



Working conditions of migrant employees (2021 & 2022)

MARCH 2024



MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HĪKINA WHAKATUTUKI

Te Kāwanatanga o Aotearoa
New Zealand Government



**MINISTRY OF BUSINESS,
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Executive summary

This report analyses data from the Ministry of Business, Innovation, and Employment's (MBIE's) Migrant Surveys 2021 and 2022 for respondents who were waged or salaried employees. The analysis aims to identify the extent to which migrant employees are experiencing adverse working conditions, and the particular migrant groups that are more at risk.

While most migrant employees did not report unfair treatment at work and were receiving the minimum employment entitlements asked about in the survey, some migrant workers were more vulnerable in their jobs. In particular, adverse working conditions and breaches of employment rights were more common for:

- › migrants working in industries and occupations that most commonly employed migrant men
- › migrants from specific countries such as the Philippines
- › migrants with lower English language proficiency and qualification levels
- › temporary migrants.

The overall extent to which specific types of unfair or adverse treatment and employment breaches were experienced by migrant employees, in their current main job, was as follows.

- › Seven per cent of migrant employees in 2021, and five per cent in 2022 responded that their employer withheld, or said they would withhold, entitlements like holiday pay or sick leave.
- › Four per cent each year had felt unsafe because of their current employer's behaviour.
- › Four per cent each year responded that their employer had asked/expected them to pay money to get or keep their job.
- › Three per cent in 2021 and two per cent in 2022 were paid less than the adult minimum wage.
- › Two per cent in 2021 and one per cent in 2022 did not have a written employment agreement.
- › In 2022, five per cent of migrant workers contacted someone for help with their working conditions.
- › Four per cent of migrant workers in 2021 and three per cent in 2022 were not provided with support or information from their employer about any of the areas asked about in the survey, such as 'health and safety at work', 'welcoming you to the workplace' and 'supporting you or your family to settle in New Zealand'.
- › Twenty per cent of migrant employees in 2021 and eighteen per cent in 2022 responded that their job didn't match their qualifications and skills, with another eleven per cent each year responding that there was a partial match.
- › More than half of migrant workers each year felt they had been treated unfairly because they came from overseas, with 31 per cent of these workers in 2021 and 28 per cent in 2022 experiencing this unfair treatment while applying for a job.

Introduction

Since 2009, the Ministry of Business, Innovation and Employment (MBIE) has undertaken an annual survey of migrants as part of the Immigration Survey Monitoring Programme. The purpose of the Migrant Survey is to build an evidence base about migrants' settlement experiences and labour market outcomes.

Each year MBIE invites approximately 16,000 migrants to complete the survey (via a contracted research agency). Participation in the survey is voluntary and the data collected is treated confidentially. The survey is mostly completed online, and available in English, Simplified Chinese, Samoan, Spanish, Arabic, and Korean.

This report analyses data from the 2021 and 2022 Migrant Surveys for respondents who were waged or salaried employees. The analysis aims to identify the extent to which migrant employees are receiving their basic work rights and feel safe and supported in the workplace, and which groups are most vulnerable to mistreatment. Supplementary to this report is an appendix of results tables. It complements the results discussed and provides further data.



Survey background

The target population for the 2021 and 2022 Migrant Surveys was migrants who met the following criteria at the date of sample selection:

- › were aged 18 years or over and onshore in New Zealand
- › their current visa was approved under the Skilled/Business Stream (Principal and Secondary applicants), a Family category (Family Partnership and Family Parent) or a Work Stream (Essential Skills, Family, Post-study Work, Work to Residence, Working Holiday Scheme and Other)¹
- › had spent at least six months and no more than five years in total in New Zealand on a resident, work, or student visa prior to the sample selection date
- › had spent at least 50 per cent of their total elapsed time in New Zealand since their first arrival on a resident, work, or student visa prior to the sample selection date.

In 2021, the target population for the survey was broadened and the sample size increased to better reflect the changing mix of migrants onshore, and meet the expanding information needs of stakeholders (including the survey increasingly being used to inform MBIE's temporary migrant worker exploitation programme)². Accordingly, the sample for the 2021 survey onwards includes:

- › a greater proportion of temporary migrants
- › a wider respondent eligibility time frame, i.e. migrants who had spent at least six months and no more than five years in total in New Zealand³
- › the Pacific Access Category and the Samoan Quota groups (although these groups were not included in the 2022 survey)⁴.

Prior to 2021, MBIE's reporting from the Migrant Survey showed changes and trends across several years of survey results. Due to the expanded sample frame for the survey from 2021, this report examines the 2021 and 2022 survey results only.

The survey was completed by 5,015 migrants in 2021, and 5,594 in 2022. The survey data is weighted each year to reflect New Zealand's recent migrant population by visa stream and by country of nationality. In 2022, 54 per cent of those selected to take part in the survey were resident visa holders while in 2021 only 39 per cent were on a resident visa. In the future, it is expected that there will be a higher share of residents in the eligible survey population than in 2021. However, it is not expected that there will be a large one-off shift again like the change that occurred in the 2022 population.

1 Excluding the Work visa sub-streams of 'Crew', 'Group Visa', 'IPT Order', 'Section 61', and 'Work - RSE'. The survey also excludes international students.

2 [Addressing temporary migrant worker exploitation | Ministry of Business, Innovation & Employment \(mbie.govt.nz\)](#)

3 Prior to the 2021 survey, migrants eligible for the survey were those on work visas who arrived in New Zealand at least six months but no more than 12 months prior to selection and those on resident visas who arrived in New Zealand at least 12 months but no more than 18 months prior to selection.

4 The 2022 survey did not include migrants in the Pacific Access or Samoan Quota categories due to insufficient numbers for sampling after the pausing of these pathways during COVID-19 border closures. For consistency in reporting between the two years, the PAC and SQ migrants included in the 2021 survey were not included in the analysis for this report.

In both survey years, the weighted proportion of migrants working for wages or a salary was 86 per cent. **This report only presents weighted results from the survey for recent migrants who were working as employees (referred to in this report as migrant employees/migrant workers).**

The commentary in this report focuses on statistically significant differences in the survey results for sub-groups. Caution should be applied when using the data tables in the appendix to compare between other sub-groups or between years, as any differences that are not noted in the text are unlikely to be statistically significant.

Survey questions used in this analysis

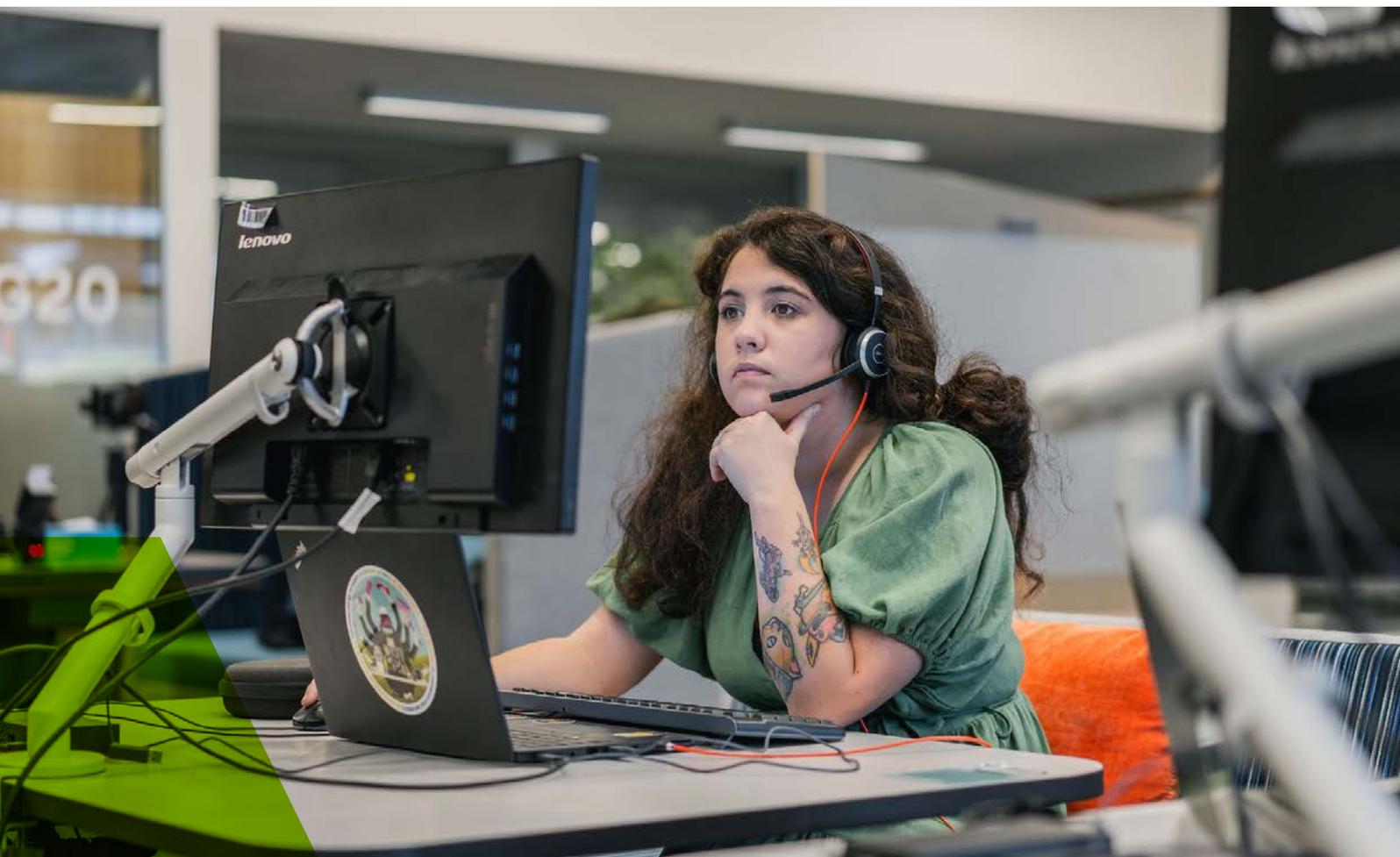
In addition to using demographic information and data on job characteristics (occupation, industry, nationality, English conversation capability, highest qualification, gender, and number of jobs), the analysis in this report focuses on migrant employees' responses to the following survey questions.

- › In your current main job, are you paid LESS than the minimum wage before tax and any other deductions are taken out?
- › Do you have a written employment agreement for your main job that describes your work and conditions of employment?
- › Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?
- › Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?
- › Have you ever felt unsafe because of your current employer's behaviour?
- › How well do you feel you understand your employment rights in New Zealand?
- › Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?
- › What were you doing when you experienced this treatment you felt was unfair? *Please select all that apply*⁵.
 - Applying for a job
 - Working with my manager, supervisor, or work colleagues
 - Working at a job dealing with an external client or customer
- › Has your current employer provided you with information on, or support with, the following areas? *Please select all that apply*.
 - Welcoming you to the workplace
 - Improving your English language skills
 - Supporting you or your family to settle in New Zealand
 - New Zealand work styles and communicating in the New Zealand workplace
 - Your employment rights and obligations
 - Health and safety at work (including mental health)
 - Bullying and unfair treatment at work (2022 only)
 - New Zealand tax system
 - KiwiSaver
 - Joining a union (if there is a union representing your workplace)

⁵ There were only three response options to this question that relate to experiences of unfair treatment linked to employment.

- › Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?
 - Who did you contact for help? *Please select all that apply.*
 - Solicitor/lawyer
 - Citizens Advice Bureau
 - Migrant Workers Association NZ
 - Employment New Zealand's Migrant Exploitation Helpline
 - Church or religious group/spokesperson
 - Ethnic community group, network or association
 - Union

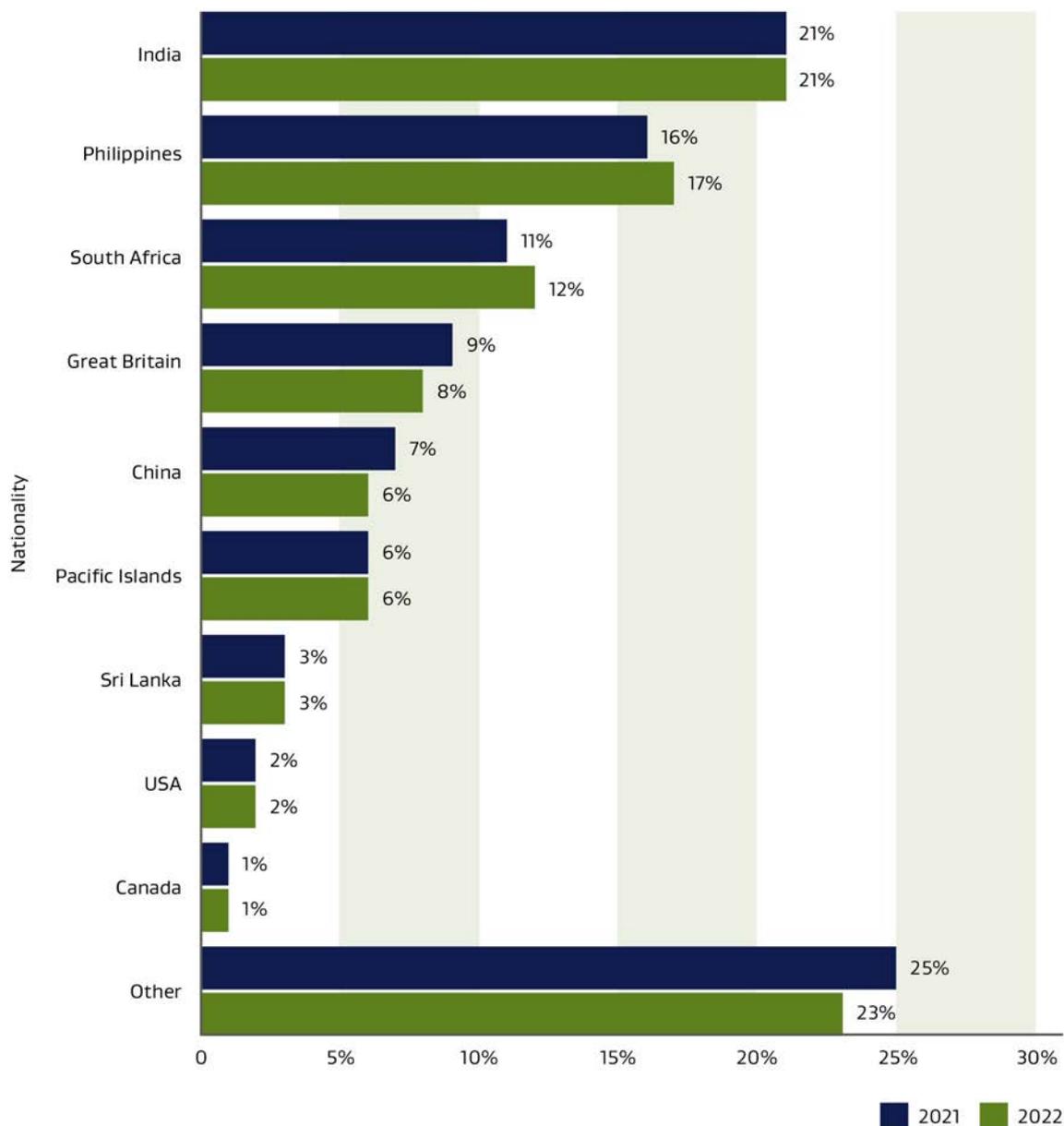
- › Does your current role in your main job match the skills and qualifications you have?
 - What are the reasons why your job does not match your skills and qualifications? *Please select all that apply.*
 - I am over-qualified for my current job
 - I am under-qualified for my current job
 - My qualifications are not recognised in New Zealand
 - I chose to pursue a different career/job in New Zealand
 - I couldn't get a job in the area of my qualifications/skills
 - My previous work experience is not recognised by New Zealand employers



New Zealand's migrant worker population is diverse and well educated

For both 2021 and 2022, the top nationalities of migrant employees were people from India (21 per cent both years) and the Philippines (16 per cent in 2021, 17 per cent in 2022). About two-thirds of migrant employees had at least a Bachelor's degree (63 per cent in 2021, 66 per cent in 2022) and almost all reported speaking English 'well' or 'very well' (92 per cent in 2021, 93 per cent in 2022).

