

Findings of Survey of Independent Celebrants conducted in January 2020

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Introduction from Registrar-General

Over the past couple of years I have had a number of, often conflicting, concerns raised with me about the appointment of marriage celebrants.

Some celebrants were concerned that too many new celebrants were being appointed, yet new celebrants often said they were applying because there were insufficient celebrants. A frequent concern was that the standard and quality was slipping, yet it's rare for couples to complain about their celebrant.

To get a better sense of the scale and detail of the issues, I authorised a survey of independent celebrants. The findings of that survey are reported in this document.

The survey covered both the application and renewal processes and the current way my team and I make assessments under legislation. To make sure that celebrants could be fully heard, and issues identified, scope was provided for celebrants to openly comment on each question.

The response from independent celebrants was excellent with over 1,700 responding and over 12,000 individual comments.

The number of comments did mean that it took longer than planned to analyse. Each comment was read, and classified, and you can see the analysis in the appendix to this report.

A key finding of the survey was that there is vast range of views from celebrants. The majority of respondents felt that the process worked well, but a significant minority also have suggested areas for improvements, which my team have taken on board.

There were a number of diametrically opposed views. Some celebrants think increased oversight of marriage celebrants should be formalised and more professional in nature, as opposed to functioning as a less regulated community service.

A number of non-specific concerns were raised about celebrants who were unprofessional. Most issues related to the wider role that celebrants often play in supporting a well-run, memorable and meaningful event, rather than the comparatively narrow statutory criteria. Concerns often referred to issues heard second-hand, which makes it difficult to assess the extent of the issues.

Overall, the survey showed no significant or underlying issues. In a few areas (the quiz, feedback from couples, the assessment process and the renewal timing) there are some changes we can and will make, and I will report on more detail on this in the main review.

Thank you to all celebrants who took part.

Celebrants have different perspectives

One of the key findings of the survey is that celebrants had a range of views.

A selection of these are below – paraphrased for brevity and to reflect similar comments.

“Celebrancy is a community service”

“Doing a small number of ceremonies doesn't mean you're not professional”

“Celebrancy is a respected profession and fees charged by celebrants should reflect the time, training, and care put into producing meaningful ceremonies”

“The annual fee is too much, especially for celebrants who don't charge”

“The work is spread too thin so celebrants can't gain enough experience”

“Couples are entitled to have whatever celebrant they want – including by someone they know who is part of their community”

“Hobbyist celebrants bring down the standing of the profession”

“Experienced celebrants don't need a qualification”

“The cities and tourist hot spots have too many celebrants, rural areas are not over supplied”

“Just because there are more celebrants doesn't mean the quality of ceremonies is bad”

“Don't limit diversity”

Background to the Review and Survey

Review of Celebrants' appointment process

1. Currently there are approximately 10,000 licensed celebrants who collectively perform approximately 24,000 marriages and 60 civil unions per year. Independent celebrants currently make up 36% of marriage and civil union celebrants in New Zealand.
2. At the Celebrants Association of New Zealand (CANZ) Conference in 2019, the Registrar-General announced that in the coming year he would review the current operational policies for appointments of independent celebrants in the exercise of his duties under the Marriage Act 1955 (Marriage Act), Civil Union Act 2004 (CU Act) and associated regulations.
3. The review was prompted by a range of factors including:
 - (a) While the overall number of celebrants remained stable (approximately 10,000), an increasing proportion of celebrants are independent rather than appointed by an organisation
 - (b) Significant changes to the overall process of marriages including:
 - (i) Online applications for Marriage Licences.
 - (ii) The introduction of VCANZ-designated celebrants (validated CANZ members) taking over from registry offices.
 - (c) Celebrants had raised with the Registrar-General a range of (sometimes very different and conflicting) concerns relating to:
 - (i) A perceived increase in the number of celebrants,
 - (ii) Quality of ceremonies conducted by some celebrants,
 - (iii) The desirability of increasing professionalism (from some) and a sustainable income stream,
 - (iv) The desire from others to provide a small-scale and free service to their communities and not be required to outlay substantial time and cost,
 - (v) That celebrants weren't able to continue if they had not married or united anyone in that year,
 - (vi) That too many celebrants were being appointed,
4. Despite media headlines to the contrary, the purpose of the review was not to reduce the number of celebrants. Concerns expressed by some celebrants that this should occur were only one factor prompting the review.
5. Of particular note is that the review is limited to the current administrative application and decision-making processes that give effect to the current legislative criteria.

Background to the Survey

6. The key starting point for the review was to better understand the current state and get a sense of how widely the concerns raised with the Registrar-General were shared, how big an issue there was, and what celebrants consider could be improved about the overall application process.

Structure of Survey

7. The survey was structured to gather information from celebrants about:
 - (a) the administrative processes for applying to become a celebrant, and to remain a celebrant.
 - (b) the current approach to the assessments the Registrar-General is obliged to make:
 - (i) that a person (who is not already a Justice of the Peace) is “of good character”,
 - (ii) that an applicant will conscientiously perform the duties of a marriage celebrant,
 - (iii) that it is in the interests of the public generally, or of a particular community (whether defined by geography, interest, belief, or some other factor) that the person be a marriage celebrant.
 - (c) To ensure that celebrants had the opportunity to freely comment on any matter, open ended questions were asked at the beginning, and again at the end of the survey, to identify what did and didn’t work.

Survey period

8. Notification and access to the survey was made available via the Ngātahi newsletter, which was emailed to 7,091 independent and organisational celebrants. The survey was open from 18 December 2019 to 21 January 2020.

Responses and Response Rate

9. In total there were 1,579 responses from independent celebrants, with other celebrants also completing the survey leading to a total of 1,708 responses overall.
10. A reflection of the importance of the matter to celebrants was that there were 495 responses within the first day.
11. A deliberate choice was made in crafting the survey questions, to set out the context for the question, including describing in detail the current process. This led to some long questions. A few questions appear to have been misinterpreted as a result, and in hindsight testing the survey with more celebrants prior to issuance would have been beneficial.
12. The choice was also made to have a number of open-ended questions and offer celebrants the opportunity to comment on each question. The large number of open-ended questions led to a richness in responses but made the survey much more time-consuming to analyse than expected.

About the respondents

Demographics

60% of respondents were over 55 years old. Approximately one quarter were over 65 years old, one quarter under 45, and half were between 45 and 65.

Location

The location of celebrants broadly reflects the distribution of the wider population.

CANZ membership

Around one third of respondents were members of CANZ, and 8% (126) held the VCANZ (validated CANZ member) designation.

Experience

Roughly a third had been celebrants for less than two years, just over a quarter for between three and five years, and a quarter more than 10 years.

Most respondents (61%) officiated fewer than 5 ceremonies. A significant number served a particular group or were asked to be a celebrant for friends and family.

Motivation

An intrinsic interest and passion to provide a community service appears to be the dominant reason most celebrants pursue this activity.

Some commented that they found that most celebrants were older, and people who were younger wanted celebrants they could relate to.

“I saw there was a need for younger people to have someone more relevant for them.”

Another reason cited was going to a wedding, seeing the celebrant and thinking “I could do that better.”

When asked to describe their work respondents answered that:

- 88% see themselves as providing a community service.
- 59% consider themselves professional.
- 27% actively advertise their services.
- 24% have completed a professional qualification.
- 13% receive a regular source of income from acting as a celebrant.
- 59% celebrancy is also something they do for friends and family.

Responses relating to administrative appointment process

Overall the administrative process works well

There was general agreement that the online application and renewal processes work well:

- 68% of respondents had applied online to be appointed as a new celebrant.
- 90% of respondents said the application process itself was easy.
- A few (65 individuals) had difficulty with RealMe.

Overall the current online application process appears to be working well for celebrants. More detail around the quiz, and assessments are included below where they relate to the specific statutory criteria.

Changing timing of appointment to fit with “Marriage Season”

Some celebrants indicated they wanted to be certain of reappointment before accepting bookings, and that the timing of the current annual renewal process is problematic.

There is merit in exploring other options for the renewal of celebrant registration, such as moving to a rolling appointment or an appointment period which occurs in winter, therefore avoiding the peak ‘marriage season’ in summer.

While the current timeframe is restricted by the legislation, and legislative change is generally beyond the scope of the review, only a small legislative change would be required to make this change. This may be possible to do via the next Statutes Amendment bill (a process for small, technical and non-controversial changes to legislation). This option could be explored.

Responses relating to the statutory tests

Assessment of Good Character (section 11(3)(a))

Applicants who are not already Justices of the Peace (JPs) are required to satisfy the Registrar-General that they are “otherwise of good character” (The legislation does not require this for JPs as it is a condition of their appointment as a JP that they are of good character)

Currently the Registrar-General requires that two referees be provided, along with a criminal conviction history report from the Ministry of Justice. Applicants are also required to provide details of criminal convictions that are not included in the report.

Most people thought the amount of information required to assess good character is about right

While 88% thought that the amount of information sought to determine good character at the moment is about right, a significant minority (11%) thought that not enough was done, and there should be more vetting of applicants. Specifically, commenters said they thought more referee checks should be made.

Assessment that a celebrant will conscientiously perform the legislative duties of a marriage celebrant (11(3)(b) assessment)

Questions in the survey were directed at the current assessment process, covering the interview, level of preparation, pre-existing training and membership of CANZ or other bodies.

The interview

Most respondents thought the interview should remain, but some thought it should be considered on a case-by-case basis

Since COVID-19 most new applicants are required to attend an interview with a Registrar by Skype. Prior to COVID-19 when the survey was carried out, if the person was close to one of the four SDO offices, they would have a face to face interview. The Registrar-General has a discretion not to require the applicant have an interview, with consideration being given to JP's, CANZ members and the completion of celebrant studies.

