



MINISTRY OF SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

Information Centre

*Te Puna Whakamāhioranga*



**MRL Research Group**

RESEARCH REPORT

UNDERSTANDING OF RECENT SOCIAL  
WELFARE BENEFIT CHANGES

prepared for

DEPARTMENT OF SOCIAL WELFARE

March 1991

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R E S E A R C H   R E P O R T

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BENEFIT CHANGES

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March 1991

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R E S E A R C H   R E P O R T

UNDERSTANDING OF RECENT  
SOCIAL WELFARE BENEFIT CHANGES

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## R E S E A R C H R E P O R T

### UNDERSTANDING OF RECENT SOCIAL WELFARE BENEFIT CHANGES

#### 1.1 BACKGROUND

On 19 December 1990, the Minister of Social Welfare announced changes to the social welfare system.

These changes included : -

- \* No general increase in Guaranteed Retirement Income or Social Security benefit rates from 1 April 1991.
- \* Adjustment of benefit rates in line with wage levels.
- \* Abolition of the universal family benefit payment. Continuation of income tested family support and absorption of family benefit into family support payments for those on low incomes.
- \* Introduction of new stand down and work test provisions.

The announcements received widespread media coverage and there has been considerable negative reaction both amongst beneficiaries and non-beneficiaries.

The client is concerned that reaction to changes is perhaps based on misperceptions regarding the exact effects the changes will have. These misperceptions are thought to have arisen through incomplete media coverage of all the changes, and lack of awareness of all the benefits available above the core rates.

Rather than focus on media reports of opinions regarding benefit changes, the client is keen to establish true levels of comprehension among beneficiaries and the wider public. These will provide input for ongoing communication strategies.

## 1.2. Research Objectives

The client outlined the objective of the study as being to establish the degree of understanding of the benefit changes and of their implications for beneficiaries.

This objective was considered applicable for both beneficiaries and non-beneficiaries.

An additional objective was to determine the most acceptable method of conveying information to beneficiaries.

While opinions and attitudes towards the benefit changes amongst beneficiaries was felt to be already known, some measure of the general public's perceptions was wanted.

### 1.3 Methodology

Interviewing was conducted using FASTTRACK, MRL Research Group's computer assisted telephone interviewing system. These facilities are located in both Wellington and Auckland.

All interviews were completed between 5 pm and 9 pm weekdays and between 10am and 9 pm on weekends. This ensured that the non-beneficiary sample included an appropriate proportion of those in paid employment. A maximum of two call backs were completed.

Each city in the research was sampled to achieve a range of suburbs from which interviews were achieved. Contact telephone numbers were randomly computer generated in line with the total population distribution.

The responses to closed ended questions were directly entered into the computer. Open responses were recorded manually and later coded and entered into the computer.

Interviewing was conducted between 13 and 21 February.



#### 1.4 Sample

A total of 982 interviews were achieved. Half the sample comprised non-beneficiaries and the remaining half was made up of those receiving the unemployment benefit, widows or domestic purposes benefit, youth benefits or are eligible to receive family support.

All those aged 16 years of age and over were eligible. Households were screened and respondents sought in order of the expected difficulty of obtaining each group. Where more than one person in a household was eligible at any particular point in the screening process, the person with the next birthday was selected.

The target and actual number of interviews is set out below:

	Target No.	Actual No.
NON-BENEFICIARIES . . . . .	500	514
BENEFICIARIES		
- Unemployment . . . . .	125	120
- Widows/Domestic purposes . . . . .	125	128
- Family Support . . . . .	125	120
- Youth . . . . .	125	100

Those receiving youth benefits proved particularly difficult to locate and in view of time constraints this sample was reduced to 100.

The sample was characterised as follows : -

BASE	<u>Beneficiaries</u>	<u>Non-beneficiaries</u>
	%	%
<b><u>SEX</u></b>		
Male . . . . .	37	40
Female . . . . .	63	60
<b><u>AGE</u></b>		
16-24 years . . . . .	34	13
25 - 34 years . . . . .	29	24
35 - 44 years . . . . .	21	23
45 - 64 years . . . . .	15	25
65 and over . . . . .	1	16
<b><u>LIFECYCLE</u></b>		
Young household - no children . . . . .	3	12
Household - youngest child under 15 . . . . .	64	32
Household - youngest child aged 15 and over . . . . .	18	14
Older household - no children at home . . . . .	4	24
One person household - young . . . . .	6	7
One person household - older . . . . .	4	10
<b><u>OCCUPATION</u></b>		
Professional . . . . .	5	13
Managerial . . . . .	5	13
Clerical/Sales . . . . .	18	13
Technical/Skilled . . . . .	12	12
Unskilled/Rural . . . . .	18	4
Domestic . . . . .	14	11
Retired . . . . .	1	21
Other . . . . .	26	11
<b><u>ETHNIC GROUP</u></b>		
European/Pakeha . . . . .	70	91
Maori . . . . .	19	3
Pacific Island/Polynesian . . . . .	7	1
Asian/Indian/Other . . . . .	1	2

The geographic distribution of non-beneficiary interviews was structured to represent total population distribution. However, the beneficiary sample was structured to match the total geographic distribution of beneficiaries within New Zealand. These distribution figures were supplied by the client and are listed in the Appendix.

The two samples were located as follows:

	<u>Beneficiaries</u>	<u>Non-Beneficiaries</u>
	%	%
Whangarei . . . . .	7	2
Auckland . . . . .	30	37
Hamilton . . . . .	7	4
Tauranga . . . . .	4	3
Rotorua . . . . .	4	2
Gisborne . . . . .	2	1
Napier/Hastings . . . . .	6	5
New Plymouth . . . . .	4	2
Wanganui . . . . .	3	2
Palmerston North . . . . .	4	3
Wellington . . . . .	9	14
Nelson . . . . .	2	2
Christchurch . . . . .	9	13
Timaru . . . . .	2	1
Dunedin . . . . .	4	5
Invercargill . . . . .	3	2

RESPONSE RATE

Complete		No.
		982
Refused		
- subject matter	686	
- other	810	1496
Ineligible		959
Quota full		4372
Success rate	40%	

## **Executive Summary**

## 2. EXECUTIVE SUMMARY

### 2.1 Awareness of Changes and Benefits Available

- \* Each beneficiary group when asked about awareness of changes to their benefit type announced in December, showed high levels of awareness, apart from the Youth group amongst whom only one in two were aware of changes.

#### Percentage Aware

Unemployment . . . . .	80%
Widows/Domestic Purposes . . . . .	73%
Youth . . . . .	55%

- \* In explaining the changes they were aware of, each group commented predominantly about benefit cuts, with large numbers citing specific dollar amounts by which the benefit would decline. Amongst both Unemployment and Youth beneficiaries at least half of those aware of changes commented only in general terms about benefit reductions, such as benefits being cut back, or being less, or about benefits being cut by a certain amount per week or fortnight, without specifying the actual amount.

Widows and Domestic Purposes beneficiaries were more likely to make specific comments about benefit reductions with two in five saying the benefit would be reduced by between \$21 and \$30 per week. This group also made substantial mention of family benefit being removed.

\* Both Unemployment and Youth beneficiaries were checked for awareness of sources of training or employment advice. Three quarters of each group indicated awareness. Unemployment beneficiaries named the New Zealand Employment Service followed by the Labour Department as the source, whereas Youths named the Labour Department first and then NZES and also the Social Welfare Department.

\* Half the Unemployment beneficiaries are aware of the new 26 week waiting period introduced if people choose to leave their job and only two in five are aware that to remain on the benefit only one interview set up by NZES can be turned down.

\* Two thirds of Youth beneficiaries are aware of Training Benefits, and two in five (45%) of 16-17 year old Youth are aware of Job Search Allowance and Independent Youth Benefits (37%).

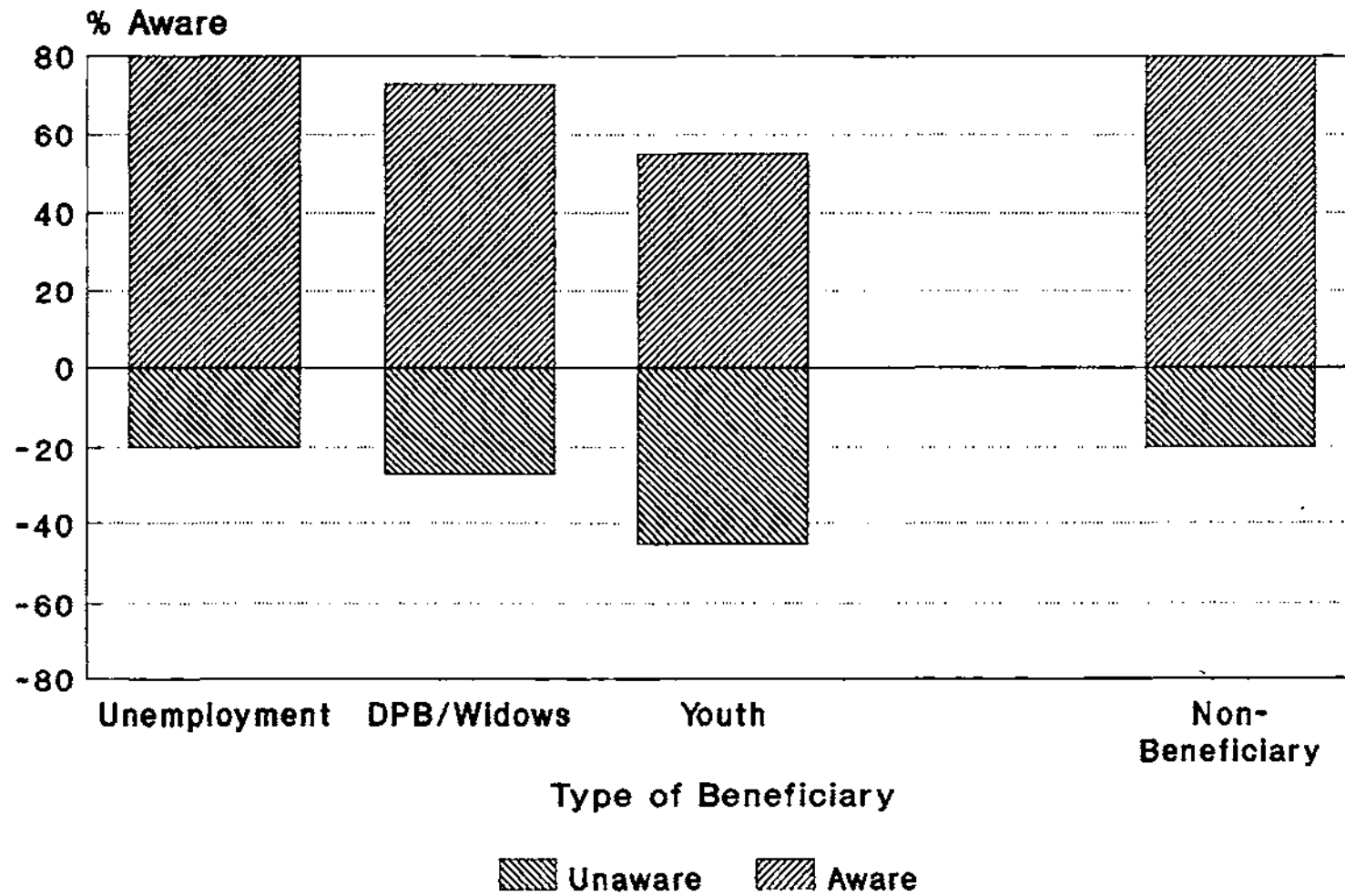
Two thirds of Youth beneficiaries believe they are aware where to apply for these benefits, with almost three quarters naming the Social Welfare Department.

