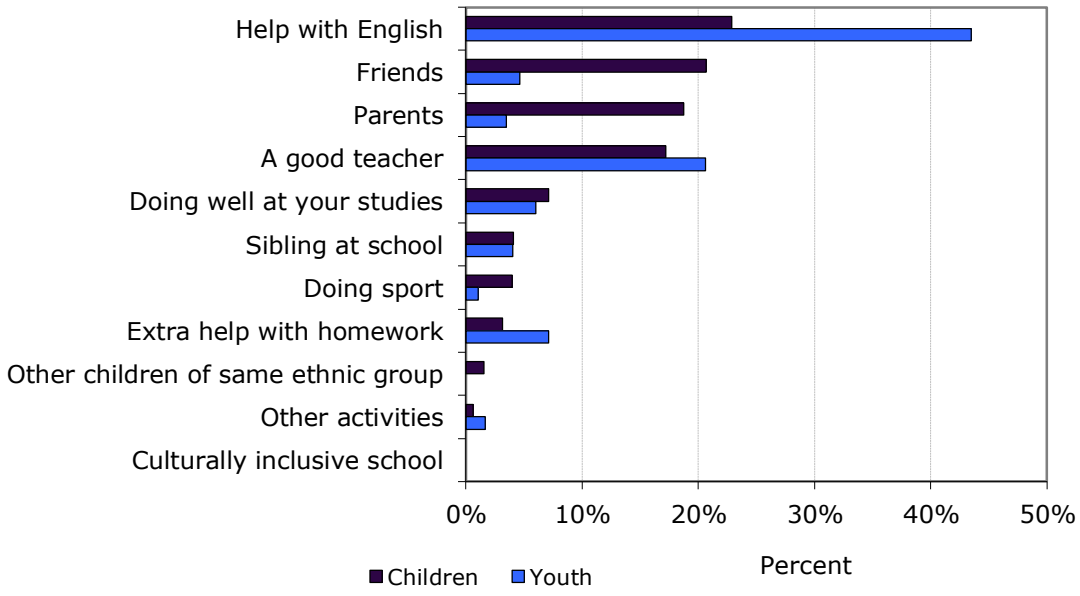


Schooling experiences and education

If a participant had had any schooling as a child in New Zealand, they were asked to identify (from a list of options) the one thing that helped them the most at school. Both those who arrived as children (23 percent) and those who arrived as youth (43 percent) identified 'having help with English language' as the thing that helped them most at school.

For those who arrived as children, having friends at the school was also very helpful, significantly more than for those who arrived as youth (21 percent compared to 5 percent). On the other hand, one in five (21 percent) of those who arrived as youth identified having a good teacher as helpful (see Figure 12.3).

Figure 12.3 The one thing that helped children and youth the most at school

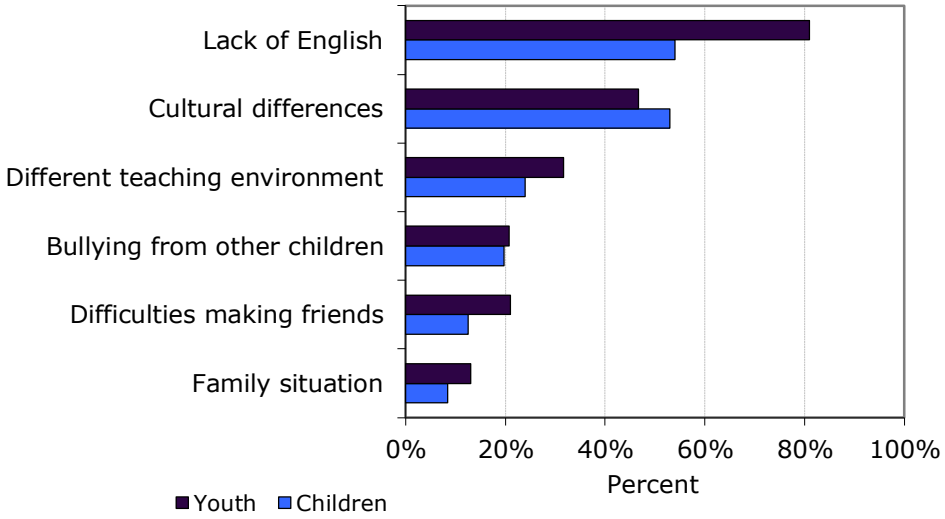


The same group was then asked to identify (from a list of options) what things, if any, made it difficult to settle at school. Eighty-one percent of those who arrived as youth identified a lack of English as a barrier to settling at school, significantly more than those who arrived as children (54 percent).

Both groups identified cultural differences as the next most common barrier to settling at school (53 percent of children and 47 percent of youth).

One in five former refugees who arrived as children (20 percent) and youth (21 percent) said that bullying from other children made it difficult to settle at school (see Figure 12.4).

Figure 12.4 Things that made it difficult for children and youth to settle at school

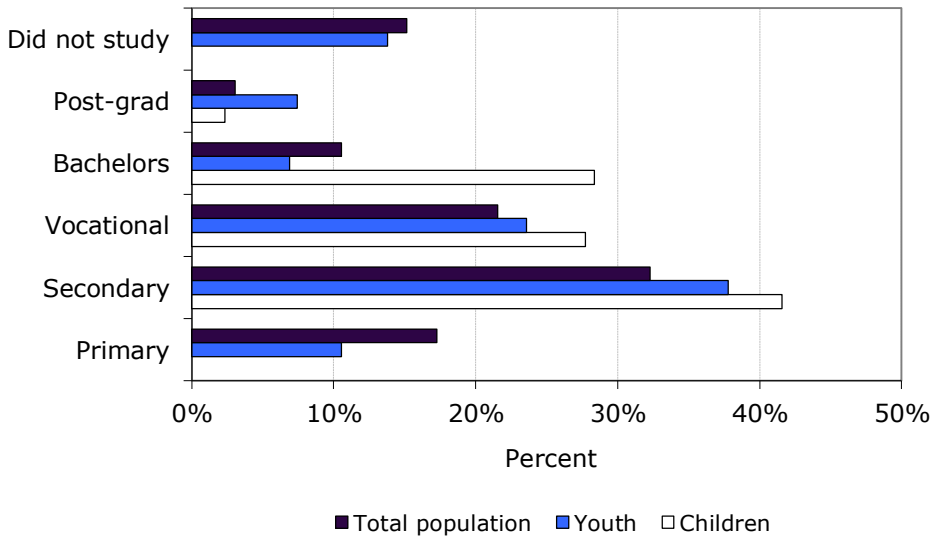


Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

The highest qualification achieved by those who arrived as children and those who arrived as youth was calculated based on a number of survey results.

In general, those who arrived as children had achieved higher qualifications than those who arrived as youth. They were significantly more likely to have a bachelor's degree as their highest qualification (28 percent compared to 7 percent for youth) (Figure 12.5).

Figure 12.5 Highest qualification by age on arrival



Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Forty-three percent of those who arrived as children and 25 percent of those who arrived as youth were currently studying.

12.3 Employment

The following section looks at labour market participation and income sources for those who arrived as children or as youth.

Eighty-seven percent of those who arrived as children and 94 percent of those who arrived as youth have worked in a paid job in New Zealand (including cash jobs), significantly more than the total former refugee population (73 percent).

For those who arrived as children (37 percent) or youth (44 percent), wages/salary was the main source of income in the past 12 months. This differs from the total former refugee population for whom government benefits were the main source of income in the past 12 months (49 percent). Ten percent of those who arrived as youth either refused to answer this question (9 percent) or said they did not know (1 percent).

Thirty-eight percent of those who arrived as children and 57 percent of those who arrived as youth were working (full-time, part-time or unpaid within a family business). Nearly one in three of those who arrived as children were currently seeking work (30 percent), significantly more than those who arrived as youth (7 percent).

Almost one in three of those who arrived as children (32 percent) and youth (32 percent) were currently involved in other activities such as caregiving, voluntary work and study.

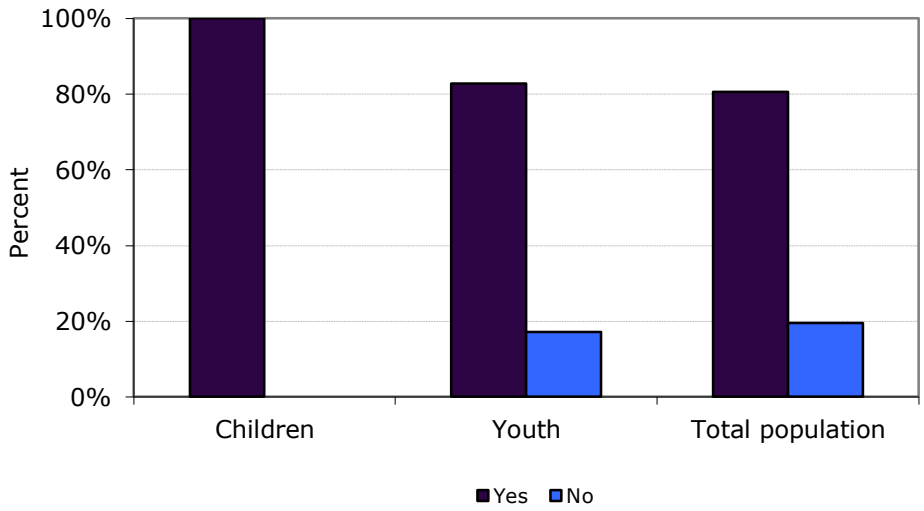
12.4 Social networks

This section looks at the social life and support of those who arrived as children or youth.

Close friends

Participants were asked whether they had any close friends from outside their ethnic community (i.e. New Zealand European or Māori and/or other ethnic groups). Figure 12.6 shows that all former refugees who arrived as children had close friends outside of their ethnic group, significantly more than for those who arrived as youth (83 percent) and the total former refugee population (81 percent).