The interview is to assess the applicant's ability to perform the duties of a celebrant and to ensure they understand the legal requirements of being a celebrant if their application is approved. A guide is available to support celebrants, who must also successfully complete a 10-question quiz for new applicants and a 5-question quiz for renewal.

93% of respondents thought the interview should remain a requirement. Of the 100 who disagreed, some suggested that an interview should be considered on a case-by-case basis depending on the strength of the application.

Level of preparation

77% thought the level of preparation was about right (1,258 respondents), but 18% (305 responses) thought that it was insufficient. Of the 300, 102 thought membership or a qualification should be required. Fifteen celebrants thought the applicant should be required to perform a practice ceremony, five suggested a trial or review period with about 100 suggesting mentorship.

“I am sometimes hearing from celebrants who have recently been appointed, and are asking extremely basic questions about how to do a ceremony. I feel that more than simply answering some questions about 'facts' of celebrant work, the applicant should have to demonstrate their ability to write and/or deliver an excerpt section of a ceremony. Obviously there are many ways to approach doing weddings, but just some simple requirement to demonstrate basic competency with preparing content and public speaking is probably not a terrible idea.”

The questions around the ability to perform duties also covered whether membership of a professional body (e.g. CANZ) should be required or taken into account in the appointment process.

43% (700 respondents) thought a celebrant-specific qualification should be compulsory. Responses showed a clear split depending on whether the respondent was, or wasn't, a member of Celebrants Association of New Zealand (CANZ).

While the question was “is it appropriate to consider an applicant's membership of a support network and the completion of ongoing professional development”, comments indicate this question was interpreted as whether CANZ membership or equivalent should be required.

Renewals

For renewals, 85% thought the 5-question quiz was about right, but 10% thought it was insufficient. Some concerns were raised about whether the quiz is sufficient, whether references from couples should be required or whether ongoing professional development should be assessed.

Te reo Māori proficiency

Respondents were asked about the level of proficiency in te reo Māori that they thought should be required of celebrants.

13 respondents thought that being able to conduct the ceremony in te reo should be required, but a surprisingly high number (349 or 21%) thought no proficiency at all was required. The majority (77%) thought that the correct pronunciation of Māori names should be the minimum expectation.

Same-sex marriages and Human Rights Act duties

Independent marriage celebrants are bound by the Human Rights Act not to discriminate against people on the basis of their sexual orientation. (Note, organisational celebrants are not obliged to marry a couple if it would contravene the religious beliefs, philosophical or humanitarian convictions of their organisation).

This question was included in the survey, in part as an educational measure, and to gauge how aware celebrants were of this requirement.

Unfortunately, the comments indicate that many people were confused by this question, as some who answered “No” to the question *“Is it appropriate to decline an application based on an intention to discriminate based on the couple’s sex”* (i.e. agreeing that a celebrants who refused to marry same-sex couples should still be appointed) also in comments clearly indicated that they considered all independent celebrants should be willing to marry same-sex couples.

Further analysis of the comments indicated that some respondents did not understand their legal obligations in this area.

Assessment that the appointment is of interests of the public or a community (s 11(3)(c))

Currently applicants must describe why they should be appointed and indicate whether they believe it is in the interests of the public in general or a particular community (whether defined by geography, interest, belief or some other factor).

At least four letters of support are required to assist the Registrar-General to assess whether a need exists for a new celebrant.

Around 81% thought it was about right, with 11% thinking this was too much, versus 7% who thought it was too little.

Celebrant numbers

Respondents were split between those who thought the number of celebrants should be limited (47%), versus those who thought there shouldn’t be a limit (51%).

There was a similar disparity between those who thought that the current number of celebrants exceeded the need in their community, with 38% thinking there were already too many.

Celebrants appointed within the last 2 years were least likely to agree that numbers should be limited (32%). 60% of celebrants appointed for more than 6 years, supported limiting numbers.

More information about responses from those who supported and opposed limits are further below under the heading [“Areas where Celebrants diverged: two broad groups”](#) [Areas where Celebrants](#)

Community need is less about geography

47% of respondents thought that the number of celebrants should be limited, and 38% thought that the number of celebrants currently exceeded the need in their community.

However, no geographic area was identified as having an oversupply; and celebrants in the same locations had different views.

The location of a celebrant doesn't appear to influence whether a respondent feels there are too many celebrants: this view was more linked to the number of ceremonies a celebrant performed.

Approximately half of all respondents have conducted a wedding outside their region.

This is consistent with feedback that having enough celebrants in a community is less about geography and more about the kind of community (e.g. ethnicity, interest). The need for someone couples could relate to was mentioned.

“My brother couldn't find a celebrant in our area that was easygoing and easy to relate to - he wanted someone young”

“I feel like there needs to be some younger blood in the pool, and that there needs to be more proactive advertising that is inclusive.”

Reappointments

When considering a renewal application, those being treated “as if it were an application for the original entry of the name of the person concerned in the list”, the Registrar-General must be satisfied that there remains a need for the person to be approved again as a celebrant.

Three quarters of respondents thought that celebrants should be reappointed even if they didn't perform any marriages in the previous year.

Comments: what's working well and what's not

The survey had open-ended questions to ensure that respondents had ample opportunity to freely provide information on what they believe is and isn't working.

Analysis of the comments on these open-ended questions revealed a number of themes. Appendix 1 has an overview of the individual answer to questions "[Q3 What works well about the current appointment process?](#)" and "[Q4 What is not working well about the current appointment process?](#)". [Q3 What works](#) [Q4 What is](#)

Respondents' comments on what is working well

- 564 thought the current appointment process was easy, straightforward or were not aware of any issues.

"The whole process was straightforward and easy to follow"

- There was an appreciation that the current online appointment process is thorough or robust, with 194 and 193 comments respectively.

*"It is thorough and treats the appointment with the seriousness it deserves.
The process is clear to follow"*

"The online appointment process is excellent and very easy to navigate your way through."

- A number of celebrants described in detail aspects of the current application they felt worked well, in particular the interview, referee letters and quiz which were collectively mentioned 351 times.

"The current process is well constructed and efficient, it requires applicants to seek referees and explain in detail why they want to apply and what they can offer in their role. When I applied I was required to be interviewed with the local Registrar which I considered to be a vital part of the process."

Respondents' comments on what is not working well

- 585 thought the existing process worked well or couldn't identify anything that was not working well.

"I don't know of anything that doesn't work well. Occasional hearsay situations from fellow CANZ members, however I have not heard of anything factual."

- 12% of respondents volunteered a comment that too many celebrants had been appointed (note, when later prompted by a direct question 47% thought numbers should be limited, with 38% thinking the number of celebrants exceeded the need in their community.)

- 8% thought that the current system allowed applicants to become a celebrant for a 'one off' or only carry out ceremonies for friends and family.

"I do wonder if too many Celebrants are being appointed. I have heard of several applying so they can officiate at family or a friend's wedding and once this is over they never officiate again. The actual appointment process works well."

- 8% thought there was insufficient training
- 4% (59) had heard reports of unprofessional celebrants
- 4% (58) thought the process was too easy

"No qualifications required and no support given to the new celebrant. You are on your own. Too many celebrants appointed and with no support I have heard of some horrendous stories of incompetent celebrants."

- 5% had had difficulty themselves in applying
- 5% thought that an annual renewal was too frequent

"Heard of unprofessional celebrants"

Fifty-nine (3.5%) respondents mentioned having heard reports of celebrants who performed poorly.

In the survey 11 comments (less than 1 % of the total) used the term "unprofessional" but it appears that "professional" in this context meant different things to different celebrants.

"I see lot of unprofessional people appointed as celebrants. Lots of people who don't even know what their role involves. On a lot of the chat groups simple questions are asked by celebrants who should know the extent of their role. I believe there needs to be more emphasis on this at the application stage - maybe a proper test where if answered incorrectly they aren't given the chance to submit a new answer. There are also lots of people who undercharge for their services which devalues the industry as whole."

"I feel like the interview process could be a little more intense, some questions around how you would envisage preparing for a ceremony - I have heard of so many celebrants who get names wrong or muck something up and just don't seem to care."

"I do believe there are some celebrants that do not perform professionally, I do hear some horror stories of people that are just so unprofessional and are a disappointment."

"As I've said there is too much competition and the likes of myself who have invested in training and qualifications have to compete with unprofessional people undercutting prices."

"I still question why the market appears saturated with celebrants: many well trained and experienced celebrants are getting very few bookings and there appears to still be a number of pretty unprofessional celebrants in the field. Ones who are either not fulfilling their legal obligations and who lack a real understanding of what is and what is not legal."

"Many celebrants do not have any training in the art of celebrancy - inadequate knowledge of legalities, and totally unprofessional with the actual standard of ceremonies - logistics and processes."

"Only highly skilled people with previous work experience related to the role or Celebrant training should be accepted. At the moment the market is flooded, celebrants are undervalued by the wedding industry and there are too many unprofessional celebrants performing ceremonies."

Professionalism has different definitions

The descriptor "unprofessional" appears to be used to refer to different things, some of which (e.g. not charging for services) fall outside the statutory requirements the Registrar-General needs to be satisfied of before approving an application.

There were a small number of comments that referred to matters which related to the statutory criteria, but they tended to be unspecific e.g.

"I have not been involved in the current appointment process, but when asked twice if I could attend a ceremony and just sign the paperwork but not conduct the ceremony to which I refused and did explain why and told the caller that their request was in fact illegal but they said they knew of someone who would do it for them and was told by one couple that their celebrant did not ask them to say their legal names in their legal vow or were they mentioned in the ceremony at all etc I would question some legalities."

"I think there also needs to be a more stringent renewal process to try to eliminate those celebrants whom just sign the legal paperwork without the legalities being conducted."

