

# Newcomer Outcomes Survey 2022+2023 Results CANADA

Fall 2024





# What was new in 2022?

## Questions added to support continuous improvement of disaggregated data collection



### 1. Gender question added:

**Q.** What is your gender?

- ☐ Woman
- ☐ Man
- ☐ Another gender
- ☐ Prefer not to say



### 2. Sexuality and gender question added:

**Q.** Do you identify as 2SLGBTQI+ (Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex and additional sexually and gender diverse identities?)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say



### 3. Disability question added:

**Q.** Do you have any of the following difficulties? Choose all that apply.

- ☐ Difficulty seeing even when wearing glasses or contact lenses
- ☐ Difficulty hearing even when using a hearing aid or cochlear implant
- ☐ Difficulty walking, using stairs, using your hands or fingers or doing other physical activities
- ☐ Difficulty learning, remembering or concentrating
- ☐ Emotional, psychological or mental health conditions (e.g., anxiety, depression, bipolar disorder, substance abuse, anorexia)
- ☐ Other health problem or long-term condition that has lasted or is expected to last for six or more months
- ☐ I do not have any difficulty or long-term condition that has lasted or is expected to last for six or more months

# What was new in 2022?

## Questions added to support continuous improvement of disaggregated data collection



### 4. Household income question added:

**Q.** Which of the following best describes your total household income last year?  
That is, the total income of all persons in your household combined, before taxes.

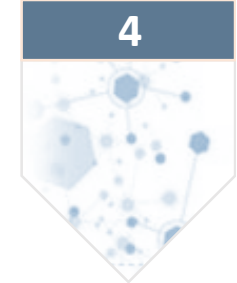
- ☐ Under \$20,000
- ☐ \$20,000 to just under \$40,000
- ☐ \$40,000 to just under \$60,000
- ☐ \$60,000 to just under \$80,000
- ☐ \$80,000 to just under \$100,000
- ☐ \$100,000 to just under \$150,000
- ☐ \$150,000 and above
- ☐ Prefer not to say



### 5. Children question added:

**Q.** How many children in each age group live in your household?

- ☐ No children live in my household
- ☐ Ages 0-5 \_\_\_\_\_
- ☐ Ages 6-14 \_\_\_\_\_
- ☐ Ages 15-17 \_\_\_\_\_
- ☐ Ages 18 or older \_\_\_\_\_



# What was new in 2022?

## Questions added to support continuous improvement of disaggregated data collection



### 6. Race question **revised**:

**Q.** Which ethnic or racial group(s) best describe you? Please select all that apply, particularly if you self-identify as being of mixed or multiple ethnic or racial groups.

- ☐ Arab
- ☐ Black (for example, African, Afro-Caribbean, African-American, African-Canadian)
- ☐ Central Asian (for example, Kazakhstan, Uzbekistan)
- ☐ Chinese
- ☐ East Asian
- ☐ Filipino
- ☐ Indigenous or Aboriginal
- ☐ Latin American
- ☐ South Asian (for example, Indian, Pakistani, Sri Lankan)
- ☐ Southeast Asian (for example, Vietnamese, Cambodian, Laotian, Thai)
- ☐ West Asian (for example, Iranian, Afghan)
- ☐ White
- ☐ Other (please specify): \_\_\_\_\_
- ☐ Prefer not to say (exclusive choice)

# What was new in 2022?



## 7. Discrimination question added:

**Q.** Have you ever experienced discrimination while receiving settlement or resettlement services from an IRCC-funded service provider?

*Discrimination is the unfair treatment of a person or group of people based on the groups, classes, or other categories to which they belong. Reasons for discrimination include, but are not limited to: a person's race, gender, religion, nationality, ethnicity (culture), or other personal traits.*

☐ Yes

☐ No



## 8. Sense of belonging to the workplace question added:

**Q.** How would you describe your sense of belonging to the following community: your workplace? *(asked only if working)*

☐ Very weak

☐ Somewhat weak

☐ Somewhat strong

☐ Very strong



## 9. Definition of “working” **revised**:

**Q.** Are you working in Canada **now**? *(working includes being in Canada and working remotely (e.g., by computer, by telephone) for a company outside of Canada)*

☐ Yes

☐ No



# Methodology

|                    | Admission Year           | Respondents (National Total)                     |
|--------------------|--------------------------|--------------------------------------------------|
| Wave I<br>(2018)   | (2011, 2013, 2015, 2017) | 52,244<br>Clients: 20,689 ; Non-clients: 31,555  |
| Wave II<br>(2019)  | (2012, 2014, 2016, 2018) | 68,653<br>Clients: 34,681 ; Non-clients: 33,972  |
| Wave III<br>(2020) | (2013, 2015, 2017, 2019) | 82,703<br>Clients: 28,404 ; Non-clients: 54,181  |
| Wave IV<br>(2021)  | (2014, 2016, 2018, 2020) | 100,672<br>Clients: 47,775 ; Non-clients: 52,897 |
| Wave V<br>(2022)   | (2015, 2017, 2019, 2021) | 82,961<br>Clients: 33,009 ; Non-clients: 49,952  |
| Wave VI<br>(2023)  | (2016, 2018, 2020, 2022) | 70,286<br>Clients: 28,728 ; Non-clients: 41,558  |

# How to interpret the results

## NOS responses are unweighted



It is unknown if the sample (newcomer client and non-client survey respondents) are representative of the total newcomer population since IRCC does not collect this data on all newcomers.