Figure 12.6 Any close friends from outside own ethnic group by age on arrival



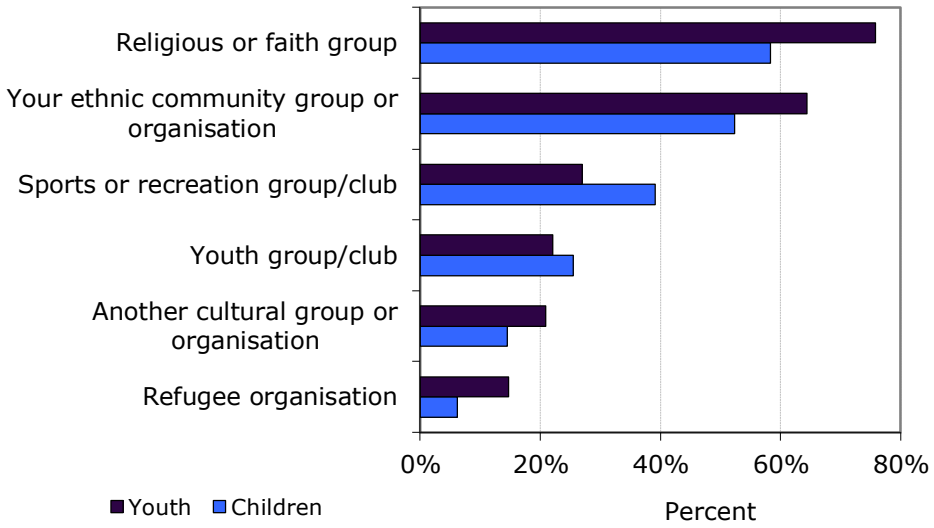
Note: Due to rounding and the exclusion of 'don't know' responses, percentages may not add to 100.

Involvement in groups/organisations

Participants were given a list of groups and organisations and asked to identify which (if any) they had participated in in the past 12 months.

There were no significant differences by age on arrival. For both those who arrived as children and those who arrived as youth, a religious or faith group was the most common (children 58 percent, youth 76 percent), followed by their ethnic community group or organisation (children 52 percent, youth 64 percent) and then sports or recreation groups (children 39 percent, youth 27 percent) (see Figure 12.7).

Figure 12.7 Groups/organisations children and youth participated in over the past 12 months



12.5 Health and wellbeing

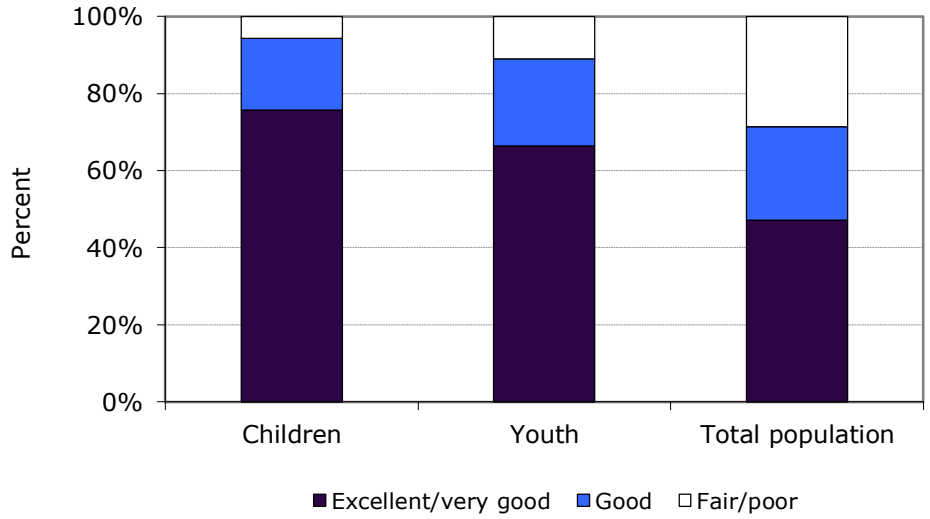
This section presents findings on general ratings of health, disability and loneliness for those who arrived as children or youth.

Health rating

There was a relationship between age on arrival and participants' general level of health, with those who arrived as children (76 percent) or youth (66 percent) significantly more likely than the total former refugee population (47 percent) to report excellent/very good health.

Only 6 percent of those who arrived as children and 11 percent of those who arrived as youth report fair/poor health, compared to 29 percent of the total former refugee population (see Figure 12.8).

Figure 12.8 General health by age on arrival

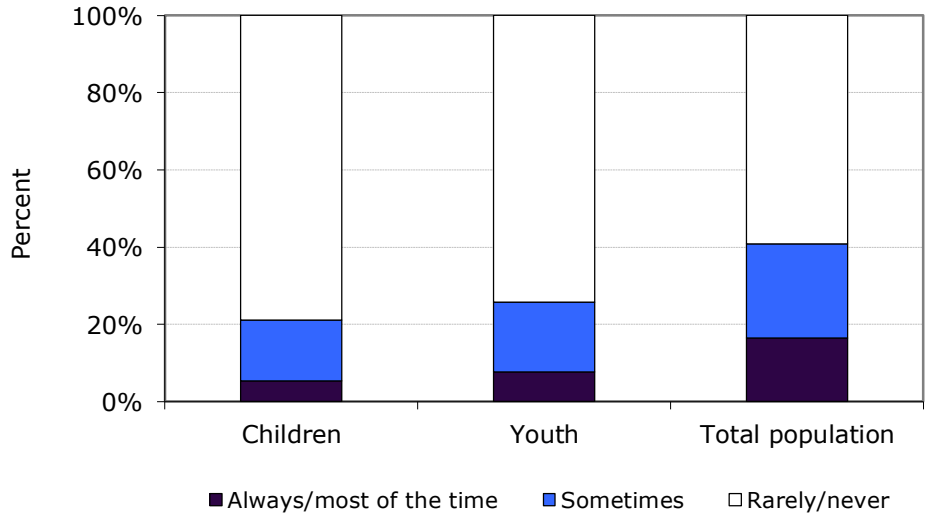


Loneliness

Participants were then asked to rate their level of loneliness and isolation in the past 12 months. Again, there was a relationship between age on arrival and feelings of loneliness and isolation.

Participants who arrived as children and youth are unlikely to have felt lonely or isolated, with 77 percent of children and 74 percent of youth reporting rarely/never feeling lonely or isolated in the past 12 months. On the other hand, 16 percent of the total former refugee population always/most of the time felt lonely or isolated in the past 12 months, significantly more than those who arrived as children (5 percent) (see Figure 12.9).

Figure 12.9 Feelings of loneliness and isolation by age on arrival

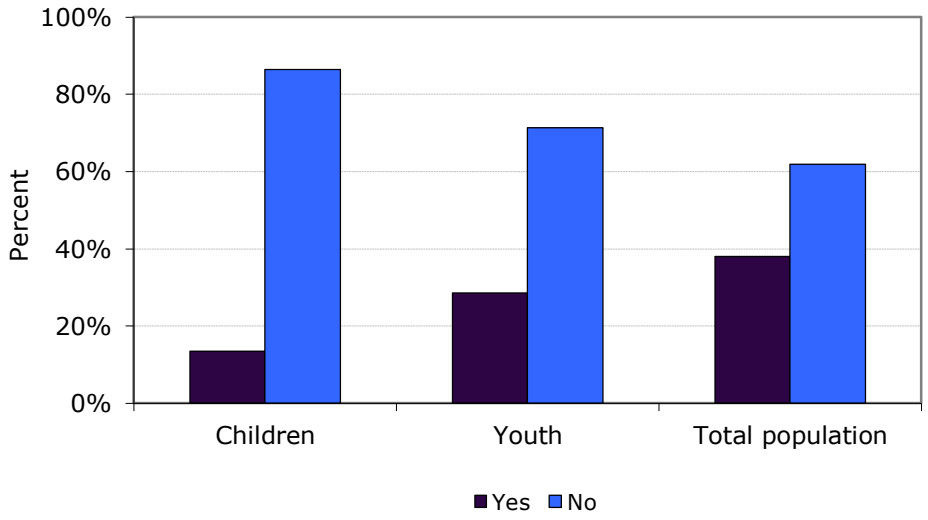


Disability

Finally, participants were asked whether they had experienced a physical or emotional health problem or disability that they had had for 6 months or more. Thirteen percent of those who arrived as children and 29 percent of those who arrived as youth had a health problem or disability (see Figure 12.10).

Those who arrived as children (13 percent), however, were significantly less likely than the total former refugee population (38 percent) to have had a health problem/disability for 6 months or more.

Figure 12.10 Experienced a problem or disability for 6 months or more by age on arrival



13 LOOKING BACK AND GOING FORWARD

Key findings

- In the early years, family support, community support and government services, including income support, helped participants and their family most in getting to where they are today.
- Seventy percent of former refugees found English language and communication hardest for them and their family in the early years.
- Almost all (93 percent) former refugees were satisfied with their life in New Zealand.
- They were most satisfied with their neighbourhood as a place to live (89 percent), followed by how they are treated by other New Zealanders (82 percent) and their relationships with other New Zealanders (81 percent).
- They were most dissatisfied with having insufficient family members in New Zealand (34 percent), their education or qualifications (25 percent), their work situation (21 percent) and their housing (21 percent).
- Former refugees with parents and/or children in New Zealand generally perceived them to be settled.
- Almost half of all former refugees said that having a job and/or a better job was a personal goal for the next 5 years.

13.1 Introduction

Settlement is a complex process and can encompass a range of achievements and ambitions in different areas and at different stages of settlement (Atfield et al. 2007: 29). Barriers to settlement typically include:

- difficulties in communicating verbally and in writing and in understanding English
- unemployment or underemployment
- discrimination or other forms of social exclusion
- insecurities about legal status or housing
- unfamiliarity with systems and processes
- not having health (including mental health) or disability needs attended to
- isolation (McMillan and Gray 2009: 40).

Facilitators include language skills, having a sense of belonging, feeling safe and secure and employment, which in turn helps with making progress economically and provides a context in which to develop language skills, networks and understanding of host country culture. Secure housing helps refugees to feel at home. Being located with others from the same ethnicity can help build links, and having access to good transport can help refugees to access employment, education and training, and other services (McMillan and Gray 2009: 40).

This chapter provides information on the facilitators and barriers former refugees and their families experienced in the early years and their goals for the future.