Figure 1: Nationalities of migrant employees, 2021 and 2022



Gender plays a part in the occupations and industries worked in

Despite an overall even distribution of male and female workers in the New Zealand migrant population, the 'construction' (85 per cent male in 2021, 86 per cent in 2022) and 'manufacturing' (74 per cent male in 2021, 65 per cent in 2022) industries were male-dominated, as were the occupations 'technicians and trades workers' (85 per cent male in 2021, 80 per cent in 2022), 'managers' (60 per cent male in 2021), 'labourers' (58 per cent male in 2021, 57 per cent in 2022), and 'machinery operators and drivers' (89 per cent male in 2021, 77 per cent in 2022).

Female-dominated industries included 'healthcare and social assistance' (71 per cent female in 2021, 73 per cent in 2022), 'education and training' (78 per cent female in both years). Female-dominated occupations included 'community and personal support workers' (66 per cent female in 2021, 69 per cent in 2022), 'clerical and administration' (79 per cent female in 2021, 74 per cent in 2022), and 'sales workers' (60 per cent female in 2021, 69 per cent in 2022).

While most migrant employees held work visas in 2021, in 2022 it was more likely for migrant employees to be on resident visas

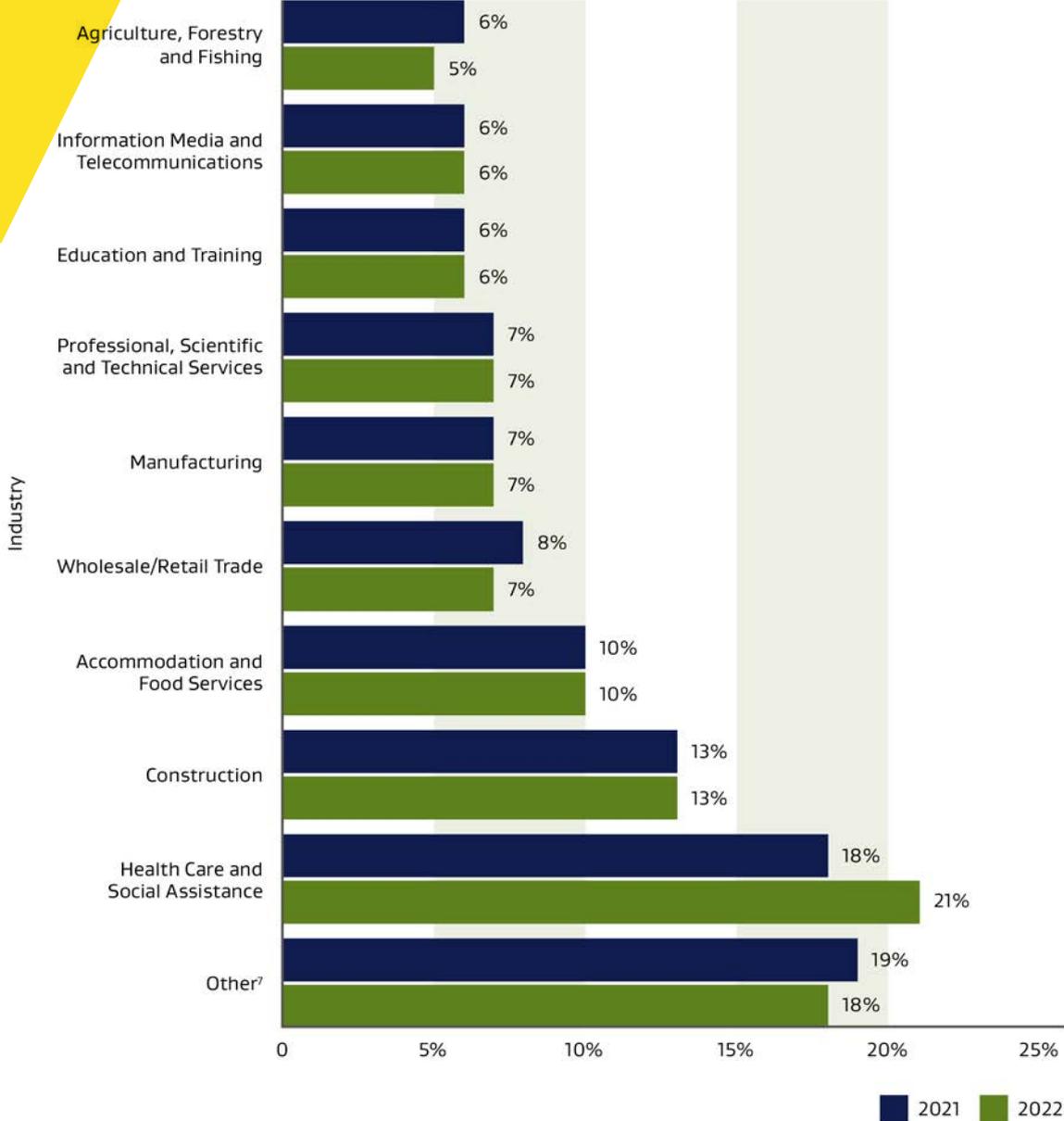
In 2021, 70 per cent of migrant employees were on work visas, and 30 per cent were on resident visas. In 2022, this reversed to 39 per cent of migrants on work visas, and 61 per cent on resident visas. This significant increase in resident visas was driven by the introduction of the one-off 2021 Resident Visa pathway for 'settled', 'scarce', and 'skilled' work visa holders⁶. Applications for this pathway to residence were open to work visa holders in New Zealand between 30 September 2021 and 31 July 2022.

The most common industry of work for migrant employees was healthcare and social assistance

In both years, migrant employees most commonly worked in the 'healthcare and social assistance' (18 per cent in 2021 and 21 per cent in 2022) and 'construction' (13 per cent in 2021 and 2022) industries and in 'professional' occupations (32 per cent in 2021 and 35 per cent in 2022) or as 'technicians and trades workers' (19 per cent in 2021 and 17 per cent in 2022). See Figures 2 and 3 below.

⁶ This visa was introduced due to the impact of COVID-19 on migrant workers (2021 Resident Visa | Immigration New Zealand).

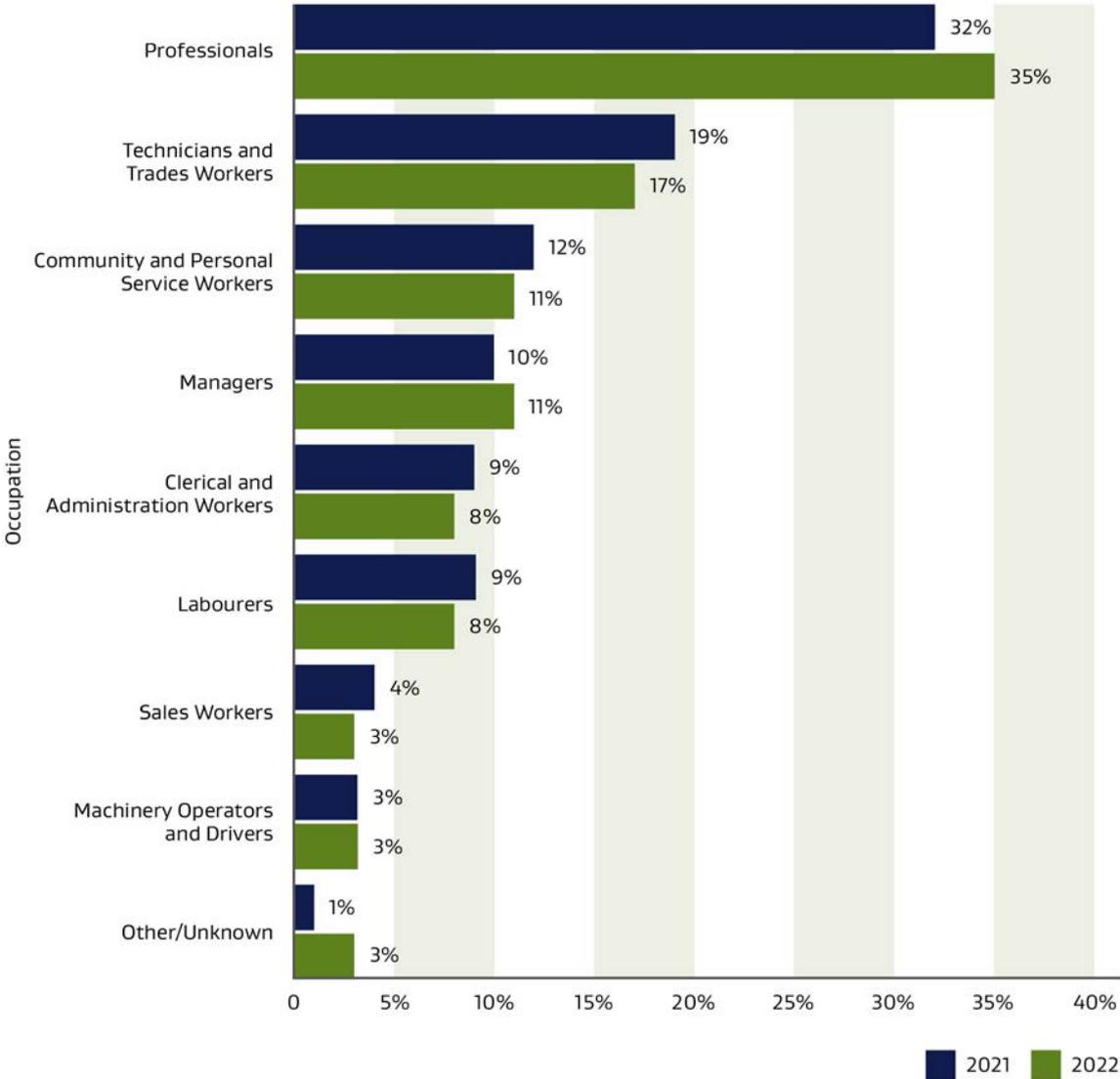
Figure 2: Industries worked in by migrant employees, 2021 and 2022



Note: Industry data were categorised using the Australian and New Zealand Standard Industrial Classification 2006, V1.0.0. When multiple or ambiguous responses were provided, these were categorised based on the information available.

⁷ 'Other' is comprised of the eight least common industries for migrant employees.

Figure 3: Occupations of migrant employees, 2021 and 2022



Note: Occupations were classified using the Australian and New Zealand Standard Classification of Occupations, 2022 Australian Update, V1.0.0.

Migrant workers with better English language proficiency also had higher educational attainment

Self-reported English language proficiency of migrant employees was linked to educational attainment, with higher proficiency reported among those whose highest educational qualification was a Bachelor’s degree or higher. In 2021, 93 per cent of those with a Bachelor’s degree or higher spoke English well/very well compared to 89 per cent of those without a Bachelor’s degree and in 2022, 95 per cent of those with a Bachelor’s degree spoke English well/very well compared with 88 per cent without a Bachelor’s degree. There was also an increase in English language capability among those with a Bachelor’s degree or higher in 2022 compared to 2021.

Indian migrant employees were among the most likely to have postgraduate qualifications

Indian (46 per cent in 2021, 49 per cent in 2022) and Chinese migrants in 2021 (45 per cent in 2021) were the nationalities most likely to have postgraduate qualifications. In contrast, Pacific migrant employees were the most likely to report that their highest educational qualification was below a Bachelor's degree (81 per cent in 2021 and 65 per cent in 2022). Many Sri Lankan and American migrant workers also had postgraduate qualifications, with 30 per cent or more having postgraduate qualification in each survey year. In 2022, the proportion of Chinese migrants with postgraduate qualifications (at 36 per cent) was lower than for Sri Lankan (41 per cent) and American (42 per cent) migrants.

Some migrant workers have multiple jobs

More than five per cent of migrant employees had two jobs (six per cent in 2021 and seven per cent in 2022) and in 2022, one per cent had three jobs. Both years, those with two jobs were more likely (38 per cent in 2021, 42 per cent in 2022) to have a postgraduate qualification than those with one job (29 per cent in 2021, 31 per cent in 2022). Those with two jobs were also more likely to report that their current role in their main job didn't match their skills and qualifications (31 per cent of those with two jobs and 19 per cent of those with one job in 2021, 24 per cent of those with two jobs and 17 per cent of those with one job in 2022).

Few migrant employees had felt unsafe because of their current employer's behaviour

In both years, four per cent of migrant workers reported that they had felt unsafe because of their current employer's behaviour.

Migrant employees who sought help with their working conditions most often contacted their union

In 2022, five per cent of migrant workers contacted someone (who wasn't a family member or friend) for help with problems about their working conditions. It was most common for these workers to have contacted a union (20 per cent) or a solicitor/lawyer (14 per cent) for help. See Table 1 below.

Table 1: Migrants who sought help with problems to do with working conditions, 2022

Contacted for help (2022 only)	2022
Weighted count (2022)	N = 107,414 (%)
No	92
Yes	5
Don't know/Prefer not to answer	2
(If yes) Who did you contact for help? Please select all that apply⁸	
Solicitor/lawyer	14
Citizens Advice Bureau (CAB)	9
Migrant Workers Association NZ	4
Church or religious group/spokesperson	8
Ethnic community group, network, or association	4
Union	20
Employment New Zealand's Migrant Exploitation Helpline	9

Migrants who felt their job didn't match their skills and qualifications had often chosen to pursue a different career/job in New Zealand or could not find a job in their area of qualifications/skills

A similar proportion each year (20 per cent in 2021, 18 per cent in 2022) reported their job did not match their skills and qualifications, with a further 11 per cent each year saying their job partially matched their skills and qualifications. Of those without a job that matched their skills and qualifications, more were over-qualified (twenty per cent in 2021, twenty-three per cent in 2022) than under-qualified (two per cent in 2021, one per cent in 2022). In 2022 the most common reported reason for a mismatch was by choice (43 per cent in 2022), followed by difficulty finding a job that matched skills and qualifications in New Zealand (34 per cent in 2022). In 2021, similar proportions of those with a skills mismatch had chosen to pursue a different career/job in New Zealand (38 per cent in 2021) and had been unable to get a job in their field (37 per cent in 2021). See Table 2 below.

Across the two survey years, migrants working as 'professionals' were the most likely of all occupation groups to report that their job matched their skills and qualifications, at 86 per cent in 2021 and 89 per cent in 2022. In addition, women were less likely than men to have a job that matched their skills and qualifications (74 per cent of men in both years, 62 per cent of women in 2021 and 66 per cent of women in 2022). In both years, migrants working in 'accommodation/food services' (38 per cent in 2021, 31 per cent in 2022) and 'agriculture, forestry and fishing' (43 per cent in 2021, 33 per cent in 2022) were the most likely to report that their job did not match their skills and qualifications, and in 2022 this also included migrants working in the 'wholesale/retail trade' industry (35 per cent in 2022).