"I think the quiz should have more questions and be tailored to measure reactions. Eg If a couple approached and said they wanted Uncle Bob to marry them but the celebrant to "just sign it off", Or "just do legal bits" Or for the celebrant to Pretend they are marrying them but they are already married etc People actually do this. They wouldn't if they had the correct training."

Other comments linked to an applicant's knowledge:

- Asking questions on Facebook that the celebrant should know the answer to

"Some of the online groups on Facebook have ridiculous questions from newly qualified celebrants that they should know having just become a celebrant!"

Elements of the celebrant's role in the event which may be important to couples but which do not link back to the legal aspects of marriage

- Being “the centre of attention” and wearing clothing “e.g. a silver dress” which took attention from the bride and groom
- Not working with the photographer well – i.e. standing in a position which obstructed the best photos.

Overall the number of responses raising concerns were small

Overall, concerns about the ability of celebrants to meet their legal duties were not widespread among survey respondents.

Because the responses didn’t include details of the actual issue (or when it occurred), it wasn’t clear from the responses how many cases there had been or how recently these issues occurred, or whether some celebrants were talking about the same stories. It may be that there were few occasions, but those stories were widely shared and repeated. Of note, is that several of those who did raise concerns, tended to refer to “having heard some horror stories on Facebook”.

There may be merit in opening up a channel for celebrants and couples to raise concerns, in a more specific way.

Facebook

Facebook groups that are closed to the general public, appear to play a significant role in supporting new celebrants, and in information sharing, and asking questions. They also are frequently cited as the source of concerning stories.

Some experienced celebrants see the questions being asked by newer celebrants as being indicative of a failure. Others see it as a natural support group and venue for information sharing.

“Often on the Facebook pages of various celebrant groups you find new celebrants asking how to do things legally, how to write a ceremony, what to charge, how to do the vows etc”

“I have learnt all I need to know online, through Facebook pages as well as a friend who is a celebrant. He has guided me along the way. I do not feel I need to take a course.”

Of note is that the legal test the Registrar-General applies is whether a celebrant will “conscientiously perform the duties of a celebrant”.

To some extent, a new celebrant asking questions of experienced celebrants could be an indication that they are stepping carefully into their new role (of note is that the statutory requirement is “conscientious performance of duties” which would include seeking advice if unsure of something.) However, it’s clear that some experienced celebrants consider that some newer celebrants who do this are seeking to unfairly take advantage of their experience, knowledge and training.

How celebrants' responses varied

Patterns in responses

Number of weddings

Celebrants who do few weddings are more likely to think nothing is wrong, or identify concerns with operational or administrative aspects, including but not limited to: navigating the online application, the timeframe for processing, frequency of renewal, and the application fee.

Celebrants who do the most weddings are unconcerned with the administrative process and almost solely raise concerns about big picture issues such as training, reports of unprofessional celebrants, the number of independent celebrants, and appointments for 'one-off' weddings.

Celebrants who do more ceremonies are more likely to do this work because of an intrinsic motivation, interest or passion, and are less likely to specifically highlight their main motivation as being community service.

As celebrants conduct more ceremonies, there is a marked increase in support for limiting celebrant numbers.

Tenure

The length of time a celebrant has been appointed is mostly likely to influence views on limiting celebrant numbers. Celebrants appointed within the last two years are much less likely to support limiting celebrant numbers, with celebrants appointed for more than 6 years most likely to support limiting numbers.

Location

The geographical location of a celebrant does not appear to meaningfully influence their views on any of the topics covered in the survey. Celebrants in Auckland are more likely to have attended celebrant specific training or hold a qualification.

Age

The views held by each age group do not appear to vary significantly, except when discussing compulsory training and the number of celebrants, where support increases consistently with the age of the respondent.

When given the opportunity to comment, celebrants under 45 years old are more likely to raise concerns about limiting the number of celebrants and express the need for increased diversity among celebrants.

Celebrants between 55 and 64 years old, the age group with the largest number of respondents, are proportionally most likely to raise concerns about the number of celebrants appointed.

Purpose and nature of being a celebrant

Celebrants who have completed training or earn an income from being a celebrant are significantly more likely to feel the level of preparation for new celebrants is insufficient (40%), than those who describe themselves as providing a community service or serving family and friends (16% – 18%).

The 220 celebrants who say “Acting as a celebrant is a regular source of income” are the group most likely to feel:

- the number of celebrants exceeds the need, and
- most likely to feel the number of celebrants should be limited, and
- most likely to have completed training, and
- least likely to support reappointing celebrants who have not performed any marriages in the last 12 months.

Areas where Celebrants diverged: two broad groups

Although the views of celebrants vary greatly and reflect a number of different values and priorities, a general consensus was found in most of the survey questions. However, views diverge most significantly when discussing limiting the number of celebrants, and compulsory training. Most respondents support both, or neither. Relatively few respondents support one but not the other.

Two broad groups are outlined below.

Limit numbers and require training

Celebrants that most closely correlate with supporting compulsory training and a limit of celebrant numbers include celebrants who:

- Conduct the most weddings.
- Derive an income from being a celebrant.
- Hold a qualification or celebrant specific training.
- Members of CANZ.

Those who favour the status quo

Those who are satisfied with the existing appointment criteria, or raised concerns with tightening the appointment criteria, tend to be made up of celebrants who:

- Perform fewer than 5 ceremonies annually.
- Have been appointed more recently.
- Are more likely to be motivated by community service.
- Are less likely to advertise, derive an income, or consider themselves a professional celebrant.

- Are younger.

CANZ Membership

CANZ members often had different views from non-members. A breakdown of the differences are in **Appendix 2**.

CANZ members make up a significant proportion of the independent celebrant community. 528 respondents were CANZ members while 1,074 were non-members. Therefore, understanding the views of the membership is an integral part of understanding the current state of being a celebrant, in particular when views diverge from the wider community.

When comparing the responses from CANZ members and the wider celebrant community, some questions highlighted notable differences between the groups. CANZ members are more likely to be in favour of a more rigorous approach to training, the preparation of new celebrants and are more likely to support measures that limit or may reduce the number of independent celebrants.

CANZ encourages members to undertake on-going training and professional development, and the results in Appendix 2 suggest members value the training they have completed and so are more likely to support mandatory training.

It is also clear that current CANZ members value their membership and are more likely to support professional development. This view aligns more closely with the notion raised by some celebrants that increased oversight of marriage celebrants should be formalised and more professional.

Areas for further exploration/Next steps

The intention of the survey was that it would drive exploration of key issues. After reviewing the responses it appears that, while there is room for tweaking and improving the process in places, the survey did not identify any major areas of concern.

Understanding couples' perspective

While the number of complaints from couples made to the Registrar-General is negligible, and no issues have been identified via the existing customer surveys, it may be that couples who marry are unlikely to complain about their celebrants because:

- They don't intend to marry again soon
- Their concerns relate to wider aspects of the conduct of the ceremony rather than the legislative requirements
- Putting energy into a complaint may taint their memory of the day
- They want to focus on the future, not something that cannot be changed.

Further work may be warranted to understand couples' experiences, what they were expecting from their celebrant and whether their expectations were met.

Changing timing of appointment

Some celebrants indicated they wanted to be certain of reappointment before accepting bookings, which increase during the summer peak for marriages. There is merit in investigating options, such as moving to a rolling appointment or an appointment period which occurs during the winter off-season for marriages. Legislatively, it may be possible to implement a minor change via a statutes amendment bill.

Consider changes to the test and quiz

While overall, there were few problems, some of the suggestions made by celebrants warrant further consideration – e.g. we could consider evolving the assessment approach to include a “driving test” ceremony and a more difficult quiz.

Work is currently underway to revise the online appointment and renewal assessment quiz. The purpose is to address common questions and inefficiencies experienced by both independent celebrants and the Registrar-General's staff, and ensure the assessments are fit for purpose in light of recent changes (e.g. the introduction of online services and a change in the way registry marriage services are delivered).

Appendix 1: Survey Responses: Overview of Individual answers

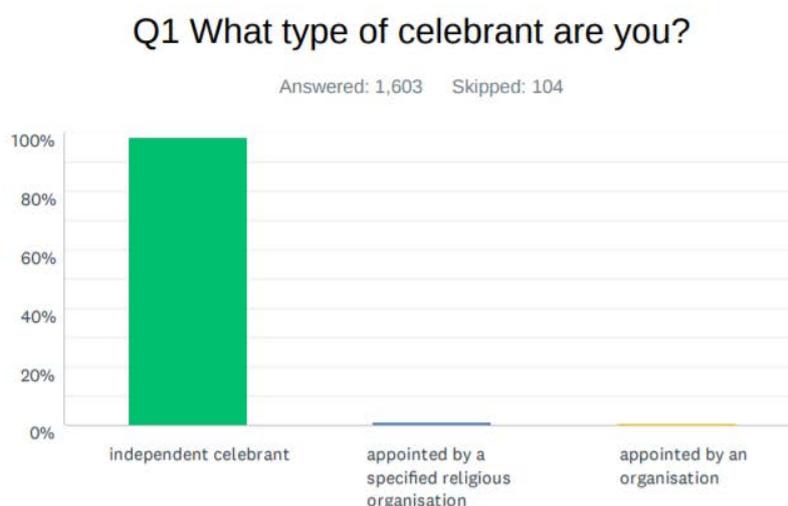
A detailed list of themes identified from comments has been included as a result of robust analysis, and to enable celebrants to understand the thoughts and concerns of other independent celebrants from across the sector.

Note: Comments recorded as ‘Other’ include, but are not limited to:

- *Comments that did not relate to key themes*
- *Comments that could not be interpreted*
- *Comments that did not relate to the question*
- *Comments that were a question*

A About the Respondent – part 1

Q1 – What type of celebrant are you?



