

CLIP 2021 NEWCOMER SURVEY RESULTS



The Calgary Local Immigration Partnership (CLIP) 2021 Newcomer Survey is a point in time survey that explores when, how, and where newcomers access information as they make Calgary home.

2,093

Responses

13

Languages

86%

Racialized

57%

Female

59%

<3 years in Canada

Support at Arrival

On arrival, newcomers need support with housing, childcare, transportation among others needs.

Most newcomers rely on the knowledge and expertise of family and friends when they first arrive.



Use of Settlement Services

In 2021, 46% of respondents had not used any settlement services.



Only 23% of respondents recalled hearing about settlement services from IRCC.

Review of Settlement Services



80% of those using settlement services found them useful and easily accessible.

72% of newcomers found agency staff professional in their interaction.

Review of Settlement Services

61% found settlement services to be culturally sensitive.

58% of respondents found settlement services were geared toward lower skilled professionals.



Community Engagement

1/3 of newcomers had volunteered in the previous 12 months. Most lent assistance to religious-affiliated groups and civic associations.



66% have a great deal of confidence in the police and in the justice system.



Respondents indicated the strongest sense of belonging to Canada (82%), followed by Calgary (81%).