

# The World First What Expats Really Reckon Survey



At World First, we help thousands of expats transfer money around the world every year, and we believe that there is a story behind every transfer. When it comes to expats, that story is often one full of challenges, great emotion, adventure, risk, and excitement – so we embarked on this survey to better understand the journey of an expat moving to Australia and hear how they really feel about living in the land down under.

Our survey was open to any expat (or person born in a foreign country) who is currently living in Australia. The incentive was the chance to win a \$5,000 Flight Centre voucher that was won by a South African expat currently living in Brisbane.

## Survey Respondents

2,033 participants

66 nations participated in the survey

35% males

65% females

### Amount of time living in Australia



### Respondent locations



### Top 10 nationalities

1. United Kingdom
2. New Zealand
3. South Africa
4. USA
5. Canada
6. Ireland
7. Germany
8. France
9. Netherlands
10. India

## Summary of Findings

### Australia scores an 8/10 with expats

Expats love Australia, it's that simple. 30% of respondents gave the country a glowing 10/10 with the best rating features being our beaches and nature (9/10), weather (8/10), safety (8/10), working conditions (8/10) and food and culinary scene (8/10). And expats are definitely recommending our sunny shores to their friends with 190,000 new migrants welcomed into Australia in 2015<sup>1</sup>.

### Why are expats moving to Australia?

Tens of thousands make the move to Australia each year, the number one reason being for a career opportunity. The positive news is that 63% of expats have reported that they earn more money in Oz, with 72% saying they work the same or less hours. Did someone say work life/balance?

### The drawbacks of moving to Australia

The emotional challenge of the move was the number one challenge when moving to Australia, followed very closely by their new friends. These emotional challenges were interestingly ranked higher than the more tangible obstacles like finding a job or a place to live.

### What expats don't like about living in Australia

Nothing is perfect in life and the same can be said for Australia. Expats weren't particularly fond of our property prices (4/10), rental prices (4/10), the costs of living (5/10) and the state of Australian politics (5/10). 65% stated Australia was a more expensive country to live in than their home country, so even when it comes to the country you're residing in, you get what you pay for.

The number one thing expats would change about Australia is its remoteness to the rest of the world. This comes as no surprise when you look at the time difference with places like Europe and the length and price of a flight, which certainly makes it harder to connect with friends and family from back home.

### International money transfers

50% of expats still send money home, with almost 58% using a bank. This happens naturally because when people are preparing to move to a new country or have just landed, one of the first apps they utilise are banking ones; which naturally means they'll send money home through their financial institution.

The most popular purpose for international money transfers was sending money home to family or friends (33%). Traveling back home and loan or mortgage repayments were the equal second most popular purpose for international money transfers.

## Moving to Australia

Here we look at what the key motivations are for expats making the move to Australia and the common challenges they face when establishing themselves in the land down under.

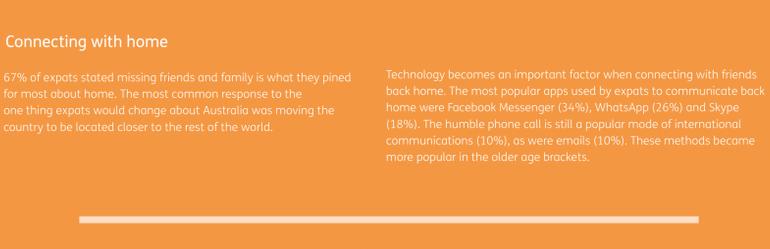
### Why did you move to Australia?



Career was the number one reason expats move to Australia, with many also moving for a mix of work and lifestyle. 63% of expats stated they're getting paid more in Australia than in their home country.

'Other' was a popular selection with many noting lifestyle, change of scenery, and adventure as popular reasons for a move to Australia. When it comes to lifestyle, there are a few better places than Australia where we experience great weather, and winters are more like a spring in many European cities. Cities like Perth experience 265 days of sunny or partly sunny days per year!<sup>2</sup>

### Top challenges of the move to Australia



Making new friends was the second greatest challenge when getting settled in Australia, with many expats claiming that making a concerted effort to socialise with work colleagues outside of work hours was the best way to make new friends in a new country.

The most popular tools for dealing with the challenges of finding a job and place to live were popular apps/ websites Seek, Flatmates, Domain and Realestate.com. Gumtree is another hotspot for expats as they look at keeping costs down for items like second hand furniture, while setting up a home in Australia.

Technology becomes an important factor when connecting with friends back home. The most popular apps used by expats to communicate back home were Facebook Messenger (34%), WhatsApp (26%) and Skype (18%). The humble phone call is still a popular mode of international communications (10%), as were emails (10%). These methods became more popular in the older age brackets.

## Living in Australia

So, how have expats adapted to their new life in Australia? We asked how they rate life in Australia, including everything from understanding culture and customs, to what they'd change about the

### Australia achieved a glowing 8/10 rating by expats



### How do you rate the following areas for living in Australia?



Property prices are a big driver of dissatisfaction for anybody living in Australia. Median house prices in Australia's most populated city (Sydney) are constantly around the \$1million mark, with rental prices also amongst the highest of any city in the world.

Nonetheless, Melbourne is the most liveable city in the world, with Perth and Adelaide also in the top ten<sup>3</sup>. Perhaps expats understand you get what you pay for?