ANSWER CHOICES	RESPONSES	
independent celebrant	98.50%	1,579
appointed by a specified religious organisation	1.06%	17
appointed by an organisation	0.44%	7
TOTAL		1,603

Q2 Why did you seek to become a celebrant?

Free text field responses.

13 themes (below) were identified from 1,654 comments. Some comments included more than one theme.

Q2 Themes	% of comments that included this theme	Total number
I enjoy being a celebrant, it is my passion	32%	535
I am a celebrant to provide a community service	27%	447
I was asked by friends or family, members of my community, or because I'm a JP	16%	264
I act as a celebrant for friends or family	14%	231
There was a need in my area	13%	208
I am a celebrant to serve a particular group	10%	165
I wish to provide couples with a meaningful ceremony	6%	98
Being a celebrant is a business or income	4%	69
I am able to use or grow my skills	3%	44
I attended a poor ceremony	2%	34
I became an independent celebrant to officiate non-denominational ceremonies	1%	21
I am a celebrant during my retirement	1%	21
There was demand for younger celebrants	1%	18
Other	4%	68

Q3 What works well about the current appointment process?

Free text field responses.

15 themes were identified from 1,568 comments. Some comments included more than one theme.

Q3 Themes	% of comments that included this theme	Total number
The application process is easy or straightforward	23%	368
The process works well, not aware of any issues	13%	196
The application is online	12%	194
The appointment process is thorough or robust	12%	193
The interview	10%	153
Letters of support	8%	131
The appointment process is fair, open or inclusive	7%	107
The resources available make the requirements clear	5%	71
The quiz works well	4%	67
Appointed too long ago to comment	4%	56
Communication with BDM staff	3%	42
Renewing annually is the right frequency	3%	41
The requirements are too open or easy	2%	34
The requirements exclude 'hobbyist' celebrants	2%	31
The application strikes a balance between being easy and thorough	1%	23
Other	13%	209

Q4 What is not working well about the current appointment process?

Free text field responses.

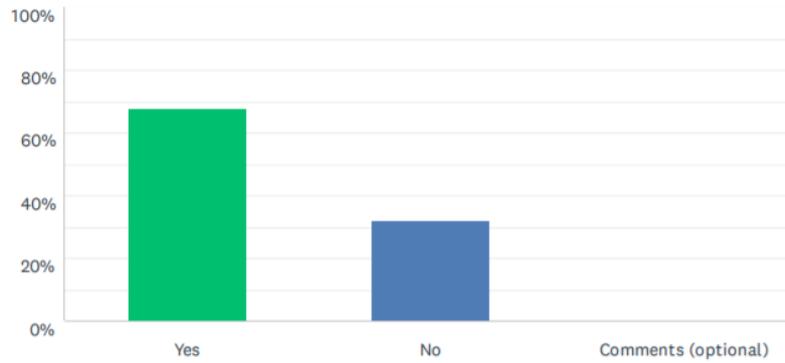
15 themes were identified from 1476 responses to this question. Some comments included more than one theme.

Q4 Themes	% of comments that included this theme	Total number
The existing appointment process works well, or there is nothing wrong	28%	408
No comment	12%	177
Too many celebrants have been appointed	12%	173
Insufficient training or support resources	8%	122
Allows applicants to conduct a 'one-off' wedding for friends or family	8%	119
Personal experience or difficulty with submitting an application	5%	80
The requirement to renew on an annual basis	5%	79
Reports of unprofessional celebrants	4%	59
The appointment process is too easy or open	4%	58
The timeframe to process an application is too long	3%	47
The expectation that one ceremony is conducted annually	2%	33
The application or renewal fee is too high	2%	26
Some celebrants apply only to make money	2%	24
The quiz is unnecessary	1%	18
Concern about the level of influence from CANZ	1%	17
Other	10%	161

Q5 Did you apply online to be appointed as a new celebrant?

Q5 Applicants currently must apply online and have a verified RealMe identity to do so. Did you apply online to be appointed as a new celebrant?

Answered: 1,668 Skipped: 39

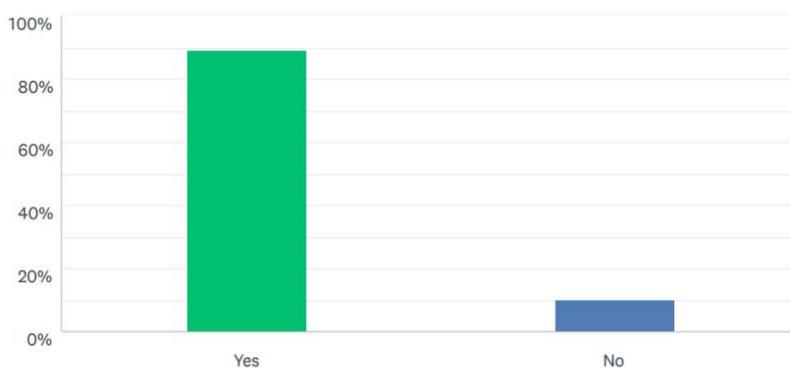


ANSWER CHOICES	RESPONSES	
Yes	67.99%	1,134
No	32.01%	534
Comments (optional)	0.00%	0
TOTAL		1,668

Q6 Did you find the online application process easy?

Q6 Did you find the online application process easy?

Answered: 1,140 Skipped: 567



ANSWER CHOICES	RESPONSES	
Yes	89.21%	1,017
No	10.26%	117
TOTAL		1,140

12 themes identified from 275 comments. Some comments included more than one theme.

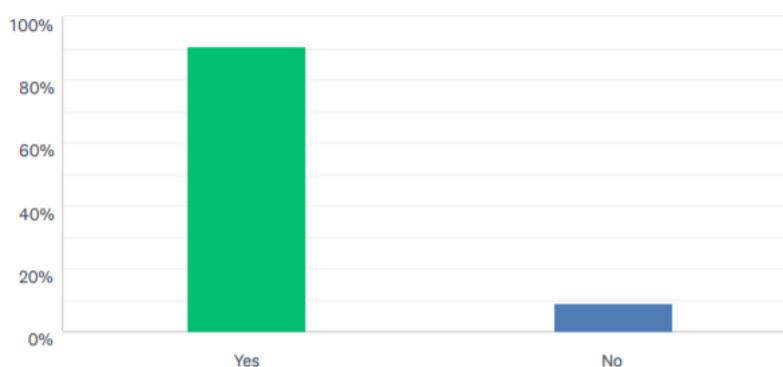
Q6 Themes	% of comments that included this theme	Total number
I found applying online easy	25%	70
I had difficulty with RealMe	24%	65
Time or work intensive	14%	39
Acceptable – neither easy nor difficult	13%	37
Technical Difficulties	9%	25
General Difficulties	9%	24
Unclear instructions	6%	17
Applying online was a learning curve	5%	13
Unfamiliar (did not apply online)	4%	11
Clear instructions	3%	8
Quiz difficulties	2%	6
Too easy (insufficient vetting of applicants)	2%	5
Other	6%	16

B Good Character

Q7 Using organisational affiliation to determine good character

Q7 All applicants are asked if they belong to any organisation(s) that require them to comply with a code of conduct, code of practice, and/or ethical standards. This is to determine whether the person has experience working within the parameters of standards of behaviour. Do you consider that it is appropriate for an applicant to provide information about the organisations they belong to, for use in determining whether they are likely to be a person of good character?

Answered: 1,658 Skipped: 49



ANSWER CHOICES	RESPONSES	
Yes	90.59%	1,502
No	8.99%	149
TOTAL		1,658

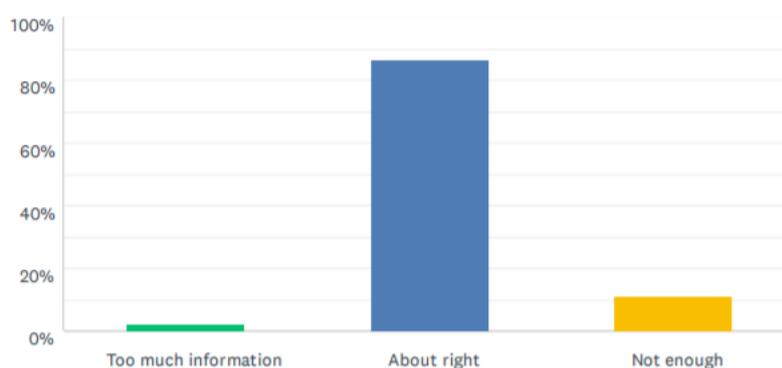
5 themes were identified from 438 comments. Some comments included more than one theme.

Q7 Themes	% of comments that included this theme	Total number
Agree	47%	208
Agree, if it is not a barrier to applicants who do not belong to an organisation	14%	60
Membership is not a reliable indicator of behaviour	12%	54
Other methods should be used to determine good character	8%	36
A code of conduct for celebrants should be introduced	2%	12
Other	15%	68

Q8 Information sought to determine good character

Q8 If an applicant is not a Justice of the Peace, they need to provide two referees vouching for their character, a Criminal Conviction History from the Ministry of Justice and to disclose if there any recent criminal convictions not described in the criminal conviction history. Is this information sufficient to determine that a person is of good character?

Answered: 1,658 Skipped: 49



ANSWER CHOICES	RESPONSES	
Too much information	2.11%	35
About right	86.31%	1,431
Not enough	11.10%	184
TOTAL		1,658

15 themes were identified from 347 comments. Some comments included more than 1 theme.