13.1 Facilitators and barriers in early years

Former refugees were asked to reflect on their early years and identify what helped them and their family most in getting to where they are today.

They identified the three most important things as family support (35 percent), social/community support (33 percent) and government services including financial support (30 percent).

> Having family living together and support.
>
> Having friends and getting help and support from our religion, community.
>
> First and most important is government helps and services.

Other things identified as helpful were education/school/study (20 percent), employment (20 percent) and feeling safe (17 percent).

> Getting education for my children.
>
> My job has helped me get to the stage I am now.
>
> Safety – I feel very safe here in New Zealand.

They were then asked to reflect on the biggest difficulties for them and their family in the early years. English language/communication was far and away the biggest barrier, being mentioned by 70 percent of former refugees.

> First year without English was difficult.
>
> English language and being unable to understand other people and what they were saying.
>
> I was shy, my language level was very low so it was hard for me to talk to people.

The next most common difficulties were adapting to New Zealand culture, cultural differences, the environment and the law (30 percent), finding work/employment (27 percent), social isolation, loneliness and difficulties making friends (20 percent) and separation from family and home sickness (19 percent).

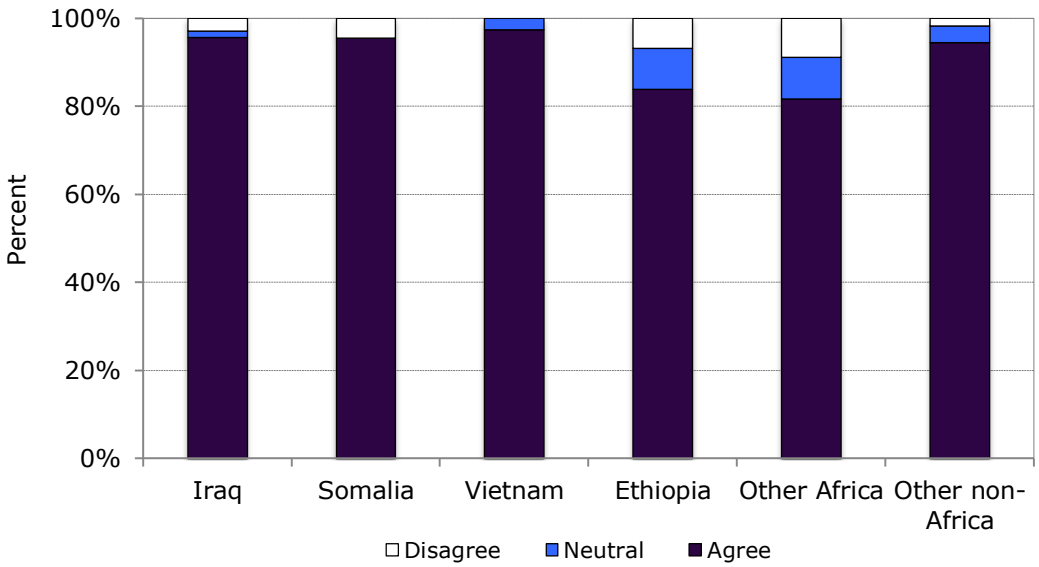
> Adjust to my new culture was quite challenging during our first few years.
>
> Finding a job – first problem they are asking for New Zealand experience.
>
> One thing is I have been lonely, no one from my family is here.
>
> Being far away from our families, brother and sisters … we still have feelings.

13.3 General level of satisfaction with New Zealand

Participants were asked how much they agreed or disagreed with the statement 'I am generally satisfied with my life in New Zealand'.

Almost all (93 percent) former refugees were satisfied with their life in New Zealand. When the effects of age were removed, those from Vietnam (97 percent) and Iraq (96 percent) were more likely than those from Ethiopia (83 percent) to be satisfied with their life in New Zealand (see Figure 13.1).

Figure 13.1 Levels of satisfaction with New Zealand by country of origin

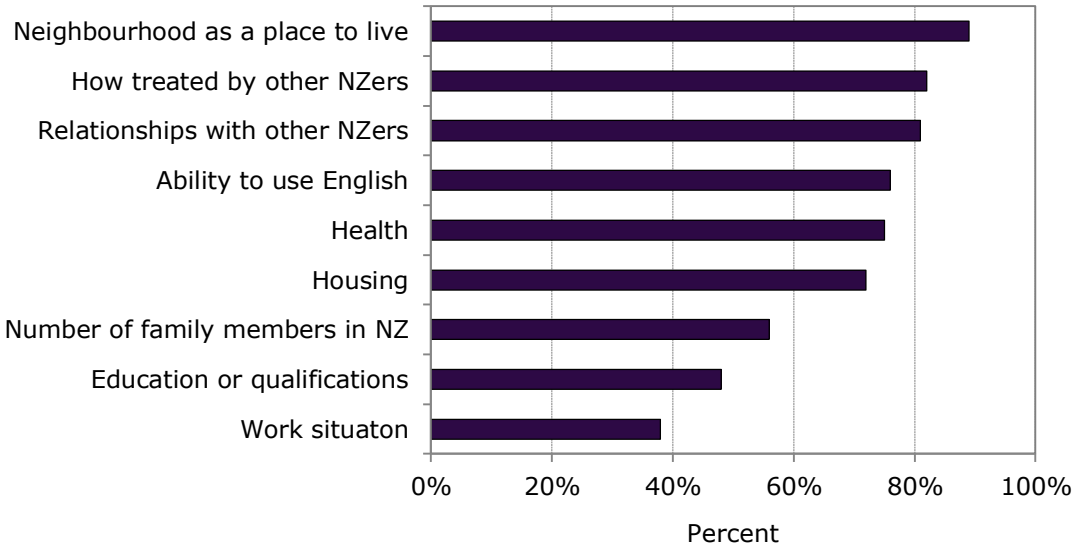


In a study of more recent refugee arrivals in Scotland, 81 percent described themselves as happy or very happy with their life in the United Kingdom. Their aspirations were similar to those of former refugees in New Zealand, including access to education and the labour market, English language acquisition or improvement and better and/or more permanent housing (Mulvey 2011).

Participants were then asked about levels of satisfaction with specific areas of their life such as their work situations and how they are treated by other New Zealanders.

Figure 13.2 shows that they were most satisfied with their neighbourhood as a place to live (89 percent), followed by how they are treated by other New Zealanders (82 percent) and their relationships with other New Zealanders (81 percent).

Figure 13.2 Percentage satisfied with different areas of life



On the other hand, a third of former refugees were dissatisfied with the number of family members they have in New Zealand (34 percent), a quarter were dissatisfied with their education or qualifications (25 percent) and one in five was dissatisfied with their work situation (21 percent) and their housing (21 percent).

Level of settlement or parents/children

If a survey participant had parents in New Zealand, they were asked to comment on how settled they thought they were. Eighty-four percent of former refugees felt their parents were settled (i.e. very settled or somewhat settled) in New Zealand.

Ninety-four percent of former refugees with children felt they were settled (i.e. very settled or somewhat settled) in New Zealand. When the effects of age were removed, those from Ethiopia were less likely to feel their children were settled in New Zealand (82 percent) than those from Vietnam (98 percent), other non-African countries (98 percent), Iraq (96 percent) and other African countries (95 percent).

Goals for the next 5 years

Former refugees were asked about their personal goals for the next 5 years.

Almost half (46 percent) said they would like to have a job and/or a better job, and 30 percent would like to complete education/qualification/study.

> Find a good job … My kids do well in their education … Having my own house with my children.

> Finish Uni … Do post-graduate and master's … Get a job.

Seventeen percent of respondents wanted to look after their children and/or see them do well.

> I think look after my children and see them grow.

There was also a sense of entrepreneurship, with 16 percent of former refugees aspiring to own their own business or develop their business further.

> Wanting to be self-employed person, owning my own bakery if possible.

> Start a natural business – natural products.

Fifteen percent would like to buy a house, and comments around improving job prospects were often linked to being able to save and buy a house.

> Find a good job, make good money and buy a house for my family.

14 CONCLUSION

14.1 Introduction

The Quota Refugees Ten Years On programme of research was developed to better understand the long-term settlement experiences of people who came to New Zealand through the Refugee Quota Category between 1993 and 1999. The research was designed to contribute to the information needs of a wide range of stakeholders, including government agencies, NGOs that provide services to refugees and former refugees themselves.

The research builds on another substantive Department of Labour research project entitled Refugee Voices: A Journey Towards Resettlement (New Zealand Immigration Service 2004). Refugee Voices gathered information about the initial phase of resettlement from 6 months after arrival in New Zealand up to 5 years post-arrival. Quota Refugees Ten Years On extends our understanding and knowledge of the settlement process by providing information on the longer-term settlement experiences and outcomes for former refugees.

While the research acknowledges the two-way process of integration, in the main, it concentrates on experiences of refugees rather than on participation in the settlement process by the host society.

This report is being written at a time when a new approach to improving refugee settlement outcomes is being proposed through the New Zealand Refugee Resettlement Strategy (a whole of Government Refugee Resettlement Strategy has been developed with work currently underway on the detailed business case). The strategy's overarching objective is that:

> Refugees are participating fully and integrated socially and economically as soon as possible so that they are living independently, undertaking the same responsibilities and exercising the same rights as other New Zealanders and have a strong sense of belonging to their own community and to New Zealand.

The two principal integration outcomes in the strategy:

- Self sufficiency – all working-age refugees are in paid work or are supported by a family member in paid work.
- Participation – refugees actively participate in New Zealand life and have a strong sense of belonging to New Zealand.

These are underpinned by three other important integration outcomes:

- Health and wellbeing – refugees and their families enjoy healthy, safe and independent lives.
- Education – refugees' English language skills enable them to participate in education and achieve qualifications and support them to participate in daily life.
- Housing – refugees live independently of government housing assistance in homes that are safe, secure, healthy and affordable.

The findings and implications of the Quota Refugees Ten Years On programme of research are discussed within the context of these integration goals and strategies necessary to support them. The findings of the research suggest a way forward to improving resettlement outcomes. They indicate particular approaches that might support the strategy and hence improved resettlement outcomes.