\* One in two Widows and Domestic Purposes beneficiaries are aware of training options available to them, naming training allowances, Polytech and Access courses.

\* Of those eligible to receive Family Support half are aware of the increase announced in December.

Three quarters of this group indicated awareness of where to apply for Family Support. Of those aware, half named the Social Welfare Department and half named Inland Revenue.

# AWARENESS OF CHANGES TO BENEFITS MADE IN DECEMBER



## 2.2 Entitlement Understanding and Extra Payments

- \* One in four beneficiaries rated themselves as understanding 'very well' or 'quite well' what they are entitled to following the changes. Conversely, almost half rated their understanding negatively.
- \* Half of all beneficiaries are aware that extra payments above the core rate are available to some beneficiaries. Awareness amongst Widows and Domestic Purposes beneficiaries was higher at two thirds.

Accommodation assistance was the main extra payment named by all beneficiary groups. Awareness of other additional payments varied by benefit type with Widows and Domestic Purposes beneficiaries showing the greatest knowledge of specific assistance available. This group referred to special needs grants, sickness and illness payments, telephone rental assistance, and hardship allowances.

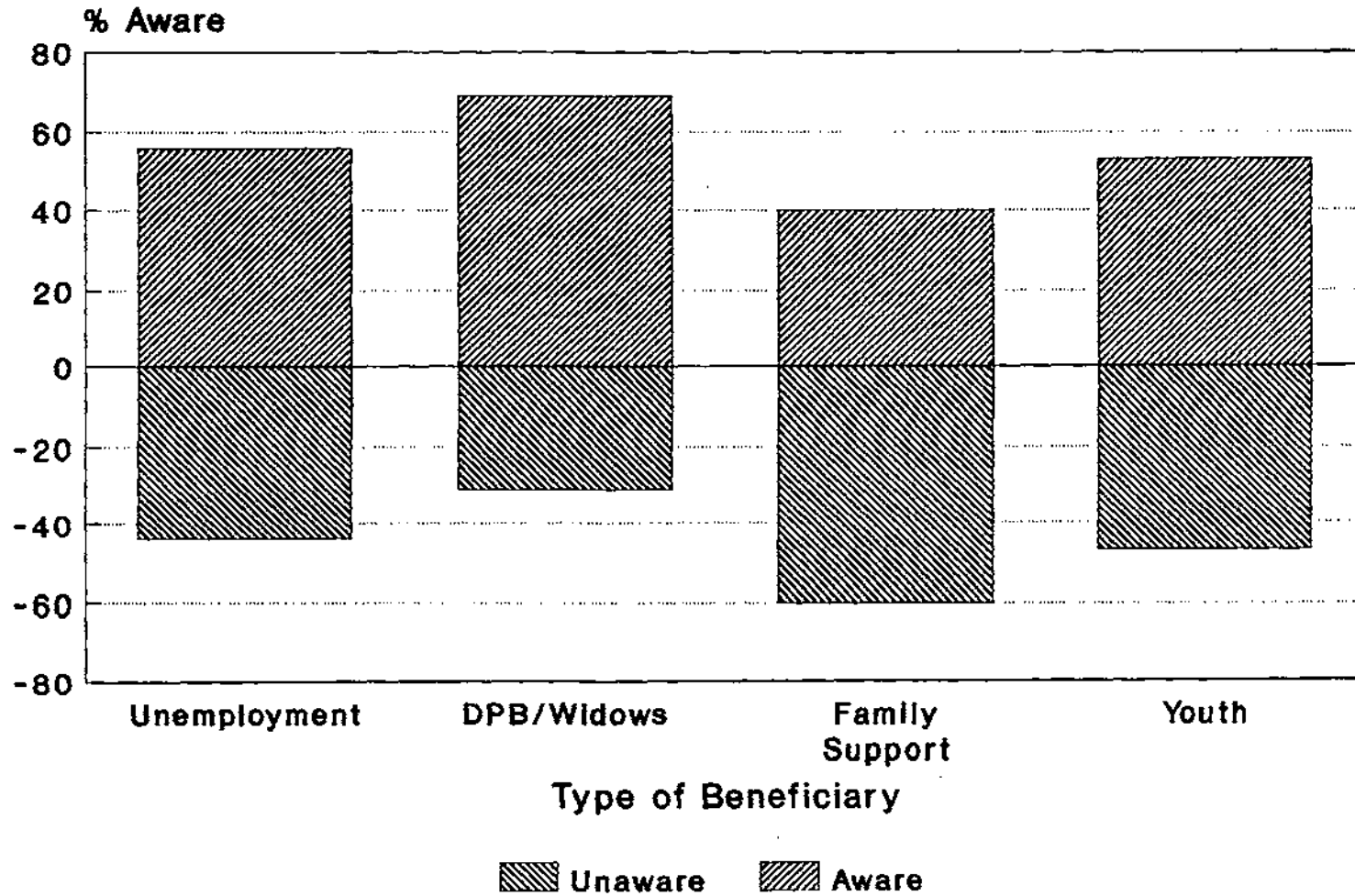
Apart from accommodation allowances, Unemployment beneficiaries mentioned special needs grants. Youth beneficiaries mentioned living away from home allowances, and family support respondents referred to hardship allowances and payments to those on low incomes.

- \* One in three beneficiaries interviewed have applied for extra money, with this proportion rising to one in two amongst Widows and Domestic purposes beneficiaries.

Amongst those having applied for extra payments, two-thirds have been successful in receiving these. Unemployment beneficiaries showed a lower success rate in obtaining such payments.



# AWARENESS OF AVAILABILITY OF EXTRA PAYMENTS



### 2.3 Benefit Assistance and Information

- \* Only half of all beneficiaries are aware where to go for benefit help, with nine in ten of this group naming the Social Welfare Department.
- \* Interest levels are high regarding receipt of additional information about the way in which changes may effect benefits. Four in five beneficiaries expressed interest in receiving such information.

By far the most preferred method for receiving such information is through leaflets in the mail. Two-thirds prefer this option, compared with only one in five selecting Television or Newspapers which were second and third in terms of preference.

### 2.4 Media

- \* Over nine in ten beneficiaries were able to name a daily newspaper available in their region.

Of those aware of newspapers, three-quarters had read or looked into at least one newspaper issue in the previous seven days. Of these, one in five read at least one or two issues of a newspaper, one in five read at least three or four issues, while two in five read at least five or six issues.

#### MAXIMUM READERSHIP

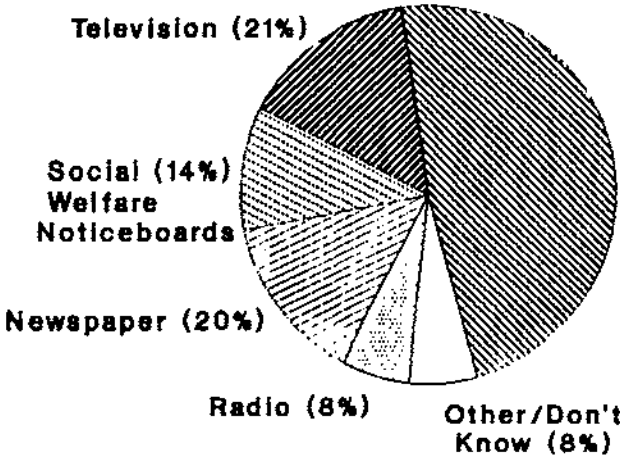
BASE : (Read newspapers in last 7 days) 330

<u>Number of Issues</u>	<u>%</u>
One . . . . .	9
Two . . . . .	11
Three . . . . .	13
Four . . . . .	8
Five . . . . .	9
Six . . . . .	35
Seven . . . . .	15

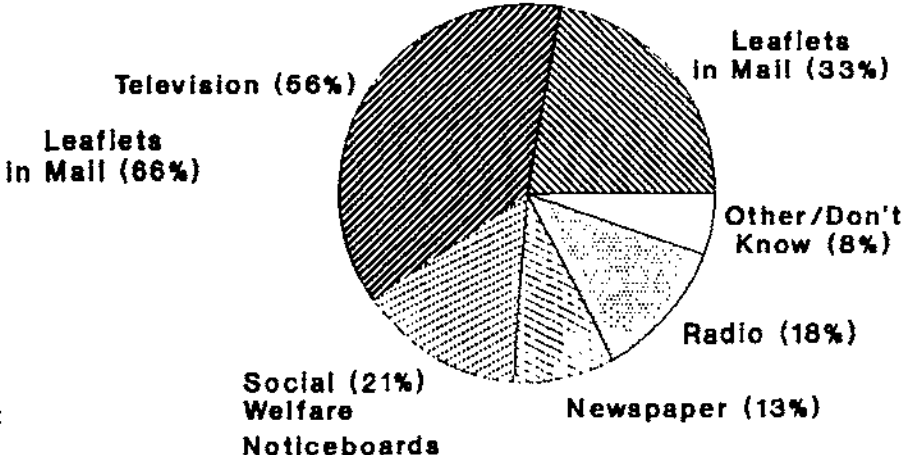
- \* One in two beneficiaries watch television for more than three hours a day on average, with weekdays attracting slightly higher viewing than days during the weekend.
  