⁸ Multiple response question, totals may not add to 100 per cent.

Table 2: How well migrants' jobs match their skills and qualifications, 2021 and 2022

Does your current role in your main job match the skills and qualifications you have?	2021	2022
Weighted count (2021 and 2022)	N = 149,167 (%)	N = 107,414 (%)
No	20	18
Yes	68	70
Partly	11	11
Don't know/Prefer not to answer	1	1
(If yes) What are the reasons why your job does not match your skills and qualifications? Please select all that apply.		
I am over-qualified for my current job	20	23
I am under-qualified in my current job	2	1
My qualifications are not recognised in New Zealand	17	20
I chose to pursue a different career/job in New Zealand	38	43
I couldn't get a job in the area of my qualifications/skills	37	34
My previous work experience is not recognised by New Zealand employers	14	15
Visa restrictions	0	1
Language difficulties/English is my second language	1	1

Most migrant workers receive their minimum employment entitlements and have good working conditions, but some groups are more vulnerable in their jobs

Minimum rights and responsibilities set out in law apply to all employees, including migrant workers

Under New Zealand law, the adult minimum wage was \$20.00 from April 2021, and \$21.20 from April 2022. Employers are also required to provide workers with a written employment agreement, four weeks paid annual holidays per year, and ten days' paid sick leave per annum after six months of continuous employment. Further information about these and other basic employment entitlements is listed on the MBIE's 'Employment New Zealand' website⁹.

About a quarter of migrant employees feel they don't understand their employment rights well

About a quarter of migrant employees felt they didn't understand their employment rights well – 'not that well' or 'not at all well' – (25 per cent in 2021 and 23 per cent in 2022), with a higher proportion of women than men reporting this in both years (28 per cent of women in 2021 and 25 per cent of women in 2022, 22 per cent of men in 2021 and 21 per cent of men in 2022).

Migrants in the 'education and training' industry were more likely to report that they did not understand their employment rights well than the overall average for all migrant workers at 33 per cent in 2021 and 34 per cent in 2022. This 2022 result for 'education and training' was significantly higher than almost all other major industry groups.

Filipino workers, men, and those with lower qualification levels and English language proficiency were more likely to have had their entitlements withheld

In 2021, seven per cent of migrant workers reported that their employer had withheld, or said they would withhold, entitlements such as holiday pay or sick leave. This proportion reduced slightly in 2022 to five per cent.

Migrant employees from the Philippines more commonly reported that their employer had withheld, or said they would withhold, entitlements compared with all migrant workers. In 2021, 21 per cent of Filipino migrant workers reported that their entitlements were withheld/their employer had threatened to withhold entitlements. However, in 2022 this proportion had reduced to 12 per cent of Filipino migrant workers.

In both years, migrant workers in 'construction' (sixteen per cent in 2021 and ten per cent in 2022), 'agriculture, forestry and fishing' (thirteen per cent in 2021 and eight per cent in 2022), and 'manufacturing' (thirteen per cent in 2021 and seven per cent in 2022) were the most likely to report that their employer had withheld/threatened to withhold entitlements. Men were also more likely to have experienced this breach of their rights than women, at nine per cent of men compared to five per cent of women in 2021, and six per cent of men and three per cent of women in 2022. As men were more likely to work in labour intensive industries, this trend may be industry rather than gender-related.

⁹ [Minimum rights of employees](#) » Employment New Zealand

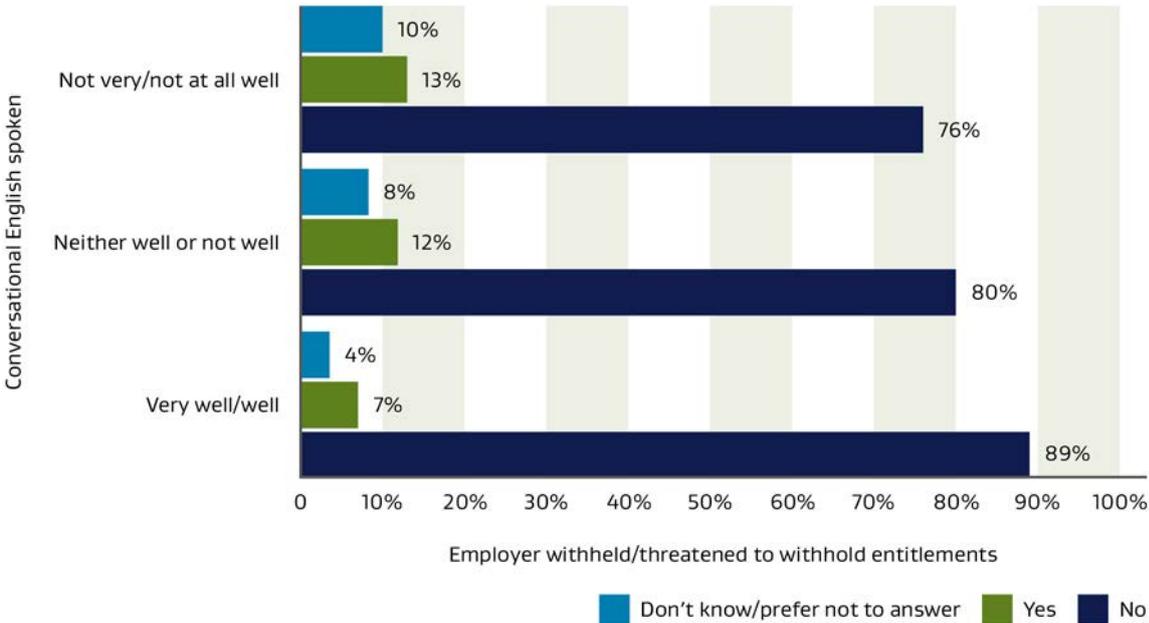
The occupational groups most likely to have their entitlements withheld or have had their employer threaten to withhold entitlements were ‘technicians/trade workers’ (fourteen per cent in 2021 and ten per cent in 2022), ‘machinery operators/drivers’ (seventeen per cent in 2021 and nine per cent in 2022), and labourers (thirteen per cent in 2021 and twelve per cent in 2022). Migrant employees who were among the least likely to report that their employer had withheld or threatened to withhold entitlements were those who worked in ‘professional’ occupations (two per cent each year), as ‘clerical and administration workers’ (three per cent in 2021 and two per cent in 2022), and as ‘managers’ in 2021 (four per cent).

In 2021, migrant workers on temporary visas were more likely to report that their employer had withheld or threatened to withhold entitlements (nine per cent) than migrants who were resident visa holders (three per cent). In 2022, there was no significant difference between the two groups. However, the makeup of the 2022 Resident Visa cohort was probably more similar to the 2021 work visa cohort due to the large number of work visa holders becoming residents under the one-off 2021 Resident Visa pathway.

Both years, those with a Bachelor’s degree or higher were less likely to have their entitlements held back (six per cent in 2021 and four per cent in 2022) compared to those without a Bachelor’s degree (nine per cent in 2021 and seven per cent in 2022). This demonstrates an improvement for both groups from 2021 to 2022, but the disparity between those with and without a degree has remained.

In 2021, migrant workers with lower levels of English language proficiency were more likely to report that their employer had withheld or threatened to withhold entitlements than those with higher levels of English proficiency. This difference was not observed in 2022. Only seven per cent of migrants who spoke English ‘very well’ or ‘well’ reported that their entitlements had been withheld/their employer had threatened to withhold entitlements compared to twelve per cent of those who spoke English ‘neither well nor not well’ and thirteen per cent who spoke English ‘not very well/not at all well’.

Figure 4: Prevalence of entitlements being held back by English conversational ability, 2021



Being paid less than the minimum wage was more common for those without a university qualification, Pacific or Filipino migrants, and manual or machine labourers

Three per cent of migrant workers reported that they were being paid less than the adult minimum wage in 2021 and this was similar in 2022, at two per cent, while ninety-three per cent of migrant employees were being paid at least the legal adult minimum wage in their current main job.

For both years, the occupations with the highest proportions of migrant workers being paid less than minimum wage were 'machinery operators/drivers' (six per cent in 2021 and five per cent in 2022) and 'labourers' (six per cent in 2021 and seven per cent in 2022). Migrant employees who were the least likely to be paid less than the minimum wage worked in 'professional' occupations (one per cent for both years), 'clerical and administration' in 2022 (less than one per cent), and as 'managers' in 2022 (one per cent). Despite the occupational variations in this result, there were no clear statistically significant differences by industry for either year.

Migrant workers from the Pacific Islands and the Philippines were over-represented among those who reported that they were being paid below minimum wage, in both survey years. In 2021, seven per cent of Pacific and five per cent of Filipino migrant employees were being paid less than minimum wage. The most common nationalities were similar in 2022, with four per cent of Pacific and seven per cent of Filipino migrants being paid less than the minimum wage.

While the overall proportion of migrant workers being paid less than the minimum wage was low, this proportion was lowest for those with a Bachelor's degree or higher (two per cent in 2021, one per cent in 2022), compared to those without a Bachelor's degree (four per cent each year).

Migrants on temporary work visas were more likely to have been asked/expected to pay to get or keep their job, as were Filipino and Indian migrants

In both years, four per cent of migrant workers had been asked or expected to pay their employer to get or keep their job. The small proportion who had been asked/expected to pay to get or keep their job were more likely to be working as 'machinery operators and drivers' (eleven per cent in 2021 and seven per cent in 2022), 'technicians and trade workers' (eight per cent in 2021 and six per cent in 2022), and 'labourers' in 2022 (seven per cent).

In both years, temporary migrants were more likely to report that they had been asked/expected to pay to get or keep their job (five per cent both years) than resident visa holders (three per cent both years).

Again, in both years, those whose highest qualification was below a Bachelor's degree were significantly more likely to be asked/expected by their employer to pay to get or keep their job (six per cent in 2021 and five per cent in 2022) than those with a Bachelor's degree or higher (four per cent in 2021 and three per cent in 2022).

Migrants from the Philippines (seven per cent in both years) and India (five per cent in both years) were also more likely to have been asked/expected to pay to get or keep their job.

Migrants with low levels of English proficiency were less likely to have written employment agreements

In both years, most migrant employees reported having written employment agreements for their main job (97 per cent in 2021, 98 per cent in 2022). Only two per cent of migrant workers in 2021 and one per cent in 2022 did not have a written employment agreement.

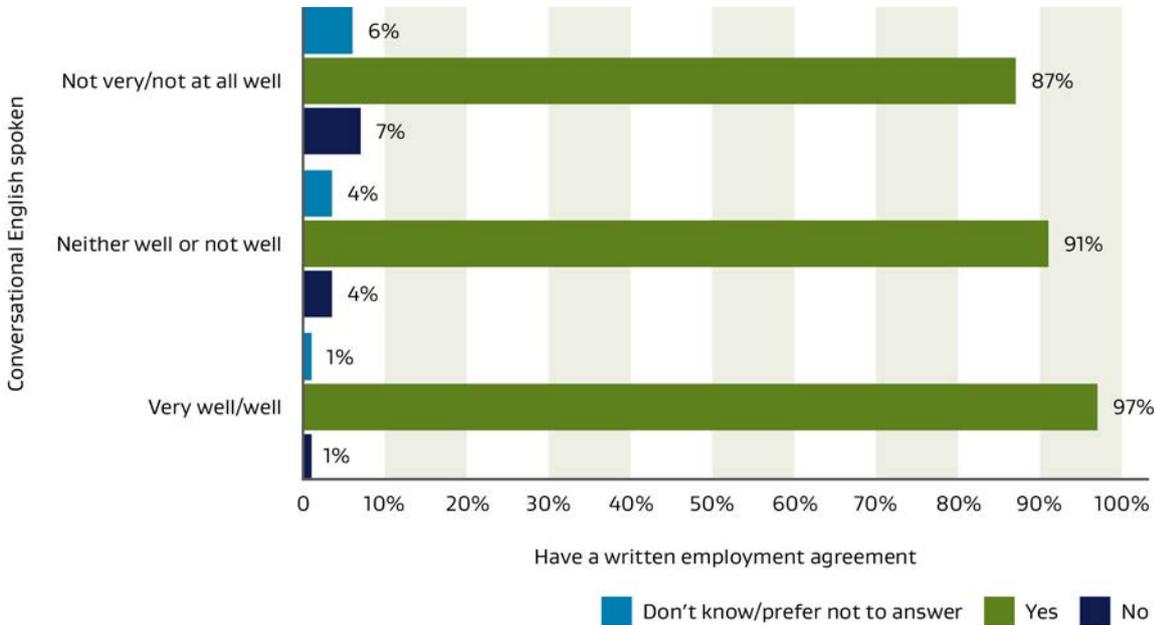
Migrants who spoke English 'not very well' or 'not at all well' were less likely to have written employment agreements (seven per cent without an agreement in 2021 and five per cent in 2022) than those who could speak English 'well' or 'very well' (one per cent in both years).

In 2021, the occupation with the highest proportion of migrant workers without a written employment agreement was 'community and personal service workers' (four per cent) while in 2022 this was 'other' occupations (four per cent) and 'labourers' (three per cent).

In 2021, Chinese migrants were the least likely group by nationality to have written employment agreements (four per cent). In contrast to some of the other findings from this analysis, in 2021, migrant employees from the Philippines were among those most likely to have a written employment agreement with only one per cent of Filipino migrants reporting not having agreements.

Chinese migrant employees also had the lowest self-reported ability with conversational English (with only 58 per cent speaking English at least 'well' in 2021 and 53 per cent in 2022) compared with all other nationalities (where between 94 per cent and 100 per cent each year reported speaking English at least 'well'). This may indicate that English language proficiency is one of the stronger indicators of whether a migrant worker has a written agreement rather than nationality. Although it is a legal requirement to provide a written employment agreement to every employee, the results suggest that employers may be overlooking this more often when they suspect the employee may not have the English language competency to read it. In 2022, no particular nationality group was more likely to have written employment agreements.

Figure 5: Prevalence of having a written employment agreement by English conversational ability, 2021



More than half of migrant workers felt they had been treated unfairly because they came from overseas, and many of these experiences were related to employment

Over half of all migrant employees reported that they had been treated unfairly since coming to New Zealand because they came from overseas on one or more occasions (57 per cent in 2021 and 58 of in 2022). Of those who were treated unfairly, 29 per cent experienced this while working with external clients or customers in each survey year, 31 per cent in 2021 and 28 per cent in 2022 experienced this when applying for a job, and 34 per cent in 2021 and 37 per cent in 2022 were treated unfairly when they were working with a manager or supervisor.

Of those who were treated unfairly, 'sales workers' most commonly experienced this while dealing with a client or customer (49 per cent in 2021, 44 per cent in 2022). 'Managers' (37 per cent in 2021, 34 per cent in 2022) and 'community and personal service workers' (36 per cent in 2021, 34 per cent in 2022) also experienced unfair treatment from clients and customers at higher rates than those in other common occupations.

'Labourers' (40 per cent in 2021, 46 per cent in 2022) were more likely to experience unfair treatment from their manager, supervisor, or work colleagues. This type of unfair treatment was also prevalent for 'technicians and trades workers' (42 per cent in 2021, 44 per cent in 2022), 'machinery operators and drivers' (43 per cent in 2021, 54 per cent in 2022), and 'community and personal service workers' in 2021 (40 per cent).