## NOS should serve as a guide, not a plan



Additional data and stakeholders should be consulted before conclusions are made, and low cell counts - particularly % changes on small raw values - should be removed from analysis.



**What is a client?** A newcomer who received at least one domestic service from an IRCC-funded settlement service provider.

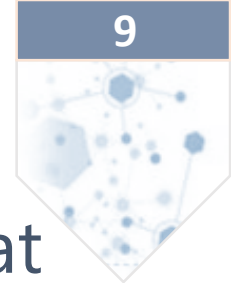
# Sharing of results

The contents of the 2022+2023 Newcomers Survey Results for each province or territory may be shared with designated Survey Results recipients in other jurisdictions without first contacting IRCC.

*Other designated Survey Results recipients are the other members in the FPT Settlement Working Group.*

For any distribution to other external audiences, please contact IRCC at [IRCC.REStatistics-StatistiquesDGRE.IRCC@cic.gc.ca](mailto:IRCC.REStatistics-StatistiquesDGRE.IRCC@cic.gc.ca) first.





# Variations in NOS Question Sets

Information from the GCMS and iCARE databases is used to ensure that respondents are asked relevant questions

| Respondent Type                             | Resettled Refugees                                                                                                                                                                                                                                                                           | Other Immigration Categories                                                                                                                                                                                                                    |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Clients of domestic settlement services     | <ul style="list-style-type: none"> <li>✓ Experiences resettling in Canada*</li> <li>✓ Comparison of abilities at time of landing and when surveyed</li> <li>✓ Whether IRCC-funded services helped improve these abilities</li> <li>✓ Challenges in accessing IRCC-funded services</li> </ul> | <ul style="list-style-type: none"> <li>✓ Comparison of abilities at time of landing and when surveyed</li> <li>✓ Whether IRCC-funded services helped improve these abilities</li> <li>✓ Challenges in accessing IRCC-funded services</li> </ul> |
| Non-clients of domestic settlement services | <ul style="list-style-type: none"> <li>✓ Experiences resettling in Canada*</li> <li>✓ Awareness of IRCC-funded services</li> <li>✓ Comparison of abilities at time of landing and when surveyed</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>✓ Awareness of IRCC-funded services</li> <li>✓ Comparison of abilities at time of landing and when surveyed</li> </ul>                                                                                   |

\* Asked of those who became permanent residents in the most recent landing year in each survey wave.

Note that some non-clients of domestic services may have received pre-arrival services, and both clients and non-clients may have received non-IRCC-funded services.

# NOS Results for 2022 + 2023



# Citizenship status of respondents

Before beginning the survey, please tell us which of these best describes you:

| Status                 | Percent |
|------------------------|---------|
| 1. Permanent Resident  | 69.1%   |
| 2. Naturalized Citizen | 30.9%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

**Skip Alert!**



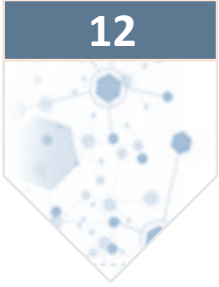
**Anyone who responded:**

*I am an immigration lawyer or representative*

OR

*Other*

**Was skipped out (excluded) from the survey.**



# Geography of respondents

In what city do you currently live?

| Top twenty responses | Percent |
|----------------------|---------|
| Toronto              | 10.0%   |
| Montreal             | 6.4%    |
| Calgary              | 6.4%    |
| Edmonton             | 4.8%    |
| Vancouver            | 4.1%    |
| Ottawa               | 3.4%    |
| Mississauga          | 3.2%    |
| Brampton             | 3.1%    |
| Winnipeg             | 2.7%    |
| Surrey               | 2.4%    |
| North York           | 2.1%    |
| Scarborough          | 1.9%    |
| London               | 1.4%    |
| Burnaby              | 1.4%    |
| Hamilton             | 1.2%    |
| Saskatoon            | 1.2%    |
| Markham              | 1.1%    |
| Kitchener            | 1.0%    |
| Oakville             | 1.0%    |
| Etobicoke            | 1.0%    |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

Note: The list of cities was very detailed, including towns and villages.

59.6% of responses came from respondents in these cities

Skip Alert!

**Respondents were only shown a list of cities for the province/territory in which they were residing at the time of the survey.**

# Getting to know Canada – knowledge at permanent residence

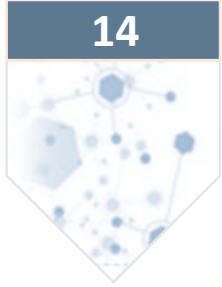
13



Thinking back to when you **became a Permanent Resident of Canada**, rate your knowledge of the following topics:

| When I <b><u>became a Permanent Resident of Canada</u></b> , I knew about Canadian...                       | 1<br>No<br>knowledge<br>at all | 2<br>Little<br>knowledge | 3<br>Some<br>knowledge | 4<br>A lot of<br>knowledge | 5<br>A great deal<br>of<br>knowledge | Did not<br>need to<br>know this |
|-------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------|------------------------|----------------------------|--------------------------------------|---------------------------------|
| a. housing (e.g., finding a place to live, responsibilities of your landlord)                               | 8.9%                           | 19.3%                    | 32.8%                  | 21.5%                      | 15.3%                                | 2.1%                            |
| b. healthcare (e.g., getting a health card, finding a doctor or dentist, what to do in a medical emergency) | 6.9%                           | 17.5%                    | 34.0%                  | 23.7%                      | 17.1%                                | 0.8%                            |
| c. education (e.g., how to enroll yourself or your children in school)                                      | 10.2%                          | 17.6%                    | 30.2%                  | 20.0%                      | 16.2%                                | 5.7%                            |
| d. money and finances (e.g., opening a bank account, pay income tax, benefits)                              | 6.8%                           | 16.7%                    | 33.3%                  | 23.9%                      | 18.1%                                | 1.1%                            |
| e. law and justice (e.g., what is legal/illegal, penalties for different crimes)                            | 9.5%                           | 21.3%                    | 36.9%                  | 19.7%                      | 11.5%                                | 1.2%                            |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)



# Getting to know Canada – knowledge at time of survey

Thinking about **right now**, rate your knowledge of the following topics:

| <b><u>Right now</u>, I know about Canadian...</b>                                                                  | <b>1<br/>No<br/>knowledge<br/>at all</b> | <b>2<br/>Little<br/>knowledge</b> | <b>3<br/>Some<br/>knowledge</b> | <b>4<br/>A lot of<br/>knowledge</b> | <b>5<br/>A great<br/>deal of<br/>knowledge</b> | <b>Did not<br/>need to<br/>know this</b> |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------|---------------------------------|-------------------------------------|------------------------------------------------|------------------------------------------|
| <b>a. housing (e.g., finding a place to live, responsibilities of your landlord)</b>                               | 1.7%                                     | 5.2%                              | 20.9%                           | 35.9%                               | 34.6%                                          | 1.7%                                     |
| <b>b. healthcare (e.g., getting a health card, finding a doctor or dentist, what do to in a medical emergency)</b> | 1.1%                                     | 4.4%                              | 20.1%                           | 37.8%                               | 35.9%                                          | 0.6%                                     |
| <b>c. education (e.g., how to enroll yourself or your children in school)</b>                                      | 3.0%                                     | 7.0%                              | 21.7%                           | 31.9%                               | 31.4%                                          | 5.0%                                     |
| <b>d. money and finances (e.g., opening a bank account, pay income tax, benefits)</b>                              | 1.1%                                     | 4.3%                              | 21.1%                           | 37.7%                               | 35.2%                                          | 0.7%                                     |
| <b>e. law and justice (e.g., what is legal/illegal, penalties for different crimes)</b>                            | 2.5%                                     | 8.7%                              | 30.7%                           | 33.8%                               | 23.4%                                          | 0.9%                                     |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)



# Getting to know Canada – behaviour

Thinking about decisions you have made since **becoming a Permanent Resident of Canada**, rate your agreement with the following statements:

| I had enough information to...                                              | 1<br>Strongly<br>Disagree | 2<br>Disagree | 3<br>Somewhat<br>Disagree | 4<br>Somewhat<br>Agree | 5<br>Agree | 6<br>Strongly<br>Agree | Did not<br>need to do<br>this |
|-----------------------------------------------------------------------------|---------------------------|---------------|---------------------------|------------------------|------------|------------------------|-------------------------------|
| <b>a. get help in cases of emergency (e.g., medical, police)</b>            | 2.1%                      | 3.2%          | 6.1%                      | 20.6%                  | 38.6%      | 27.6%                  | 1.7%                          |
| <b>b. buy or rent a place to live</b>                                       | 2.2%                      | 3.7%          | 6.4%                      | 21.4%                  | 37.9%      | 26.0%                  | 2.5%                          |
| <b>c. get around my city/town</b>                                           | 1.5%                      | 2.2%          | 4.0%                      | 16.9%                  | 39.2%      | 35.2%                  | 1.0%                          |
| <b>d. find the things I need (e.g., groceries, clothing, home supplies)</b> | 1.3%                      | 1.5%          | 2.8%                      | 13.0%                  | 38.3%      | 42.0%                  | 1.0%                          |
| <b>e. do my banking</b>                                                     | 1.4%                      | 2.2%          | 4.3%                      | 17.9%                  | 41.3%      | 32.0%                  | 1.0%                          |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

# Knowing English and French

In which of Canada's official languages do you have any level of knowledge/fluency?

|            | Percent |
|------------|---------|
| 1. English | 78.5%   |
| 2. French  | 5.6%    |
| 3. Both    | 14.0%   |
| 4. Neither | 1.9%    |

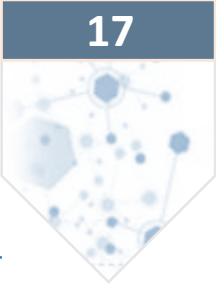
Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

**Skip Alert!**



**Respondents were only asked knowledge of official language questions for languages they indicated they knew. "Both" were asked both French and English, and "Neither" were skipped to the next section.**





# Knowing English – At permanent residence & time of survey

Thinking back to when you **became a Permanent Resident of Canada**, rate how well you could do the following things:

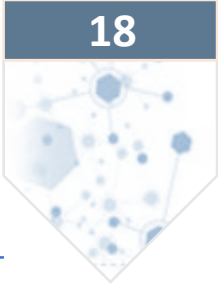
| When I <b><u>became a Permanent Resident of Canada</u></b> , I could... | 1<br>Not at all | 2<br>Not very well | 3<br>Fairly well | 4<br>Quite well | 5<br>Very well | 6<br>Fluently |
|-------------------------------------------------------------------------|-----------------|--------------------|------------------|-----------------|----------------|---------------|
| a. read English (e.g., books, magazines, websites)                      | 1.2%            | 4.7%               | 10.3%            | 13.6%           | 23.4%          | 46.9%         |
| b. understand spoken English                                            | 1.1%            | 5.6%               | 11.0%            | 14.8%           | 23.7%          | 43.8%         |
| c. write in English                                                     | 1.4%            | 6.0%               | 12.0%            | 15.3%           | 23.1%          | 42.2%         |
| d. speak English                                                        | 1.2%            | 6.6%               | 12.4%            | 16.3%           | 21.9%          | 41.6%         |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=141,773)

Thinking about **right now**, rate how well you can do the following things:

| <b><u>Right now</u></b> , I can...                 | 1<br>Not at all | 2<br>Not very well | 3<br>Fairly well | 4<br>Quite well | 5<br>Very well | 6<br>Fluently |
|----------------------------------------------------|-----------------|--------------------|------------------|-----------------|----------------|---------------|
| a. read English (e.g., books, magazines, websites) | 0.3%            | 2.0%               | 6.8%             | 12.2%           | 25.0%          | 53.7%         |
| b. understand spoken English                       | 0.2%            | 2.0%               | 7.2%             | 13.1%           | 26.1%          | 51.4%         |
| c. write in English                                | 0.5%            | 3.0%               | 8.2%             | 14.3%           | 25.6%          | 48.5%         |
| d. speak English                                   | 0.2%            | 2.5%               | 8.0%             | 14.9%           | 25.3%          | 49.0%         |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=141,773)



# Knowing French – At permanent residence & time of survey

Thinking back to when you **became a Permanent Resident of Canada**, rate how well you could do the following things:

| <b>When I <u>became a Permanent Resident of Canada</u>, I could...</b> | <b>1<br/>Not at all</b> | <b>2<br/>Not very well</b> | <b>3<br/>Fairly well</b> | <b>4<br/>Quite well</b> | <b>5<br/>Very well</b> | <b>6<br/>Fluently</b> |
|------------------------------------------------------------------------|-------------------------|----------------------------|--------------------------|-------------------------|------------------------|-----------------------|
| <b>a. read French (e.g., books, magazines, websites)</b>               | 6.3%                    | 9.2%                       | 11.1%                    | 9.3%                    | 15.9%                  | 48.2%                 |
| <b>b. understand spoken French</b>                                     | 6.9%                    | 11.4%                      | 10.6%                    | 8.9%                    | 15.2%                  | 47.0%                 |
| <b>c. write in French</b>                                              | 8.6%                    | 13.4%                      | 10.0%                    | 8.6%                    | 14.2%                  | 45.3%                 |
| <b>d. speak French</b>                                                 | 7.2%                    | 12.7%                      | 10.4%                    | 8.8%                    | 14.4%                  | 46.5%                 |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=30,037)

Thinking about **right now**, rate how well you can do the following things:

| <b><u>Right now</u>, I can...</b>                        | <b>1<br/>Not at all</b> | <b>2<br/>Not very well</b> | <b>3<br/>Fairly well</b> | <b>4<br/>Quite well</b> | <b>5<br/>Very well</b> | <b>6<br/>Fluently</b> |
|----------------------------------------------------------|-------------------------|----------------------------|--------------------------|-------------------------|------------------------|-----------------------|
| <b>a. read French (e.g., books, magazines, websites)</b> | 0.8%                    | 5.9%                       | 11.7%                    | 10.9%                   | 18.4%                  | 52.3%                 |
| <b>b. understand spoken French</b>                       | 0.8%                    | 7.8%                       | 11.3%                    | 11.0%                   | 18.2%                  | 50.9%                 |
| <b>c. write in French</b>                                | 1.8%                    | 11.3%                      | 11.6%                    | 10.7%                   | 16.4%                  | 48.2%                 |
| <b>d. speak French</b>                                   | 0.9%                    | 9.6%                       | 11.2%                    | 11.1%                   | 17.1%                  | 50.2%                 |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=30,037)

# Using English and French

Rate your agreement with the following statements:

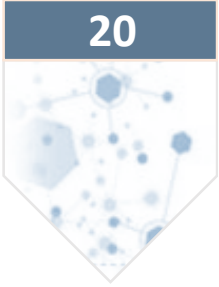
| I can communicate in English, <u>without help</u> , when I...                                       | 1<br>Strongly Disagree | 2<br>Disagree | 3<br>Somewhat Disagree | 4<br>Somewhat Agree | 5<br>Agree | 6<br>Strongly Agree | Do not do this activity |
|-----------------------------------------------------------------------------------------------------|------------------------|---------------|------------------------|---------------------|------------|---------------------|-------------------------|
| a. visit my doctor                                                                                  | 0.8%                   | 1.2%          | 3.0%                   | 8.8%                | 23.5%      | 60.6%               | 2.1%                    |
| b. speak in social situations (e.g., talking to your neighbours, talking to caregivers or teachers) | 0.5%                   | 0.8%          | 1.9%                   | 8.2%                | 23.7%      | 63.4%               | 1.4%                    |
| c. go shopping (e.g. groceries, clothes, home supplies)                                             | 0.5%                   | 0.4%          | 1.0%                   | 5.7%                | 22.3%      | 68.7%               | 1.4%                    |
| d. do my job (e.g., talking to coworkers, talking to clients)                                       | 0.6%                   | 0.8%          | 1.7%                   | 6.6%                | 21.6%      | 65.0%               | 3.6%                    |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=141,773)