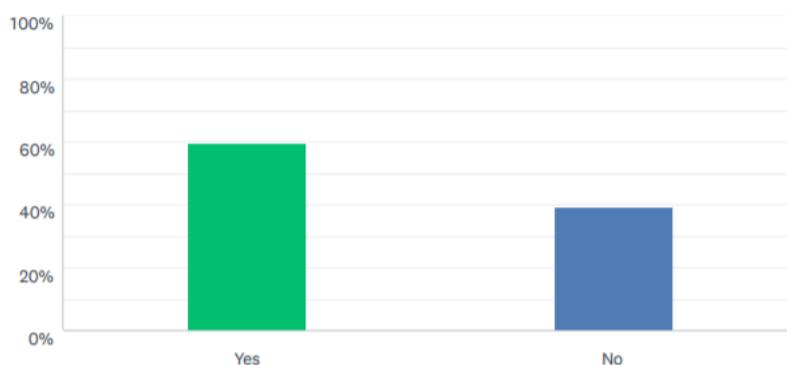
Q8 Themes	% of comments that included this theme	Total number
Current requirements are about right	17%	60
References should come from varied or trusted sources	14%	47
An interview should be required	13%	44
More references are required	11%	39
Insufficient vetting to determine a celebrants suitability or character	10%	33
Referees should be from those with standing in the community	9%	32
Referees should be contacted by phone	8%	29
The current vetting requirements are excessive	5%	16
Greater criminal conviction vetting is required	4%	15
Criminal convictions should not automatically disqualify, people change	4%	14
A Justice of the Peace should not be exempt	3%	11
Suggesting employer references	3%	11
Suggestions of alternative evidence	3%	10
The process is unclear	2%	8
The requirements are too strict for renewal	1%	5
Other	14%	47

C Ability to perform duties

Q9 Membership of a support network and professional development

Q9 Applicants are asked if they are a financial member of the Celebrants Association of New Zealand and if they have achieved the VCANZ designation. Applicants are also asked if they have completed any celebrant specific qualifications, such as celebrant studies. These questions assist the Registrar-General to be satisfied that the applicant is likely to have a good understanding of their duties and may have additional support in performing those duties. Is it appropriate to consider an applicant's membership of a support network and the completion of ongoing professional development?

Answered: 1,644 Skipped: 63



ANSWER CHOICES	RESPONSES	
Yes	59.67%	981
No	38.93%	640
TOTAL		1,644

14 themes were identified from 841 comments. Some comments included more than one theme.

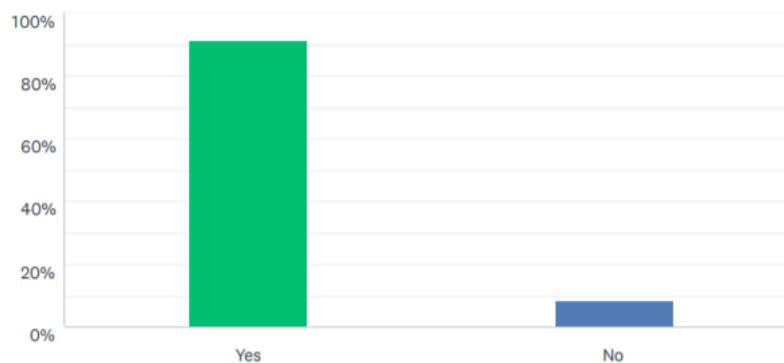
Q9 Themes	% of comments that included this theme	Total number
Skills or experience are comparable to a qualification	25%	203
Considering membership or training is useful but should not be a requirement	14%	115
Varied concerns relating to CANZ	10%	86
Cost concerns or constraints to accessing training	10%	81
It is appropriate to consider membership and training	9%	78
Training should be required	9%	74
It is not necessary or appropriate to consider membership or training	7%	65
Membership fee is a barrier to joining CANZ	5%	45
Current training providers are not accessible geographically or due to the time required	5%	42

Support networks are valuable	3%	26
Membership demonstrates professionalism	2%	16
The existing online assessments and quiz are sufficient	2%	15
Training should not be mandatory	2%	14
Training should be available from an independent provider or BDM	1%	10
Other	11%	94

Q10 New Zealand citizenship

Q10 The Registrar General expects applicants to be New Zealand citizens unless there are exceptional circumstances. This establishes a person ongoing commitment to New Zealand. Do you agree that applicants should be a New Zealand citizen to be appointed?

Answered: 1,646 Skipped: 61



ANSWER CHOICES	RESPONSES	
Yes	91.25%	1,502
No	8.51%	140
TOTAL		1,646

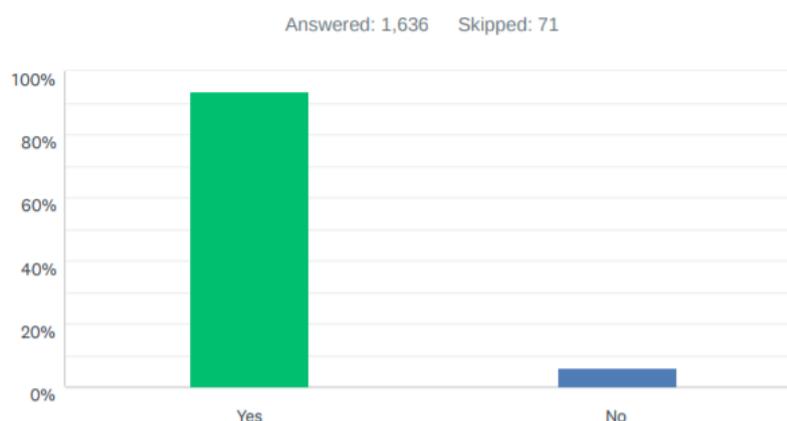
6 themes were identified from 252 comments. Some comments included more than one theme.

Q10 Themes	% of comments that included this theme	Total number
Yes, applicants should be a New Zealand citizen	49%	124
Residents or permanent residents should be eligible	28%	70
No, applicants should not need to be a New Zealand citizen	10%	26
To be assessed on a case by case basis	10%	24
Suggestions for different criteria	8%	20
Unsure	2%	6
Other	4%	10

D Interview and Training

Q11 Interviews

Q11 New applicants are required to attend an interview with a Registrar, usually by Skype if the person is not close to a BDM office. The interview is to assess the applicant's ability to perform the duties and to ensure they understand the legal requirements of being a celebrant if their application was approved. A guide is available to support celebrants, who must also successfully complete a 10 question quiz. Do you think a face-to-face or Skype interview should be required with new applicants?



ANSWER CHOICES	RESPONSES	
Yes	93.34%	1,527
No	6.11%	100
TOTAL		1,636

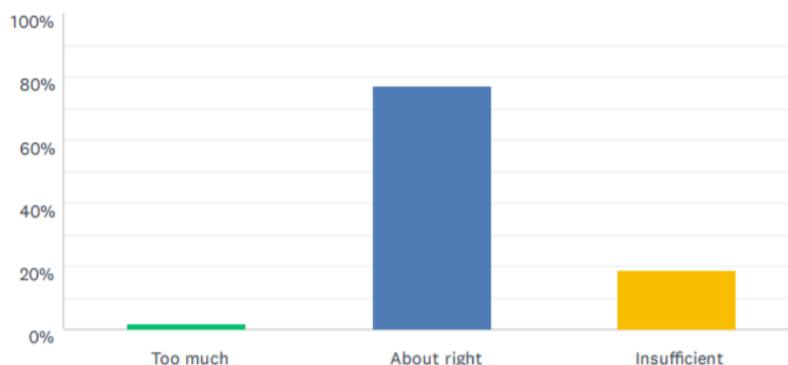
9 themes were identified from 456 comments. Some comments included more than one theme.

Q11 Themes	% of comments that included this theme	Total number
Yes, applicants should attend an interview	66%	299
An interview conducted in person is preferable	18%	82
Interviews are helpful for the applicant	6%	28
The interview should be more rigorous	6%	27
No, an interview should not be required	4%	18
An experienced interviewer is required	4%	18
Suggestions that relate to a new or revised process	3%	15
An interview should take place on a case-by-case basis on the strength of the application	3%	12
In favour of Skye interviews being available	2%	9
Other	6%	26

Q12 Current level of preparation for new celebrants

Q12 Is the current level of preparation for a new celebrant sufficient: instruction during the interview, the guide and passing the quiz?

Answered: 1,631 Skipped: 76



ANSWER CHOICES	RESPONSES	
Too much	1.90%	31
About right	77.13%	1,258
Insufficient	18.70%	305
TOTAL		1,631

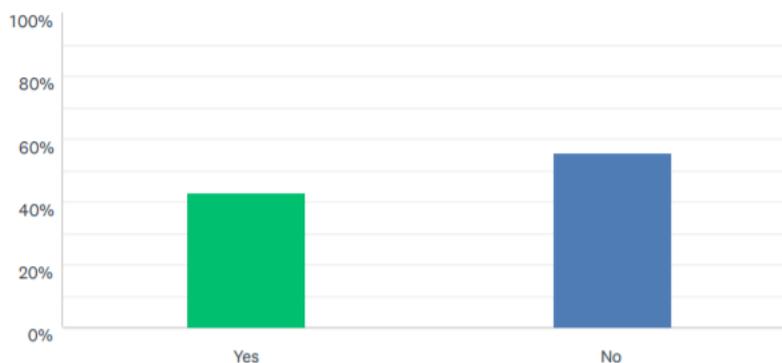
9 themes were identified from 388 comments. Some comments included more than one theme.

Q12 Themes	% of comments that included this theme	Total number
Formal training or a qualification should be required	26%	102
The existing level of preparation is about right	16%	61
The existing level or preparation is insufficient	15%	51
Mentorship should be made accessible or encouraged	6%	24
A practice ceremony should be required	4%	15
The level of instruction should be assessed on a case-by-case basis	3%	12
Suggestions that relate to a new or revised process	1%	5
The quiz is excessive or unnecessary	1%	5
A trial or review period should be introduced for new celebrants	1%	5
Other	5%	20

Q13 Compulsory training

Q13 Should the completion of a training course or a celebrant specific qualification be compulsory in order to become an independent celebrant?