- \* Commercial radio listenership is less than television viewing. One in four beneficiaries do not listen to commercial radio on weekdays, and this proportion rises to two in five for weekend listening. Between a quarter and a third of respondents listen for three or more hours, compared with one in two who watch television for the same number of hours

# PREFERRED METHOD OF RECEIVING INFORMATION

## BENEFICIARIES



## NON BENEFICIARIES



## 2.5 Non-Beneficiaries

- \* A large majority of non-beneficiaries were aware of changes to Social Welfare benefits announced in December.
- \* In relation to Unemployment benefits awareness focused on the general concept of benefit reductions with little comment about specific dollar values. Changes in age limits were referred to by one in five non-beneficiaries, and changes in standdown periods also drew comment. One in five respondents could not name any change.
- \* Lack of knowledge was greater for Widows and Domestic purposes benefits, with one in three unable to name any changes. Those able to comment referred in the main to benefit reductions.
- \* Almost two thirds of those aware of benefit changes commented that family benefit is to be cut out. A small number of non-beneficiaries commented that family benefit is to be replaced by family support for low income households, and others mentioned means testing.
- \* Over half the sample of non-beneficiaries aware of benefit changes overall, were unable to comment on changes to family support. Greatest mention was for the introduction of means testing and this was made by only one in ten non-beneficiaries. There was some comment that Family Support is to be reduced, but an equal number believe it is to be increased.

\* Again, Youth benefits suffered from lack of knowledge with one in three non-beneficiaries unable to comment on changes to these benefits. Those changes which were mentioned were abolition of the unemployment benefit for those under 18 years, and reduction in the benefit.

\* Two in five non-beneficiaries are aware of the 26 week waiting period for people who choose to leave their job.

Only one in three non-beneficiaries are aware that only one interview set up by the New Zealand Employment Service can be turned down without incurring loss of the Unemployment benefit.

\* Only a quarter of non-beneficiaries believe that adequate support is available for low income families.

\* While beneficiaries would clearly prefer to receive additional information about benefits through leaflets in the mail, non-beneficiaries feel that television is the most helpful means of distributing such information (56%).

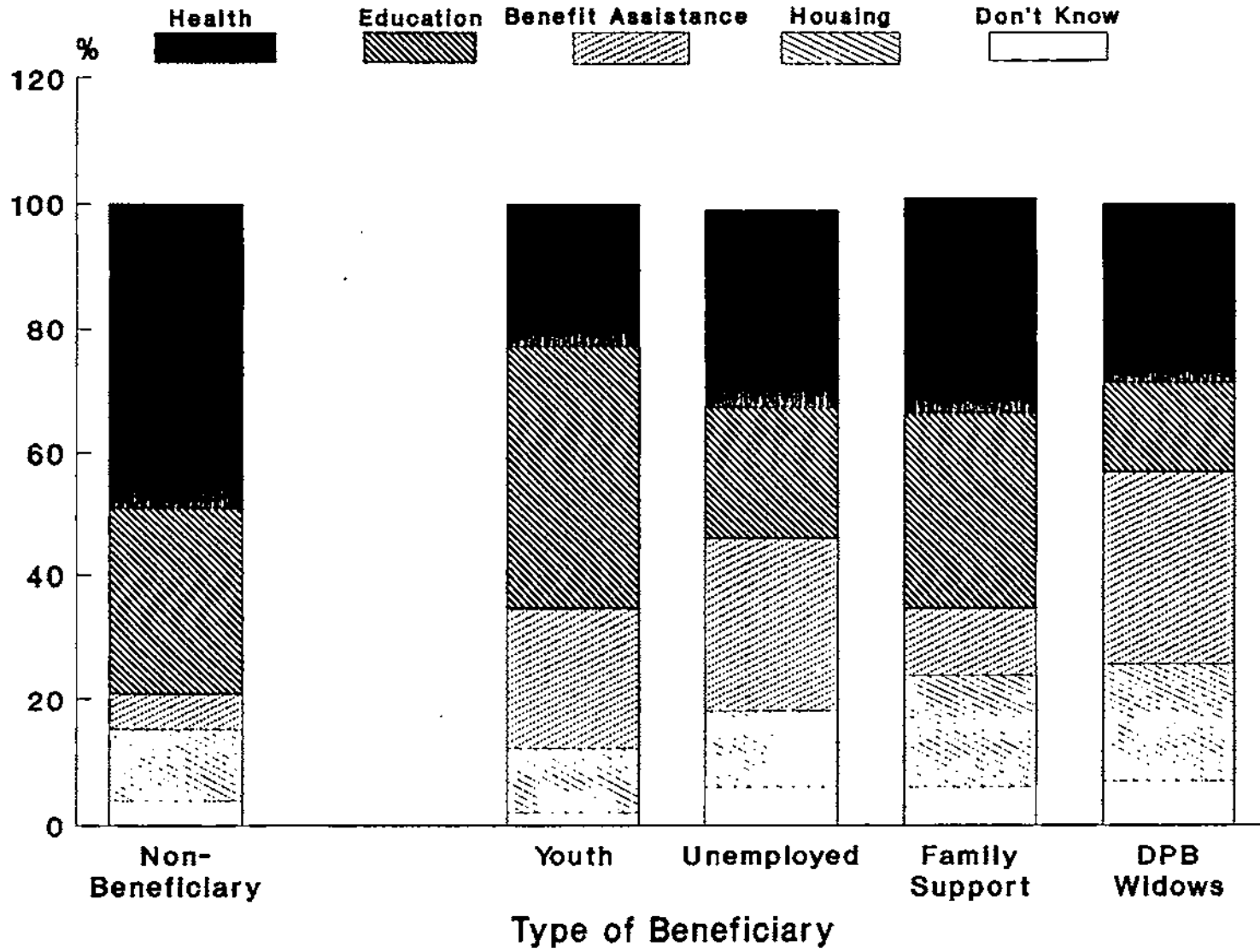
## 2.6 Overall Attitudes

- \* When asked to choose the social service which they feel is most important to themselves, one in two beneficiaries chose health, and one in three selected education.

Amongst beneficiaries benefit type strongly influenced the choice of social service. Both Unemployment and Family Support respondents gave greatest weight to health as the most important service, (32% and 35%) while Widows and Domestic Purposes beneficiaries chose benefit assistance (31%) closely followed by health (29%). The Youth group differed markedly, choosing education (42%) as most important.

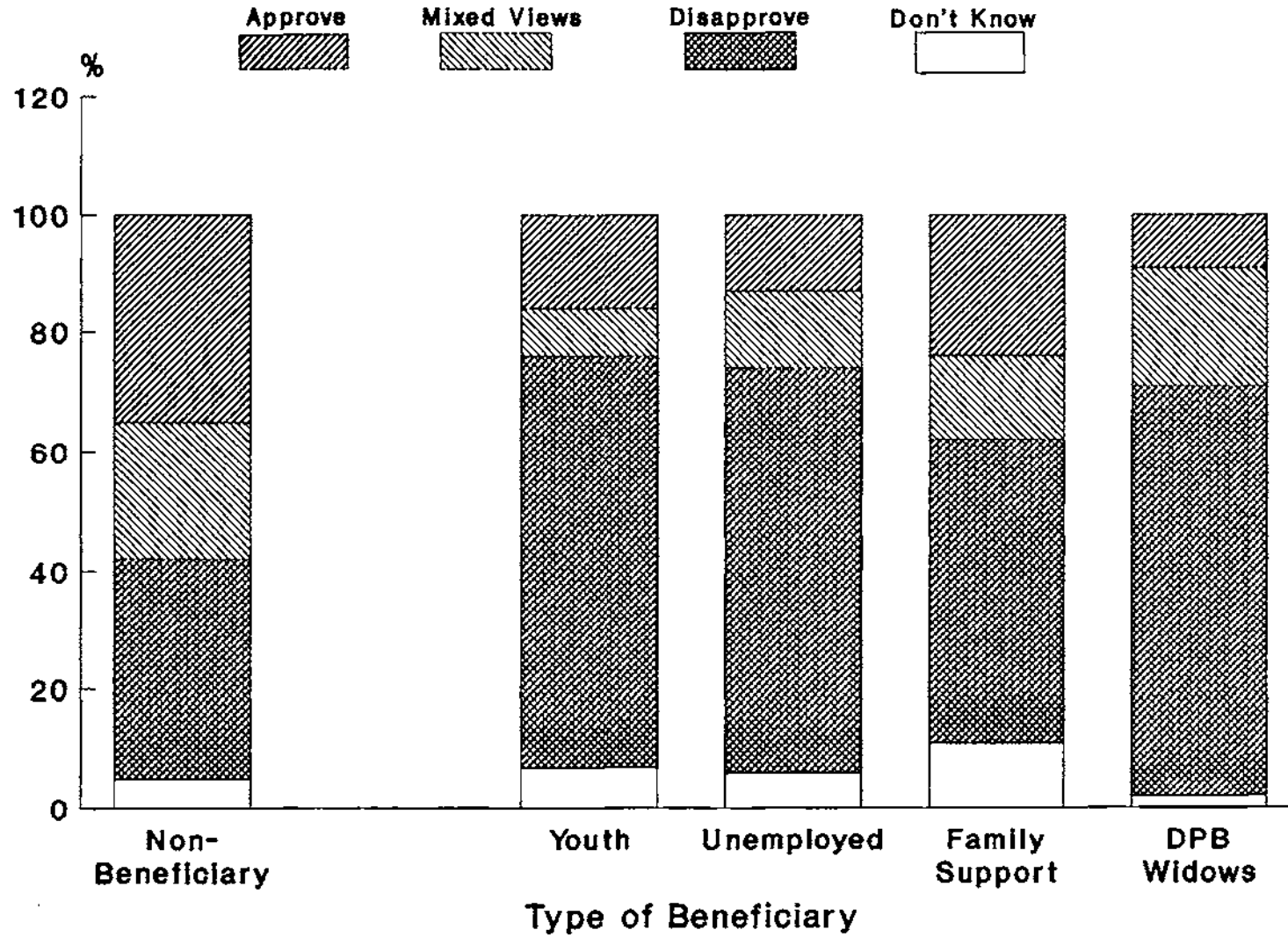
- \* While two thirds of beneficiaries disapprove of the benefit changes overall, this proportion is only a third amongst non-beneficiaries. Of this latter group one third approve of the changes and a sizeable proportion (23%) have mixed views.

# MOST IMPORTANT SOCIAL SERVICE





# ATTITUDES TOWARDS BENEFIT CHANGES OVERALL



## **Conclusions**

## 2.7 Conclusions

- \* While awareness levels are relatively high regarding the 'negative' aspects of December's package, such as benefit cuts, changes in age levels for entitlement etc. awareness is not high of moves to tighten up eligibility such as in cases of voluntary loss of job, and turning down New Zealand Employment Service interviews. Such changes may attract considerable positive reaction from non-beneficiaries as well as from beneficiary groups and the possible public relations benefits of these changes have been overwhelmed by negative reaction.