14.2 Self-sufficiency

Self-sufficiency usually pertains to matters beyond employment and includes having access to an income that allows an acceptable standard of living and access to goods and services such as education and health (McMillan and Gray 2009). However, employment – in particular, meaningful employment – is a key aspect of self-sufficiency.

Employment

The Refugee Voices research (New Zealand Immigration Service 2004) identified entering the labour market as the greatest challenge for refugees. The current research found this continues to be the case 10 or more years after refugees first arrived in New Zealand.

Former refugees themselves identified employment as key to integration and a sense of belonging. Nearly half said that having a good job was one of the three most important things for feeling part of New Zealand life, and when asked what their goals were for the next 5 years, former refugees most commonly wanted a job or a better job.

However, overall, only 42 percent of working-age refugees had worked in the 7 days prior to taking part in the survey. This is higher than the comparable figure in the Refugee Voices research, which found that, after 5 years, 29 percent of refugees were working. Many former refugees were also working in higher-level jobs 10 years on than when they first arrived. While it is positive to see the progression over time, the findings are still concerning.

Men were considerably more likely than women to be working, and former refugees from Somalia were most likely to be looking for work.

Having local work experience is a key factor in gaining work (Oliff 2010; Refugee Council of Australia 2010). The majority of participants in the in-depth interviews said that many employers require local work experience and a workplace reference before employing new workers, but most newly arrived settlers cannot meet this requirement. Employment initiatives could provide ways for former refugees to access local work experience, including training placements or voluntary work placements.

Youth unemployment

Issues around youth unemployment are of particular concern. Former refugees who arrived in New Zealand as children (aged 12 or under) were more likely than those who arrived as youth (aged 13–18) to be unemployed and seeking work. While this finding is somewhat counter-intuitive, it must be seen within the context of high youth unemployment in New Zealand (and overseas). It is likely that those who

arrived as youth (and who are now in their early 20s to mid-30s) entered the labour market at a time of high employment participation rates. It is important that any initiatives to improve youth employment in New Zealand ensure that youth refugees are acknowledged so that they do not fall through the net as a minority group.

Having an income

Half of former refugees are still reliant on a government benefit 10 or more years after arriving in New Zealand. Not surprisingly, those in receipt of a benefit were significantly more likely than those receiving a wage or salary to say that this income was not sufficient to meet their needs. However, it is important to note that two out of five former refugees earning wages or salary as their main form of income said that they were also struggling to meet their everyday needs.

Relationship between employment and other integration goals

The literature shows a strong relationship between employment and other domains such as language proficiency, social networks and health (McMillan and Gray 2009), and the findings of the research clearly show these inter-connections. Appropriate housing, close to transport, supports participation in employment, and having a good education and English language skills supports workforce and community participation and greater lifestyle choices. These findings will be discussed under the relevant areas below.

14.3 Participation

When refugees arrive in New Zealand, the government provides them with permanent residence and the right to access the same opportunities as New Zealand citizens. In return, there is an expectation that people who originally come to New Zealand as quota refugees will fully participate and contribute to their new country and assume the same responsibilities as other New Zealanders. They receive support to do so through the orientation programme at the Mangere Refugee Reception Centre and through ongoing access to various support services.

National identity

Findings from the research clearly show that former refugees feel a strong sense of belonging to two cultures. The great majority agree that being a New Zealander and being part of their own community are important for who they are. Almost all felt that New Zealand is their home.

They demonstrated their sense of national identity by exercising their right to vote – a higher proportion of former refugees voted in the 2008 general election than among the New Zealand population as a whole. Almost all had taken up New Zealand citizenship or were in the process of doing so because, as they said, 'New Zealand is my home' and 'I want to be part of New Zealand.' Gender or country of origin made no difference to refugees' obtaining New Zealand citizenship.

Social networks

Social networks, involvement in groups and organisations and voluntary contributions to society were further evidence of former refugees' participation in

New Zealand life. Most had close friends from outside their own community, and this was particularly true for men and younger people.

The association between social networks and employment was strong. Work was the main way former refugees made friends from outside their community, while friends and family were the main way former refugees found their current job.

Community networks were particularly useful in helping people get their first paid job in New Zealand. These findings suggest that employment initiatives targeting former refugees could look at ways to draw and build on this resource.

Unpaid contribution

Unpaid services make a significant contribution to the wider economy (Refugee Council of Australia 2010). Unpaid work reported by former refugees in the study included parenting, looking after those with disabilities, providing transport, interpreting, helping other refugees to settle and organising community events. Nearly half of former refugees had been involved in some form of unpaid work in the 7 days prior to the survey, and this was higher for women and former refugees from Somalia, both groups with relatively low labour market participation rates.

14.4 Health and wellbeing

Former refugees experience higher levels of psychological disorders or direct physical consequences of torture, chronic conditions and infectious diseases (McMillan and Gray 2009). Most refugees who come to New Zealand under the Refugee Quota Programme were previously living in refugee camps with minimal services and poor conditions. In addition, New Zealand has up to 75 places in its annual quota for refugees with medical or physical conditions or disabilities that cannot be treated in their country of refuge and where resettlement to New Zealand would be lifesaving or significantly enhance their wellbeing. Therefore, it is not surprising that, on the whole, former refugees rated their health as being poorer than for the New Zealand population as a whole and that two out of five had had a chronic physical or health problem for 6 months or more.

Health status can have a major impact on people's ability to work, find employment, meet new people and interact with wider society (McMillan and Gray 2009), and this was certainly the case for the former refugees in the survey. It is important that, where illness or disability limits the ability of people to live fully independent lives, support from families, other networks and agencies helps them overcome barriers to participation. It is also important to recognise that many former refugees may be involved in caring for family members with disabilities or health issues, and this in turn may impact on their ability to participate in the labour market.

There have been significant developments in the health sector in the past 2 decades, which have seen an increasing responsiveness to and awareness of issues for former refugees (Gruner and Searle 2010). This includes the establishment of specialist mental health services and cultural competency training for medical professionals. The Quota Refugees Ten Years On survey showed that former refugees were generally satisfied with the help they received from health providers.

Former refugees also considered the health system as the fairest organisation they dealt with. The advances made in the health sector through professional development in cultural competency and the establishment of refugee-specific mental health services can provide a useful model for services in other sectors.

14.4 Language and education

English language

Proficiency in English language is critical to all other areas of learning and to participation in New Zealand society, including in the workforce. The research showed that English proficiency increased as a function of time in New Zealand but not for all groups to the same extent. Large proportions of women, older refugees and former refugees from Vietnam could still only speak about basic things in English after 10 years in New Zealand. These groups were also the most likely to need an interpreter.

The focus group discussion highlighted some of the barriers to women and older refugees learning English. These included lack of transport, lack of childcare and cost. Both women and older refugees rely on children to interpret for them. Former refugees commented that this becomes an issue as the children grow up and leave home or leave New Zealand altogether, making these groups increasingly isolated.

While English proficiency impacts on the employment opportunities available to refugees, employment is also an important way to help those who can or intend to work to learn English. Nevertheless, it is interesting to note that former refugees from Vietnam had the highest employment levels but also had low levels of English proficiency. It is likely that many were working in jobs that did not need a high level of English, including family businesses. Focus group participants said that former refugees often took jobs that did not need a high level of English but that this then offered limited opportunities to improve their proficiency.

The Refugee Resettlement Strategy aims to improve English language training for adults, and it is important that language training is provided appropriate for use in the workplace. It is also crucial that appropriate English language opportunities are provided to groups who cannot attend classes or find it difficult to do so. This may entail developing alternative approaches for older people who find traditional ways of learning a language difficult and providing opportunities for women who may not be accessing the workplace, at least in the immediate term, but still need to improve their English skills. While former refugees spoke highly of the home tutors[25] service, they did not find 1 hour a week tuition enough to see real progress in English learning.

Education

Research suggests that education is the most strongly associated determinant of economic status for refugees (McMillan and Gray 2009). Former refugees with a post-school qualification were significantly more likely to be in work or seeking work.

[25] English Language Partners New Zealand.

Educational attainment is a strong aspiration for former refugees, and furthering their education or that of their children was a significant goal for many. The research showed that many former refugees have done well educationally. For example, a quarter of former refugees aged 18–29 had a bachelor's qualification or higher, similar to the proportion for the New Zealand population as a whole.

While there have been significant developments in the education sector's responsiveness to the needs of refugee children and their parents (Gruner and Searle 2010), there is still a disconnect between education providers and employers, which has made the transition to employment difficult. Stakeholders particularly welcomed the establishment of specialist refugee education co-ordinators in the Ministry of Education (Gruner and Searle 2010). They were very satisfied with the help they had received from universities and schools.

14.5 Housing

Findings show that home ownership was very low, and around half of refugees who did not own their own home were renting from Housing New Zealand or a city council. Housing ownership was highest among former refugees from Vietnam, a third of whom owned their own home. A further third lived in a home owned by a family member. This may reflect the fact that former refugees from Vietnam had the highest employment rates and are one of the longer-established refugee communities within New Zealand with strong family links.

It is also important to recognise that there are varying cultural perspectives on the importance and concept of home ownership, which may not necessarily be an aspiration or priority for many former refugees. Only a small proportion of former refugees mentioned owning their own home as one of their goals for the next 5 years. In addition, low housing ownership among former refugees who are Muslim is likely to be related to the prohibition of interest-bearing loans (such as mortgages), which is central to the Islamic faith.

Remittances to family and friends overseas may also have an impact on home ownership. This was the particularly the case for former refugees from Ethiopia and may explain in part why, despite the fact that they were most likely to be receiving wages or salary as their main form of income, they were still predominantly living in Housing New Zealand or council houses.

The New Zealand Refugee Resettlement Strategy goal in the area of housing is that 'refugees live independently of government assistance in homes that are safe, secure, healthy and affordable'. It is important, therefore, that appropriate and affordable housing is available in areas close to transport and employment opportunities and that culturally appropriate services are available to provide budgeting training and advice on finance.