'Labourers' were less likely to receive information/support on health and safety at work than those in 'professional' occupations

Three-quarters of migrant employees were provided with information or support from their employer on health and safety at work. Support or information 'welcoming you to the workplace' was the second most common type of support provided in both years, followed by information or support on 'your employment rights and obligations'. About 40 per cent each year did not receive information on their employment rights and obligations. See Table 3 below for the breakdown of these results by year.

Across the occupational groups, at least 70 per cent of migrants received information or support about health and safety at work. Both years, the reported prevalence of this was slightly lower for 'labourers' (72 per cent in 2021, 70 per cent in 2022) than for migrant workers in several other more sedentary occupations, despite this being an occupation with physical injury risk.

Those in 'professional' (80 per cent in 2021, 79 per cent in 2022), 'clerical and administration' (77 per cent in 2021, 75 per cent in 2022) and 'manager' in 2022 (75 per cent) occupations were among the most likely to be provided with information or support from their employer welcoming them to the workplace.

'Technicians and trades workers' (30 per cent in 2021, 45 per cent in 2022), 'sales workers' in 2022 (50 per cent) and 'labourers' (24 per cent in 2021, 41 per cent in 2022) were among the least likely occupations to receive support and information from their employers about joining KiwiSaver, and 'technicians and trades workers' were also significantly less likely to have received information about joining a union than those in other occupations (at 12 per cent in 2021 and 13 per cent in 2022). This is similar to the proportion of managers getting information or support about joining a union (11 per cent in 2021, 13 per cent in 2022), despite managers being less likely to be eligible to join unions than workers in lower skilled jobs.

In 2022, employees were also asked if they had been provided with information or support on bullying and unfair treatment at work. Again, this support was less commonly received by those working as 'technicians and trades workers' (29 per cent), 'labourers' (30 per cent), 'machinery operators and drivers' (33 per cent) and those working as 'sales workers' (35 per cent).

Women were more likely than men to receive information from their employer about 'KiwiSaver' (46 per cent of women and 39 per cent of men in 2021, 58 per cent of women and 54 per cent of men in 2022). The increase in information provided about 'KiwiSaver' in 2022 may reflect the higher number of permanent migrants in the survey population in 2022 due to the introduction of the one-off 2021 Resident Visa scheme.

Men were more likely than women to receive information ‘supporting you or your family to settle in New Zealand’ (30 per cent of men, 18 per cent of women in 2021, 28 per cent of men, 19 per cent of women in 2022) and on ‘New Zealand work styles and communicating in the New Zealand workplace’ (42 per cent of men, 36 per cent of women in 2021, 41 per cent of men, 34 per cent of women in 2022). In 2022, a higher proportion of male than female employees were offered information or support with ‘improving your English language skills’ (17 per cent of men, 13 per cent of women), and with ‘supporting you or your family to settle in New Zealand’ (28 per cent of men, 19 per cent of women), and on ‘New Zealand work styles and communicating in the New Zealand workplace’ (41 per cent of men, 34 per cent of women). Women, however, were more likely than men to receive information on ‘joining a union’ (24 per cent of women and 17 per cent of men in 2021, 30 per cent of women and 20 per cent of men in 2022).

Table 3: Types of support and information provided by employers, 2021 and 2022

Has your current employer provided you with information on, or support with, the following areas?	2021	2022
Please select all that apply.	N = 149,167 (%)	N = 107,414 (%)
Welcoming you to the workplace	71	72
Improving your English language skills	16	15
Supporting you or your family to settle in New Zealand	24	23
New Zealand work styles and communicating in the New Zealand workplace	39	37
Your employment rights and obligations	58	59
Health and safety at work (including mental health)	77	75
New Zealand tax system	38	39
KiwiSaver	43	56
Joining a union (if there is a union representing your workplace)	20	25
Bullying and unfair treatment at work	NA	39
No – none of the above	4	3

Survey results inform work to prevent migrant exploitation

Results from the Migrant Survey are an integral part of MBIE's programme of work to prevent migrant worker exploitation. The Migrant Survey enables MBIE and other government agencies to identify areas of vulnerability in migrant working environments and develop programmes to evaluate government policies and procedure.

The 2021 and 2022 Migrant Survey analysis on this topic reveals that, although uncommon, there are still breaches to migrants' basic employment rights and entitlements within the industries and occupations most commonly employing migrant men, towards migrants from specific countries such as the Philippines, and for migrants who have lower English language proficiency and education, among other groups.

MBIE will continue to monitor migrant experiences in the workplace through the annual Migrant Survey and evaluation of the updated Temporary Migrant Worker Exploitation prevention measures (which have been in place since July 2021).

Appendices

This document contains supplementary data tables which complement the report entitled “Working conditions of migrant employees (2021 & 2022)”. Due to rounding and questions where participants can provide multiple answers, totals do not always add to 100 per cent.

Statistics are weighted to represent the migrant population in New Zealand, but caution is advised when comparing results presented in the summary tables below that are not discussed in the accompanying report as they may not be statistically significant differences.

For details about the survey methodology refer to the “Working conditions of migrant employees (2021 & 2022)” report.

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Table 1: Overall results for migrant workers by year, 2021 and 2022

Overall by year	2021	2022
Weighted count (2021 and 2022)	N = 149,167 (%)	N = 107,414 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?		
No	88	90
Yes	7	5
Don't know/Prefer not to answer	5	5
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?		
No	93	93
Yes	3	2
Don't know/Prefer not to answer	5	4
Do you have a written employment agreement for your main job that describes your work and conditions of employment?		
No	2	1
Yes	97	98
Don't know/Prefer not to answer	2	1
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?		
No	93	95
Yes	4	4
Don't know/Prefer not to answer	2	1
Have you ever felt unsafe because of your current employer's behaviour?		
No	93	93
Yes	4	4
Don't know/Prefer not to answer	3	3
What is your highest completed educational qualification?		
No formal qualifications	2	2
Secondary/High school qualification	12	12
Tertiary certificate/Diploma/Trade qualification	20	18
Bachelor's degree/Honours	34	35
Postgraduate qualification	29	31
Don't know/Prefer not to answer	2	2
Does your current role in your main job match the skills and qualifications you have?		
No	20	18
Yes	68	70
Partly	11	11
Don't know/Prefer not to answer	1	1
How well do you feel you understand your employment rights in New Zealand?		
Very well/Well	74	76

Overall by year	2021	2022
Not that well/Not at all well	25	23
Don't know/Prefer not to answer	1	1
Has your current employer provided you with information on, or support with, the following areas?¹		
Welcoming you to the workplace	71	72
Improving your English language skills	16	15
Supporting you or your family to settle in New Zealand	24	23
New Zealand work styles and communicating in the New Zealand workplace	39	37
Your employment rights and obligations	58	59
Health and safety at work (including mental health)	77	75
New Zealand tax system	38	39
KiwiSaver	43	56
Joining a union (if there is a union representing your workplace)	20	25
Bullying and unfair treatment at work	NA ²	39
No – none of the above	4	3
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?		
Never	37	38
Once or twice	33	33
Three or four times	13	12
Five or more times	11	13
Don't know/Prefer not to answer	5	4
What were you doing when you experienced this?³		
Applying for a job	31	28
Working with my manager, supervisor, or work colleagues	34	37
Working at a job dealing with an external client or customer	29	29
Nationality		
India	21	21
Philippines	16	17
South Africa	11	12
Great Britain	9	8
China	7	6
Pacific Islands	6	6
Sri Lanka	3	3
USA	2	2
Canada	1	1
Other	24	23

¹ Multiple response question.

² Not asked in 2021

³ Multiple response question.

Overall by year	2021	2022
Industry		
Health care and social assistance	18	21
Construction	13	13
Accommodation and food services	10	10
Wholesale/retail trade	8	7
Manufacturing	7	7
Professional, scientific and technical services	7	7
Agriculture, forestry and fishing	6	5
Education and training	6	6
Information media and telecommunications	6	6
Other	19	18
Occupation		
Professionals	32	35
Technicians and trades workers	19	17
Community and personal service workers	12	11
Managers	10	11
Labourers	9	8
Clerical and administration	9	8
Sales workers	4	3
Machinery operators and drivers	3	3
Other/unknown	1	3
Gender		
Female	48	50
Male	52	50
Visa		
Resident	30	61
Work	70	39
How well can you have a conversation about everyday things in English?		
Very well/Well	92	93
Neither well nor not well	5	4
Not very/Not at all well	3	3

Table 2: Working conditions by visa type, 2021

Visa	Resident visa	Work visa
Weighted count (2021)	N = 44,382 (%)	N = 104,785 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?		
No	94	86
Yes	3	9
Don't know/Prefer not to answer	3	5
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?		
No	93	93
Yes	3	3
Don't know/Prefer not to answer	4	5
Do you have a written employment agreement for your main job that describes your work and conditions of employment?		
No	2	2
Yes	96	97
Don't know/Prefer not to answer	2	2
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?		
No	95	93
Yes	3	5
Don't know/Prefer not to answer	1	2
Have you ever felt unsafe because of your current employer's behaviour?		
No	94	92
Yes	3	5
Don't know/Prefer not to answer	3	3
What is your highest completed educational qualification?		
No formal qualifications	2	1
Secondary/High school qualification	11	13
Tertiary certificate/Diploma/Trade qualification	19	21
Bachelor's degree/Honours	39	33
Postgraduate qualification	28	30
Don't know/Prefer not to answer	1	2
Does your current role in your main job match the skills and qualifications you have?		
No	18	20
Yes	68	68
Partly	12	10
Don't know/Prefer not to answer	2	1
How well do you feel you understand your employment rights in New Zealand?		
Very well/Well	74	74

Visa	Resident visa	Work visa
Not that well/Not at all well	25	25
Don't know/Prefer not to answer	1	1
Has your current employer provided you with information on, or support with, the following areas?⁴		
Welcoming you to the workplace	75	69
Improving your English language skills	10	18
Supporting you or your family to settle in New Zealand	21	26
New Zealand work styles and communicating in the New Zealand workplace	34	41
Your employment rights and obligations	58	58
Health and safety at work (including mental health)	81	75
New Zealand tax system	39	38
KiwiSaver	78	27
Joining a union (if there is a union representing your workplace)	29	17
No – none of the above	3	4
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?		
Never	35	38
Once or twice	33	33
Three or four times	14	13
Five or more times	13	11
Don't know/Prefer not to answer	5	5
What were you doing when you experienced this?⁵		
Applying for a job	30	32
Working with my manager, supervisor, or work colleagues	34	34
Working at a job dealing with an external client or customer	30	28
Industry		
Health care and social assistance	24	16
Construction	7	15
Accommodation and food services	6	11
Wholesale/retail trade	9	7
Agriculture, forestry and fishing	2	8
Education and training	9	5
Information media and telecommunications	6	6
Manufacturing	6	7
Professional, scientific and technical services	9	6
Other	22	17
Occupation		

⁴ Multiple response question.

⁵ Multiple response question.

Visa	Resident visa	Work visa
Professionals	43	28
Technicians and trades workers	10	23
Community and personal service workers	10	13
Managers	10	9
Labourers	6	11
Clerical and administration	12	8
Sales workers	5	3
Machinery operators and drivers	2	4
Other/unknown	1	1
Gender		
Female	57	44
Male	43	56
How well can you have a conversation about everyday things in English?		
Very well/Well	94	91
Neither well nor not well	3	5
Not very/Not at all well	3	3
Don't know/Prefer not to answer	1	0

Table 3: Working conditions by visa type, 2022

Visa	Resident visa	Work visa
Weighted count (2022)	N = 65,338 (%)	N = 42,077 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?		
No	91	89
Yes	4	5
Don't know/Prefer not to answer	4	6
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?		
No	94	93
Yes	2	3
Don't know/Prefer not to answer	5	4
Do you have a written employment agreement for your main job that describes your work and conditions of employment?		
No	1	1
Yes	98	98
Don't know/Prefer not to answer	1	1
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?		
No	96	94
Yes	3	5
Don't know/Prefer not to answer	1	2
Have you ever felt unsafe because of your current employer's behaviour?		
No	93	93
Yes	4	4
Don't know/Prefer not to answer	2	3
What is your highest completed educational qualification?		
No formal qualifications	2	2
Secondary/High school qualification	11	13
Tertiary certificate/Diploma/Trade qualification	17	19
Bachelor's degree/Honours	37	32
Postgraduate qualification	32	31
Don't know/Prefer not to answer	1	3
Does your current role in your main job match the skills and qualifications you have?		
No	17	19
Yes	71	69
Partly	11	11
Don't know/Prefer not to answer	1	2
Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?		

Visa	Resident visa	Work visa
No	92	93
Yes	5	5
Don't know/Prefer not to answer	2	2
Who did you contact?⁶		
Solicitor/lawyer	12	17
Citizens Advice Bureau	10	9
Migrant Workers Association NZ	3	6
Church or religious group/spokesperson	7	10
Ethnic community group, network or association	5	3
Union	25	14
Employment New Zealand's Migrant Exploitation Helpline	9	9
How well do you feel you understand your employment rights in New Zealand?		
Very well/Well	76	77
Not that well/Not at all well	23	22
Don't know/Prefer not to answer	1	1
Has your current employer provided you with information on, or support with, the following areas?⁷		
Welcoming you to the workplace	72	70
Improving your English language skills	13	19
Supporting you or your family to settle in New Zealand	21	26
New Zealand work styles and communicating in the New Zealand workplace	36	40
Your employment rights and obligations	58	60
Health and safety at work (including mental health)	76	73
New Zealand tax system	38	40
KiwiSaver	71	34
Joining a union (if there is a union representing your workplace)	28	21
Bullying and unfair treatment at work	41	35
No – none of the above	3	4
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?		
Never	36	41
Once or twice	33	32
Three or four times	13	11
Five or more times	14	12
Don't know/Prefer not to answer	4	4
What were you doing when you experienced this?⁸		
Applying for a job	28	28

⁶ Multiple response question.

⁷ Multiple response question.

⁸ Multiple response question.