Likewise, increases in Family Support to recompense for the loss of Family Benefit were not well known amongst respondents eligible for this benefit.

- \* Youth beneficiaries were particularly poorly informed with low levels of awareness of both Job Search Allowances and Independent Youth Benefits and only general knowledge of the changes to their own benefits.
- \* Unemployment and Youth beneficiaries appear more conversant with opportunities for training and employment advice than are Widows and Domestic Purposes beneficiaries. Only one in two of this latter group are aware of training options available to them.

- \* There is substantial need for greater information to be provided to beneficiaries. Half the beneficiary sample rated themselves as lacking in understanding of benefit entitlements following the changes and two in five are not aware that extra payments above the core rate are available. Only half the beneficiary group are aware where to go for benefit help.

Given this clear need for greater information, beneficiaries were unequivocal in their desire for this to be provided through direct mail.

3. UNEMPLOYMENT BENEFICIARIES

3.1 Awareness of Changes

Four in five unemployment beneficiaries are aware of changes made to unemployment benefits announced in December.

BASE :	120
	‡
Yes - aware . . . . .	80
No - unaware . . . . .	17
Unsure . . . . .	3

Over half of those aware commented in general terms about the benefit being reduced, while a further one in three made more specific comments about reductions citing actual dollar amounts. In total therefore, four in five made some mention of benefit reductions.

Other issues discussed were changes in qualifying age, and standdown periods but these received no more than a one in ten level of mention.

	20
BASE : (Aware of changes) .....	96
	‡
Benefit will be reduced/cut back/cut by a certain amount weekly/fortnightly getting less ...	54
Reducing by \$10-20 per week .....	13
Reducing by \$31 plus a week .....	6
Reducing by \$21-30 per week .....	5
Reduced to \$129/127 per week .....	3
Going to be cut out/dropped .....	2
Reduced to \$108 .....	1
Changes take effect in April/Have to reapply in April .....	10
Under 25 years have been re-categorised as youths/ receive youth rates .....	6
Minimum qualifying age for benefit 18 years .....	4
Standdown period for school leavers .....	3
A standdown period introduced/wait before you get benefit .....	3
Family benefit being abolished/no family benefit .....	3
Harder to get on benefits now .....	2
Prescription charges rising/medical fees rising .....	1
Other .....	13
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	129
Don't know .....	5
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	134

### 3.2 Awareness of Sources of Training or Employment Advice

Unemployment beneficiaries were asked whether they are aware of where to go for training or employment advice. Over three-quarters of the sample said they were aware.

BASE :	. . . . .	120
		%
Yes - aware	. . . . .	78
No - unaware	. . . . .	21
Unsure	. . . . .	1

The most commonly mentioned source of such advice was seen as the New Zealand Employment Service, followed by the Labour Department.

BASE : (Aware of Sources)		94
		%
NZ Employment Service	.....	51
Labour Department	.....	32
Social Welfare Department	.....	11
Polytechnic	.....	9
Vocational Guidance	.....	2
Access Courses	.....	1
Other	.....	2

---

108

### 3.3 Awareness of 26 Week Waiting Period

Levels of awareness were sought for the new 26 week waiting period before people can get a benefit if they choose to leave their job.

Half the sample were aware of this waiting period, with respondents aged 35 and over showing higher levels of awareness.

BASE :	120
	‡
Yes - aware . . . . .	53
No - unaware . . . . .	46
Unsure . . . . .	2

### 3.4 Awareness of Interview Refusal Changes

Respondents were also checked for their awareness that to remain on the benefit only one interview set up by the New Zealand Employment Service can be turned down.

Two in five respondents indicated awareness, with over half the sample not aware of this change.

BASE :	120
	‡
Yes . . . . .	41
No . . . . .	56



## ***Analysis***

#### 4. WIDOWS AND DOMESTIC PURPOSES BENEFICIARIES

##### 4.1 Awareness of Changes

When awareness of changes to widows and domestic purposes benefits was sought, this group showed slightly lower awareness levels compared with unemployment beneficiaries. Nevertheless, three-quarters of the sample were aware of changes.

BASE :	128
	%
Yes - aware . . . . .	73
No - unaware . . . . .	21
Unsure . . . . .	5
Don't know . . . . .	1

Over nine in ten commented that the changes were reductions in the benefit with almost half this group specifically naming reductions in the region of \$21 to \$30. One in four referred to the abolition of family benefit, while one in ten commented on family support incorporating family benefit.

	24
BASE : (Those Aware)	94
	8
Reducing by \$21-30 per week .....	41
Benefit will be reduced/cut back/cut by a certain amount weekly/fortnightly/getting less .....	30
Being Cut .....	12
Reducing by \$10-20 per week .....	6
Reducing by \$31 plus a week .....	5
Family benefit being abolished/no family benefit .....	26
Changes take effect in April/have to reapply in April .	14
Changing family benefit to family support/incorporated in family support .....	10
Prescription charges rising .....	2
Family care/support increased .....	2
Minimum qualifying age for benefit 18 years .....	1
Other .....	8
	<hr/>
	157
Don't know .....	3
	<hr/>
	160

#### 4.2 Awareness of Training Options

One in two widows or domestic purposes beneficiaries are aware of training options available to them.

BASE :	128
	‡
Yes - aware . . . . .	56
No - unaware . . . . .	36
Unsure . . . . .	8

Training allowances and opportunities through Polytech were the two aspects most frequently discussed when respondents were asked to name the training options they are aware of. Access courses also received frequent comment.

BASE : (Those aware of training options)	72
	‡
Provide training incentive allowance/training benefit/study incentive . . . . .	35
Go to Polytech to learn work skills/job train . . . . .	28
Access courses/schemes . . . . .	17
Social Welfare pays course costs/reimburses costs . . . . .	8
Social Welfare pays child care/people to care for children . . . . .	4
College/Community College for job training . . . . .	3
Other . . . . .	11
	<hr/>
	106
Don't know . . . . .	21
	<hr/>
	127

## 5. FAMILY SUPPORT

### 5.1 Awareness of Increase in Family Support

Of those eligible to receive family support, one in two are aware of the increase made to family support announced in December.

BASE :	120
	%
Yes - aware . . . . .	49
No - unaware . . . . .	49
Don't know . . . . .	2

### 5.2 Awareness of Where to Apply

Three quarters of respondents stated that they know where to apply for family support.

BASE :	120
	%
Yes - aware . . . . .	74
No - unaware . . . . .	21
Unsure . . . . .	4
Don't know . . . . .	1

Amongst those aware of where to apply, half would do so through the Social Welfare Department and half would deal with the Inland Revenue Department.

BASE : (Aware where to apply)	89
	%
Social Welfare . . . . .	49
Inland Revenue . . . . .	48
Other . . . . .	6

## 6. YOUTH BENEFICIARIES

### 6.1 Awareness of Changes

One in two of those on youth benefits are aware of changes made to youth benefits announced in December.

BASE :	100
	%
Yes - aware . . . . .	55
No - unaware . . . . .	45

As with other beneficiaries, most comments focused on cuts to benefits with four in five referring to this in some way. Youth beneficiaries tended to be more general in their comments about cuts compared with other groups with only small numbers citing specific dollar amounts. There was also reference to changes in the qualifying age.

	28
BASE : (Aware of changes)	55
	8
Benefit will be reduced/cut back/cut down by certain amount weekly/fortnightly/getting less .....	51
Reducing by \$10-20 per week .....	13
Going to be cut out/dropped .....	7
Reduced to \$108 .....	4
Being cut .....	2
Changes take effect in April/have to reapply in April	18
Minimum qualifying age for benefit 18 years .....	13
A standdown period introduced/wait before you get benefit .....	4
Under 25 years have been recategorised as youths/ receive youth rates .....	4
Standdown period for school leavers .....	2
Family care/support increased .....	2
Harder to get on benefits now .....	2
Other .....	11
	133
Don't know .....	11
	144

## 6.2 Awareness of Specific Benefits

Awareness levels were sought for three specific benefits available to the youth segment : Training Benefits, Job Search Allowance, and Independent Youth Benefits.

Two thirds of all youth beneficiaries are aware of training benefits, but the under 18 year old segment of this beneficiary group showed lower awareness levels of the two benefits available specifically for their age group. Slightly less than half are aware of Job Search Allowances and only two in five are aware of Independent Youth Benefits.

	Training Benefits	Job Search Allowances	Independent Youth Benefits
BASE :	‡		
Yes - aware . . . . .	67	38	38
No - unaware . . . . .	29	‡	‡
Unsure . . . . .	4		
BASE : (16-17 year olds)			
Yes - aware . . . . .		45	37
No - unaware . . . . .		53	58
Unsure . . . . .		3	5



### 6.3 Awareness of Where to Apply

Two thirds of all youth beneficiaries are aware of where to apply for the specific benefits checked in Section 6.2. Awareness was higher amongst male compared with female youth beneficiaries.

BASE :	100
	‡
Yes - aware . . . . .	69
No - unaware . . . . .	26
Unsure . . . . .	5

Almost three quarters of those aware of where to apply named Social Welfare as the organisation to approach. There was also some mention of the Labour Department and the New Zealand Employment Service.

BASE : (Aware where to apply)	69
	‡
Social Welfare . . . . .	71
Labour Department . . . . .	16
NZ Employment Service . . . . .	14
Polytechnic . . . . .	3
Access Courses . . . . .	3
School . . . . .	1
Other . . . . .	3
	<hr/> 111

#### 6.4 Awareness of Sources of Training or Employment Advice

Four in five youth beneficiaries felt they were aware of where to go for training and employment advice. This is the same level of awareness as expressed by unemployment beneficiaries when asked the same question.

BASE :	100
	%
Yes - aware . . . . .	79
No - unaware . . . . .	16
Unsure . . . . .	5

Youth beneficiaries cited the Labour Department followed by the New Zealand Employment Service as the sources for such advice. There was also substantial mention of the Social Welfare Department. Sources named by unemployment beneficiaries are given as a point of comparison.

	Youth	Unemployment
BASE :	79	94
	%	%
Labour Department . . . . .	42	32
NZ Employment Service . . . . .	35	51
Social Welfare Department . . . . .	20	11
Polytechnic . . . . .	8	9
Student Job Search . . . . .	5	-
Access Courses . . . . .	5	1
School . . . . .	3	-
Vocational Guidance . . . . .	-	2
Other . . . . .	1	2
	<u>119</u>	<u>108</u>

### 7. PERCEIVED LEVEL OF ENTITLEMENT UNDERSTANDING

All beneficiary groups were asked to indicate how well they feel they understand what they are entitled to, following the changes which have been announced.