Answered: 1,631 Skipped: 76



ANSWER CHOICES	RESPONSES	
Yes	42.92%	700
No	55.86%	911
TOTAL		1,631

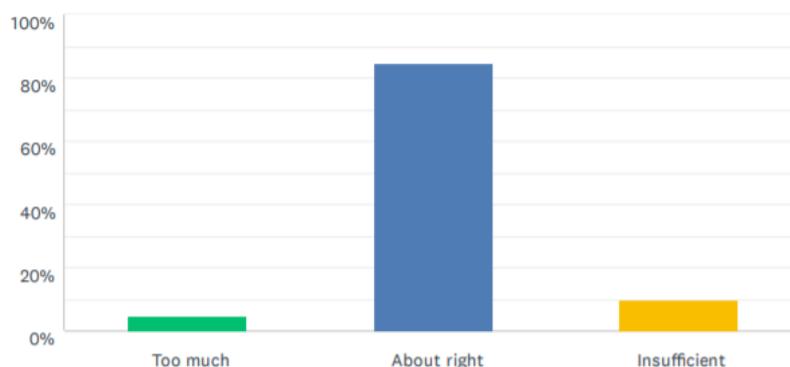
12 themes were identified from 652 comments. Some comments included more than one theme.

Q13 Themes	% of comments that included this theme	Total number
Yes, training should be compulsory	23%	152
No, training should not be compulsory	17%	102
Skills or experience should be considered	15%	102
Cost is a barrier to accessing training	15%	99
Training should remain optional	6%	38
The current appointment process and quiz is sufficient	6%	36
Online training should be made available	4%	29
A day course would be sufficient	4%	26
Ongoing professional development should be required	2%	13
Training needs to be geographically and financially accessible	2%	12
BDM should provide training	2%	12
The current assessments and quiz are sufficient	1%	7
Other	14%	94

Q14 Quiz when renewing

Q14 When renewing their appointment, independent celebrants must complete a 5 question quiz: Is this assessment sufficient to determine a celebrant's ability to continue to perform their duties?

Answered: 1,634 Skipped: 73



ANSWER CHOICES	RESPONSES	
Too much	4.53%	74
About right	84.82%	1,386
Insufficient	9.55%	156
TOTAL		1,634

13 themes were identified from 326 comments. Some comments included more than one theme.

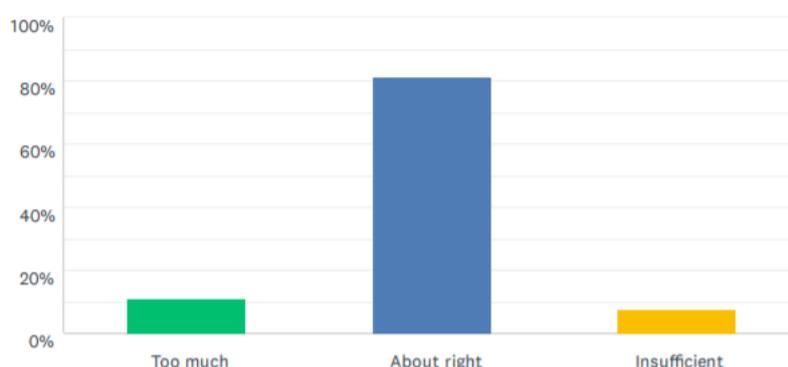
Q14 Themes	% of comments that included this theme	Total number
The content of existing quiz is about right when renewing	33%	108
The quiz should be more difficult	17%	57
Training, professional development, testimonials or the number of ceremonies conducted should be considered	11%	37
The quiz is unnecessary	10%	33
Unsure	7%	23
This requirement to complete the quiz should be assessed on a case-by-case basis	5%	16
The quiz is not a suitable metric to determine a celebrant's competency	4%	14
On-going training or professional development should be implemented or assessed during renewal	4%	12
The wording of the questions needs improving	3%	9
An interview should take place when renewing	2%	7
The quiz is insufficient	2%	7
References from couples should be required when renewing	2%	7
Renewing annually is too frequent	2%	7
Other	2%	7

Need for appointment

Q15 Determining the need for an appointment

Q15 Applicants must describe why they should be appointed and indicate whether they believe it is in the interests of the public in general or a particular community. At least four letters of support are also required to assist the Registrar-General to be satisfied that there is the need for an appointment. Are the letters of support along with the applicant's reasons for an appointment enough to prove that a need exists?

Answered: 1,618 Skipped: 89



ANSWER CHOICES	RESPONSES	
Too much	10.69%	173
About right	81.46%	1,318
Insufficient	7.23%	117
TOTAL		1,618

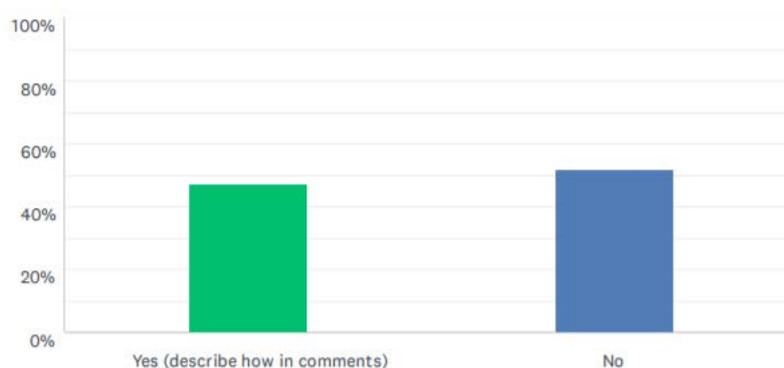
13 themes were identified from 287 comments. Some comments included more than one theme.

Q15 Themes	% of comments that included this theme	Total number
The current requirements are about right	21%	61
Four references is too much	18%	52
More evidence should be required to prove a need	15%	42
Letters of support are not a suitable way to determine need in the community	8%	22
This requirement is redundant given the number of celebrants being appointed	7%	20
References need to be investigated	5%	13
'Need' is difficult to quantify	5%	13
Assessing need is unnecessary	4%	12
Four references is not enough	3%	10
References should come from a trusted source	3%	10
Celebrants are applying for a 'one-off' ceremony	3%	9
How need is assessed is unclear	3%	9
An interview is necessary to determine this	2%	5
Other	5%	15

Q16 The number of celebrants

Q16 Should the number of celebrants be limited?

Answered: 1,617 Skipped: 90



ANSWER CHOICES	RESPONSES	
Yes (describe how in comments)	47.12%	762
No	51.45%	832
TOTAL		1,617

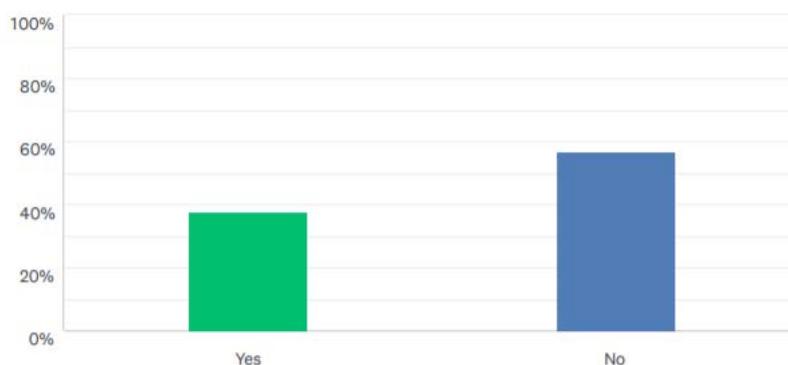
22 themes were identified from 952 comments. Some comments included more than one theme.

Q16 Themes	% of comments that included this theme	Total number
Limit by geographic area	31%	295
Celebrants need to perform a minimum number of ceremonies	13%	123
Couples are entitled to choice or diversity	12%	115
Make training compulsory	7%	71
The quality of celebrants needs to be upheld	7%	68
Too many celebrants affects the viability of businesses	7%	63
The market will decide	5%	51
All applicants who meet the criteria should be appointed	4%	41
Unsure	4%	36
A national quota should be introduced	3%	29
Businesses should not be protected by limiting numbers	3%	28
Base the need on community demographics	3%	26
Quality is what matters	3%	26
Numbers should be limited	3%	25
Numbers should not be limited	3%	24
Limit by celebrant demographics	3%	24
Requirements should be tougher – not specific	2%	22
Unsure how numbers should be limited	2%	16
Being a celebrant is a community service not a business	1%	12
Couples have too much choice	1%	7
Couples should be able to rate celebrants	<1%	4
Application fee should be higher to limit numbers	<1%	4
Other	4%	39

Q17 Current need - geographically

Q17 In your view, does the current number of celebrants currently exceed the need in your area?

Answered: 1,618 Skipped: 89



ANSWER CHOICES	RESPONSES	
Yes	37.58%	608
No	56.80%	919
TOTAL		1,618

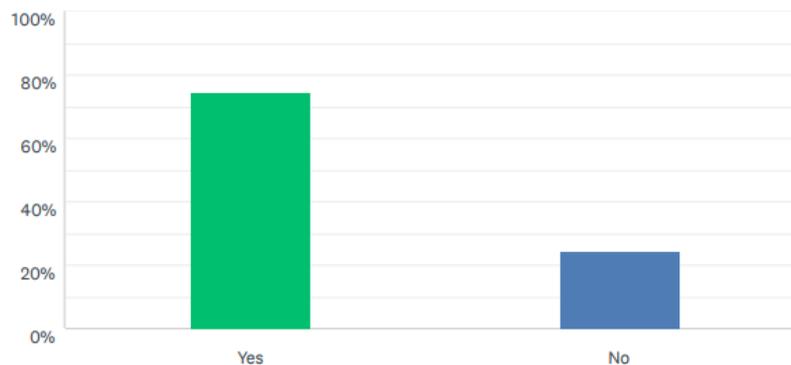
16 themes were identified from 472 comments. Some comments included more than one theme.