### Is Australia more expensive to live in than your country of origin?



### What is one thing expats would change about Australia?

1. Physically move Australia closer to the rest of the world. Many respondents stated they were a bit too isolated and far from their family and friends.
2. The cost of living. Discontent was driven largely by costs of property, rent and food.
3. The state of Australian politics. Marriage equality was also mentioned many times which is a popular topic in the media right now. You'd also have to be pretty good at maths to count how many Prime Ministers Australia has had in the past ten years.
4. Wildlife. Australia's guests aren't particularly fond of flies, spiders, stingrays, sharks and snakes.

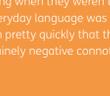
### Australian Sports

The NRL and AFL are the equal favourite sports amongst expats in Australia, with the Sydney Swans and Brisbane Broncos being the most supported teams. The Sydney Roosters, Adelaide Crows and North Queensland Cowboys were also heavily supported teams within expat communities. Interestingly, 41% are just not into local sports.



### Did you know?

World First are Platinum Partners of the Sydney Roosters in 2017.



### Australian slang

This question was one expats were very keen to answer. Many stated that they really like Aussie slang when they weren't prompted. The use of profanity in everyday language was the greatest shock, however expats learn pretty quickly that this bad language often does not hold a genuinely negative connotation.

### Top 3 most disliked Aussie expressions

1. How ya going?
  2. G'day mate
  3. Mate
- Some honourable mentions go to "youse", "too easy", "thongs", "fair dinkum" and "she'll be right".

### Customs or local experiences that shock expats

It's safe to say some of the customs or experiences below are ones Australia's are proud of, but can often leave Aussies a little red faced.



### Best ways to meet new people in Australia



The workplace is considered the number one place to meet new friends when moving to Australia. So it's important foreigners understand local work customs and culture. Volunteering in the community rated higher than dating apps or joining social meetup groups.

Popular answers in the 'other' category were playgroups, frequenting the local pub and at university or college.

1. Make a concerted effort to socialise with work colleagues outside of work
2. Other
3. Join a local sporting team
4. Volunteer in community activities
5. Nothing in particular
6. Join a social meetup group
7. Take a casual class such as cooking or learning a new language
8. Dating apps such as tinder

## International Money Transfers

World First are experts in foreign exchange, helping thousands of expats transfer money around the globe securely and at great exchange rates. Two of the most popular reasons expats transfer money overseas is when they are traveling back home or to make overseas loan or mortgage repayments.

50% of expats still send money home.

### Frequency



### Did you know?

World First offer exchange rates that are up to 5% better than the big 4 banks<sup>4</sup>.

### How expats send money home



### Reasons for transfers



## Working and Studying in Australia

Unsurprisingly, expats worked and studied across a diverse range of industries and occupations.

1. Healthcare or medical 13%
2. Education, training or childcare 10%
3. Other 9%
4. Hospitality or tourism 8%
5. Not currently working or retired 7%
6. Media, Advertising or Marketing 6%
7. Professional/Skilled services 6%
8. Finance 5%
9. Administration 5%
10. Construction 4%
11. Government 4%
12. Retail 4%
13. Self-employed 3%
14. Mining, resources and energy 3%
15. Not for profit 3%
16. Manufacturing 2%
17. HR or Recruitment 2%
18. Trade 1%
19. Telecommunications 1%
20. Real estate or property 1%
21. Agriculture/business and horticulture 1%
22. Transport and logistics 1%

### Australian working conditions



Looking at those who are working full time, most expats surprisingly said they are working the same (42%) or less hours (30%). This is surprising because Australia's have a reputation of working long hours.

Most stated they're getting paid better here (64%) by working the same or less hours; this is a key driver of satisfaction for expats in Australia. Only 28% said they worked longer hours in Australia.

### Studying in Australia

56% have not undertaken studying locally. The price of education for non-citizens was highlighted as a key frustration, with locals enjoying far cheaper education and often able to defer payment. This will likely drive down the likelihood of expats studying. 25% of respondents were under 30 years of age, which is reasonable segment of those more likely to study.



<sup>1</sup><https://www.border.gov.au/about/reports-publications/research-statistics/statistics/live-in-australia/migration-programme>

<sup>2</sup>Based on a comparison of World First currency rates & fees versus the rates & fees published online by the Commonwealth Bank, ANZ, Westpac and NAB in the period 20/08/15 - 20/10/16 for transfers of amounts of AU\$3,000, \$10,000, \$100,000 and \$200,000 to EUR, GBP, USD, NZD and CAD. World First Pty Ltd is regulated in Australia by ASIC (AFS Licence number 331945), ACN 132 368 971. Member of Financial Ombudsman Service (membership number 13405). These are the views and opinions of the author and should not be relied upon as advice. The Company gives no guarantee as to the correctness or completeness of any financial information or performance estimates contained herein. THESE DOCUMENTS SHOULD NOT BE USED TO PREDICT FUTURE RESULTS. The company will not be liable for any losses as a result of reliance on information contained in this document. The Company is not accountable for any information derived from 3rd party sources. Company and Regulatory Information: World First Pty Ltd is regulated in Australia by ASIC (AFS Licence number 331945), ACN 132 368 971. Member of Financial Ombudsman Service (membership number 13405). Risk disclaimer: Foreign exchange trading, whether or not made in accordance with a recommendation, may result in losses as well as profits. Prior to entering into any transaction you should carefully consider your financial situation, in conjunction with your advisor, to fully understand the risks involved and ensure that the products you choose are suitable to your situation.

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