Overall, only one in four beneficiaries rated their understanding at a positive level, with almost half stating their level of understanding as 'not well' or 'not at all' well.

	Total	BENEFIT TYPE			
		Unemp ment	Widow /DP	Fam Spt	Youth
BASE :	468	120	128	120	100
	%	%	%	%	%
5 = Very Well . . . . .	8	9	7	12	5
4 = Quite Well . . . . .	15	23	9	15	15
3 = So-so . . . . .	29	31	31	24	30
2 = Not well . . . . .	19	16	21	21	19
1 = Not at all well . . . . .	27	19	30	28	29
Don't know . . . . .	1	2	2	-	2
Mean Score . . . . .	2.59	2.87	2.40	2.61	2.47

Widows and Domestic Purposes beneficiaries rated their level of understanding at a lower level than the sample as a whole while Unemployment beneficiaries were relatively more positive.

## 8. EXTRA PAYMENTS

### 8.1 Awareness of Availability of Extra Payments

One in two respondents are aware that there are extra payments, above the basic or core rate, which some beneficiaries can get. Each beneficiary group was asked for their awareness of such payments in relation to their own benefit type.

	BENEFIT TYPE				
	Total	Unemp ment	DP/ widows	Fam Spt	Youth
BASE :	468	120	128	120	100
	%	%	%	%	%
Yes - aware . . . . .	55	56	69	40	53
No - unaware . . . . .	42	41	29	58	43
Unsure . . . . .	3	3	2	3	3
Don't know . . . . .	*	-	1	-	1

Domestic Purposes beneficiaries and Widows have the highest awareness of the availability of extra payments for their benefit (69% aware). Family Support beneficiaries are the least likely to know about extra payments (40% aware). Awareness was also higher among those of European/Pakeha descent than among other ethnic groups.

NOTE: \* Represents 0.5 percent.

## 8.2 Perceptions of Extra Payment Eligibility

When asked in what cases extra payments were made, Accommodation assistance was the main area mentioned for all beneficiary groups.

DPB beneficiaries had more knowledge of other specific assistance available, particularly for times of illness and emergencies (special needs, hardship allowance) and also for paying household bills, including telephone rental.

Family Support Respondents mentioned accommodation assistance, but were more likely to link their extra payments to low income and financial hardship.

As well as accommodation assistance, Unemployment beneficiaries mentioned special needs grants for emergencies and hardship allowances.

IN WHAT CASES ARE THESE EXTRA PAYMENTS MADE?

	UnE.	DP/W	F.S.	Youth
BASE : (Aware of extra payments)	67	88	48	53
	%	%	%	%
Accommodation benefit/assistance -				
Rent/Mortgage . . . . .	55	48	31	49
Allowance for Youth living away from home - boarding/renting . . . . -		1	-	26
Special needs grants for necessities/special purposes/ emergencies . . . . .	25	25	8	13
Hardship Allowance/extreme financial difficulty . . . . .	13	16	35	6
Travel allowance . . . . .	10	3	2	15
Sickness/medical/chronic illness . . . .	10	23	10	4
Dependents/children/spouse/ large families . . . . .	10	5	15	11
Training allowance - education/ train for a job . . . . .	7	3	6	4
When outgoings are more than the benefit/bills have built up . . . . .	3	13	4	4
Family support/family care . . . . .	3	7	-	-
Telephone rental assistance . . . . .	-	19	-	-
Disability/handicap allowance . . . . .	1	9	-	-
Household running bills - water, electricity, gas, rates, insurance . . . . .	-	7	-	-
Optometry / glasses . . . . .	-	-	2	-
Dental/orthodontal work . . . . .	-	3	-	-
Low income . . . . .	1	2	21	4
Daycare for children while training . . .	1	2	-	-
School uniforms/fees . . . . .	-	1	4	-
Racial minorities/Maori . . . . .	-	-	-	4
Clothing allowance . . . . .	-	1	-	4
Other . . . . .	2	9	-	6
	141	150	138	150
Don't know . . . . .	15	8	19	9
	<u>156</u>	<u>158</u>	<u>157</u>	<u>159</u>

### 8.3 Applications for Extra Payments

Overall, just over one third of beneficiaries had applied for extra money above their basic benefit.

Reflecting their higher awareness of the availability of extra payments, Widows and Domestic Purposes beneficiaries are most likely to have applied for extra money.

#### Proportion Applying for Extra Money Above Basic Benefit

(Base : Total sample of beneficiaries)

	%
<b>TOTAL BENEFICIARIES</b> . . . . .	<b>37</b>
Unemployed . . . . .	39
Widow/DPB . . . . .	54
Family Support . . . . .	18
Youth . . . . .	37

Applications were also higher among people of European/Pakeha descent than among other ethnic groups.

Of those who had applied for extra payments, two thirds received extra money. Those on the unemployment benefit were less likely to have done so.

#### Proportion Receiving Extra Money

(Base : those applying)

	%
<b>TOTAL BENEFICIARIES</b> . . . . .	<b>68</b>
Unemployed . . . . .	57
Widow/DPB . . . . .	70
Family Support . . . . .	76
Youth . . . . .	73

(Caution : small bases)

## 9. BENEFIT ASSISTANCE AND INFORMATION

### 9.1 Sources of Benefit Assistance

Awareness of where to go for benefit help is low, with only half of all beneficiaries knowing a source of help.

#### Proportion Aware of Where to go for Benefit Help Following the Changes

(Base : all beneficiaries)

TOTAL BENEFICIARIES . . . . .	56
Unemployed . . . . .	57
Widow/DPB . . . . .	62
Family Support . . . . .	53
Youth . . . . .	51

People living in Auckland City had particularly low awareness of where to go for assistance (46%). Those of European or Pakeha decent also had higher awareness than other minority ethnic groups.

The Social Welfare Department is the primary agency which would be approached for benefit help by all beneficiary groups.

#### Sources of Benefit Help

	TOTAL	Un.E	DPB/ Wid.	Fam Sup	Youth
BASE : Aware of where to go	261	68	79	63	51
	%	%	%	%	%
Social Welfare Department . . . . .	95	96	97	90	94
Labour Department . . . . .	3	6	1	2	4
Inland Revenue Department . . . . .	2	-	-	6	-
NZ Employment Service . . . . .	1	1	-	-	2
Polytechnic . . . . .	1	-	1	-	2
Other . . . . .	2	-	3	3	2



## 9.2 Interest in Receiving Additional Information

There is high interest in receiving additional information about changes which may effect benefits. Four in five people said they would like to receive information, with interest highest amongst those on youth benefits and those on Domestic Purposes/Widows benefits.

### Proportion Interested in Receiving Information About Changes

(Base : all beneficiaries)

	%
<b>TOTAL BENEFICIARIES</b> . . . . .	<b>79</b>
Unemployed . . . . .	71
DPB/Widow . . . . .	85
Family Support . . . . .	76
Youth . . . . .	85

Leaflets in the mail are the preferred way of receiving information amongst beneficiaries. Two thirds prefer this option, and no other method was preferred by more than one in five beneficiaries overall.

### Preferred Method of Receiving Information

Base : Those beneficiaries wanting more information

	370
	%
Leaflets in the mail . . . . .	66
Television . . . . .	21
Newspaper . . . . .	20
Noticeboards in Social Welfare offices . . . . .	14
Radio . . . . .	8
Personal letter . . . . .	2
Other . . . . .	4
	135
Don't know . . . . .	2
	137

10 MEDIA10.1 Newspaper

More than nine in ten respondents were able to name a daily paper in their region. The following table summarises the proportion of respondents who had read or looked at in issue of their daily paper in the last 7 days.

(NOTE: base sizes vary according to geographic location of the paper, i.e. obviously more people mentioned Auckland papers than minor urban papers).

Main Newspapers Mentioned and Proportion Reading in Last 7 Days

<u>Paper</u>	<u>No. of people mentioning</u>	<u>% reading or looking at in last 7 days</u>
BASE : (Respondents mentioning paper)		
	%	%
NZ Herald . . . . .	212	48
Auckland Star . . . . .	117	29
Dominion . . . . .	62	42
Evening Post . . . . .	41	68
The Press . . . . .	51	53
Christchurch Star . . . . .	22	36
Waikato Times . . . . .	34	62
Northern Advocate . . . . .	30	77
Otago Daily Times . . . . .	29	60
Daily Telegraph . . . . .	20	59
Daily Post . . . . .	20	85
Daily News . . . . .	19	79
Evening Standard . . . . .	17	65
Bay of Plenty Times . . . . .	16	81
Southland Times . . . . .	16	69

Of those who named a paper, three quarters had read or looked at at least one issue of a daily newspaper in the last week. Those on Youth benefits are the most likely to have looked at a daily paper.

Proportion Who Have Looked At a Daily Paper in The Last Week

BASE : Aware of a daily paper

TOTAL . . . . .	%	73
Unemployment . . . . .		76
Widow/DPB . . . . .		60
Family Support . . . . .		78
Youth . . . . .		83

Of the 330 people who had looked at or read a paper, half have looked at six or seven issues of at least one paper in the last week. People on the Widows benefit or DPB have the lowest newspaper readership; only three in five had looked at a paper in the last week, and of them only two in five had read six or seven daily issues.

Maximum Number of Issues Read (of any daily paper) In The Last Seven Days

(BASE : Read any paper in last seven days).

	Total	Un.Em	Widows/ DPB	Fam Spt	Youth
BASE :	330	88	71	93	78
	%	%	%	%	%
One . . . . .	9	3	14	8	12
Two . . . . .	11	13	13	10	9
Three . . . . .	13	14	20	10	10
Four . . . . .	8	7	6	11	9
Five . . . . .	9	11	8	9	6
Six . . . . .	35	41	25	41	29
Seven . . . . .	15	10	13	12	24
Average No. of issue	4.62	4.70	4.05	4.77	4.68

### 10.2 Television Viewing

Over half the beneficiaries interviewed spend on average more than 3 hours a day watching television any day, with slightly fewer hours watched in weekends than on weekdays.

#### Average Number of Hours Spent Watching Television

	Week days	Saturday	Sunday
BASE			
All beneficiaries	468	468	468
	%	%	%
None . . . . .	11	23	18
Under three hours . . . . .	32	27	27
Three to four hours . . . . .	34	27	29
Five to seven hours . . . . .	17	17	18
Eight hours or more . . . . .	7	7	8

### 10.3 Commercial Radio Listening

The time spent listening to commercial radio is lower than the time spent watching television. One quarter do not listen to commercial radio on weekdays and nearly half do not do so on weekends.