Q17 Themes	% of comments that included this theme	Total number
Unsure or don't know	31%	148
Yes, there are too many celebrants	15%	73
No, numbers don't exceed the need	15%	70
Couples want choice	13%	60
Too many celebrants in cities	3%	16
Numbers in my area are about right	3%	14
I've noticed a drop in clients	3%	14
Celebrants travel between areas	3%	13
The market will decide	3%	12
Celebrant is a community service, not a business	2%	10
Quality is more important than the number of celebrants	2%	9
Some are appointed for 'one-off' weddings	1%	7
Too many celebrants creates a competitive environment	1%	7
There is a shortage during the busy season	1%	7
Reports of unprofessional celebrants	1%	6
Celebrants need to be active to be renewed	1%	5
Other	12%	58

Q18 Interests of a community: celebrants who don't perform ceremonies in a year

Q18 When considering a renewal application, the Registrar General must be satisfied the reappointment remains in the interest of the public or a particular community. Should celebrants who don't perform any marriages in twelve months be approved for another year?

Answered: 1,625 Skipped: 82



ANSWER CHOICES	RESPONSES	
Yes	74.22%	1,206
No	24.25%	394
TOTAL		1,625

8 themes were identified from 1,034 comments. Some comments included more than one theme.

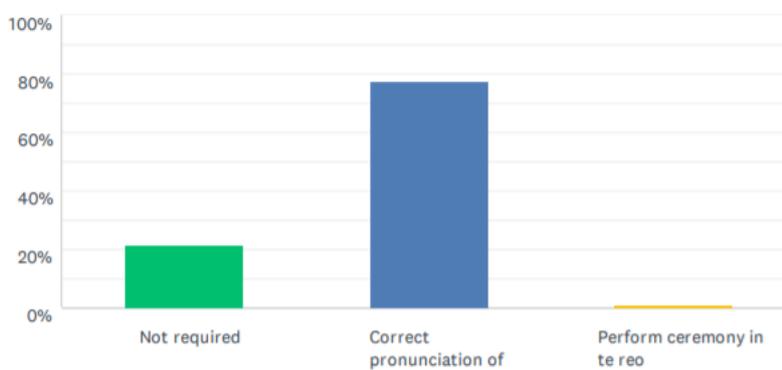
Q18 Themes	% of comments that included this theme	Total number
Personal or exceptional circumstances should be considered	52%	533
There are legitimate reasons for limited demand from couples	20%	211
The limit should be 2 years	16%	163
The limit should be 3-5 years	4%	41
The celebrant should decide	4%	39
No, celebrants should not be approved for another 12 months	2%	25
Future bookings should be considered	2%	18
There is a risk in limiting diversity	1%	11
Other	8%	86

F Te Tiriti o Waitangi

Q19 Te Reo Māori proficiency

Q19 A purpose of the Registrar-General's office is to serve and connect people, communities and government to build a safe, prosperous and respected nation. That includes affirming our commitment to honour our Treaty obligations. The relationships formed by the Treaty between the Crown and Māori affect the operation of every group, unit and individual working within and on behalf of the Department. What level of te reo Māori proficiency should be expected of independent celebrants?

Answered: 1,629 Skipped: 78



ANSWER CHOICES	RESPONSES	
Not required	21.42%	349
Correct pronunciation of names	77.41%	1,261
Perform ceremony in te reo	0.80%	13
TOTAL		1,629

12 themes were identified from 477 comments. Some comments included more than one theme.

Q19 Themes	% of comments that included this theme	Total number
Correct pronunciation should be expected or required	41%	195
Couples should seek an appropriate celebrant if they require te reo proficiency	21%	99
Basic te reo skills should be required	11%	51
Te reo proficiency should not be required	10%	46
Celebrants should have an understanding of tikanga	7%	33
Celebrants need to demonstrate cultural sensitivity	6%	30
More resources should be available	3%	16
Fluency in te reo should be noted in a celebrant's online profile	3%	15

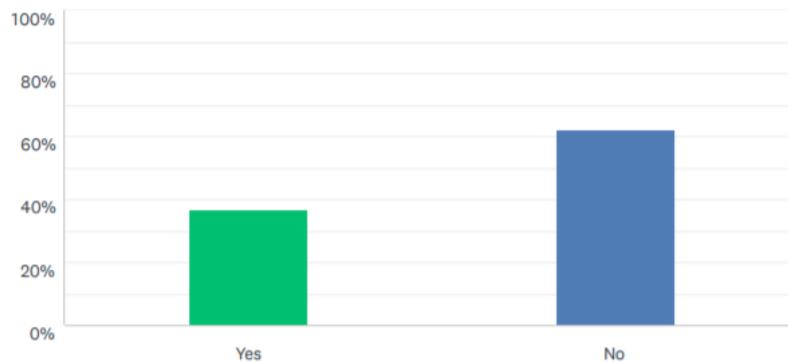
Celebrants should have an understanding of the Treaty of Waitangi	3%	14
Te reo proficiency should be encouraged by not required	3%	13
Improving ability should be an ongoing focus	2%	8
Celebrants should be willing to try	1%	6
Other	10%	50

G Same-sex marriages

Q20 Declining an appointment based on an intention to discriminate

Q20 Independent marriage celebrants are bound by the Human Rights Act not to discriminate against people on the basis of their sexual orientation. Is it appropriate to decline an application based on an intention to discriminate based on the couple's sex?

Answered: 1,621 Skipped: 86



ANSWER CHOICES	RESPONSES	
Yes	36.83%	597
No	61.94%	1,004
TOTAL		1,621

7 themes were identified from 489 comments. Some comments included more than one theme.

Q20 Themes	% of comments that included this theme	Total number
Independent celebrants should not discriminate based on the couple's sex or gender identity	60%	294
Celebrants are able to exercise choice in who they marry	19%	93
Celebrants should respectfully decline or refer couples to another celebrant if not comfortable	8%	41
An independent celebrant should not be appointed or renewed if they intend to discriminate based on the couple's sex or gender identity	8%	39
It's in the couple's interest to have the support of their celebrant	6%	29
Infringement of religious freedoms	3%	17

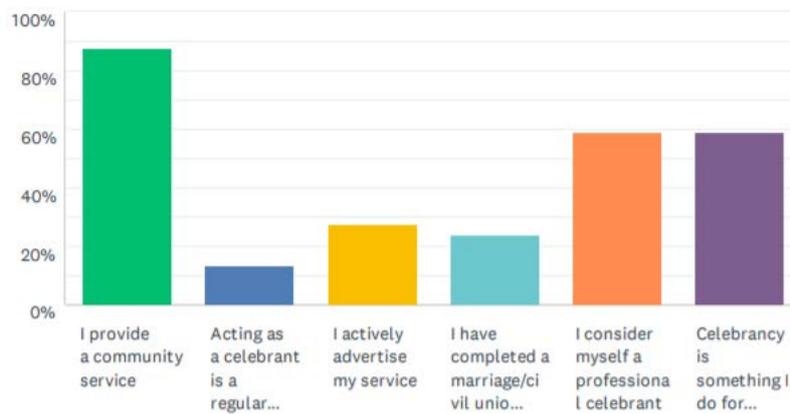
Misunderstanding of current legislation	2%	12
Other	12%	60

H Respondents

Q21 Nature of being a celebrant

Q21 How would you describe your work? Select as many as applicable.

Answered: 1,616 Skipped: 91



ANSWER CHOICES	RESPONSES	
I provide a community service	87.75%	1,418
Acting as a celebrant is a regular source of income	13.61%	220
I actively advertise my service	27.35%	442
I have completed a marriage/civil union celebrant qualification	24.20%	391
I consider myself a professional celebrant	58.97%	953
Celebrancy is something I do for friends and family	59.16%	956
Total Respondents: 1,616		

14 themes were identified from 438 comments. Some comments included more than one theme.

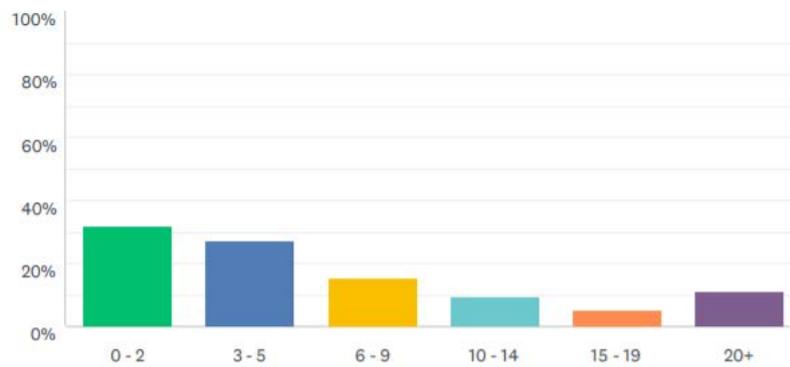
Q21 Themes	% of comments that included this theme	Total number
Community service	41%	179
Being a celebrant is a passion	17%	76
I wish to expand my celebrant work in the future	16%	71
I am a celebrant part-time	15%	64
I derive an income	11%	47
I am a trained professional	10%	44
I advertise	10%	42
I don't advertise	7%	32
The fee I accept depends on the couple's circumstances	7%	30
I am a celebrant mainly for friends and family	7%	30

I consider myself a professional celebrant	7%	29
I don't charge a fee	5%	21
I'm currently completing training	3%	15
I donate my fee	1%	6
Other	10%	42

Q22 Tenure

Q22 How many years have you been appointed as a celebrant in New Zealand?