Rate your agreement with the following statements:

| I can communicate in French, <u>without help</u> , when I...                                        | 1<br>Strongly Disagree | 2<br>Disagree | 3<br>Somewhat Disagree | 4<br>Somewhat Agree | 5<br>Agree | 6<br>Strongly Agree | Do not do this activity |
|-----------------------------------------------------------------------------------------------------|------------------------|---------------|------------------------|---------------------|------------|---------------------|-------------------------|
| a. visit my doctor                                                                                  | 4.7%                   | 5.7%          | 5.0%                   | 8.7%                | 12.6%      | 56.8%               | 6.5%                    |
| b. speak in social situations (e.g., talking to your neighbours, talking to caregivers or teachers) | 3.0%                   | 4.1%          | 4.8%                   | 10.7%               | 14.6%      | 58.7%               | 4.1%                    |
| c. go shopping (e.g. groceries, clothes, home supplies)                                             | 2.3%                   | 3.0%          | 3.9%                   | 10.0%               | 15.6%      | 60.6%               | 4.5%                    |
| d. do my job (e.g., talking to coworkers, talking to clients)                                       | 4.1%                   | 4.6%          | 4.4%                   | 8.1%                | 13.3%      | 58.8%               | 6.7%                    |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=30,037)

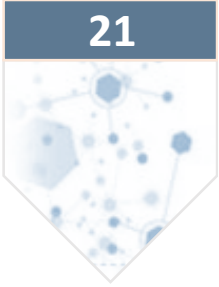


# Working in Canada – knowledge at permanent residency

Thinking back to when you **became a Permanent Resident of Canada**, rate your knowledge of the following topics:

| When I became a <u>Permanent Resident of Canada</u> , I knew about...                                    | 1<br>No<br>knowledge<br>at all | 2<br>Little<br>knowledge | 3<br>Some<br>knowledge | 4<br>A lot of<br>knowledge | 5<br>A great<br>deal of<br>knowledge | Did not<br>need to<br>know this |
|----------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------|------------------------|----------------------------|--------------------------------------|---------------------------------|
| <b>a. looking for/applying for a job</b>                                                                 | 5.6%                           | 14.6%                    | 32.2%                  | 24.0%                      | 20.4%                                | 3.2%                            |
| <b>b. establishing contacts, connections, networks with others who may be able to help me find a job</b> | 7.9%                           | 18.6%                    | 33.4%                  | 20.6%                      | 16.6%                                | 2.9%                            |
| <b>c. getting my educational and/or professional qualifications assessed</b>                             | 7.9%                           | 16.0%                    | 30.5%                  | 22.0%                      | 18.8%                                | 4.7%                            |
| <b>d. starting a business</b>                                                                            | 26.9%                          | 26.2%                    | 24.0%                  | 8.3%                       | 7.2%                                 | 7.4%                            |
| <b>e. using soft skills (e.g., cooperating with others, understanding situations, managing people)</b>   | 4.2%                           | 11.6%                    | 28.7%                  | 27.2%                      | 26.2%                                | 2.0%                            |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)



# Working in Canada – knowledge at time of survey

Thinking about **right now**, rate your knowledge of the following topics:

| <b><u>Right now</u>, I know about...</b>                                                                         | <b>1<br/>No<br/>knowledge<br/>at all</b> | <b>2<br/>Little<br/>knowledge</b> | <b>3<br/>Some<br/>knowledge</b> | <b>4<br/>A lot of<br/>knowledge</b> | <b>5<br/>A great<br/>deal of<br/>knowledge</b> | <b>Did not<br/>need to<br/>know this</b> |
|------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------------------|---------------------------------|-------------------------------------|------------------------------------------------|------------------------------------------|
| <b>a. looking for/applying for a job</b>                                                                         | 1.8%                                     | 4.6%                              | 18.7%                           | 33.2%                               | 38.4%                                          | 3.3%                                     |
| <b>b. establishing contacts, connections,<br/>networks with others who may be able<br/>to help me find a job</b> | 2.3%                                     | 6.5%                              | 23.5%                           | 32.5%                               | 32.4%                                          | 2.8%                                     |
| <b>c. getting my educational and/or<br/>professional qualifications assessed</b>                                 | 3.3%                                     | 7.4%                              | 22.7%                           | 29.7%                               | 32.0%                                          | 4.9%                                     |
| <b>d. starting a business</b>                                                                                    | 12.9%                                    | 17.7%                             | 28.7%                           | 18.6%                               | 14.6%                                          | 7.4%                                     |
| <b>e. using soft skills (e.g., cooperating<br/>with others, understanding situations,<br/>managing people)</b>   | 1.5%                                     | 4.8%                              | 19.1%                           | 32.6%                               | 39.9%                                          | 2.1%                                     |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

# Working in Canada: Labour market status and job search

Are you working in Canada **now**?

|        | Percent |
|--------|---------|
| 1. Yes | 80.9%   |
| 2. No  | 19.1%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

Respondents were asked full-time/part-time only if they were working. If they were not working they were asked if they were looking for work and reasons for not working.