Visa	Resident visa	Work visa
Working with my manager, supervisor, or work colleagues	38	34
Working at a job dealing with an external client or customer	30	27
Industry		
Health care and social assistance	23	19
Construction	11	16
Accommodation and food services	8	13
Wholesale/retail trade	7	7
Agriculture, forestry and fishing	4	6
Education and training	7	4
Information media and telecommunications	7	5
Manufacturing	7	8
Professional, scientific and technical services	8	5
Other	18	17
Occupation		
Professionals	40	27
Technicians and trades workers	13	23
Community and personal service workers	10	12
Managers	12	11
Labourers	7	9
Clerical and administration	9	8
Sales workers	3	3
Machinery operators and drivers	2	4
Other/unknown	3	3
How well can you have a conversation about everyday things in English?		
Very well/Well	95	89
Neither well nor not well	3	5
Not very/Not at all well	2	5
Don't know/Prefer not to answer	0	0
Gender		
Female	54	45
Male	46	55

Table 4: Working conditions by occupation, 2021

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Weighted count (2021)	N = 44,301 (%)	N = 26,163 (%)	N = 16,940 (%)	N = 13,176 (%)	N = 12,994 (%)	N = 12,943 (%)	N = 5,214 (%)	N = 4,415 (%)	N = 1,368 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?									
No	96	80	85	93	82	96	89	78	83
Yes	2	14	8	4	13	3	7	17	12
Don't know/Prefer not to answer	2	6	7	3	5	1	4	5	6
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?									
No	96	91	92	96	92	95	93	86	80
Yes	1	3	3	1	6	3	5	6	10
Don't know/Prefer not to answer	3	6	5	2	2	3	2	8	10
Do you have a written employment agreement for your main job that describes your work and conditions of employment?									
No	1	2	4	1	2	2	0	2	5
Yes	98	97	95	98	97	97	98	97	93
Don't know/Prefer not to answer	1	1	1	1	2	1	2	1	2
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?									
No	97	89	92	95	94	96	98	89	91
Yes	3	8	5	4	4	3	2	11	9

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Don't know/Prefer not to answer	1	3	4	1	2	1	0	1	0
Have you ever felt unsafe because of your current employer's behaviour?									
No	95	93	91	91	92	95	94	89	97
Yes	4	5	4	6	4	3	3	7	0
Don't know/Prefer not to answer	2	2	5	3	4	3	3	4	3
What is your highest completed educational qualification?									
No formal qualifications	1	3	1	1	6	1	1	1	3
Secondary/High school qualification	3	18	13	7	28	15	18	30	15
Tertiary certificate/Diploma/Trade qualification	9	43	21	20	21	16	19	25	31
Bachelor's degree/Honours	46	19	37	36	29	27	31	19	16
Postgraduate qualification	41	15	27	34	13	39	29	19	24
Don't know/Prefer not to answer	1	3	1	1	2	2	1	3	10
Does your current role in your main job match the skills and qualifications you have?									
No	6	12	34	14	52	22	39	33	25
Yes	86	80	48	74	32	60	45	58	64
Partly	7	8	16	11	13	17	15	9	8
Don't know/Prefer not to answer	0	1	2	1	2	1	1	0	3

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
How well do you feel you understand your employment rights in New Zealand?									
Very well/Well	72	79	78	76	68	72	74	79	66
Not that well/Not at all well	27	20	22	23	31	27	26	21	34
Don't know/Prefer not to answer	1	1	0	0	1	1	0	0	0
Has your current employer provided you with information on, or support with, the following areas? ⁹									
Welcoming you to the workplace	80	68	67	73	62	77	75	60	64
Improving your English language skills	12	23	23	13	15	10	18	21	18
Supporting you or your family to settle in New Zealand	26	37	20	26	19	16	12	26	22
New Zealand work styles and communicating in the New Zealand workplace	40	44	41	36	36	41	36	38	28
Your employment rights and obligations	62	56	60	58	57	64	52	57	50
Health and safety at work (including mental health)	81	78	74	80	72	81	71	74	77
New Zealand tax system	36	39	38	39	36	45	37	44	52
KiwiSaver	55	30	36	43	24	55	51	40	44

⁹ Multiple response question.

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Joining a union (if there is a union representing your workplace)	31	12	28	11	12	21	16	20	8
No –none of the above	3	3	3	6	4	4	6	1	7
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?									
Never	34	48	34	33	45	30	36	46	50
Once or twice	36	29	34	35	32	38	32	26	20
Three or four times	14	11	14	18	10	16	11	8	11
Five or more times	12	7	13	13	9	11	15	13	9
Don't know/Prefer not to answer	5	4	5	1	5	4	5	7	10
What were you doing when you experienced this? ¹⁰									
Applying for a job	30	30	30	34	24	40	38	30	12
Working with my manager, supervisor, or work colleagues	30	42	40	30	40	33	25	43	32
Working at a job dealing with an external client or customer	28	22	36	37	16	29	49	22	22
Nationality									
India	21	14	31	20	7	22	27	32	21
Philippines	14	27	16	8	23	8	12	27	8

¹⁰ Multiple response question.

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
South Africa	13	10	4	21	2	18	16	6	9
Great Britain	12	6	6	14	6	8	7	6	11
China	8	5	5	4	6	7	10	2	17
Pacific Islands	3	10	4	2	16	3	5	10	8
Sri Lanka	3	4	2	2	2	4	3	3	0
USA	4	0	2	1	1	3	1	1	3
Canada	2	1	2	1	0	2	1	0	0
Other	20	23	27	26	38	24	19	12	23
How well can you have a conversation about everyday things in English?									
Very well/Well	97	89	91	97	81	94	94	92	79
Neither well nor not well	2	6	6	2	10	4	6	4	10
Not very/Not at all well	1	5	2	1	9	1	0	5	10
Don't know/Prefer not to answer	0	0	1	0	1	1	0	0	0
Gender									
Female	54	15	66	39	42	79	60	11	55
Male	45	85	34	60	58	21	40	89	45
Unknown/Other	0	0	0	1	0	0	0	0	0
Visa									
Resident	40	16	24	32	19	37	41	15	37
Work	60	84	76	68	81	63	59	85	63

Table 5: Working conditions by occupation, 2022

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Weighted count (2022)	N = 35,751 (%)	N = 17,447 (%)	N = 11,220 (%)	N = 11,634 (%)	N = 7,807 (%)	N = 8,348 (%)	N = 3,154 (%)	N = 3,062 (%)	N = 3,136 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?									
No	96	86	90	94	77	94	90	76	93
Yes	2	10	5	3	12	2	3	9	4
Don't know/Prefer not to answer	3	4	5	3	11	5	7	15	3
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?									
No	96	91	93	98	84	97	96	89	88
Yes	1	4	3	1	7	0	2	5	4
Don't know/Prefer not to answer	3	6	4	1	9	2	2	6	8
Do you have a written employment agreement for your main job that describes your work and conditions of employment?									
No	1	1	1	1	3	1	1	2	4
Yes	99	97	97	99	96	98	98	98	94
Don't know/Prefer not to answer	1	1	2	0	1	1	1	0	2
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?									
No	98	92	95	98	90	96	94	86	95
Yes	2	6	4	2	7	3	4	7	3

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Don't know/Prefer not to answer	1	2	1	0	3	1	2	7	1
Have you ever felt unsafe because of your current employer's behaviour?									
No	94	93	94	96	90	94	98	88	90
Yes	4	5	3	2	5	4	1	7	8
Don't know/Prefer not to answer	2	2	3	1	5	2	0	5	2
What is your highest completed educational qualification?									
No formal qualifications	0	2	1	0	7	2	1	3	3
Secondary/High school qualification	2	20	10	10	33	15	14	28	15
Tertiary certificate/Diploma/Trade qualification	7	37	18	17	17	16	23	26	28
Bachelor's degree/Honours	47	20	37	38	26	31	33	20	28
Postgraduate qualification	42	17	30	32	14	35	27	20	25
Other	0	1	1	1	0	0	1	0	0
Don't know/Prefer not to answer	1	3	2	1	4	1	1	4	1
Does your current role in your main job match the skills and qualifications you have?									
No	5	14	31	17	38	23	46	38	28
Yes	89	74	52	70	46	58	31	50	61
Partly	6	10	15	12	12	17	22	8	9

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Don't know/Prefer not to answer	0	1	2	1	4	1	0	4	2
Have you ever contacted someone (other than a friend for family member) for help with problems about your current working conditions?									
No	94	91	90	95	91	94	94	93	90
Yes	5	7	8	3	7	4	4	5	8
Don't know/Prefer not to answer	1	3	3	2	3	2	2	2	2
Who did you contact?¹¹									
Solicitor/lawyer	14	16	18	17	0	8	26	24	7
Citizens Advice Bureau	14	2	6	33	5	11	0	0	15
Migrant Workers Association NZ	1	10	1	0	6	0	0	10	15
Church or religious group/spokesperson	6	14	14	0	14	8	0	0	0
Ethnic community group, network or association	4	0	8	0	19	0	0	0	0
Union	28	14	31	0	16	12	18	16	24
Employment New Zealand's Migrant Exploitation Helpline	3	17	4	7	20	14	0	10	0
How well do you feel you understand your employment rights in New Zealand?									
Very well/Well	76	79	79	79	76	73	70	82	77

¹¹ Multiple response question.

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Not that well/Not at all well	24	20	20	21	23	26	30	17	23
Don't know/Prefer not to answer	0	1	0	1	1	0	0	1	1
Has your current employer provided you with information on, or support with, the following areas? ¹²									
Welcoming you to the workplace	79	63	69	75	65	75	65	68	67
Improving your English language skills	12	22	17	13	20	12	19	18	19
Supporting you or your family to settle in New Zealand	25	29	19	25	26	14	11	28	26
New Zealand work styles and communicating in the New Zealand workplace	38	42	37	38	37	35	29	38	43
Your employment rights and obligations	61	57	62	59	56	60	61	63	59
Health and safety at work (including mental health)	78	74	75	78	70	79	70	76	70
New Zealand tax system	37	40	40	44	36	36	42	43	37
KiwiSaver	64	45	55	60	41	65	50	56	57
Joining a union (if there is a union representing your workplace)	34	13	35	13	18	25	21	24	24

¹² Multiple response question.

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Bullying and unfair treatment at work	44	29	40	43	30	43	35	33	41
No – none of the above	2	4	3	4	4	4	3	5	1
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?									
Never	36	45	32	35	49	34	36	48	44
Once or twice	34	29	38	35	27	35	29	31	30
Three or four times	14	9	14	12	9	14	16	8	10
Five or more times	12	12	12	14	10	13	15	10	9
Don't know/Prefer not to answer	4	5	4	4	4	4	3	3	7
What were you doing when you experienced this? ¹³									
Applying for a job	29	20	24	30	23	38	37	26	33
Working with my manager, supervisor, or work colleagues	35	44	33	34	46	37	32	54	34
Working at a job dealing with an external client or customer	26	24	34	34	17	32	44	10	26
Nationality									
India	25	14	27	18	10	22	31	19	18
Philippines	16	24	18	6	28	11	13	40	9
South Africa	13	10	5	21	6	22	7	8	9

¹³ Multiple response question.

Occupation	Professionals	Technicians and trades workers	Community and personal service workers	Managers	Labourers	Clerical and administration	Sales workers	Machinery operators and drivers	Other/unknown
Great Britain	10	5	6	15	4	7	5	6	4
China	7	9	3	3	6	3	12	4	14
Pacific Islands	3	9	7	4	18	4	2	7	25
Sri Lanka	2	5	3	3	1	4	1	2	4
USA	3	1	1	2	1	3	1	0	3
Canada	2	1	1	1	1	2	1	0	3
Other	20	23	30	26	26	21	27	14	12
How well can you have a conversation about everyday things in English?									
Very well/Well	97	85	94	98	85	97	89	91	86
Neither well nor not well	2	5	4	2	7	2	7	7	6
Not very/Not at all well	1	9	2	1	7	1	4	3	8
Don't know/Prefer not to answer	0	0	0	0	1	0	0	0	0
Gender									
Female	58	20	69	47	43	74	69	23	44
Male	42	80	31	53	57	26	31	77	56
Visa									
Resident	70	47	58	62	52	63	63	49	67
Work	30	53	42	38	48	37	37	51	33

Table 6: Working conditions by nationality, 2021

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Weighted count (2021)	N = 30,896 (%)	N = 24,127 (%)	N = 16,191 (%)	N = 13,222 (%)	N = 10,318 (%)	N = 8,522 (%)	N = 4,100 (%)	N = 3,345 (%)	N = 2,045 (%)	N = 36,399 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?										
No	87	74	97	95	89	94	95	95	97	90
Yes	5	21	1	4	5	4	5	1	3	5
Don't know/Prefer not to answer	8	5	1	2	5	3	0	4	0	5
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?										
No	91	88	98	97	93	83	97	93	97	95
Yes	3	5	0	2	3	7	0	2	0	2
Don't know/Prefer not to answer	6	7	2	1	3	10	3	5	3	3
Do you have a written employment agreement for your main job that describes your work and conditions of employment?										
No	1	1	1	1	4	2	1	2	3	2
Yes	97	97	98	97	92	97	99	92	93	96
Don't know/Prefer not to answer	1	2	1	2	4	1	0	6	3	2
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?										
No	93	89	98	97	90	95	95	91	93	94
Yes	5	7	2	3	6	5	3	4	3	3
Don't know/Prefer not to answer	2	3	0	0	4	1	2	4	3	2
Have you ever felt unsafe because of your current employer's behaviour?										

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
No	93	94	95	93	89	97	92	91	95	90
Yes	4	3	3	5	5	2	4	5	0	7
Don't know/Prefer not to answer	3	3	2	2	5	1	3	4	5	3
What is your highest completed educational qualification?										
No formal qualifications	0	2	1	2	1	5	1	2	0	2
Secondary/High school qualification	4	15	19	15	11	26	10	10	15	11
Tertiary certificate/Diploma/Trade qualification	13	14	37	25	13	50	29	8	25	16
Bachelor's degree/Honours	35	44	27	36	29	11	29	42	43	37
Postgraduate qualification	46	22	14	21	45	6	30	38	18	31
Don't know/Prefer not to answer	1	3	1	1	1	2	1	0	0	3
Does your current role in your main job match the skills and qualifications you have?										
No	18	15	13	16	21	16	26	11	16	30
Yes	71	77	79	72	66	71	67	68	70	53
Partly	9	8	7	12	9	12	7	21	11	15
Don't know/Prefer not to answer	2	1	0	1	4	1	0	0	3	2
How well do you feel you understand your employment rights in New Zealand?										
Very well/Well	83	84	72	74	44	84	84	65	67	66
Not that well/Not at all well	17	16	27	25	54	13	16	33	33	32

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Don't know/Prefer not to answer	1	1	1	1	2	4	0	1	0	1
Has your current employer provided you with information on, or support with, the following areas? ¹⁴										
Welcoming you to the workplace	74	72	79	74	61	78	79	76	76	64
Improving your English language skills	23	21	2	2	23	23	24	3	0	16
Supporting you or your family to settle in New Zealand	26	30	24	18	30	40	32	22	8	16
New Zealand work styles and communicating in the New Zealand workplace	48	43	31	26	39	60	48	34	24	33
Your employment rights and obligations	65	66	51	51	50	72	56	60	46	53
Health and safety at work (including mental health)	82	82	81	77	53	84	89	73	80	71
New Zealand tax system	48	37	32	31	42	56	48	40	37	29
KiwiSaver	46	35	55	49	32	60	46	52	56	34
Joining a union (if there is a union representing your workplace)	27	24	20	24	6	29	22	27	20	13
No – none of the above	2	1	2	9	7	1	0	4	3	6

¹⁴ Multiple response question.

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?										
Never	37	45	35	44	29	56	33	40	36	29
Once or twice	30	35	39	33	38	22	31	34	36	34
Three or four times	13	9	13	10	19	7	16	14	10	17
Five or more times	13	6	11	10	9	6	18	10	13	15
Don't know/Prefer not to answer	6	5	3	2	5	10	2	2	4	4
What were you doing when you experienced this?¹⁵										
Applying for a job	36	14	28	32	42	14	46	24	34	36
Working with my manager, supervisor, or work colleagues	30	43	47	30	25	26	35	17	22	34
Working at a job dealing with an external client or customer	34	28	24	23	22	26	37	33	30	29
Industry										
Health care and social assistance	28	31	10	17	8	12	16	17	19	11
Construction	5	25	15	10	16	16	10	4	6	11
Accommodation and food services	10	5	1	8	13	5	8	9	5	17
Wholesale/retail trade	9	5	10	5	12	8	8	4	0	9
Agriculture, forestry and fishing	4	7	4	7	4	2	5	3	5	12

¹⁵ Multiple response question.