14.5 Broader contextual issues

Movements

A third of refugees who had arrived in New Zealand between 1993 and 1999 were no longer in New Zealand at the time of the survey. About a third of those from Iraq and Ethiopia were out of the country, as were over half of those who came originally from Somalia. Those aged 30–44 and those aged 65 and over at the time the survey was conducted were most likely to have left New Zealand.

While not all former refugees who leave New Zealand go to Australia, this is the destination for a significant proportion of people. Movement to Australia is not unique to former refugees – it is common among the New Zealand population as a whole. Trans-Tasman migration accounts for well over half of New Zealand's international migration – over the last decade, 64 percent of New Zealand citizen departures have been to Australia (Statistics New Zealand 2011). Refugees, like other New Zealanders, saw Australia as offering better economic opportunities, including work, and the opportunity to own their own home. Australia presented other advantages for refugees, such as being closer to their families and to bigger ethnic communities.

It was clear that many former refugees would prefer to stay in New Zealand, and some were concerned about the impact on communities and families left behind, particularly older family members. This is especially of concern for the Somali community where such large numbers have left the country.

Youth

Despite the trauma many young refugees have experienced, the literature suggests that they show considerable resilience in functioning and integrate relatively quickly (Rousseau and Drapeau 2003). The findings of the research also showed that, in general, former refugees who arrived as children and youth had more positive outcomes in English literacy, employment and health than the total refugee population.

However, it is important that supports are in place to ensure that they are able to make the necessary adjustments, including at school and in transition from education and training into employment. Findings also show that assistance with English language learning at school is of crucial importance to ensure successful transitions. The New Zealand Refugee Resettlement Strategy acknowledges that youth, including the 1.5 generation, face specific challenges. Employment initiatives should be flexible to respond to their needs and should link up with education to ensure a seamless transition.

14.6 Service support and policy implications

The New Zealand Refugee Resettlement Strategy acknowledges that relevant services must be provided at each stage of the settlement continuum to support refugees to achieve integration outcomes. After 10 or more years living in New Zealand, former refugees still need assistance in a number of areas. The agencies most commonly accessed were Housing New Zealand, Work and Income New Zealand and Immigration New Zealand (for family reunion). Research has

highlighted the need for better communication and co-ordination between agencies on the delivery of services that support refugee resettlement (Gruner and Searle 2010). The Refugee Resettlement Strategy outlines the importance of developing new and innovative ways of improving co-ordination and delivery of refugee service across every phase of settlement.

- Employment is both a means and a marker of integration. It is associated with a number of positive outcomes on a range of domains and has been identified as an area where significant progress is needed (Gruner and Searle 2010). The research has suggested the following ways could be considered:
  - Access to local work experience – employment initiatives could provide ways for former refugees to access local work experience, including training placements or voluntary work placements.
  - Specifically targeted employment services – this could include a buddy/mentor approach, with intervention taking place early in the settlement process.
  - Use of community networks – employment initiatives targeting former refugees could look at ways of harnessing their existing community and social networks. This includes relationships former refugees have with people in paid employment who can potentially act as 'bridges' into the labour market.
  - Youth transitions to employment – it is crucial that employment initiatives are targeted towards the needs of youth transitioning from education and training into employment.
- It is crucial that language training is provided appropriate for use in the workplace. It is also important that appropriate English language opportunities are provided to groups who cannot attend classes or training in the workplace or find it difficult to do so. This may mean that alternative approaches are developed for older people who find traditional ways of learning a language difficult and for women who may not have access to the workplace. While home tutors were viewed positively, 1 hour a week was not considered sufficient to see real progress in English learning.
- Where illness or disability limit the ability of people to live fully independent lives, support from families, other networks and agencies needs to be available to help overcome barriers to participation. It is also important to recognise that many former refugees may be involved in caring for family members with disabilities or health issues, and this in turn may impact on their ability to participate in the labour market.
- It is important that appropriate and affordable housing is available in areas close to transport and employment opportunities and that culturally appropriate services are available to provide budgeting training and advice on finance.

Areas for further research

The Refugee Resettlement Strategy is a whole-of-government approach to delivering improved refugee resettlement outcomes within existing reprioritised baseline funding. Its aims are to ensure that more refugees become self-sufficient at the earliest opportunity and live independently of state support. It is important

that the effectiveness of the strategy in meeting its aims is monitored and evaluated. Further research to support the strategy could include the following:

- Development of Good Practice Guidelines, based on New Zealand and international literature, of 'what works' for different groups of former refugees (such as women, different nationalities and age groups) in providing assistance into employment.
- Evaluation of pilot employment programmes and associated strategies.
- Research with employers – this could include research on perspectives of working with former refugees, perceived barriers to hiring former refugees and strategies to improve English in the workplace.
- The literature shows a strong relationship between employment and other integration outcomes such as language proficiency, housing, social networks and health (McMillan and Gray 2009). Further research is possible using the existing Quota Refugees Ten Years On survey data to explore the nature of some of these inter-connections and the ways in which the integration outcomes of the strategy could (and should) support each other.

14.7 Overall conclusion

The Quota Refugees Ten Years On programme of research has clearly shown the importance of employment as a key marker of integration for those who originally come to New Zealand as refugees. Ten years on, employment is still the main area of dissatisfaction and, along with English language for older people and women, remains the main challenge going forward.

However, it is also important to recognise and build on the successes of this group. Former refugees have a strong sense of national identity and belonging to New Zealand. In addition, those who came to New Zealand as youth are doing well in most areas of integration, although transitions from education into employment need to be managed carefully. The findings from this research suggest a way forward to improving resettlement outcomes and approaches that might support the Refugee Resettlement Strategy. The research will also have a wide range of implications for central and local government, non-government organisations and refugee communities.

The final word in this report comes from a participant in the in-depth interviews. It articulates the central importance of paid work in the settlement process and the aspirations of former refugees:

> The biggest message is we come here for a better life … [A] better life comes out within work, for example. So how do we [achieve this]? Our background is totally from a working background, we don't have social welfare … if we have this piece of land, we earn out of this, and we feed our family, we do a lot of things. That shows we don't come here to sit down and do nothing. Sitting down and doing nothing is depressing and [it] is making us think backwards, [it] is not taking us anywhere. We want to be engaged in the workforce equally.

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APPENDIX

Table A3.1 Size of family unit they arrived with, by gender

Gender	1			2			3–5		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	7.0	4.0	10.0	15.8	11.6	19.9	45.6	39.4	51.9
Male	21.4	16.3	26.5	14.1	9.6	18.7	42.0	35.0	49.0
Total	**15.0**	**11.8**	**18.1**	**14.9**	**11.7**	**18.0**	**43.6**	**38.8**	**48.4**

Gender	6–9			10+		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	28.2	21.9	34.4	3.4	0.8	6.1
Male	20.5	14.4	26.5	2.1	0.0	4.1
Total	**23.9**	**19.5**	**28.2**	**2.7**	**1.1**	**4.3**

Table A3.2 Size of family unit they arrived with, by age

Age	1			2			3–5		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	0.5	0	1.4	3.6	1.4	5.8	55.7	45.8	65.5
30–44	23.5	16.4	30.5	26.0	19.0	33.0	31.3	23.5	39.0
45–64	19.9	13.6	26.3	11.4	6.2	16.6	48.1	39.9	56.3
65+	13.9	0	29.2	21.4	7.9	34.9	34.9	15.6	54.1
Total	**15.0**	**11.8**	**18.1**	**14.9**	**11.7**	**18.0**	**43.6**	**38.8**	**48.4**

Age	6–9			10+		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	34.3	24.5	44.1	6.0	1.2	10.7
30–44	17.1	10.1	24.2	2.2	0.2	4.1
45–64	20.2	13.8	26.5	0.4	0	1.1
65+	29.8	14.8	44.9	-	-	-
Total	**23.9**	**19.5**	**28.2**	**2.7**	**1.1**	**4.3**

Table A3.3 Size of family unit they arrived with, by country of origin

Country of origin	1			2			3–5		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	9.7	3.3	16.0	9.1	3.9	14.3	55.2	44.3	66.1
Somalia	5.1	1.1	9.1	13.9	3.9	24.0	22.1	11.1	33.0
Vietnam	30.3	20.4	40.2	9.7	2.8	16.7	43.8	32.3	55.3
Ethiopia	16.5	9.6	23.3	32.5	23.9	41.0	39.8	31.0	48.6
Other Africa	14.5	7.3	21.7	21.2	11.5	30.9	30.9	20.7	41.2
Other non-Africa	15.7	7.5	24.0	13.1	5.8	20.4	54.7	43.0	66.4
Total	**15.0**	**11.8**	**18.1**	**14.9**	**11.7**	**18.0**	**43.6**	**38.8**	**48.4**

Country of origin	6–9			10+		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	25.0	15.4	34.5	1.1	1	3.1
Somalia	44.5	30.0	59.0	14.4	5.3	23.5
Vietnam	16.1	6.4	25.9	-	-	-
Ethiopia	11.3	5.5	17.1	-	-	-
Other Africa	33.4	22.8	44.0	-	-	-
Other non-Africa	16.5	9.1	23.9	-	-	-
Total	**23.9**	**19.5**	**28.2**	**2.7**	**1.1**	**4.3**

Table A5.1 Home ownership, by age

Age	Home ownership		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	9.7	2.7	16.7
30–44	19.3	12.4	26.2
45–64	21.2	14.2	28.2
65+	0.8	0	2.4
Total	**15.9**	**12.1**	**19.6**

Table A5.2 Rental distribution, by age

Age	Family member			Private person, trust or business			City council		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	18.2	11.1	25.3	27.3	18.5	36.1	5.2	0.7	9.8
30–44	6.8	1.5	12.1	42.7	33.1	52.3	6.8	2.2	11.4
45–64	11.6	4.9	18.2	31.3	22.5	40.1	1.7	0	3.6
65+	37.9	20.8	55.1	26.9	8.8	45.1	6.4	0	15.7
Total	**13.8**	**10.3**	**17.4**	**33.6**	**28.6**	**38.7**	**4.9**	**2.6**	**7.2**

Age	Housing New Zealand Corporation		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	49.0	40.3	57.6
30–44	42.2	32.9	51.5
45–64	53.0	43.9	62.0
65+	28.8	20.9	36.7
Total	**46.3**	**41.4**	**51.3**