**Skip Alert!**



Are you working full-time or part-time?

|              | Percent |
|--------------|---------|
| 1. Full-time | 86.2%   |
| 2. Part-time | 13.8%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=124,016)

Are you looking for work in Canada **now**?

|                                                                                 | Percent |
|---------------------------------------------------------------------------------|---------|
| 1. I am looking for work now                                                    | 38.7%   |
| 2. I am not looking for work now but plan to look for work in the future        | 36.0%   |
| 3. I don't plan to work in Canada                                               | 17.1%   |
| 4. I am not looking for work because I will be starting work in the near future | 8.2%    |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=29,231)

What is/are the main reason(s) you currently not working in Canada?

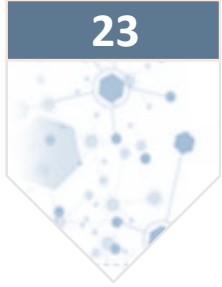
|                                                        | Percent |
|--------------------------------------------------------|---------|
| 1. I am a student                                      | 23.3%   |
| 2. I am retired                                        | 18.6%   |
| 3. I am caring for a child                             | 23.9%   |
| 4. I am caring for another family member (not a child) | 3.6%    |
| 5. I am a homemaker                                    | 18.0%   |
| 6. I have health issues                                | 8.5%    |
| 7. I got temporarily laid off (e.g., seasonal work)    | 3.7%    |
| 8. I got permanently laid off/fired                    | 7.1%    |
| 9. I do not want to work                               | 2.0%    |
| 10. Other (please specify)                             | 19.2%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=29,231)



**Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage may add up to more than 100%

# Participating in Canadian society: membership in groups, organizations and associations



In the past 12 months, did you do any unpaid volunteer work in Canada for any organization?

|        | Percent |
|--------|---------|
| 1. Yes | 23.9%   |
| 2. No  | 76.1%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

In the past 12 months, were you a member or participant in any groups/organizations/associations in Canada?

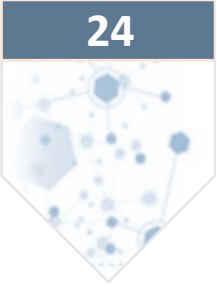
Note: Being a participant includes supporting your child's participation in a group or activity.

|                                                                      | Percent |
|----------------------------------------------------------------------|---------|
| Not a member or participant in any groups/organizations/associations | 56.3%   |
| A cultural, educational or hobby organization                        | 23.6%   |
| An immigrant or ethnic association or club                           | 17.5%   |
| A religious-affiliated group                                         | 33.3%   |
| A school group, neighbourhood, civic or community association        | 21.2%   |
| A sports or recreational organization                                | 21.1%   |
| Professional organization                                            | 30.3%   |
| Other organization(s), (please specify)                              | 6.2%    |

Member or participant in any groups/organizations /associations: **43.7%**

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247, member=67,004 and non-member=86,243)

 **Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage will add to more than 100%



# Participating in Canadian society: social networks and confidence in institutions

How many close friends (that is, people who are not your relatives, but who you feel at ease with, can talk to about what is on your mind, or call on for help) do you have in the same city or local community as you?

|                     | Percent |
|---------------------|---------|
| <b>1. None</b>      | 8.7%    |
| <b>2. 1 or 2</b>    | 25.1%   |
| <b>3. 3 or 4</b>    | 24.2%   |
| <b>4. 5 or more</b> | 42.0%   |

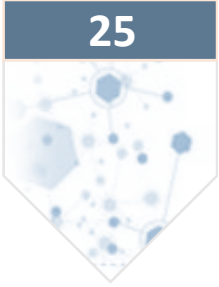
Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

In Canada, how much confidence do you have in the following institutions?

|                                                                                                       | <b>1<br/>No confidence<br/>at all</b> | <b>2<br/>Little<br/>confidence</b> | <b>3<br/>Some<br/>confidence</b> | <b>4<br/>A lot of<br/>confidence</b> | <b>5<br/>A great deal of<br/>confidence</b> |
|-------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------------|----------------------------------|--------------------------------------|---------------------------------------------|
| <b>a. The police</b>                                                                                  | 2.5%                                  | 6.7%                               | 25.9%                            | 40.6%                                | 24.3%                                       |
| <b>b. The justice system and courts</b>                                                               | 2.7%                                  | 7.2%                               | 26.5%                            | 39.6%                                | 24.0%                                       |
| <b>c. The healthcare system</b>                                                                       | 6.5%                                  | 14.2%                              | 30.8%                            | 31.5%                                | 17.0%                                       |
| <b>d. Social security/social insurance<br/>system (e.g., social assistance, old<br/>age benefits)</b> | 2.6%                                  | 8.4%                               | 29.5%                            | 38.5%                                | 21.0%                                       |
| <b>e. The Canadian government<br/>(federal)</b>                                                       | 4.0%                                  | 8.0%                               | 27.3%                            | 36.1%                                | 24.7%                                       |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)





# Participating in Canadian society: sense of belonging

How would you describe your sense of belonging to the following communities?

