

Chinese Immigrants & Access to Services in NZ

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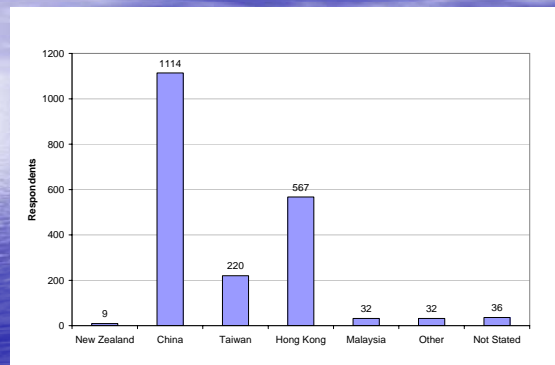
Chinese Health and Social Services Survey

- Survey conducted by the Asian Wellbeing Foundation and The Chinese Social Workers of ANZASW
- Collected during the 2001 Chinese Health and Social Service Expo
- ACC commissioned AUT to undertake analysis in 2005

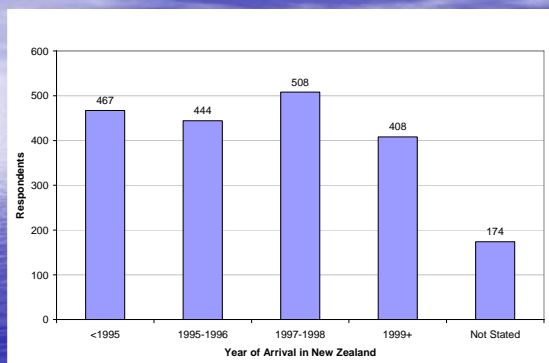
Demographics

- 2,010 participants
- 55% female
- Age: 5% (<25 years), 28% (25-44), 45% (45-64), 22% (65+ years)

Place of Birth



Arrival in NZ



Main difficulties in NZ

	Respondents	%	Rank
Orientation on setting up a business	298	16.1%	6
Employment	612	33.1%	4
Don't know your health and civil rights	1077	58.2%	2
Don't know where to seek appropriate service	1038	56.1%	3
Communication barriers during the utilization of health and social service	1193	64.5%	1
Lack of opportunities to learn English	471	25.4%	5
No difficulties stated	159		

Main difficulties in NZ (ctd)

- Place of Birth
 - China: communication barriers, opportunities to learn English, knowing rights*
 - Taiwan/Hong Kong: difficulties with employment, business orientation
- Year of Arrival:
 - #1. Communication barriers,
 - #2. Not knowing rights/where to seek services
 - Increasing trends: communication barriers, opportunities to learn English, not knowing rights, where to seek services

Accessing services

	Number	Percent	Rank	Percent Not Stated
ACC	413	22.4%	8	8.3%
Courts	110	6.1%	11	9.7%
IRD	1138	62.4%	1	9.2%
Police	438	24.4%	7	10.8%
Emergency Department	561	31.1%	4	10.1%
Outpatients Department	512	28.4%	6	10.4%
Inpatients Services	357	20.1%	9	11.7%
Race Relations Office	26	1.5%	13	11.8%
Tenancy Service	332	18.7%	10	11.6%
WINZ	675	37.8%	2	11.0%
CYF	49	2.8%	12	12.8%
Department of Internal Affairs	639	36.2%	3	12.1%
Any City Council (Auckland)	538	30.3%	5	11.8%

Accessing services (ctd)

- Place of Birth
 - China: lowest utilisation rate overall, higher rates for emergency department, inpatients, outpatients, tenancy, WINZ
 - China: more challenges for ACC, WINZ, DIA; similar to Taiwan and Hong Kong for IRD
- Year of Arrival
 - Utilisation increases across all services

Future Service Utilisation

Service	Number	Percent	Rank
Children Health	389	21.8%	6
Family Support	276	15.5%	7
School Social Work	195	10.9%	10
Youth Problems	203	11.4%	9
Elderly Community Support	759	42.6%	2
Elderly Healthcare	600	33.7%	4
Community Health	1262	70.9%	1
Disability Support	94	5.3%	12
Social Services	648	36.4%	3
Counselling	229	12.9%	8
Mental Health	150	8.4%	11
Employment Skills Training	550	30.9%	5
None Stated	229	-	-

Future Service Utilisation (ctd)

- Gender
 - Female: Mental Health services, Employment Training
- Place of Birth
 - China: community health, elderly community support, elderly healthcare, child health
 - Taiwan/Hong Kong: youth services, employment skills training
 - Taiwan: disability support
 - Hong Kong: social services
- Year of Arrival
 - Increasing trends: community health, elderly community support, elderly healthcare, child health
 - Decreasing Trends: youth problems, mental health

Future implications and limitations

- Access provisions for some services have changed since 2001
- Access to services has multiple steps from
 - Identification of service provider
 - Contact service provider
 - Access appropriate service
 - Utilisation of service

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