Table A5.3 Satisfaction with housing, by owned own home

Owned own home	Very satisfied/ satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very satisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
No	68.1	63.2	73.0	7.3	4.3	10.3	24.3	20.0	28.6
Yes	95.1	90.0	100	2.2	0	5.5	2.7	0	6.6
Total	**72.4**	**68.0**	**76.8**	**6.5**	**3.9**	**9.1**	**20.9**	**17.0**	**24.7**

Table A6.1 Can still only speak about basic/or simple things in English, by gender

Gender	Basic/simple things in English		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	29.3	23.2	35.4
Male	16.7	11.9	21.5
Total	**22.8**	**18.9**	**26.7**

Table A6.2 Can still only speak about basic/or simple things in English, by country of origin

Country of origin	Basic/simple things in English		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	17.2	11.1	23.3
Somalia	22.5	13.4	31.5
Vietnam	44.5	30.1	59.0
Ethiopia	15.0	7.2	22.8
Other Africa	11.7	5.1	18.3
Other non-Africa	21.5	12.9	30.1
Total	**22.8**	**18.9**	**26.7**

Table A6.3 Can still only speak about basic/or simple things in English, by age

Age	Basic/simple things in English		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	-	-	-
30–44	9.2	4.5	13.9
45–64	37.7	29.1	46.4
65+	87.8	77.5	98.1
Total	**22.8**	**18.9**	**26.7**

Table A6.4 Can use English for most everyday things, by age

Age	English for everyday		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	92.5	86.7	98.2
30–44	81.3	74.6	88.1
45–64	68.3	60.6	76.0
65+	24.8	13.8	35.7
Total	**77.8**	**74.0**	**81.5**

Table A6.5 What helped the most to improve English, by gender

Gender	Having a job			Having a home tutor		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	26.4	20.0	32.7	28.0	22.8	33.3
Male	45.2	38.1	52.3	12.5	7.4	17.6
Total	**36.8**	**31.9**	**41.6**	**19.4**	**15.8**	**23.1**

Table A6.6 What helped the most to improve English, by age

Age	Having a job			Having English-speaking friends			Attending school in New Zealand		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	27.3	18.2	36.5	66.3	56.8	75.9	81.4	73.3	89.4
30–44	51.3	42.1	60.5	50.1	41.0	59.2	23.5	15.2	31.8
45–64	34.8	26.9	42.8	37.8	29.3	46.2	13.9	8.8	19.0
65+	2.4	-2.3	7.0	28.0	14.1	42.0	3.4	0	7.1
Total	**36.8**	**31.9**	**41.6**	**50.4**	**45.3**	**55.5**	**37.5**	**33.4**	**41.6**

Table A6.7 Use of an interpreter, by age

Age	Used an interpreter		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	2.2	0.0	4.9
30–44	28.5	21.9	35.1
45–64	49.2	41.3	57.0
65+	81.0	68.9	93.1
Total	29.5	26.1	32.8

Table A6.8 Satisfaction with ability to use English, by age

Age	Very satisfied/ satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very dissatisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	96.4	92.0	100	1.7	0	4.0	1.9	0	5.7
30–44	83.4	76.4	90.4	9.2	3.7	14.7	7.4	2.7	12.1
45–64	52.3	44.1	60.6	19.5	12.7	26.2	26.4	19.3	33.6
65+	34.2	28.0	40.5	22.5	5.3	39.7	31.7	14.5	48.9
Total	**75.7**	**71.9**	**79.4**	**10.6**	**7.6**	**13.6**	**12.6**	**9.5**	**15.6**

Table A6.9 Highest level of education, by age

Age	Did not study			Primary			Secondary		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	4.2	0	9.1	1.4	0	3.8	41.6	31.8	51.4
30–44	16.1	10.0	22.2	22.4	13.9	30.9	28.2	19.8	36.7
45–64	18.0	12.0	24.0	26.0	18.4	33.6	30.5	22.6	38.3
65+	53.2	39.9	66.5	26.7	17.2	36.2	16.8	8.0	25.7
Total	**15.1**	**11.9**	**18.3**	**17.3**	**13.5**	**21.0**	**32.3**	**27.5**	**37.1**
Age	**Vocational**			**Bachelor**			**Post-graduate**		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	25.4	17.1	33.7	22.2	14.7	29.6	5.3	0.9	9.7
30–44	24.9	16.3	33.5	6.4	3.0	9.7	1.5	0.0	2.9
45–64	17.6	11.5	23.6	4.7	1.7	7.7	3.3	1.0	5.5
65+	0.0	-	-	3.2	-2.9	9.3	0.0	-	-
Total	**21.5**	**17.2**	**25.8**	**10.5**	**7.8**	**13.2**	**3.1**	**1.5**	**4.6**

Table A6.10 Satisfaction with their education or qualification, by country of origin

Country of origin	Very satisfied/ Satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very dissatisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	43.7	33.5	53.9	26.1	17.6	34.6	21.8	13.9	29.8
Somalia	63.7	50.7	76.8	13.7	6.1	21.3	17.9	6.9	28.9
Vietnam	41.7	27.9	55.5	23.3	14.7	31.8	33.2	20.8	45.6
Ethiopia	33.4	25.1	41.7	30.2	21.8	38.5	33.3	25.5	41.2
Other Africa	61.2	50.8	71.6	13.8	6.0	21.7	11.3	4.2	18.5
Other non-Africa	51.7	40.8	62.6	13.3	6.3	20.2	28.4	17.9	38.8
Total	**47.4**	**42.5**	**52.4**	**21.4**	**17.8**	**25.0**	**25.3**	**21.1**	**29.5**

Table A7.1 Occupation prior to coming to New Zealand, by gender

Gender	Self-employed			Managers			Professionals		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	9.2	1.9	16.5	2.9	1.5	4.3	14.6	7.9	21.2
Male	6.4	0.8	11.9	4.1	1.4	6.9	15.1	9.6	20.6
Total	**7.2**	**2.8**	**11.7**	**3.8**	**1.8**	**5.7**	**14.9**	**10.6**	**19.2**
Gender	**Technicians and trades**			**Community and personal service**			**Clerical and administration**		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	11.1	3.7	18.5	11.4	3.9	18.9	6.4	1.7	11.0
Male	20.7	12.9	28.5	12.3	7.1	17.6	3.1	0.4	5.9
Total	**17.8**	**11.9**	**23.6**	**12.0**	**7.7**	**16.3**	**4.1**	**1.7**	**6.5**
Gender	**Sales**			**Machine operators and drivers**			**Labourers**		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	6.8	1.7	11.8	3.7	-0.7	8.1	34.0	24.7	43.4
Male	3.8	1.1	6.5	4.1	0.7	7.5	30.4	21.6	39.3
Total	**4.7**	**2.3**	**7.1**	**4.0**	**1.3**	**6.7**	**31.5**	**24.8**	**38.3**

Table A7.2 Worked at some stage in New Zealand, by country of origin, female, age adjusted to the New Zealand population

Country of origin	Worked at some stage in New Zealand			Age adjusted		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	51.5	39.3	63.7	53.3	40.6	66.0
Somalia	55.4	39.9	70.8	49.9	35.5	64.4
Vietnam	69.7	57.6	81.8	76.4	68.9	84.0
Ethiopia	71.1	59.6	82.6	70.3	57.0	83.6
Other Africa	69.0	54.7	83.3	70.1	57.0	83.3
Other non-Africa	64.9	54.4	75.5	68.0	56.5	79.4
Total	**61.5**	**56.0**	**67.0**	**61.5**	**55.9**	**67.0**

Table A7.3 Main activity was seeking work, by country of origin

Country of origin	Seeking work		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	13.9	5.1	22.6
Somalia	27.5	12.9	42.1
Vietnam	9.7	1.1	18.3
Ethiopia	11.4	5.4	17.5
Other Africa	19.5	10.1	29.0
Other non-Africa	12.0	4.3	19.8
Total	**15.1**	**10.9**	**19.2**

Table A7.4 Unpaid work, by gender

Gender	Yes		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	58.8	52.83	64.8
Male	30.2	23.28	37.1
Total	**43.1**	**38.42**	**47.7**

Table A7.5 Unpaid work, by age

Age	Yes		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	29.0	20.0	38.0
30–44	54.8	46.3	63.3
45–64	49.4	41.1	57.6
65+	15.0	3.8	26.2
Total	**43.1**	**38.4**	**47.7**

Table A7.6 Current occupation, by gender

Gender	Self-employed			Managers			Professionals		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	-	-	-	-	-	-	11.4	4.8	18.0
Male	1.4	0	3.0	5.4	0	11.6	5.4	1.1	9.7
Total	**1.0**	**0**	**2.1**	**3.9**	**0**	**8.3**	**7.1**	**3.5**	**10.7**
Gender	**Technicians and trades**			**Community and personal service**			**Clerical and administration**		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	2.3	0	5.6	28.2	14.5	41.9	8.9	1.3	16.4
Male	31.5	21.5	41.5	6.3	1.4	11.2	5.5	1.1	9.9
Total	**23.1**	**15.8**	**30.5**	**12.6**	**7.1**	**18.0**	**6.5**	**2.7**	**10.3**
Gender	**Sales**			**Machine operators and drivers**			**Labourers**		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	24.3	11.4	37.2	2.1	-0.8	4.9	16.7	7.7	25.7
Male	9.1	2.1	16.1	11.8	5.0	18.6	18.9	10.9	26.9
Total	**13.5**	**7.3**	**19.7**	**9.0**	**4.0**	**14.0**	**18.3**	**12.0**	**24.6**

Table A7.7 Main source of income over past 12 months, by country of origin

Country of origin	Government benefit			Wages			Self-employment		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	58.0	48.1	67.9	16.0	7.0	25.0	8.6	1.1	16.1
Somalia	61.9	47.2	76.7	22.3	8.4	36.1	4.6	0	10.3
Vietnam	45.8	34.3	57.2	34.7	22.9	46.4	12.9	3.6	22.3
Ethiopia	46.8	37.8	55.8	37.6	28.7	46.4	2.7	0	5.7
Other Africa	51.0	38.9	63.0	31.9	20.9	42.9	1.3	0	3.7
Other non-Africa	35.4	24.5	46.3	32.4	22.1	42.6	11.9	4.2	19.5
Total	**50.7**	**45.9**	**55.5**	**27.3**	**22.7**	**31.8**	**7.9**	**4.7**	**11.0**