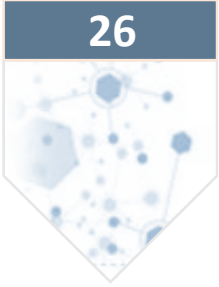
|                                                                          | 1         | 2             | 3               | 4           |
|--------------------------------------------------------------------------|-----------|---------------|-----------------|-------------|
|                                                                          | Very weak | Somewhat weak | Somewhat strong | Very strong |
| <b>a. The local community where you live (city, town, neighbourhood)</b> | 5.2%      | 19.1%         | 49.5%           | 26.3%       |
| <b>b. The province/territory where you live</b>                          | 4.5%      | 17.7%         | 49.3%           | 28.5%       |
| <b>c. Canada</b>                                                         | 2.5%      | 11.7%         | 42.0%           | 43.9%       |
| <b>d. Your country of origin</b>                                         | 8.1%      | 19.9%         | 38.7%           | 33.3%       |
| <b>e. Your workplace</b>                                                 | 2.1%      | 10.5%         | 48.1%           | 39.3%       |

Source: Newcomer Outcomes Survey 2022 + 2023, (N= 153,247 for a-d, N=123,850 for e)

Rate your agreement with the following statement:

|                                                                  | 1                 | 2        | 3                 | 4              | 5     | 6              |
|------------------------------------------------------------------|-------------------|----------|-------------------|----------------|-------|----------------|
|                                                                  | Strongly Disagree | Disagree | Somewhat Disagree | Somewhat Agree | Agree | Strongly Agree |
| <b>In my experience, my community is welcoming to newcomers.</b> | 1.6%              | 2.4%     | 6.1%              | 28.5%          | 37.4% | 23.9%          |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)



# Accessing services: difficulties

**Note: Asked to non-clients only**

Were you aware that IRCC offers free settlement services to all Permanent Residents of Canada?

|        | Percent |
|--------|---------|
| 1. Yes | 42.0%   |
| 2. No  | 58.0%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=91,510)

**Skip Alert!**



**Respondents were only asked if they would have taken services if they indicated they were not aware of them.**

If you were aware of these services, would you have taken them?

|        | Percent |
|--------|---------|
| 1. Yes | 73.0%   |
| 2. No  | 27.0%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=53,107)



Overall, did you have any problems or difficulties getting the settlement services you needed?

|        | Percent |
|--------|---------|
| 1. Yes | 19.0%   |
| 2. No  | 81.0%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=61,737)

Respondents were only asked to indicate what challenges they had if they said “Yes”

Skip Alert!



What were the 3 main reasons for the problems or difficulties you had?

|                                                                                        | Percent |
|----------------------------------------------------------------------------------------|---------|
| 1. I did not know about how/where to get services                                      | 51.6%   |
| 2. The sessions were full/there was a waiting list                                     | 24.6%   |
| 3. Free bus tickets were not available to locations where services were offered        | 14.3%   |
| 4. Services weren’t offered in my preferred language                                   | 11.5%   |
| 5. Translation/interpretation was not available for the services I need                | 9.5%    |
| 6. Childcare was not available to locations where services were offered                | 9.6%    |
| 7. The hours were not convenient for me/I needed to work                               | 24.0%   |
| 8. I have a disability and could not be accommodated                                   | 2.2%    |
| 9. Services were inadequate (e.g., topics did not meet needs, staff not knowledgeable) | 39.1%   |
| 10. Other reason (please specify)                                                      | 11.2%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=61,737)



**Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage will add to more than 100%

# Accessing services: experiences of discrimination

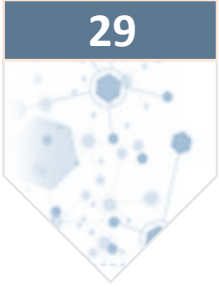
**Note: Asked to clients only**

Have you ever experienced discrimination while receiving settlement or resettlement services from an IRCC-funded service provider?

*Discrimination is the unfair treatment of a person or group of people based on the groups, classes, or other categories to which they belong. Reasons for discrimination include, but are not limited to: a person’s race, gender, religion, nationality, ethnicity (culture), or other personal traits.*

|                      | Percent |
|----------------------|---------|
| 1. Yes               | 10.2%   |
| 2. No                | 84.5%   |
| 3. Prefer not to say | 5.3%    |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=61,737)



# Accessing services: sources of information or support

What were the 3 main sources of information or support that helped you settle in Canada?

|                                                                                                                                                  | <b>Clients<br/>Percent<br/>(N=61,737)</b> | <b>Non-Clients<br/>Percent<br/>(N=91,510)</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------------------|
| <b>1. An IRCC-funded organization that has provided you with settlement services (All/some of these organizations are listed in your survey)</b> | 30.7%                                     | --                                            |
| <b>2. An organization that helps immigrants, but is not funded by IRCC</b>                                                                       | 9.0%                                      | 11.3%                                         |
| <b>3. Government offices (Federal, Provincial/Territorial) (e.g. Service Canada)</b>                                                             | 25.8%                                     | 23.4%                                         |
| <b>4. My family</b>                                                                                                                              | 45.1%                                     | 47.1%                                         |
| <b>5. My friends</b>                                                                                                                             | 45.6%                                     | 50.7%                                         |
| <b>6. Employers and/or co-workers</b>                                                                                                            | 24.8%                                     | 34.9%                                         |
| <b>7. Internet (e.g. social media, blogs, discussion groups, other websites)</b>                                                                 | 49.1%                                     | 54.5%                                         |
| <b>8. Daily tasks like shopping, taking public transportation</b>                                                                                | 17.4%                                     | 19.8%                                         |
| <b>9. School</b>                                                                                                                                 | 15.8%                                     | 16.1%                                         |
| <b>10. Other (please specify)</b>                                                                                                                | 1.7%                                      | 1.9%                                          |
| <input type="checkbox"/> <b>I did not need the services</b>                                                                                      | --                                        | 54.6%<br>(N=38,403)                           |