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Education and training	3	3	12	9	7	6	9	14	12	6
Information media and telecommunications	9	3	6	4	12	0	5	4	4	5
Manufacturing	5	9	7	2	5	21	10	2	1	6
Professional, scientific and technical services	8	3	10	11	9	2	5	13	9	7
Other	19	8	24	26	13	28	23	32	40	16
Occupation										
Professionals	34	27	37	44	40	15	32	62	36	27
Technicians and trades workers	13	30	16	12	16	32	26	3	15	19
Community and personal service workers	19	12	4	8	10	9	8	11	22	14
Managers	9	4	18	15	6	4	7	5	6	10
Labourers	3	13	2	6	8	25	7	5	1	15
Clerical and administration	10	5	15	9	10	5	12	11	17	9
Sales workers	5	3	5	3	6	3	4	1	2	3
Machinery operators and drivers	5	5	2	2	1	5	4	1	0	2
Other/unknown	1	0	1	1	3	1	0	1	0	1
Gender										
Female	42	44	48	52	51	36	43	67	60	53
Male	58	56	51	47	49	64	57	33	40	47

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Visa										
Resident	24	25	45	40	26	50	18	44	37	23
Work	76	75	55	60	74	50	82	56	63	77
How well can you have a conversation about everyday things in English?										
Very well/Well	96	94	100	100	58	95	95	99	100	87
Neither well nor not well	2	4	0	0	20	2	5	0	0	9
Not very/Not at all well	1	2	0	0	19	3	0	0	0	4
Don't know/Prefer not to answer	0	0	0	0	2	0	0	1	0	0

Table 7: Working conditions by nationality, 2022

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Weighted count (2022)	N = 22,823 (%)	N = 18,274 (%)	N = 13,012 (%)	N = 8,504 (%)	N = 6,881 (%)	N = 6,914 (%)	N = 2,953 (%)	N = 2,313 (%)	N = 1,376 (%)	N = 24,365 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?										
No	89	81	98	96	93	87	92	97	99	91
Yes	4	12	1	3	1	8	2	0	0	3
Don't know/Prefer not to answer	7	7	1	1	5	5	6	3	1	6
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?										
No	93	86	97	99	96	85	93	93	99	96
Yes	2	7	0	0	2	4	0	2	1	1
Don't know/Prefer not to answer	5	7	2	1	2	10	7	5	0	3
Do you have a written employment agreement for your main job that describes your work and conditions of employment?										
No	1	1	0	1	2	2	0	2	1	2
Yes	99	98	99	99	95	94	100	94	98	97
Don't know/Prefer not to answer	1	1	1	0	3	3	0	4	1	1
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?										
No	93	90	98	98	97	97	97	95	96	97
Yes	5	7	1	1	2	2	3	2	1	2
Don't know/Prefer not to answer	2	3	1	1	1	1	0	3	2	1
Have you ever felt unsafe because of your current employer's behaviour?										
No	94	92	94	95	96	91	98	91	95	92
Yes	4	5	5	3	2	4	1	6	4	5

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Don't know/Prefer not to answer	3	3	1	2	2	4	1	2	1	3
What is your highest completed educational qualification?										
No formal qualifications	0	2	3	1	0	6	1	1	0	2
Secondary/High school qualification	3	16	19	14	17	26	9	8	10	9
Tertiary certificate/Diploma/Trade qualification	11	12	32	21	12	33	26	6	28	15
Bachelor's degree/Honours	36	48	27	37	32	15	20	42	31	37
Postgraduate qualification	49	20	17	24	36	16	41	42	31	34
Don't know/Prefer not to answer	1	2	1	1	1	5	3	1	0	2
Does your current role in your main job match the skills and qualifications you have?										
No	17	11	11	19	20	17	12	19	22	26
Yes	72	79	82	67	64	69	81	64	67	57
Partly	9	8	7	13	13	13	8	14	10	15
Don't know/Prefer not to answer	1	2	1	2	3	1	0	3	0	1
Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?										
No	92	90	95	92	93	93	93	87	94	93
Yes	4	7	4	6	5	4	6	9	3	6
Don't know/Prefer not to answer	3	2	1	1	2	3	2	4	2	2
Who did you contact? ¹⁶										
Solicitor/lawyer	6	8	24	27	32	6	0	13	0	15
Citizens Advice Bureau	0	0	5	34	12	0	32	17	0	14
Migrant Workers Association NZ	0	9	0	0	6	0	21	0	0	5

¹⁶ Multiple response question.

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Church or religious group/spokesperson	2	20	7	0	0	15	0	0	0	8
Ethnic community group, network or association	4	3	0	0	14	2	0	0	0	9
Union	18	22	35	24	4	30	41	23	40	12
Employment New Zealand's Migrant Exploitation Helpline	9	20	13	0	4	2	0	0	0	6
How well do you feel you understand your employment rights in New Zealand?										
Very well/Well	85	87	71	76	50	82	84	60	65	71
Not that well/Not at all well	15	13	29	23	49	17	16	36	32	27
Don't know/Prefer not to answer	1	0	1	0	1	0	0	4	2	1
Has your current employer provided you with information on, or support with, the following areas? ¹⁷										
Welcoming you to the workplace	73	73	76	71	67	71	78	62	70	68
Improving your English language skills	20	21	4	2	26	17	15	1	1	16
Supporting you or your family to settle in New Zealand	25	28	22	15	29	38	24	20	14	17
New Zealand work styles and communicating in the New Zealand workplace	45	43	29	23	49	46	44	22	21	32
Your employment rights and obligations	66	67	51	46	52	67	58	45	59	56
Health and safety at work (including mental health)	79	82	79	72	52	74	89	69	81	69
New Zealand tax system	47	40	35	29	44	46	43	20	29	33
KiwiSaver	60	56	70	57	42	60	57	49	41	50

¹⁷ Multiple response question.

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Joining a union (if there is a union representing your workplace)	33	31	21	26	12	30	22	26	31	18
Bullying and unfair treatment at work	46	43	41	40	18	39	42	35	39	32
No – none of the above	2	1	3	8	3	3	1	4	6	6
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?										
Never	33	47	32	43	41	58	34	41	34	30
Once or twice	32	30	38	37	32	20	29	32	34	35
Three or four times	13	10	12	8	15	8	14	10	13	16
Five or more times	16	8	15	11	7	11	18	14	13	15
Don't know/Prefer not to answer	6	5	3	2	4	4	5	4	6	3
What were you doing when you experienced this? ¹⁸										
Applying for a job	36	16	24	25	32	21	30	32	33	31
Working with my manager, supervisor, or work colleagues	32	46	42	42	18	42	36	32	23	36
Working at a job dealing with an external client or customer	31	32	29	31	22	28	18	28	34	27
Industry										
Health care and social assistance	31	33	11	19	7	14	17	17	14	17
Construction	6	20	16	10	23	19	7	3	8	11
Accommodation and food services	8	7	2	9	10	13	12	10	14	18
Wholesale/retail trade	10	5	5	6	11	6	5	6	2	6
Agriculture, forestry and fishing	3	5	4	6	3	5	5	5	5	6
Education and training	4	3	10	8	12	8	4	11	15	5

¹⁸ Multiple response question.

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Information media and telecommunications	8	3	8	7	9	0	10	7	1	7
Manufacturing	6	11	7	3	5	13	8	2	0	7
Professional, scientific and technical services	7	3	11	10	4	3	9	14	9	7
Other	17	10	26	22	16	18	21	24	32	17
Occupation										
Professionals	42	32	37	43	38	17	27	55	44	31
Technicians and trades workers	12	24	14	11	24	23	29	5	10	18
Community and personal service workers	14	11	4	8	6	11	11	8	8	15
Managers	10	4	20	21	6	7	11	13	12	13
Labourers	4	12	4	4	7	21	4	2	3	9
Clerical and administration	9	5	15	8	5	5	11	13	11	8
Sales workers	5	2	2	2	6	1	1	2	4	4
Machinery operators and drivers	3	7	2	2	2	3	2	0	1	2
Other/unknown	3	2	2	2	7	12	4	4	7	2
How well can you have a conversation about everyday things in English?										
Very well/Well	98	94	100	99	53	97	95	99	100	90
Neither well nor not well	2	4	0	0	15	2	1	1	0	7
Not very/Not at all well	0	2	0	0	31	2	4	0	0	3
Don't know/Prefer not to answer	0	0	0	0	1	0	0	0	0	0
Gender										
Female	50	46	52	49	47	46	46	58	74	55

Nationality	India	Philippines	South Africa	Great Britain	China	Pacific Islands	Sri Lanka	USA	Canada	Other
Male	50	54	48	51	53	54	54	42	26	45
Visa										
Resident	57	62	82	65	35	69	52	69	56	56
Work	43	38	18	35	65	31	48	31	44	44

Table 8: Working conditions by industry, 2021

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Weighted count (2021)	N = 26,714 (%)	N = 18,738 (%)	N = 14,001 (%)	N = 11,648 (%)	N = 9,366 (%)	N = 9,106 (%)	N = 8,511 (%)	N = 9,909 (%)	N = 10,580 (%)	N = 27,347 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?										
No	91	79	87	85	82	92	95	83	96	94
Yes	5	16	6	8	13	4	2	13	2	3
Don't know/Prefer not to answer	4	5	7	7	5	3	3	5	2	3
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?										
No	94	91	93	91	95	91	96	93	95	93
Yes	1	4	4	6	3	3	0	2	2	2
Don't know/Prefer not to answer	5	5	3	3	2	6	4	5	4	4
Do you have a written employment agreement for your main job that describes your work and conditions of employment?										
No	2	2	4	1	2	2	0	2	1	1
Yes	97	96	94	97	97	96	98	96	98	97
Don't know/Prefer not to answer	1	2	2	2	1	2	2	2	2	2
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?										
No	93	89	92	95	94	95	97	94	96	95

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Yes	4	8	6	4	4	4	1	5	2	4
Don't know/Prefer not to answer	2	3	2	1	3	1	3	1	2	1
Have you ever felt unsafe because of your current employer's behaviour?										
No	92	94	92	90	93	93	93	90	94	94
Yes	5	4	6	5	6	4	3	5	4	3
Don't know/Prefer not to answer	3	2	3	5	1	3	4	4	2	3
What is your highest completed educational qualification?										
No formal qualifications	1	2	1	1	2	0	0	6	1	2
Secondary/High school qualification	5	25	15	15	15	10	3	25	3	9
Tertiary certificate/Diploma/Trade qualification	13	30	26	25	24	10	10	20	14	24
Bachelor's degree/Honours	48	20	35	32	34	35	44	24	37	33
Postgraduate qualification	32	19	20	25	22	43	41	24	42	32
Other	0	1	0	1	1	0	0	0	0	0
Don't know/Prefer not to answer	1	3	2	2	3	1	2	2	1	1
Does your current role in your main job match the skills and qualifications you have?										

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
No	15	12	38	32	43	13	4	23	6	20
Yes	74	80	48	51	44	75	89	65	87	66
Partly	11	7	12	15	10	12	5	12	7	13
Don't know/Prefer not to answer	1	1	3	2	3	0	1	0	0	1
How well do you feel you understand your employment rights in New Zealand?										
Very well/Well	79	78	71	74	72	65	70	73	71	74
Not that well/Not at all well	19	21	29	25	27	33	29	26	28	25
Don't know/Prefer not to answer	1	1	0	1	1	1	0	1	2	1
Has your current employer provided you with information on, or support with, the following areas? ¹⁹										
Welcoming you to the workplace	73	67	62	68	64	80	79	67	80	76
Improving your English language skills	19	20	19	17	18	14	9	13	15	13
Supporting you or your family to settle in New Zealand	24	35	17	15	25	25	22	27	31	22
New Zealand work styles and communicating in the	41	41	34	34	39	34	42	33	45	42

¹⁹ Multiple response question.

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
New Zealand workplace										
Your employment rights and obligations	65	51	54	50	58	56	59	56	62	63
Health and safety at work (including mental health)	83	77	66	70	77	78	76	77	80	80
New Zealand tax system	38	39	36	34	41	38	40	36	37	41
KiwiSaver	51	30	29	41	23	49	49	40	53	51
Joining a union (if there is a union representing your workplace)	44	5	7	10	9	41	7	19	20	22
No – none of the above	1	2	8	6	7	4	4	3	3	3
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?										
Never	35	49	37	35	41	31	36	43	34	35
Once or twice	36	29	31	31	32	39	33	29	34	36
Three or four times	12	9	17	17	10	16	16	13	15	13
Five or more times	13	9	13	11	13	10	8	8	13	12
Don't know/Prefer not to answer	5	4	3	6	4	4	7	7	3	4

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
What were you doing when you experienced this? ²⁰										
Applying for a job	26	30	31	38	25	26	41	38	37	34
Working with my manager, supervisor, or work colleagues	35	42	33	26	44	30	24	46	29	33
Working at a job dealing with an external client or customer	34	24	41	41	15	15	26	11	28	30
Nationality										
India	31	9	21	24	12	11	31	17	22	21
Philippines	27	32	9	10	17	8	9	21	7	7
South Africa	6	13	1	13	7	22	11	11	16	14
Great Britain	9	7	8	6	9	13	7	3	14	13
China	3	9	9	10	4	7	14	5	9	5
Pacific Islands	4	7	3	5	2	6	0	18	1	8
Sri Lanka	2	2	2	3	2	4	2	4	2	3
USA	2	1	2	1	1	5	1	1	4	4
Canada	1	1	1	0	1	3	1	0	2	3
Other	14	20	44	28	44	22	23	20	24	21

²⁰ Multiple response question.

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Occupation										
Professionals	48	15	1	11	9	70	74	16	62	31
Technicians and trades workers	3	56	29	13	9	3	7	28	19	15
Community and personal service workers	36	0	29	2	0	14	1	0	1	8
Managers	3	10	20	16	15	4	9	10	9	9
Labourers	3	9	11	8	58	2	0	24	2	3
Clerical and administration	6	4	3	15	4	7	5	8	4	24
Sales workers	0	1	3	31	1	0	3	1	1	3
Machinery operators and drivers	0	4	2	2	3	0	0	13	0	6
Other/unknown	0	1	2	2	2	1	0	2	1	1
Gender										
Female	71	15	56	54	40	78	31	25	41	48
Male	29	85	44	45	60	22	68	74	59	52
Visa										
Resident	40	16	18	34	12	41	32	26	38	35
Work	60	84	82	66	88	59	68	74	62	65
How well can you have a conversation about everyday things in English?										