#### Number of Hours Spent Listening to Commercial Radio

	Week days	Saturday	Sunday
BASE			
All beneficiaries	468	468	468
	%%	%	
None . . . . .	26	43	45
One hour . . . . .	17	13	12
Two to three hours . . . . .	26	18	19
Four to five hours . . . . .	12	7	7
Six to nine hours . . . . .	11	13	11
Ten hours or more . . . . .	8	7	6

## 11. NON BENEFICIARIES : AWARENESS OF CHANGES

Overall, eight in ten (80%) non-beneficiary respondents are aware that changes in benefits have been announced by Social Welfare.

### 11.1 Changes To Unemployment Benefit

There is high awareness of the cuts to unemployment benefits, although perceptions of how big the cuts will be vary. Three in five mentioned that benefits are being cut.

One in five made a comment above changes in age limits for the unemployment benefit, including some mention of the new minimum qualifying age being 18 years, and some comments about the re-classification of under 25 year olds as youths.

Standdown period changes were also mentioned, specifically the introduction of a standdown period if jobs or interviews are refused.

CHANGES TO UNEMPLOYMENT BENEFIT

BASE : Aware of changes to benefits	411
	8
Benefits will be reduced/cut back/getting less . . .	44
'Being Cut' . . . . .	3
Reducing by \$21 - \$30 . . . . .	6
Reducing by \$10 - \$20 . . . . .	4
Reducing by \$31 - \$40 . . . . .	1
All benefits being reduced . . . . .	2
Minimum qualifying age for UEB - 18 years . . . . .	7
Age limit for benefits altered . . . . .	6
Under 25 years recategorised as youths/youth rates . .	5
No dole for school leavers . . . . .	2
Standdown period for school leavers . . . . .	2
Standdown period introduced/increased . . . . .	6
Loss of benefit/standdown if jobs refused/ interviews not attended . . . . .	4
Standdown period of 6 months . . . . .	2
Standdown period of 26 weeks if you receive redundancy . . . . .	3
Standdown period of 2 weeks . . . . .	1
Loss of benefit/standdown if you leave your job . . . .	1
Harder to get benefit/more difficult to apply . . . . .	3
Being abolished/cut totally . . . . .	1
Going to be means tested/income related . . . . .	1
Changes effective from 1 April/31 March . . . . .	3
Other . . . . .	6
Nothing/not aware . . . . .	4
	117
Don't know . . . . .	17
	134

### 11.2 Changes to Domestic Purposes/Widows Benefit

Nearly one third of those who know about benefit changes did not know what change were affecting the DPB/Widows benefit. Of those who mentioned a change, the majority of comments related to a cut in the benefit received. Some people were under the impression that only the DPB was being cut, not the Widows benefit.

#### CHANGES TO WIDOWS/DPB

BASE : Aware of changes to benefits	411
	‡
Benefit will be reduced/cut back/getting less . . . .	35
DPB being reduced/cut . . . . .	8
Being cut . . . . .	6
Reducing by \$21-\$30 . . . . .	7
Reducing by \$10-\$20 . . . . .	3
Widows benefit being reduced/cut . . . . .	2
Reduced by \$31-\$40 . . . . .	1
No changes to Widows benefit . . . . .	2
Being abolished/wiped out . . . . .	1
Means tested/income related . . . . .	1
Harder to get benefits/more difficult . . . . .	1
Related to number of children . . . . .	1
No longer payable after child turns certain age . . . .	2
Changes effective from 1 April/31 March . . . . .	1
No changes/stay as it is . . . . .	1
Other . . . . .	5
Nothing . . . . .	<u>10</u>
	87
Don't know . . . . .	25

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### 11.3 Changes to Family Benefit

There is high awareness of the fact that the family benefit is being abolished (62% of those aware of benefit changes).

A few people perceive that family benefit is being replaced by family support for those on lower incomes.

One in ten mentioned that the changes would be effective from 1 April 1991.

#### CHANGES TO FAMILY BENEFIT

BASE : Aware of Changes to benefit	411
	%
Abolished/wiped out/cut totally . . . . .	62
Being Cut . . . . .	5
Going to be means tested/income related . . . . .	8
Benefit will be reduced/cut back . . . . .	8
Harder to get benefits/more difficult to apply . . . . .	3
Changes effective from 1 April/31 March . . . . .	12
Reducing by \$21-\$30 . . . . .	1
Lower incomes/ones who need it will get family support	4
No changes/continue as it is . . . . .	1
Other . . . . .	4
Nothing . . . . .	4
	112
Don't know . . . . .	12
	124



#### 11.4 Changes to Family Support

There is very low awareness amongst non beneficiaries of the nature of the changes that will effect family support. Nearly two thirds could not identify any changes.

Changes mentioned include means testing of recipients or aiming it specifically at lower income families.

Similar numbers felt the benefit was being reduced as felt it was being increased.

#### CHANGES TO FAMILY SUPPORT

BASE : Aware of Changes to benefits	411
	8
Going to be means tested/income related . . . . .	9
Lower incomes/ones who need it will receive family support . . . . .	3
Benefit will be reduced/cut back . . . . .	7
Being cut . . . . .	1
Being abolished . . . . .	2
Reducing by \$21-\$30 . . . . .	1
Increasing/going to be increased . . . . .	7
Changing family benefit to family support . . . . .	4
Related to number of children . . . . .	4
Resulting from family benefit cut/now incorporates family benefit . . . . .	4
No changes being made . . . . .	2
Other . . . . .	3
Nothing . . . . .	<u>15</u>
	62
Don't know . . . . .	47

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### 11.5 Changes to Youth Benefits

The main changes to youth benefits mentioned were the abolition of the Unemployment benefit for under 18 year olds, and the general reduction in the benefit.

Some comments were made about changes to school leavers' eligibility including standdown periods before receiving the Unemployment benefit.

#### CHANGES TO YOUTH BENEFITS

BASE : Aware of Changes to Benefits	411
	‡
Minimum qualifying age for U.E.B. is 18 years . . . . .	21
Age limit for benefits - altered/increased . . . . .	4
Under 25 years re-categorised as youths . . . . .	4
Benefit will be reduced/cut back . . . . .	18
Being cut . . . . .	2
Reducing by \$10-\$20 . . . . .	1
Harder to get benefit/more difficult to apply . . . . .	3
No dole for school leavers . . . . .	5
Standdown period for school leavers . . . . .	4
No benefit for under 20 year olds . . . . .	3
Must be at school/undergoing training to receive benefit . . . . .	2
Standdown period introduced . . . . .	3
Loss of benefit/standdown if jobs/interviews refused .	1
Standdown period for 6 months . . . . .	1
No changes being made . . . . .	1
Other . . . . .	6
Nothing / not aware . . . . .	7
	86
Don't know . . . . .	28
	114

### 11.6 Prompted Awareness of Change

#### 26 Week Waiting Period for People Who Choose to Leave Their Job

Two in five non-beneficiaries are aware of the introduction of the 26 week waiting period. Awareness is highest among older respondents.

BASE : All non-beneficiaries	514
	%
Aware of change . . . . .	44
Not aware . . . . .	53
Unsure . . . . .	3

#### Unemployment Benefit Recipients Can Turn Down Only One Interview Set Up By The New Zealand Employment Service

Only one third are aware of the change which remove benefits if more than one interview is turned down. Again, awareness increases with age.

BASE : All non-beneficiaries	514
	%
Aware if change . . . . .	33
Not aware . . . . .	64
Unsure . . . . .	3

11.7 Attitudes Towards Support Available for Low Income Families

Non beneficiaries have mixed views on whether adequate support is available for low income families.

One half do not feel that adequate support is available, and this feeling is strongest in younger age groups.

BASE : All non beneficiaries	514
	%
Support is adequate . . . . .	25
Support is not adequate . . . . .	47
Mixed views . . . . .	18
Don't know . . . . .	10

In contrast to the beneficiaries themselves, non-beneficiaries believe that television is the most helpful way to get more information about benefits out to people.

Most Helpful Way to Distribute Information About Benefits

BASE : All non-beneficiaries	514
	%
Television . . . . .	56
Leaflets in the mail . . . . .	33
Newspaper . . . . .	21
Radio . . . . .	18
Noticeboards at Social Welfare offices . . . . .	13
Other . . . . .	7
Don't know . . . . .	1

## 12 OVERALL ATTITUDES TOWARDS SOCIAL WELFARE

### 12.1 Relative Importance of Various Social Services

All respondents were asked to choose the most important social service from four options.

- Health
- Education
- Benefit Assistance
- Housing

Health was chosen as the most 'important service' by half of non-beneficiaries, with education in second place - mentioned by three in ten. Benefits were considered most important by only one in twenty non-beneficiaries.

Variations emerged between attitudes of people receiving different benefit types. Those on youth benefits rated education as of particular importance, while those on Domestic Purposes/Widows Benefits or the Unemployment benefits attached greater than average importance to benefit assistance. Housing was of particular importance to those with children - Family support and DPB/Widows beneficiaries.

#### Most Important Social Service

	BENEFICIARIES				
	Non Ben.	Youth	UEB	Family Support	Widow/ DPB
BASE : Total Sample	514	100	120	120	128
	%	%	%	%	%
Health . . . . .	49	23	32	35	29
Education . . . . .	30	42	21	31	14
Benefit Assistance . . . . .	6	23	28	11	31
Housing . . . . .	11	10	13	18	19
Don't know . . . . .	4	2	6	6	7

Demographic differences in attitudes also emerged. Education and housing being noted of greater importance by younger respondents, and health of greater importance by older age groups.

### 12.2 Attitudes Towards Benefit Changes

In general, the majority of beneficiaries disapprove of the benefit changes that have been made. Non-beneficiaries are divided in their attitudes, with one quarter having mixed views on the situation.

	Non Ben.	Tot. Ben.	BENEFICIARIES			
			Youth	UEB	Fam Spt	Widows/ DPB
BASE :	514	468	100	120	120	128
	%	%	%	%	%	%
Approve . . . . .	35	15	16	13	24	9
Mixed views . . . .	23	14	8	13	14	20
Disapprove . . . . .	37	64	69	68	51	69
Don't know . . . . .	5	6	7	6	11	2

#### Extent of Attitude

Beneficiaries tended to disapprove more strongly than non-beneficiaries and those who approved did so less strongly than the non-beneficiaries who rated themselves as approving.