**Multiple response alert!** Respondents could choose up to three responses for this question, so the percentage will add to more than 100%



# Race/Ethnicity

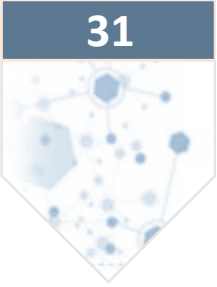
Which ethnic or racial group(s) best describe you? Please select all that apply, particularly if you self-identify as being of mixed or multiple ethnic or racial groups.

|                                                                                         | Percent |
|-----------------------------------------------------------------------------------------|---------|
| <b>Arab</b>                                                                             | 8.2%    |
| <b>Black (for example, African, Afro-Caribbean, African-American, African-Canadian)</b> | 15.9%   |
| <b>Central Asian (for example, Kazakhstan, Uzbekistan)</b>                              | 0.7%    |
| <b>Chinese</b>                                                                          | 9.9%    |
| <b>East Asian</b>                                                                       | 3.2%    |
| <b>Filipino</b>                                                                         | 11.1%   |
| <b>Indigenous or Aboriginal</b>                                                         | 0.4%    |
| <b>Latin American</b>                                                                   | 7.6%    |
| <b>South Asian (for example, Indian, Pakistani, Sri Lankan)</b>                         | 19.4%   |
| <b>Southeast Asian (for example, Vietnamese, Indonesian, Laotian, Thai)</b>             | 2.7%    |
| <b>West Asian (for example, Iranian, Afghan)</b>                                        | 4.8%    |
| <b>White</b>                                                                            | 16.2%   |
| <b>Other (please specify)</b>                                                           | 4.1%    |
| <b>Prefer not to say</b>                                                                | 2.2%    |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)



**Multiple response alert!** Few Respondents choose to response more than one option for this question, so the percentage will add to more than 100%



# Gender and sexual identity

What is your gender?

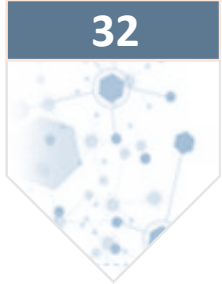
|                      | Percent |
|----------------------|---------|
| 1. Woman             | 47.8%   |
| 2. Man               | 50.2%   |
| 3. Another gender    | 0.2%    |
| 4. Prefer not to say | 1.8%    |

*Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)*

Do you identify as 2SLGBTQI+ (Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex and additional sexually and gender diverse identities)?

|                      | Percent |
|----------------------|---------|
| 1. Yes               | 5.3%    |
| 2. No                | 88.7%   |
| 4. Prefer not to say | 6.0%    |

*Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)*



Do you have any of the following difficulties? Choose all that apply.

|                                                                                                                                      | Percent |                                                |
|--------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------|
| I do not have any difficulty or long-term condition that has lasted or is expected to last for six or more months (exclusive choice) | 76.7%   |                                                |
| Difficulty seeing even when wearing glasses or contact lenses                                                                        | 13.2%   | Reported at least one disability: <b>23.3%</b> |
| Difficulty hearing even when using a hearing aid or cochlear implant                                                                 | 3.2%    |                                                |
| Difficulty walking, using stairs, using your hands or fingers or doing other physical activities                                     | 8.2%    |                                                |
| Difficulty learning, remembering or concentrating                                                                                    | 15.8%   |                                                |
| Emotional, psychological or mental health conditions (e.g., anxiety, depression, bipolar disorder, substance abuse, anorexia)        | 29.7%   |                                                |
| Other health problem or long-term condition that has lasted or is expected to last for six or more months                            | 31.5%   |                                                |
| Prefer not to say                                                                                                                    | 21.1%   |                                                |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247, disability=35,751 and no disability=117,496)

**Multiple response alert!** Few Respondents choose to response more than one option for this question, so the percentage will add to more than 100%



# Household information

Which of the following best describes your total household income last year?

|                                   | Percent |
|-----------------------------------|---------|
| Under \$20,000                    | 9.1%    |
| \$20,000 to just under \$40,000   | 16.5%   |
| \$40,000 to just under \$60,000   | 16.1%   |
| \$60,000 to just under \$80,000   | 12.5%   |
| \$80,000 to just under \$100,000  | 11.2%   |
| \$100,000 to just under \$150,000 | 12.9%   |
| \$150,000 and above               | 10.4%   |
| Prefer not to say                 | 11.3%   |

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247)

Do you have any children living in your household?

|                                                     | Percent |
|-----------------------------------------------------|---------|
| No children live in my household (exclusive choice) | 39.4%   |
| Have children ages 0-5                              | 29.2%   |
| Have children ages 6-14                             | 29.6%   |
| Have children ages 15-17                            | 11.4%   |
| Have children ages 18 or older                      | 15.6%   |
| Prefer not to say                                   | 2.5%    |



**Multiple response alert!**  
 Respondents could choose more than one response to this question, so the percentage will add to more than 100%

**Have at least one child living in household: 60.6%**

Source: Newcomer Outcomes Survey 2022 + 2023, (N=153,247, have children in household=92,880 and no children in household=60,367)