Country of origin	Student allowance			Superannuation			Other source		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	8.8	3.0	14.6	4.2	1.5	6.8	-	-	-
Somalia	9.8	0.9	18.6	-	-	-	-	-	-
Vietnam	1.9	0	5.6	2.9	0.9	4.9	-	-	-
Ethiopia	8.0	3.3	12.7	1.0	0	3.0	1.0	0	3.0
Other Africa	7.1	1.0	13.3	2.3	0.4	4.2	-	-	-
Other non-Africa	5.2	0.5	10.0	11.1	5.8	16.5	2.2	0	4.9
Total	**6.9**	**4.4**	**9.4**	**3.7**	**2.5**	**4.9**	**0.5**	**0.0**	**1.0**

Country of origin	No income		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	2.9	0	6.2
Somalia	-	-	-
Vietnam	1.9	0	5.6
Ethiopia	2.9	0.3	5.5
Other Africa	2.5	0	5.8
Other non-Africa	1.9	0	5.6
Total	**2.1**	**0.7**	**3.5**

Table A8.1 Health rating, by country of origin, age adjusted to the survey population

Country of origin	Excellent/very good			Good			Fair/poor		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	45.5	35.1	55.9	26.1	16.1	36.0	28.5	20.8	36.1
Somalia	51.2	39.0	63.3	24.7	12.0	37.3	24.2	12.5	35.9
Vietnam	36.2	25.3	47.1	23.5	11.5	35.6	38.6	26.7	50.6
Ethiopia	55.6	47.8	63.5	19.0	12.0	26.1	25.4	18.7	32.0
Other Africa	58.6	47.6	69.6	24.2	14.5	34.0	17.2	9.3	25.1
Other non-Africa	45.7	35.2	56.1	27.4	16.5	38.3	26.9	19.6	34.3
Total	**47.0**	**42.4**	**51.6**	**24.2**	**19.7**	**28.7**	**28.6**	**24.7**	**32.5**

Table A8.2 Loneliness rating, by health rating

Health rating	Always/ most of the time			Sometimes			Rarely/never		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Excellent/ very good	9.6	5.0	14.2	20.4	13.9	26.9	70.0	63.2	76.8
Good	10.3	5.2	15.4	27.5	18.0	36.9	59.9	49.8	69.9
Fair/poor	32.7	24.4	41.1	27.0	18.7	35.3	40.2	31.2	49.3
Total	**16.4**	**12.8**	**19.9**	**24.2**	**19.7**	**28.7**	**58.9**	**53.9**	**63.9**

Table A8.3 Loneliness rating, by disability or health problem

Disability or health problem	Always/ most of the time			Sometimes			Rarely/never		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
No	5.3	3.1	7.5	22.6	17.1	28.1	72.1	66.5	77.8
Yes	33.8	25.9	41.6	26.9	19.5	34.3	37.8	29.3	46.2
Total	**16.2**	**12.6**	**19.7**	**24.2**	**19.7**	**28.8**	**59.0**	**54.0**	**64.0**

Table A8.4 Satisfaction with health, by country of origin

Country of origin	Very satisfied/ satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very dissatisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	71.7	62.7	80.6	11.0	4.0	18.1	17.3	10.6	24.1
Somalia	88.6	84.0	93.3	4.4	0	9.7	7.0	1.2	12.8
Vietnam	73.9	62.3	85.5	6.7	0	13.7	19.5	9.3	29.7
Ethiopia	70.2	62.3	78.1	15.0	8.5	21.6	14.8	8.9	20.7
Other Africa	84.9	77.0	92.8	7.5	1.3	13.7	7.6	2.3	13.0
Other non-Africa	70.7	60.7	80.6	8.1	3.4	12.9	21.2	11.7	30.7
Total	**75.4**	**71.4**	**79.4**	**9.1**	**6.2**	**11.9**	**15.6**	**12.2**	**18.9**

Table A8.5 Satisfaction with health, by age

Age	Very satisfied/ satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very dissatisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	91.2	85.6	96.7	5.8	0.8	10.8	3.0	0.3	5.8
30–44	77.0	69.7	84.2	7.8	3.4	12.2	15.2	8.8	21.6
45–64	58.9	50.8	67.0	14.5	8.3	20.6	26.6	19.2	34.1
65+	64.4	46.4	82.4	6.6	0.0	14.5	29.1	12.5	45.7
Total	**75.4**	**71.4**	**79.4**	**9.1**	**6.2**	**11.9**	**15.6**	**12.2**	**18.9**

Table A8.6 Satisfaction with health, by health rating

Health rating	Very satisfied/ satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very dissatisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Excellent/ very good	98.0	96.6	99.4	1.7	0.4	2.9	0.3	-0.3	1.0
Good	78.8	70.1	87.5	13.4	6.2	20.5	7.9	1.7	14.0
Fair/poor	35.0	26.0	44.0	17.9	10.9	25.0	47.1	37.9	56.2
Total	**75.2**	**71.2**	**79.2**	**9.1**	**6.2**	**12.0**	**15.7**	**12.3**	**19.0**

Table A9.1 Had not made friends outside their own ethnic community, by gender

Gender	Had not made friends outside own community		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	14.1	9.8	18.5
Male	6.1	2.9	9.3
Total	**9.7**	**7.0**	**12.3**

Table A9.2 Had not made friends outside their own ethnic community, by age

Age	Had not made friends outside own community		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	1.4	0	3.4
30–44	10.9	5.9	15.9
45–64	11.8	6.4	17.2
65+	37.2	18.0	56.3
Total	**9.7**	**7.0**	**12.3**

Table A9.3 How often have contact with family, by gender

Gender	Very often/often			Sometimes			Seldom/never		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	90.5	87.2	93.7	6.6	3.5	9.6	2.6	1.0	4.2
Male	77.4	71.2	83.7	14.7	9.3	20.0	7.7	3.6	11.8
Total	**83.2**	**79.4**	**86.9**	**11.1**	**7.8**	**14.4**	**5.5**	**3.0**	**7.9**

Table A9.4 Sending money overseas, by main source of income*

Main source of income	Sends money overseas		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Government benefit	28.2	22.0	34.3
Wages or salary	47.0	36.8	57.3
Self-employment	68.6	49.6	87.5
Student allowance	22.9	8.2	37.6
Super-annuation	6.9	-	17.2
Total	**35.3**	**30.7**	**39.9**

*Note: Other sources of income and no income were removed due to small numbers.

Table A9.5 Have provided support to their ethnic community/family in the last 12 months in New Zealand, by age

Age	Yes			No		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	65.6	55.9	75.2	34.5	24.8	44.1
30–44	69.1	60.6	77.5	29.2	20.8	37.7
45–64	64.8	57.0	72.5	35.3	27.5	43.0
65+	40.4	25.6	55.1	59.6	44.9	74.4
Total	**65.1**	**60.3**	**69.9**	**34.3**	**29.4**	**39.1**

Table A9.6 Dissatisfied with their relationship with New Zealanders, by experienced discrimination in the last 12 months

Experienced discrimination	Very dissatisfied/ dissatisfied			Neither satisfied nor dissatisfied			Satisfied/ very satisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Yes	11.6	1.3	21.9	31.3	17.3	45.3	54.7	41.9	67.5
No	1.0	0.0	2.0	10.8	7.2	14.5	87.0	83.1	90.8
Total	**2.7**	**0.8**	**4.6**	**14.1**	**10.2**	**18.0**	**81.7**	**77.5**	**85.9**

Table A9.7 Safety in our neighbourhood, by age

Age	Very safe/safe			Neither safe nor unsafe			Unsafe/very unsafe		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	90.6	84.2	97.0	5.0	0.1	9.8	3.0	0	6.6
30–44	90.6	84.8	96.4	5.1	0.1	10.2	3.3	0.5	6.1
45–64	87.9	82.9	92.9	4.9	1.4	8.3	6.0	2.2	9.8
65+	100.0	100.0	100.0	-	-	-	-	-	-
Total	**90.4**	**87.2**	**93.5**	**4.7**	**2.2**	**7.2**	**3.8**	**2.0**	**5.6**

Table A10.1 Importance of speaking own language, by country of origin

Country of origin	Very important			Important		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	81.8	72.7	91.0	17.1	8.2	26.1
Somalia	95.6	89.5	101.7	2.3	0.0	6.9
Vietnam	80.7	69.4	91.9	13.0	4.4	21.7
Ethiopia	94.1	89.7	98.4	5.0	1.0	9.1
Other Africa	94.0	88.8	99.1	4.8	8.8	25.2
Other non-Africa	74.4	65.3	83.4	17.0	0.2	9.4
Total	**85.4**	**81.6**	**89.2**	**11.3**	**7.9**	**14.7**

Table A10.2 Religion is an important part of who I am, by country of origin

Country of origin	Strongly agree/ somewhat agree			Not sure/neutral			Disagree/ strongly disagree		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	87.3	79.9	94.7	1.3	0	3.1	1.6	0.0	3.9
Somalia	100.0	100.0	100.0	-	-	-	-	-	-
Vietnam	62.3	49.7	75.0	8.5	0.5	16.5	7.9	0.0	15.9
Ethiopia	98.2	95.8	100	0.9	0	2.6	0.9	0.0	2.6
Other Africa	90.5	83.8	97.1	4.4	0	9.0	1.3	0.0	3.7
Other non-Africa	73.8	64.2	83.5	10.5	4.1	16.8	3.4	0.0	8.1
Total	**84.6**	**81.1**	**88.1**	**3.9**	**2.0**	**5.8**	**2.7**	**0.9**	**4.5**

Table A10.3 Having a good job is most important for feeling part of New Zealand, by gender

Gender	Yes			No		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	35.5	29.0	42.1	64.5	58.0	71.0
Male	57.2	50.5	63.8	42.5	35.9	49.1
Total	**47.6**	**42.9**	**52.2**	**52.2**	**47.6**	**56.9**