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Very well/Well	96	88	86	90	83	97	95	89	96	96
Neither well nor not well	3	6	8	8	10	1	4	3	2	3
Not very/Not at all well	1	6	5	2	6	1	1	9	2	1
Don't know/Prefer not to answer	0	0	1	0	1	0	0	0	0	0

Table 9: Working conditions by industry, 2022

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Weighted count (2022)	N = 22,426 (%)	N = 13,456 (%)	N = 10,586 (%)	N = 7,319 (%)	N = 4,888 (%)	N = 6,495 (%)	N = 6,755 (%)	N = 7,775 (%)	N = 7,026 (%)	N = 18,642 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?										
No	93	84	88	89	84	95	93	86	94	94
Yes	3	10	5	5	8	1	1	7	4	3
Don't know/Prefer not to answer	4	6	7	7	8	4	6	7	2	2
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?										
No	93	88	92	96	95	96	96	90	98	97
Yes	1	6	3	2	2	2	1	4	1	1
Don't know/Prefer not to answer	6	6	4	2	3	2	4	6	2	2
Do you have a written employment agreement for your main job that describes your work and conditions of employment?										
No	1	1	2	2	2	1	1	2	1	1
Yes	99	97	97	98	98	98	99	97	99	98
Don't know/Prefer not to answer	1	2	1	1	0	1	0	1	1	1
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?										
No	95	92	95	95	95	96	98	93	98	97
Yes	4	6	3	4	3	4	1	5	1	3

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Don't know/Prefer not to answer	1	3	2	1	1	0	0	2	0	1
Have you ever felt unsafe because of your current employer's behaviour?										
No	92	93	92	97	93	94	96	94	96	93
Yes	5	4	5	2	4	4	2	4	3	5
Don't know/Prefer not to answer	3	3	3	1	3	2	2	3	1	2
What is your highest completed educational qualification?										
No formal qualifications	1	3	1	1	2	0	1	3	0	2
Secondary/High school qualification	4	28	19	14	23	3	1	18	3	9
Tertiary certificate/Diploma/Trade qualification	11	23	20	20	20	8	14	26	12	22
Bachelor's degree/Honours	53	23	35	31	34	38	38	23	34	30
Postgraduate qualification	29	21	20	32	18	50	45	28	49	35
Other	1	0	0	0	0	0	0	0	0	0
Don't know/Prefer not to answer	1	2	5	2	2	1	1	2	1	2
Does your current role in your main job match the skills and qualifications you have?										
No	14	13	31	35	33	13	3	22	6	19

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Yes	77	76	54	45	54	78	89	65	84	68
Partly	9	10	14	21	11	8	7	10	8	12
Don't know/Prefer not to answer	1	1	2	0	2	1	0	4	1	2
Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?										
No	91	92	92	93	92	93	95	91	94	95
Yes	7	6	5	6	5	5	3	6	4	4
Don't know/Prefer not to answer	2	2	3	1	3	2	2	2	1	1
Who did you contact? ²¹										
Solicitor/lawyer	13	10	11	22	7	16	5	10	36	14
Citizens Advice Bureau	6	3	26	8	0	0	40	4	23	9
Migrant Workers Association NZ	2	11	6	6	0	0	16	3	0	3
Church or religious group/spokesperson	7	18	9	5	9	12	0	0	0	7
Ethnic community group, network or association	4	5	8	15	2	0	11	0	5	0
Union	38	9	8	18	2	28	19	15	14	17

²¹ Multiple response question.

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Employment New Zealand's Migrant Exploitation Helpline	4	20	13	6	13	8	0	16	11	3
How well do you feel you understand your employment rights in New Zealand?										
Very well/Well	82	76	74	77	76	66	79	81	71	75
Not that well/Not at all well	18	22	25	23	23	34	20	19	28	24
Don't know/Prefer not to answer	0	1	1	0	1	0	1	0	0	1
Has your current employer provided you with information on, or support with, the following areas? ²²										
Welcoming you to the workplace	75	66	65	70	65	73	80	71	77	75
Improving your English language skills	16	21	17	17	20	10	12	15	12	11
Supporting you or your family to settle in New Zealand	23	33	17	21	31	20	22	23	24	22
New Zealand work styles and communicating in the New Zealand workplace	38	41	36	36	34	27	46	38	36	39
Your employment rights and obligations	64	61	54	61	53	50	59	61	56	62

²² Multiple response question.

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Health and safety at work (including mental health)	81	78	59	74	75	66	75	79	80	76
New Zealand tax system	40	41	35	42	36	34	41	40	36	40
KiwiSaver	60	50	43	57	40	55	68	58	63	62
Joining a union (if there is a union representing your workplace)	52	9	11	17	11	41	11	22	16	24
Bullying and unfair treatment at work	50	29	27	41	28	26	43	37	45	44
No – none of the above	2	3	7	4	6	4	1	2	4	4
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?										
Never	36	47	36	31	35	34	38	48	35	36
Once or twice	34	31	34	31	36	32	33	28	35	33
Three or four times	13	8	14	17	11	14	14	9	12	13
Five or more times	13	11	11	17	12	15	12	8	12	15
Don't know/Prefer not to answer	4	3	5	4	6	5	3	7	6	3
What were you doing when you experienced this? ²³										

²³ Multiple response question.

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Applying for a job	20	23	28	32	21	35	33	27	34	36
Working with my manager, supervisor, or work colleagues	39	40	34	31	47	42	22	47	31	37
Working at a job dealing with an external client or customer	35	24	36	41	12	18	20	17	22	33
Nationality										
India	31	9	17	30	14	15	28	18	21	20
Philippines	27	26	11	13	19	8	9	26	7	10
South Africa	6	15	2	9	11	19	14	12	20	18
Great Britain	7	7	7	7	11	10	9	3	12	10
China	2	11	6	10	4	12	9	5	3	6
Pacific Islands	4	9	8	5	6	8	0	11	3	7
Sri Lanka	2	2	3	2	3	2	4	3	4	3
USA	2	0	2	2	2	4	2	0	5	3
Canada	1	1	2	0	1	3	0	0	2	2
Other	18	19	41	21	28	19	25	21	24	21
How well can you have a conversation about everyday things in English?										
Very well/Well	97	85	87	91	92	96	97	93	97	95

Industry	Health care and social assistance	Construction	Accommodation and food services	Wholesale/retail trade	Agriculture, forestry and fishing	Education and training	Information media and telecommunications	Manufacturing	Professional, scientific and technical services	Other
Neither well nor not well	2	5	7	5	4	3	3	4	1	3
Not very/Not at all well	1	10	6	4	3	1	1	3	2	2
Don't know/Prefer not to answer	0	1	0	0	0	0	0	0	0	0
Gender										
Female	73	14	56	56	43	78	35	35	49	49
Male	27	86	44	44	57	22	65	65	51	51
Visa										
Resident	65	51	49	60	49	73	71	57	68	63
Work	35	49	51	40	51	27	29	43	32	37

Table 10: Working conditions by gender, 2021

Gender	Female	Male
Weighted count (2021)	N = 71,232 (%)	N = 77,648 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?		
No	91	86
Yes	5	9
Don't know/Prefer not to answer	4	5
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?		
No	93	92
Yes	3	3
Don't know/Prefer not to answer	4	5
Do you have a written employment agreement for your main job that describes your work and conditions of employment?		
No	2	1
Yes	96	97
Don't know/Prefer not to answer	2	1
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?		
No	94	93
Yes	4	5
Don't know/Prefer not to answer	2	2
Have you ever felt unsafe because of your current employer's behaviour?		
No	92	93
Yes	4	4
Don't know/Prefer not to answer	3	3
What is your highest completed educational qualification?		
No formal qualifications	2	1
Secondary/High school qualification	10	14
Tertiary certificate/Diploma/Trade qualification	14	26
Bachelor's degree/Honours	41	29
Postgraduate qualification	31	27
Don't know/Prefer not to answer	2	2
Does your current role in your main job match the skills and qualifications you have?		
No	24	16
Yes	62	74
Partly	12	9
Don't know/Prefer not to answer	2	1
How well do you feel you understand your employment rights in New Zealand?		
Very well/Well	70	77

Gender	Female	Male
Not that well/Not at all well	28	22
Don't know/Prefer not to answer	1	1
Has your current employer provided you with information on, or support with, the following areas? ²⁴		
Welcoming you to the workplace	71	71
Improving your English language skills	14	18
Supporting you or your family to settle in New Zealand	18	30
New Zealand work styles and communicating in the New Zealand workplace	36	42
Your employment rights and obligations	58	59
Health and safety at work (including mental health)	76	77
New Zealand tax system	36	40
KiwiSaver	46	39
Joining a union (if there is a union representing your workplace)	24	17
No – none of the above	4	3
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?		
Never	34	41
Once or twice	36	31
Three or four times	15	12
Five or more times	12	11
Don't know/Prefer not to answer	5	5
What were you doing when you experienced this? ²⁵		
Applying for a job	33	30
Working with my manager, supervisor, or work colleagues	33	35
Working at a job dealing with an external client or customer	32	25
Industry		
Health care and social assistance	27	10
Construction	4	21
Accommodation and food services	11	8
Wholesale/retail trade	9	7
Agriculture, forestry and fishing	5	7
Education and training	10	3
Information media and telecommunications	4	8
Manufacturing	4	10
Professional, scientific and technical services	6	8
Other	19	19
Occupation		

²⁴ Multiple response question.

²⁵ Multiple response question.

Gender	Female	Male
Professionals	37	28
Technicians and trades workers	6	30
Community and personal service workers	17	8
Managers	8	11
Labourers	8	10
Clerical and administration	16	4
Sales workers	5	3
Machinery operators and drivers	1	5
Other/unknown	1	1
Nationality		
India	18	23
Philippines	15	17
South Africa	11	11
Great Britain	10	8
China	7	6
Pacific Islands	4	7
Sri Lanka	2	3
USA	3	1
Canada	2	1
Other	27	22
Visa		
Resident	36	24
Work	64	76
How well can you have a conversation about everyday things in English?		
Very well/Well	92	91
Neither well nor not well	5	4
Not very/Not at all well	2	4
Don't know/Prefer not to answer	0	0

Table 11: Working conditions by gender, 2022

Gender	Female	Male
Weighted count (2022)	N = 54,099 (%)	N = 53,315 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?		
No	92	89
Yes	3	6
Don't know/Prefer not to answer	5	5
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?		
No	95	92
Yes	2	3
Don't know/Prefer not to answer	4	5
Do you have a written employment agreement for your main job that describes your work and conditions of employment?		
No	1	1
Yes	98	98
Don't know/Prefer not to answer	1	1
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?		
No	96	94
Yes	3	4
Don't know/Prefer not to answer	1	2
Have you ever felt unsafe because of your current employer's behaviour?		
No	94	92
Yes	4	5
Don't know/Prefer not to answer	2	3
What is your highest completed educational qualification?		
No formal qualifications	2	2
Secondary/High school qualification	10	14
Tertiary certificate/Diploma/Trade qualification	12	23
Bachelor's degree/Honours	41	29
Postgraduate qualification	33	29
Don't know/Prefer not to answer	1	2
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?		
No	21	15
Yes	66	74
Partly	12	10
Don't know/Prefer not to answer	2	1
Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?		

Gender	Female	Male
No	92	93
Yes	6	5
Don't know/Prefer not to answer	2	2
Who did you contact? ²⁶		
Solicitor/lawyer	12	16
Citizens Advice Bureau	9	10
Migrant Workers Association NZ	2	6
Church or religious group/spokesperson	8	8
Ethnic community group, network or association	5	4
Union	22	18
Employment New Zealand's Migrant Exploitation Helpline	4	14
How well do you feel you understand your employment rights in New Zealand?		
Very well/Well	74	79
Not that well/Not at all well	25	21
Don't know/Prefer not to answer	1	1
Has your current employer provided you with information on, or support with, the following areas? ²⁷		
Welcoming you to the workplace	73	70
Improving your English language skills	13	17
Supporting you or your family to settle in New Zealand	19	28
New Zealand work styles and communicating in the New Zealand workplace	34	41
Your employment rights and obligations	58	60
Health and safety at work (including mental health)	75	74
New Zealand tax system	37	40
KiwiSaver	58	54
Joining a union (if there is a union representing your workplace)	30	20
Bullying and unfair treatment at work	41	37
No – none of the above	4	3
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?		
Never	34	41
Once or twice	34	31
Three or four times	14	11
Five or more times	13	13
Don't know/Prefer not to answer	4	4
What were you doing when you experienced this? ²⁸		

²⁶ Multiple response question.

²⁷ Multiple response question.

²⁸ Multiple response question.

Gender	Female	Male
Applying for a job	30	26
Working with my manager, supervisor, or work colleagues	37	36
Working at a job dealing with an external client or customer	31	27
Industry		
Health care and social assistance	31	12
Construction	4	22
Accommodation and food services	11	9
Wholesale/retail trade	8	6
Agriculture, forestry and fishing	4	5
Education and training	10	3
Information media and telecommunications	4	8
Manufacturing	5	10
Professional, scientific and technical services	6	7
Other	17	18
Occupation		
Professionals	40	30
Technicians and trades workers	7	28
Community and personal service workers	15	7
Managers	11	12
Labourers	7	9
Clerical and administration	12	4
Sales workers	4	2
Machinery operators and drivers	1	5
Other/unknown	3	3
Nationality		
India	21	22
Philippines	16	19
South Africa	13	12
Great Britain	8	8
China	6	7
Pacific Islands	6	7
Sri Lanka	3	3
USA	2	2
Canada	2	1
Other	25	21
How well can you have a conversation about everyday things in English?		
Very well/Well	94	92
Neither well nor not well	3	4

Gender	Female	Male
Not very/Not at all well	3	4
Don't know/Prefer not to answer	0	0
Visa		
Resident	65	56
Work	35	44

Table 12: Working conditions by educational attainment, 2021

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Weighted count (2021)	N = 2,244 (%)	N = 18,402 (%)	N = 30,293 (%)	N = 51,411 (%)	N = 43,525 (%)	N = 2,683 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?						
No	82	82	88	91	90	69
Yes	11	13	7	5	6	20
Don't know/Prefer not to answer	7	5	5	4	4	11
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?						
No	91	91	92	94	94	70
Yes	3	5	4	2	2	12
Don't know/Prefer not to answer	6	4	5	4	4	17
Do you have a written employment agreement for your main job that describes your work and conditions of employment?						
No	1	3	2	1	2	3
Yes	99	95	97	97	97	89
Don't know/Prefer not to answer	0	2	2	2	1	8
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?						
No	94	90	92	95	95	77
Yes	5	7	6	3	4	11
Don't know/Prefer not to answer	2	3	2	2	1	12
Have you ever felt unsafe because of your current employer's behaviour?						

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
No	87	96	92	93	91	89
Yes	11	2	5	4	5	6
Don't know/Prefer not to answer	2	2	3	3	4	5
Does your current role in your main job match the skills and qualifications you have?						
No	NA	15	19	23	19	NA
Yes	NA	73	70	65	68	NA
Partly	NA	8	9	11	13	NA
Don't know/Prefer not to answer	NA	5	2	1	1	NA
How well do you feel you understand your employment rights in New Zealand?						
Very well/Well	80	76	77	73	71	69
Not that well/Not at all well	20	24	22	25	28	26
Don't know/Prefer not to answer	0	1	1	1	1	6
Has your current employer provided you with information on, or support with, the following areas? ²⁹						
Welcoming you to the workplace	70	63	76	72	72	38
Improving your English language skills	15	18	17	14	17	11
Supporting you or your family to settle in New Zealand	16	27	29	22	23	16
New Zealand work styles and communicating in the New Zealand workplace	47	37	42	38	40	21

²⁹ Multiple response question.

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Your employment rights and obligations	59	53	60	60	59	28
Health and safety at work (including mental health)	72	71	82	78	77	41
New Zealand tax system	46	39	41	36	39	17
KiwiSaver	43	39	41	45	44	15
Joining a union (if there is a union representing your workplace)	23	13	16	23	25	3
No – none of the above	6	3	3	4	4	10
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?						
Never	58	52	41	34	31	46
Once or twice	20	29	31	36	35	26
Three or four times	7	7	11	15	16	10
Five or more times	9	6	12	12	13	9
Don't know/Prefer not to answer	6	6	5	4	5	9
What were you doing when you experienced this? ³⁰						
Applying for a job	21	22	31	31	35	31
Working with my manager, supervisor, or work colleagues	45	32	37	34	33	32
Working at a job dealing with an external client or customer	16	21	28	30	29	26
Industry						

³⁰ Multiple response question.