APPROVE

	Non Beneficiaries	Beneficiaries
BASE :	178	72
	%	%
Very strong approve . . . . .	24	17
Strongly approve . . . . .	32	21
Quite strongly approve . . . . .	29	39
Not very strongly approve . . . . .	7	7
Slightly approve . . . . .	8	14

DISAPPROVE

BASE :	189	300
	%	%
Very strongly disapprove . . . . .	44	55
Strongly disapprove . . . . .	31	24
Quite strongly disapprove . . . . .	14	13
Not very strongly disapprove . . . . .	4	1
Slightly disapprove . . . . .	6	6

## **Appendix**



## A P P E N D I X

Numbers of Beneficiaries as at 31 January 1991.

AREA	TOTAL	PERCENT
Whangarei . . . . .	15044	5.9
Auckland . . . . .	75676	29.8
Hamilton . . . . .	17025	6.7
Rotorua . . . . .	10613	4.2
Tauranga . . . . .	8732	3.4
New Plymouth . . . . .	8992	3.5
Wanganui . . . . .	6508	2.6
Gisborne . . . . .	6015	2.4
Napier/Hastings . . . . .	13784	5.4
Palmerston North . . . . .	8652	3.4
Wellington . . . . .	25343	10.0
Nelson . . . . .	5496	2.2
Timaru . . . . .	4489	1.8
Christchurch . . . . .	27996	11.0
Dunedin . . . . .	10131	4.0
Invercargill . . . . .	6432	2.5

Beneficiaries include : Unemployment, Widows, DPB, Training Benefit, Independent Youth Benefit, Job Search Allowance.

Source : Department of Social Welfare.

QUESTIONNAIRE

OFFICE USE  
ONLY

ALL RESPONDENTS

Introduction: Good morning/afternoon/evening. I am \_\_\_\_\_  
\_\_\_\_\_ from MRL Research Group based in  
Wellington. We are carrying out market research  
about the changes in social welfare benefits the  
Government announced in December.

We are wanting to speak to people aged 16 and over  
who receive benefits and also to people who do  
not.

(Respondent will continue with interview)

YES..... 1 - Continue  
NO ..... 2 - Terminate with thanks

SCREEN: 1. Do you, or does anyone in your household receive  
most of their income from a benefit?

YES..... 1 - Continue  
NO ..... 2 - Go to Q7

(If yes)

2. Is there more than one person in this household  
receiving a benefit?

YES..... 1) - Continue  
NO ..... 2)

3. Is there anyone aged under 20 who receives a  
benefit?

YES.....1 - Check Youth Quota  
NO .....2 - Go to Q.5.

Ask to speak to that person. If there is more than one, ask to  
speak to the younger/youngest aged 16 or over and under 20.

Re-introduce

4. Which of these benefits do you receive?

- UNEMPLOYMENT .....1)
- TRAINING BENEFIT .....2)
- INDEPENDENT YOUTH BENEFIT .3) Go to Section 4
- JOB SEARCH ALLOWANCE .....4)
- OTHER E.G. SICKNESS ETC ...5- Ask to speak to next  
youngest. If no  
other person under  
20 go to Q.5.
- Don't Know .....6- Go to Section 4

5. (IF 'NO' AT Q.3.)  
Is there anyone in your household who receives a  
Widows or Domestic Purposes benefit?

YES.....1 - Check Widows etc quota  
and go to Section 2  
NO .....2 - Continue

(IF YES) Ask to speak to that person.

6. Is there anyone in your household who receives an  
unemployment benefit?

YES.....1 - Check Unemployment  
Quota and go to  
Section 1  
NO .....2 - Continue

7. (If 'no' at Q.1. or 'no' at Q.6.)

7a Do you have any children whom you are responsible  
for supporting financially?

YES.....1 - Continue  
NO .....2 - Go to Q.8.

7b How many children aged 18 and under do you  
support?

ONE .....1  
TWO .....2  
THREE .....3  
FOUR .....4  
FIVE .....5  
SIX OR MORE .....6

7c (For each number of children)  
Is your total household income before tax under or  
over \$ \_\_\_\_\_?

UNDER .....1 - Check Family Support  
Quota and go to  
Section 3  
OVER .....2 - Go to Q.8

8. (If 'no' at Q7a or 'Over - Code 2' for any of Q7c  
treat as Non-Beneficiary)

NON-BENEFICIARY.1 - Check Quotas and go  
to Section 6

## BENEFICIARIES

### SECTION 1 - UNEMPLOYMENT

Q1 Are you aware of any changes made to unemployment benefits  
announced in December?

YES.....1 - Ask Q.2.  
NO .....2)  
UNSURE...3) - Go to Q.3.  
D.K. ....4)

Q2 What changes were announced for unemployment benefits? (Probe  
- What other changes to unemployment benefits are you aware  
of?

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Q3 We are interested to find out if you know about the  
following.

Are you aware of where to go for training or employment  
advice?

YES.....1 - Ask Q4  
NO .....2)  
UNSURE.....3)- Go to Q5  
Don't Know ...4)

Q4 (If yes) Where could you go? SOCIAL WELFARE DEPARTMENT ...1  
N.Z. EMPLOYMENT SERVICE .....2  
LABOUR DEPARTMENT .....3  
OTHER (Specify)

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Q5 Have you heard of the new 26 week waiting period before  
people can get a benefit if they choose to leave their job?

YES.....1  
NO .....2  
UNSURE.....3  
Don't Know ...4

Q6 Are you aware that to remain on the benefit you can turn down  
only one interview set up by the New Zealand Employment  
Service?

YES.....1  
NO .....2  
UNSURE.....3  
Don't Know ...4

Q7 Now that the changes have been announced, how well do you  
feel you understand what you are entitled to?

(Read out) ( VERY WELL .....5  
( QUITE WELL .....4  
( SO-SO .....3  
( NOT WELL .....2  
( NOT AT ALL WELL .....1  
  
(Do not read out) Don't Know .....6

Q8 Most benefits are made up of a basic or core rate. Extra  
payments may be added to this in certain situations.

Are you aware that there are extra payments which some  
unemployment beneficiaries can get?

YES.....1 - Continue  
NO .....2)  
UNSURE .....3) - Go to Q.10  
Don't Know...4)

Q9 In what cases are these extra payments made? (Probe) - In what other cases are these extra payments made?

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Q10 Have you ever applied for extra money above your basic benefit?

YES.....1 - Continue  
NO .....2)  
UNSURE .....3) - Go to Q.12  
Don't Know...4)

Q11 Did you get the extra money?

YES.....1  
NO .....2  
YES AND NO .....3  
CAN'T REMEMBER.....4  
Don't Know .....5

Q12 Do you know where to go for benefit help now that there have been changes?

YES.....1 - Ask Q13  
NO .....2)  
UNSURE .....3)- Go to Q14  
Don't Know...4)

Q13 (If yes) Where could you go?

SOCIAL WELFARE DEPARTMENT.....1  
NEW ZEALAND EMPLOYMENT SERVICE .....2  
LABOUR DEPARTMENT .....3  
OTHER (specify)

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Q14 Do you want to get more information about how the changes may affect your benefit?

YES .....1 - Ask Q.15  
NO .....2 - Go to Section 5

Q15 In which of these ways would you most prefer to get this extra information? (Rotate to asterisk)

(Only one allowed) ( NEWSPAPER .....1  
( TELEVISION .....2  
(Read out) ( RADIO .....3  
( LEAFLETS IN THE MAIL .....4  
( NOTICEBOARDS IN SOCIAL WELFARE  
( OFFICES .....5

(Do not read out) OTHER (specify) \_\_\_\_\_  
Don't Know .....6  
Go to Section 5

**SECTION 2 - WIDOWS/DOMESTIC PURPOSES**

Q16 Are you aware of any changes made to widows and domestic purposes benefits announced in December?

YES.....1 - Ask Q17  
NO .....2)  
UNSURE.....3) - Go to Q18  
Don't Know...4)

Q17 What changes were announced to these benefits? (Probe) - What other changes to these benefits are you aware of?

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Q18 We are interested to find out if you know about the following.

Are you aware of training options available to you?

- YES.....1 - Ask Q19
- NO .....2)
- UNSURE .....3)- Go to Q20
- Don't Know .....4)

Q19 (If yes) What options are these? \_\_\_\_\_

Q20 Now that the changes have been announced how well do you feel you understand what you are entitled to?

- (Read out) ( VERY WELL .....5
- ( QUITE WELL .....4
- ( SO-SO .....3
- ( NOT WELL .....2
- ( NOT AT ALL WELL .....1
  
- (Do not read out) Don't Know .....6

Q21 Most benefits are made up of a basic or core rate. Extra payments may be added to this in certain situations.

Are you aware that there are extra payments which some widows and domestic purposes beneficiaries can get?

- YES.....1 - Continue
- NO .....2)
- UNSURE.....3)- Go to Q.23
- Don't Know...4)

Q22 In what cases are these extra payments made? (Probe) - In what other cases are these extra payments made?

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Q23 Have you ever applied for extra money above your basic benefit?

- YES.....1 - Continue
- NO .....2)
- UNSURE.....3)- Go to Q.23
- Don't Know...4)

Q24 Did you get the extra money?

- YES.....1
- NO .....2
- YES AND NO .....3
- CAN'T REMEMBER .....4
- Don't Know .....5

Q25 Do you know where to go for benefit help now that there have been changes?

YES .....1 - Ask Q26  
NO .....2)  
UNSURE .....3)- Go to Q27  
Don't Know .....4)

Q26 (If yes) Where could you go?

SOCIAL WELFARE DEPARTMENT .....1  
NEW ZEALAND EMPLOYMENT SERVICE ...2  
LABOUR DEPARTMENT .....3  
OTHER (Specify)

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Q27 Do you want to get more information about how the changes may affect your benefit?

YES .....1 - Ask Q.11.  
NO .....2)  
UNSURE .....3)- Go to section 5  
Don't Know .....4

Q28 In which of these ways would you most prefer to get this extra information? (Rotate to asterisk)  
(Only one allowed)

(Read out) ( NEWSPAPER .....1  
( TELEVISION .....2  
( RADIO .....3  
( LEAFLETS IN THE MAIL .....4  
( NOTICEBOARDS IN SOCIAL WELFARE  
OFFICES .....5  
OTHER (specify) \_\_\_\_\_  
Don't Know .....6  
Go to Section 5

SECTION 3 - FAMILY SUPPORT

Q29 Are you aware of the increase made to family support announced in December?

YES .....1) - Continue  
NO .....2)

Q30 Do you know where to apply for Family Support?

YES.....1 - Ask Q31  
NO .....2)  
UNSURE .....3)- Go to 32  
Don't Know....4)

Q31 Where would you apply?