Table A10.4 Having their children do well is most important for feeling part of New Zealand, by gender

Gender	Yes			No		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	44.8	38.5	51.1	55.2	48.9	61.6
Male	28.5	22.6	34.4	71.1	65.3	77.0
Total	**35.7**	**31.4**	**40.0**	**64.1**	**59.8**	**68.4**

Table A10.5 Having family members in New Zealand is most important for feeling part of New Zealand, by age

Age	Yes			No		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	51.3	40.9	61.8	48.7	38.2	59.1
30–44	42.6	33.0	52.3	57.4	47.8	67.0
45–64	33.2	25.7	40.8	66.0	58.4	73.7
65+	75.5	62.5	88.5	24.5	11.6	37.5
Total	**44.1**	**38.9**	**49.3**	**55.7**	**50.5**	**60.9**

Table A10.6 Having a good job is most important for feeling part of New Zealand, by country of origin

Country of origin	Yes			No		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	51.2	42.4	60.0	48.8	40.1	57.6
Somalia	54.1	40.2	68.1	45.9	31.9	59.8
Vietnam	49.3	35.8	62.8	50.7	37.2	64.2
Ethiopia	30.2	22.0	38.3	69.8	61.7	78.0
Other Africa	60.3	51.3	69.2	39.7	30.8	48.7
Other non-Africa	42.1	31.6	52.7	56.3	45.8	66.8
Total	**47.6**	**42.9**	**52.2**	**52.2**	**47.6**	**56.9**

Table A10.7 Feeling safe is most important for feeling part of New Zealand, by country of origin

Country of origin	Yes			No		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	43.9	33.5	54.3	56.1	45.7	66.5
Somalia	35.1	21.4	48.8	64.9	51.2	78.7
Vietnam	20.5	11.2	29.8	79.5	70.2	88.8
Ethiopia	47.0	37.9	56.0	53.1	44.0	62.1
Other Africa	36.5	25.2	47.7	63.5	52.3	74.8
Other non-Africa	44.6	33.3	55.8	53.9	42.8	65.0
Total	**38.1**	**33.4**	**42.8**	**61.7**	**57.0**	**66.4**

Table A11.1 Needed help with interpretation or translation in last 12 months, by country of origin

Country of origin	Yes		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	23.2	15.3	31.1
Somalia	15.7	4.7	26.6
Vietnam	31.7	22.2	41.3
Ethiopia	20.6	13.9	27.4
Other Africa	8.2	3.4	13.0
Other non-Africa	26.7	19.3	34.0
Total	**22.7**	**19.0**	**26.4**

Table A11.2 Needed help finding housing in the last 12 months, by country of origin

Country of origin	Yes		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	16.2	8.9	23.5
Somalia	14.4	5.6	23.2
Vietnam	9.7	1.2	18.1
Ethiopia	36.0	27.8	44.2
Other Africa	19.4	10.4	28.4
Other non-Africa	21.9	13.0	30.7
Total	**18.7**	**15.2**	**22.2**

Table A11.3 Sought help from services/organisations, by age

Age	Housing New Zealand			Work and Income New Zealand			Immigration New Zealand		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	28.3	19.5	37.2	43.5	33.5	53.6	17.8	10.0	25.5
30–44	33.8	25.7	42.0	46.8	38.7	55.0	34.4	25.4	43.3
45–64	41.1	32.9	49.3	63.0	55.4	70.6	32.6	25.2	40.0
65+	35.5	21.1	49.9	71.2	57.4	85.0	20.3	10.5	30.2
Total	**34.4**	**29.7**	**39.0**	**51.9**	**47.2**	**56.6**	**28.1**	**23.6**	**32.7**

Age	Other government departments			Universities or polytechnics			Doctors		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	18.8	11.5	26.1	38.0	18.2	37.0	73.1	63.8	82.3
30–44	20.3	12.4	28.2	15.7	19.6	35.2	85.5	79.6	91.4
45–64	17.2	11.1	23.3	12.7	22.5	35.9	86.5	81.2	91.7
65+	12.7	-0.5	25.8	2.1	-	-	97.4	92.4	102.5
Total	**18.5**	**14.4**	**22.6**	**20.6**	**22.0**	**30.7**	**82.8**	**79.0**	**86.5**

Age	Groups or services that help refugees		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	11.7	5.6	17.9
30–44	15.6	9.1	22.1
45–64	16.7	10.9	22.5
65+	6.7	-1.4	14.7
Total	**14.3**	**10.8**	**17.7**

Table A11.4 Sought help from services/organisations, by country of origin

Country of origin	Housing New Zealand			Work and Income New Zealand			Immigration New Zealand		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	31.3	21.8	40.9	54.7	44.3	65.1	20.1	10.5	29.7
Somalia	56.1	41.3	71.0	68.6	57.8	79.4	42.3	29.1	55.4
Vietnam	15.5	5.1	26.0	42.8	30.7	55.0	28.3	16.5	40.1
Ethiopia	48.1	38.9	57.2	44.0	34.8	53.1	37.4	28.8	46.0
Other Africa	35.4	25.3	45.6	50.3	38.6	62.0	29.6	19.8	39.3
Other non-Africa	25.9	16.7	35.1	48.1	37.4	58.8	17.4	9.4	25.4
Total	**34.4**	**29.7**	**39.0**	**51.9**	**47.2**	**56.6**	**28.1**	**23.6**	**32.7**

Country of origin	Other government departments			Universities or polytechnics			Doctors		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	20.4	11.3	29.6	17.9	9.1	26.6	83.2	74.5	91.9
Somalia	32.8	19.0	46.7	57.4	43.2	71.6	88.7	80.2	97.1
Vietnam	9.4	1.5	17.3	21.9	10.9	33.0	83.7	74.6	92.9
Ethiopia	8.8	3.6	13.9	25.7	17.8	33.7	91.9	87.0	96.8
Other Africa	14.6	7.0	22.2	28.5	18.3	38.7	60.5	49.4	71.7
Other non-Africa	22.0	13.1	30.8	13.2	6.0	20.4	75.6	66.0	85.2
Total	**18.5**	**14.4**	**22.6**	**26.4**	**22.0**	**30.7**	**82.8**	**79.0**	**86.5**

Country of origin	Groups or services that help refugees		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	5.7	0.3	11.2
Somalia	43.6	29.6	57.7
Vietnam	11.6	3.2	20.1
Ethiopia	9.8	4.3	15.2
Other Africa	18.2	9.1	27.4
Other non-Africa	3.3	0	7.2
Total	**14.3**	**10.8**	**17.7**

Table A11.5 Sought help from services/organisations, by gender

Gender	Housing New Zealand			Work and Income New Zealand			Immigration New Zealand		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	36.04	29.78	42.30	52.64	45.86	59.41	26.45	20.82	32.08
Male	33.01	26.38	39.65	51.26	44.81	57.71	29.44	22.64	36.23
Total	**34.35**	**29.73**	**38.97**	**51.87**	**47.19**	**56.55**	**28.12**	**23.58**	**32.65**

Gender	Other government departments			Universities or polytechnics			Doctors		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	11.33	7.38	15.29	25.18	19.16	31.21	84.28	79.40	89.17
Male	24.24	17.58	30.89	27.32	21.17	33.47	81.61	76.12	87.09
Total	**18.51**	**14.42**	**22.61**	**26.38**	**22.03**	**30.72**	**82.79**	**79.04**	**86.54**

Gender	Groups or services that help refugees		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Female	10.67	6.88	14.46
Male	17.12	11.74	22.51
Total	**14.27**	**10.83**	**17.71**

Table A11.6 Satisfaction with help received from Housing New Zealand, by age

Age	Very satisfied/ satisfied			Neither satisfied nor dissatisfied			Dissatisfied/ very dissatisfied		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	54.4	39.1	69.6	13.4	1.7	25.2	32.2	19.3	45.1
30–44	23.4	13.4	33.4	15.6	6.5	24.7	61.0	49.0	73.1
45–64	47.2	37.2	57.1	0.8	-0.8	2.4	49.9	39.5	60.2
65+	37.5	19.8	55.2	30.1	12.4	47.8	32.4	32.4	32.4
Total	**39.9**	**34.2**	**45.6**	**10.9**	**6.4**	**15.4**	**48.5**	**42.5**	**54.4**

Table A11.7 Immigration New Zealand treats everyone fairly or equally regardless of what group they are from, by country of origin

Country of origin	Strongly agree/ agree			Neutral			Disagree/ strongly disagree		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
Iraq	58.2	49.1	67.4	6.2	0.7	11.7	6.7	1.0	12.4
Somalia	30.5	17.5	43.4	17.1	7.3	26.9	33.0	19.1	46.8
Vietnam	64.3	51.4	77.3	10.9	2.4	19.4	7.9	-0.2	15.9
Ethiopia	21.0	13.4	28.5	7.4	3.1	11.7	46.4	38.1	54.7
Other Africa	31.5	22.0	41.1	13.6	5.6	21.7	28.0	17.9	38.1
Other non-Africa	45.1	33.2	57.0	11.8	3.2	20.5	12.7	5.0	20.3
Total	**45.6**	**40.9**	**50.3**	**10.4**	**7.2**	**13.5**	**19.4**	**15.8**	**23.1**

Table A11.8 Immigration New Zealand treats everyone fairly or equally regardless of what group they are from, by age

Age	Strongly agree/ agree			Neutral			Disagree/ strongly disagree		
	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary	Estimate (%)	95% CI Lower Boundary	95% CI Upper Boundary
18–29	44.1	35.1	53.1	14.9	7.6	22.3	13.5	7.0	19.9
30–44	44.5	35.7	53.2	7.5	2.8	12.2	27.8	20.0	35.5
45–64	48.8	41.2	56.3	9.1	4.4	13.7	17.5	12.3	22.8
65+	43.7	23.3	64.2	11.4	-1.8	24.5	7.8	4.8	10.7
Total	**45.6**	**40.9**	**50.3**	**10.4**	**7.2**	**13.5**	**19.4**	**15.8**	**23.1**

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