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Health care and social assistance	7	8	12	25	20	11
Construction	14	26	19	7	9	29
Accommodation and food services	8	12	12	10	7	10
Wholesale/retail trade	8	10	10	7	7	9
Agriculture, forestry and fishing	9	8	8	6	5	11
Education and training	1	5	3	6	9	4
Information media and telecommunications	1	1	3	7	8	7
Manufacturing	26	14	7	5	6	7
Professional, scientific and technical services	7	2	5	8	10	6
Other	19	14	22	18	20	7
Occupation						
Professionals	10	7	15	44	45	12
Technicians and trades workers	31	27	39	11	10	36
Community and personal service workers	8	13	12	14	11	8
Managers	3	6	9	10	11	8
Labourers	36	22	9	8	4	11
Clerical and administration	7	11	7	8	12	10
Sales workers	2	6	4	3	4	2

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Machinery operators and drivers	2	8	4	2	2	6
Other/unknown	2	1	1	0	1	6
Nationality						
India	5	6	14	21	32	12
Philippines	23	20	11	21	12	23
South Africa	10	16	20	8	5	9
Great Britain	11	11	11	9	6	5
China	2	6	4	6	11	3
Pacific Islands	18	12	14	2	1	8
Sri Lanka	2	2	4	2	3	2
USA	3	2	1	3	3	0
Canada	0	2	2	2	1	0
Other	26	22	20	26	26	39
How well can you have a conversation about everyday things in English?						
Very well/Well	85	84	92	93	94	80
Neither well nor not well	6	5	5	5	4	15
Not very/Not at all well	9	10	3	2	1	4
Don't know/Prefer not to answer	0	1	0	0	0	1
Gender						
Female	48	40	33	57	51	45
Male	52	60	67	43	49	55

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Visa						
Resident	42	27	28	33	29	15
Work	58	73	72	67	71	85

Table 13: Working conditions by educational attainment, 2022

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Weighted count (2022)	N = 1,688 (%)	N = 12,881 (%)	N = 18,891 (%)	N = 38,077 (%)	N = 33,430 (%)	N = 1,920 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?						
No	83	83	92	92	92	68
Yes	13	10	4	3	4	7
Don't know/Prefer not to answer	4	7	4	5	4	25
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?						
No	86	87	94	95	94	78
Yes	3	7	2	1	2	6
Don't know/Prefer not to answer	11	6	5	4	4	16
Do you have a written employment agreement for your main job that describes your work and conditions of employment?						
No	5	1	2	1	1	3
Yes	88	98	98	98	98	95
Don't know/Prefer not to answer	6	2	1	1	1	2
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?						
No	86	90	95	97	96	87
Yes	10	6	5	2	3	6
Don't know/Prefer not to answer	4	4	1	1	1	7
Have you ever felt unsafe because of your current employer's behaviour?						

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
No	89	92	92	93	94	92
Yes	4	5	5	4	3	3
Don't know/Prefer not to answer	7	3	2	2	2	5
Have you ever contacted someone (other than a friend for family member) for help with problems about your current working conditions?						
No	91	90	92	93	93	86
Yes	7	6	6	5	5	9
Don't know/Prefer not to answer	3	4	2	2	2	6
Who did you contact? ³¹						
Solicitor/lawyer	0	8	17	14	14	27
Citizens Advice Bureau	0	5	8	10	13	9
Migrant Workers Association NZ	0	7	0	2	9	0
Church or religious group/spokesperson	23	12	5	10	6	7
Ethnic community group, network or association	39	1	6	5	3	0
Union	0	14	29	24	16	0
Employment New Zealand's Migrant Exploitation Helpline	0	13	15	2	12	0
How well do you feel you understand your employment rights in New Zealand?						
Very well/Well	71	75	79	74	78	82
Not that well/Not at all well	27	23	21	25	22	17

³¹ Multiple response question.

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Don't know/Prefer not to answer	2	2	1	1	1	1
Has your current employer provided you with information on, or support with, the following areas? ³²						
Welcoming you to the workplace	58	66	68	73	75	57
Improving your English language skills	17	19	17	13	15	22
Supporting you or your family to settle in New Zealand	21	28	24	22	23	26
New Zealand work styles and communicating in the New Zealand workplace	34	37	40	36	38	32
Your employment rights and obligations	46	55	60	60	60	48
Health and safety at work (including mental health)	60	74	75	75	76	66
New Zealand tax system	35	40	40	38	39	37
KiwiSaver	52	50	55	57	60	40
Joining a union (if there is a union representing your workplace)	17	16	20	30	27	17
Bullying and unfair treatment at work	27	34	35	40	43	22
No – none of the above	7	2	5	3	2	6
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?						
Never	49	52	40	34	35	46

³² Multiple response question.

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Once or twice	38	27	33	34	34	23
Three or four times	5	8	11	15	12	10
Five or more times	5	8	13	13	15	11
Don't know/Prefer not to answer	2	5	4	4	4	9
What were you doing when you experienced this? ³³						
Applying for a job	17	18	22	26	37	23
Working with my manager, supervisor, or work colleagues	39	41	40	37	35	26
Working at a job dealing with an external client or customer	24	27	28	31	28	25
Nationality						
India	2	5	14	22	33	9
Philippines	22	23	12	23	11	23
South Africa	20	19	22	9	7	10
Great Britain	3	9	10	8	6	6
China	1	9	4	6	7	5
Pacific Islands	24	14	12	3	3	17
Sri Lanka	1	2	4	2	4	5
USA	1	1	1	3	3	1
Canada	0	1	2	1	1	0
Other	27	17	19	24	25	26

³³ Multiple response question.

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Industry						
Health care and social assistance	12	7	13	32	20	14
Construction	24	31	17	8	9	15
Accommodation and food services	9	16	11	10	6	26
Wholesale/retail trade	6	8	8	6	7	6
Agriculture, forestry and fishing	7	9	5	4	3	5
Education and training	2	2	3	7	10	3
Information media and telecommunications	5	0	5	7	9	2
Manufacturing	16	11	11	5	7	7
Professional, scientific and technical services	1	2	4	6	10	5
Other	18	14	22	15	20	18
Occupation						
Professionals	6	6	14	47	48	14
Technicians and trades workers	24	29	36	10	9	33
Community and personal service workers	10	9	11	12	11	15
Managers	3	10	11	12	12	7
Labourers	35	21	7	6	3	17
Clerical and administration	9	11	7	7	9	3
Sales workers	3	4	4	3	3	1

Educational attainment	No formal qualifications	Secondary/High school qualification	Tertiary certificate/Diploma/Trade qualification	Bachelor's degree/Honours	Postgraduate qualification	Don't know/Prefer not to answer
Machinery operators and drivers	5	7	4	2	2	7
Other/unknown	5	4	5	2	2	2
How well can you have a conversation about everyday things in English?						
Very well/Well	82	83	92	94	97	85
Neither well nor not well	5	6	3	4	3	8
Not very/Not at all well	14	11	4	2	1	6
Don't know/Prefer not to answer	0	0	0	0	0	1
Gender						
Female	50	42	36	59	53	41
Male	50	58	64	41	47	59
Visa						
Resident	62	57	57	64	62	42
Work	38	43	43	36	38	58

Table 14: Working conditions by conversational English language proficiency, 2021

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
Weighted count (2021)	N = 136,854 (%)	N = 7,146 (%)	N = 4,612 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?			
No	89	80	76
Yes	7	12	13
Don't know/Prefer not to answer	4	8	10
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?			
No	93	91	85
Yes	3	4	8
Don't know/Prefer not to answer	4	5	7
Do you have a written employment agreement for your main job that describes your work and conditions of employment?			
No	1	4	7
Yes	97	91	87
Don't know/Prefer not to answer	1	4	6
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?			
No	94	92	83
Yes	4	6	10
Don't know/Prefer not to answer	2	2	7
Have you ever felt unsafe because of your current employer's behaviour?			
No	93	88	89
Yes	4	8	5
Don't know/Prefer not to answer	3	4	6
What is your highest completed educational qualification?			
No formal qualifications	1	2	4
Secondary/High school qualification	11	13	39
Tertiary certificate/Diploma/Trade qualification	20	20	17
Bachelor's degree/Honours	35	34	26
Postgraduate qualification	30	25	11
Don't know/Prefer not to answer	2	5	2
Does your current role in your main job match the skills and qualifications you have?			
No	19	38	32
Yes	70	48	52
Partly	11	12	11
Don't know/Prefer not to answer	1	1	4
How well do you feel you understand your employment rights in New Zealand?			

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
Very well/Well	76	50	46
Not that well/Not at all well	23	49	52
Don't know/Prefer not to answer	1	2	2
Has your current employer provided you with information on, or support with, the following areas? ³⁴			
Welcoming you to the workplace	73	51	44
Improving your English language skills	16	20	20
Supporting you or your family to settle in New Zealand	24	22	31
New Zealand work styles and communicating in the New Zealand workplace	40	31	30
Your employment rights and obligations	60	44	39
Health and safety at work (including mental health)	79	55	46
New Zealand tax system	39	35	26
KiwiSaver	44	25	23
Joining a union (if there is a union representing your workplace)	22	5	5
No – none of the above	3	9	6
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?			
Never	38	28	41
Once or twice	33	36	31
Three or four times	13	16	9
Five or more times	12	12	7
Don't know/Prefer not to answer	4	8	12
What were you doing when you experienced this? ³⁵			
Applying for a job	31	33	27
Working with my manager, supervisor, or work colleagues	35	27	31
Working at a job dealing with an external client or customer	29	22	25
Industry			
Health care and social assistance	19	12	5
Construction	12	17	25
Accommodation and food services	9	17	17
Wholesale/retail trade	8	13	6
Agriculture, forestry and fishing	6	14	12

³⁴ Multiple response question.

³⁵ Multiple response question.

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
Education and training	7	2	2
Information media and telecommunications	6	5	2
Manufacturing	7	4	20
Professional, scientific and technical services	8	3	6
Other	19	13	6
Occupation			
Professionals	34	15	8
Technicians and trades workers	18	24	36
Community and personal service workers	12	17	11
Managers	10	4	4
Labourers	8	21	30
Clerical and administration	10	9	3
Sales workers	4	5	0
Machinery operators and drivers	3	3	5
Other/unknown	1	2	4
Nationality			
India	22	8	9
Philippines	17	13	11
South Africa	12	1	0
Great Britain	10	0	0
China	4	29	43
Pacific Islands	6	2	6
Sri Lanka	3	3	0
USA	2	0	0
Canada	1	0	0
Other	23	43	31
Gender			
Female	48	52	35
Male	52	48	65
Visa			
Resident	30	20	27
Work	70	80	73

Table 15: Working conditions by conversational English language proficiency, 2022

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
Weighted count (2022)	N = 99,812 (%)	N = 3,895 (%)	N = 3,546 (%)
Has your current employer ever withheld, or said they would withhold, entitlements like holiday pay or sick leave?			
No	91	87	87
Yes	5	5	4
Don't know/Prefer not to answer	5	7	9
In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?			
No	93	91	91
Yes	2	3	3
Don't know/Prefer not to answer	4	6	6
Do you have a written employment agreement for your main job that describes your work and conditions of employment?			
No	1	4	5
Yes	98	95	91
Don't know/Prefer not to answer	1	1	4
Has your current employer ever asked you, or expected you, to pay money to them to get or keep your job?			
No	95	96	91
Yes	4	2	5
Don't know/Prefer not to answer	1	2	3
Have you ever felt unsafe because of your current employer's behaviour?			
No	93	92	93
Yes	4	4	5
Don't know/Prefer not to answer	3	4	2
What is your highest completed educational qualification?			
No formal qualifications	1	2	6
Secondary/High school qualification	11	18	39
Tertiary certificate/Diploma/Trade qualification	17	16	23
Bachelor's degree/Honours	36	38	19
Postgraduate qualification	32	21	8
Other	0	0	1
Don't know/Prefer not to answer	2	4	3
Does your current role in your main job match the skills and qualifications you have?			
No	17	30	27
Yes	71	57	55
Partly	11	12	12
Don't know/Prefer not to answer	1	2	5

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?			
No	92	93	91
Yes	5	4	7
Don't know/Prefer not to answer	2	3	3
Who did you contact?³⁶			
Solicitor/lawyer	14	0	8
Citizens Advice Bureau	9	13	6
Migrant Workers Association NZ	4	0	0
Church or religious group/spokesperson	8	9	17
Ethnic community group, network or association	4	13	9
Union	21	13	18
Employment New Zealand's Migrant Exploitation Helpline	9	16	0
How well do you feel you understand your employment rights in New Zealand?			
Very well/Well	79	54	39
Not that well/Not at all well	21	44	59
Don't know/Prefer not to answer	1	2	2
Has your current employer provided you with information on, or support with, the following areas?³⁷			
Welcoming you to the workplace	72	68	55
Improving your English language skills	15	23	20
Supporting you or your family to settle in New Zealand	23	22	30
New Zealand work styles and communicating in the New Zealand workplace	38	37	37
Your employment rights and obligations	60	55	44
Health and safety at work (including mental health)	76	60	50
New Zealand tax system	38	35	45
KiwiSaver	58	45	33
Joining a union (if there is a union representing your workplace)	26	17	8
Bullying and unfair treatment at work	40	24	12
No – none of the above	3	4	5
Since coming to New Zealand, how often have you felt someone was treating you unfairly because you came from overseas?			
Never	38	29	54
Once or twice	33	34	22
Three or four times	12	20	9

³⁶ Multiple response question.

³⁷ Multiple response question.

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
Five or more times	13	12	8
Don't know/Prefer not to answer	4	4	7
What were you doing when you experienced this? ³⁸			
Applying for a job	29	21	13
Working with my manager, supervisor, or work colleagues	37	31	23
Working at a job dealing with an external client or customer	29	19	23
Industry			
Health care and social assistance	22	10	6
Construction	12	19	38
Accommodation and food services	9	19	19
Wholesale/retail trade	7	10	8
Agriculture, forestry and fishing	5	5	5
Education and training	6	6	2
Information media and telecommunications	7	5	1
Manufacturing	7	9	6
Professional, scientific and technical services	7	1	4
Other	18	16	11
Occupation			
Professionals	37	21	7
Technicians and trades workers	16	25	49
Community and personal service workers	11	12	8
Managers	12	6	3
Labourers	7	15	17
Clerical and administration	9	5	2
Sales workers	3	6	4
Machinery operators and drivers	3	6	2
Other/unknown	3	5	8
Nationality			
India	22	9	3
Philippines	17	18	10
South Africa	13	0	0
Great Britain	8	1	1
China	4	26	60
Pacific Islands	7	3	3
Sri Lanka	3	1	3

³⁸ Multiple response question.

English language proficiency	Very well/Well	Neither well nor not well	Not very/Not at all well
USA	2	0	0
Canada	1	0	0
Other	22	42	21
Gender			
Female	51	44	39
Male	49	56	61
Visa			
Resident	62	46	35
Work	38	54	65



Te Kāwanatanga o Aotearoa
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