SOCIAL WELFARE DEPARTMENT .....1  
INLAND REVENUE .....2  
LABOUR DEPARTMENT .....3  
OTHER (Specify)

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Q32 Now that the changes have been announced, how well do you feel you understand what you are entitled to?

(Read out) (VERY WELL .....5  
(QUITE WELL .....4  
(SO-SO .....3  
(NOT WELL .....2  
(NOT AT ALL WELL .....1

(Do not read out) Don't Know .....6

Q33 Most benefits are made up of a basic or core rate. Extra payments may be added to this in certain situations.

Are you aware that there are extra payments which some family support beneficiaries can get?

YES.....1 - Continue  
NO .....2 - Go to Q.35

Q34 In what cases are these extra payments made? (Probe) - In what other cases are these extra payments made?

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Q35 Have you ever applied for extra money above your basic benefit?

YES.....1 - Continue  
NO .....2)  
UNSURE .....3) - Go to Q.37  
Don't Know ..4)

Q36 Did you get the extra money?

YES.....1  
NO .....2  
YES AND NO .....3  
CAN'T REMEMBER.....4  
Don't Know .....5

Q37 Do you know where to go for benefit help now that there have been changes?

YES .....1 - Ask Q38  
NO .....2)  
UNSURE.....3)- Go to Q39  
Don't Know ....4)

Q38 (If yes) Where could you go? SOCIAL WELFARE DEPARTMENT.....1  
INLAND REVENUE .....2  
LABOUR DEPARTMENT .....3  
OTHER (specify)

Q39 Do you want to get more information about how the changes may affect your benefit?

YES .....1 - Ask Q.40  
NO .....2)  
UNSURE.....3) - Go to Section 5  
Don't Know.4)



Q40 In which of these ways would you most prefer to get this extra information? (Rotate to asterisk)  
(Only one allowed)

(Read out)

- ( NEWSPAPER .....1
- ( TELEVISION .....2
- ( RADIO .....3
- ( LEAFLETS IN THE MAIL .....4
- ( NOTICEBOARDS IN SOCIAL WELFARE
- ( OFFICES .....5

OTHER (specify) \_\_\_\_\_

Don't Know .....6  
Go to Section 5

**SECTION 4 - YOUTH**

Q41 Are you aged under 18? YES.....1  
NO .....2  
DECLINED ....3 - Treat as Under 18

Q42 Are you aware of any changes made to youth benefits announced in December?  
YES.....1 - Ask Q43.  
NO .....2 - Go to Q44.

Q43 What changes were announced to youth benefits? (Probe) What other changes to youth benefits are you aware of?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q44 We are interested to find out if you know about the following.

(Ask of 16 - 19 year olds - 'Yes' and 'No' at Q41)

a) Are you aware of Training Benefits? YES.....1  
NO .....2  
UNSURE.....3  
Don't Know ...4

(Ask only of 16 and 17 year old - 'Yes' and 'Declined' at Q41)

Q45 Have you heard of Job Search Allowances? YES.....1  
NO .....2  
UNSURE.....3  
Don't Know ...4

(Ask only of 16 and 17 year old - 'Yes' and 'Declined' at Q41)

Q46 Are you aware of Independent Youth Benefits? YES.....1  
NO .....2  
UNSURE.....3  
Don't Know ...4

(Ask of all 'Youth' Group - 'Yes' and 'No' at Q41 those 16 - 19 years)

Q47 Do you know where to go to apply for these benefits I've just mentioned?  
YES.....1 - Ask Q48  
NO.....2)  
KNOW SOME BUT NOT OTHERS.3)- Go to Q49  
UNSURE.....4)  
Don't Know .....5)

Q48 (If yes) Where would you go? (Yes and 'No' at Q41)

SOCIAL WELFARE DEPARTMENT .....1  
NZ EMPLOYMENT SERVICE .....2  
LABOUR DEPARTMENT .....3  
OTHER (specify) \_\_\_\_\_

(Ask of all 'Youth' Group - those 16 -19 years)

Q49 Are you aware of where to go for training and employment advice?

YES.....1 - Ask Q50  
NO .....2)  
UNSURE.....3) - Go to 51  
Don't Know ...4)

Q50 (If yes) Where could you go?

SOCIAL WELFARE DEPARTMENT .....1  
NZ EMPLOYMENT SERVICE .....2  
LABOUR DEPARTMENT .....3  
OTHER (specify) \_\_\_\_\_

Q51 Now that the changes have been announced how well do you feel you understand what you are entitled to?

(Read out) ( VERY WELL .....5  
( QUITE WELL .....4  
( SO-SO .....3  
( NOT WELL .....2  
( NOT AT ALL WELL .....1  
  
(Do not read out) Don't Know .....6

Q52 Most benefits are made up of a basic or core rate. Extra payments may be added to this in certain situations.

Are you aware that there are extra payments which some youth beneficiaries can get?

YES.....1 - Continue  
NO .....2)  
UNSURE.....3) - Go to Q.54  
Don't Know..4)

Q53 In what cases are these extra payments made? (Probe) - In what other cases are these extra payments made?

Q54 Have you ever applied for extra money above your basic benefit?

YES.....1 - Continue  
NO .....2)  
UNSURE.....3) - Go to Q.56  
Don't Know..4)

Q55 Did you get the extra money?

YES.....1  
NO .....2  
YES AND NO .....3  
CAN'T REMEMBER.....4  
Don't Know .....5

Q56 Do you know where to go for benefit help now that there have been changes?

YES .....1 - Ask Q57  
NO .....2)  
UNSURE.....3)- Go to Q58  
Don't Know..4)

Q57 (If yes) Where could you go?

SOCIAL WELFARE DEPARTMENT .....1  
NZ EMPLOYMENT SERVICE .....2  
LABOUR DEPARTMENT .....3  
OTHER (specify) \_\_\_\_\_

Q58 Do you want to get more information about how the changes may affect your benefit?

YES .....1 - Ask Q.59  
NO .....2)  
UNSURE.....3) - Go to Section 5  
Don't Know..4)

Q59 In which of these ways would you most prefer to get this extra information? (Rotate to asterisk)  
(Only one allowed)

(Read out)

( NEWSPAPER .....1  
( TELEVISION .....2  
( RADIO .....3  
( LEAFLETS IN THE MAIL .....4  
( NOTICEBOARDS IN SOCIAL WELFARE  
( OFFICES .....5

OTHER (specify) \_\_\_\_\_  
Don't Know .....6  
Go to Section 5

**SECTION 5 - MEDIA**

Q60 To help the Social Welfare Department know the best way to give out information we would like to know more about whether you listen to radio, watch TV and read newspapers?

Firstly newspapers ...

Which DAILY NEWSPAPERS are sold in this area?

Precode list

Q61 (For each Daily Newspaper named ask Q61 and Q62  
Have you read or looked at any issue of the \_\_\_\_\_ in  
the last seven days?

YES.....1 - Continue  
NO .....2 - Go to Q63

Q62 How many different issues have you read or looked at in the last seven days?

ONE .....1  
TWO .....2  
THREE .....3  
FOUR .....4  
FIVE .....5  
SIX .....6  
SEVEN .....7

Q63 Now TV viewing. About how long do you personally spend watching television on an average weekday, that is an average day between Monday and Friday? This includes both daytime and evening, and at home and away from home watching.

\_\_\_\_\_ hr \_\_\_\_\_ min

Q64 And on an average Saturday?

\_\_\_\_\_ hr \_\_\_\_\_ min

Q65 And on an average Sunday?

\_\_\_\_\_ hr \_\_\_\_\_ min

Q66 Now commercial radio listening. About how long do you personally spend listening to commercial radio, both daytime and evening, at home and away from home, on an average weekday.

\_\_\_\_\_ hr \_\_\_\_\_ min

Q67 And on an average Saturday?

\_\_\_\_\_ hr \_\_\_\_\_ min

Q68 And on an average Sunday?

\_\_\_\_\_ hr \_\_\_\_\_ min

**SECTION 6 - NON-BENEFICIARIES**

Q69 Are you aware of any changes made in the area of Social Welfare benefits announced by the Government in December?

YES.....1 - Continue  
NO .....2 - Go to Q.74

Rotate from 70 to 73

Q70 What changes are you aware of to unemployment benefits? (Probe) What other changes are you aware of?

\_\_\_\_\_  
\_\_\_\_\_

Q71 What changes are you aware of to widows and domestic purposes benefits? (Probe) What other changes are you aware of?

\_\_\_\_\_  
\_\_\_\_\_

Q72 What changes are you aware of to family benefit? (Probe) What other changes are you aware of?

\_\_\_\_\_  
\_\_\_\_\_

And what changes are you aware of to family support? (Probe) What other changes are you aware of?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Q73 What changes are you aware of to benefits for people aged under 20? (Probe) What other changes are you aware of?

Q74 We are interested to find out if you know about the following:

Are you aware of the new 26 week waiting period before people can get a benefit if they choose to leave their job?

- YES.....1
- NO .....2
- UNSURE .....3
- Don't Know.....4

Q75 Are you aware that to remain on the unemployment benefit people can turn down only interview set up by the New Zealand Employment Service?

- YES.....1
- NO .....2
- UNSURE .....3
- Don't Know.....4

Q76 Following these changes do you believe that adequate support is available for low income families?

- YES .....1
- NO .....2
- MIXED VIEWS .....3
- Don't Know .....4

Q77 In what way do you think it would be most helpful to get more information about benefits out to people? (Rotate)

- (Read out)
- ( NEWSPAPER .....1
  - ( TELEVISION .....2
  - ( RADIO .....3
  - ( LEAFLETS IN THE MAIL .....4
  - ( NOTICEBOARDS IN SOCIAL WELFARE
  - ( OFFICES .....5

(DO NOT READ OUT) ( Other (Specify) \_\_\_\_\_  
( Don't Know

**SECTION 7 - ALL RESPONDENTS**

Q78 If you had to choose which of the following services is most important to you which would you choose?

The list is (Rotate) EDUCATION  
BENEFIT ASSISTANCE  
HEALTH  
HOUSING

a) Most Important? BENEFIT ASSISTANCE .....1  
(SELECT ONE ONLY) EDUCATION .....2  
HEALTH .....3  
HOUSING .....4  
Don't Know .....5

Q79 Thinking about the benefit changes overall, do you approve or disapprove of these?

- APPROVE .....1 - Ask Q.80
  - DISAPPROVE .....2 - Ask Q.81
  - MIXED VIEWS .....3) - Go to
  - Don't Know.....4) Classification
- Q.83