Answered: 1,614 Skipped: 93

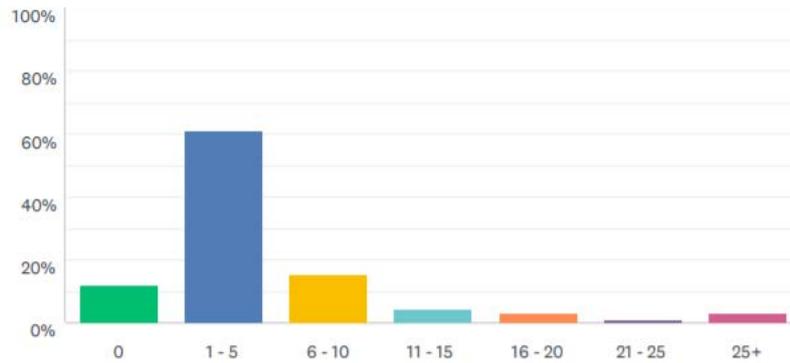


ANSWER CHOICES	RESPONSES	
0 - 2	32.16%	519
3 - 5	27.45%	443
6 - 9	15.12%	244
10 - 14	9.36%	151
15 - 19	4.89%	79
20+	11.03%	178
TOTAL		1,614

Q23 Number of marriages performed in the last 12 months

Q23 How many marriages have you performed in the last 12 months?

Answered: 1,609 Skipped: 98

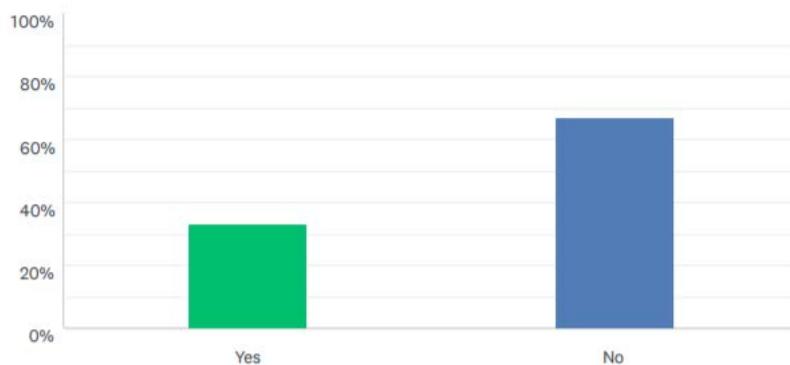


ANSWER CHOICES	RESPONSES	
0	12.00%	193
1 - 5	60.97%	981
6 - 10	15.29%	246
11 - 15	4.29%	69
16 - 20	3.36%	54
21 - 25	1.06%	17
25+	3.05%	49
TOTAL		1,609

Q24 Celebrants Association of New Zealand membership

Q24 Are you a member of the Celebrants Association of New Zealand (CANZ)?

Answered: 1,608 Skipped: 99



ANSWER CHOICES	RESPONSES	
Yes	32.84%	528
No	66.79%	1,074
TOTAL		1,608

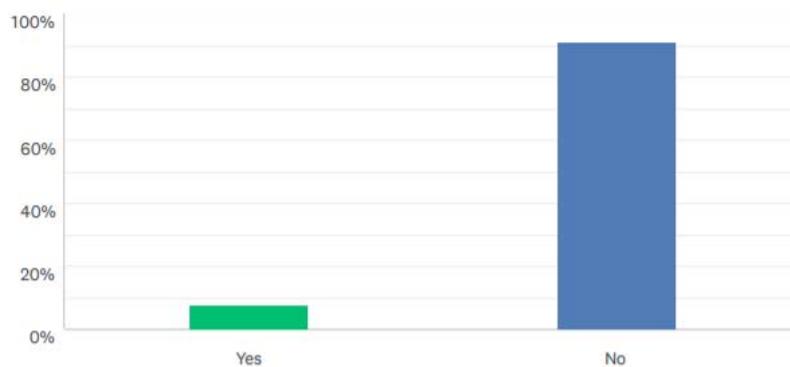
7 themes were identified from 285 comments. Some comments included more than one theme.

Q24 Themes	% of comments that included this theme	Total number
I am no longer a member	27%	77
I am not a member	27%	76
I intent to join	19%	55
The fee is too expensive	16%	46
I am a member	10%	30
I would consider joining	7%	21
Unsure	3%	8
Other	8%	22

Q25 VCANZ designation

Q25 Do you hold the VCANZ designation?

Answered: 1,591 Skipped: 116



ANSWER CHOICES	RESPONSES	
Yes	7.92%	126
No	91.01%	1,448
TOTAL		1,591

12 themes were identified from 227 comments. Some comments included more than one theme.

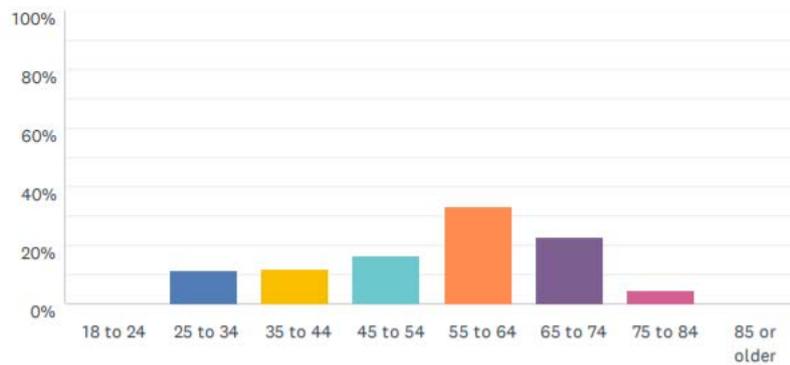
Q25 Themes	% of comments that included this theme	Total number
No, I do not hold VCANZ	35%	80
I intend to or would like to hold VCANZ	24%	63
I'm in the process of applying	12%	28
The fee is too expensive	12%	28
Unsure what VCANZ is	9%	21
The designation is not worth the time or fee required	8%	19
VCANZ is divisive	4%	8

I would consider applying	4%	8
VCANZ is not necessary due to my location	4%	8
My application was not successful	3%	7
Yes, I hold VCANZ	2%	5
Other	10%	22

Q26 Age

Q26 What is your age?

Answered: 1,612 Skipped: 95

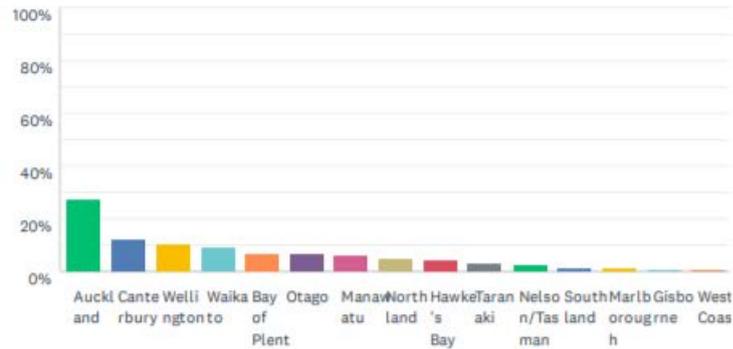


ANSWER CHOICES	RESPONSES	
18 to 24	0.25%	4
25 to 34	11.35%	183
35 to 44	11.79%	190
45 to 54	16.56%	267
55 to 64	32.94%	531
65 to 74	22.46%	362
75 to 84	4.53%	73
85 or older	0.12%	2
TOTAL		1,612

Q27 Primary Location

Q27 Where do you predominantly perform marriages?

Answered: 1,614 Skipped: 93

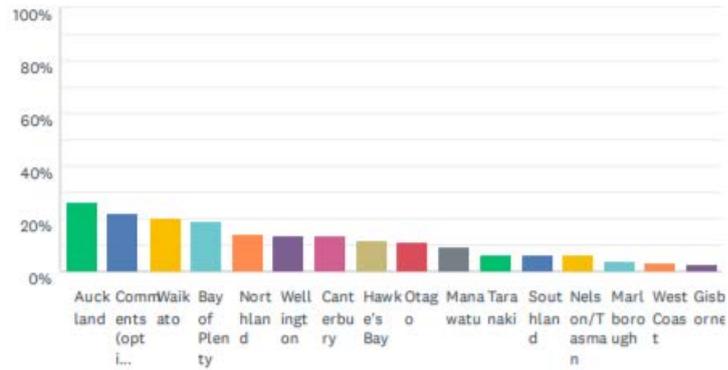


ANSWER CHOICES	RESPONSES	
Auckland	27.51%	444
Canterbury	11.77%	190
Wellington	10.41%	168
Waikato	9.54%	154
Bay of Plenty	7.06%	114
Otago	6.63%	107
Manawatu	6.20%	100
Northland	5.20%	84
Hawke's Bay	4.46%	72
Taranaki	2.97%	48
Nelson/Tasman	2.29%	37
Southland	1.73%	28
Marlborough	1.36%	22
Gisborne	0.93%	15
West Coast	0.87%	14
TOTAL		1,614

Q28 Other Locations

Q28 If you perform marriages in another region please indicate here, otherwise leave blank

Answered: 790 Skipped: 917



ANSWER CHOICES	RESPONSES	
Auckland	25.82%	204
Comments (optional)	22.15%	175
Waikato	20.51%	162
Bay of Plenty	18.99%	150
Northland	14.05%	111
Wellington	13.67%	108
Canterbury	13.42%	106
Hawke's Bay	11.39%	90
Otago	10.76%	85
Manawatu	8.86%	70
Taranaki	6.71%	53
Southland	6.33%	50
Nelson/Tasman	5.95%	47
Marlborough	4.05%	32
West Coast	2.78%	22
Gisborne	2.53%	20
Total Respondents: 790		

Q29 Is there anything else you would like us to consider?

Free text field responses.

32 themes were identified from 509 comments. Some comments included more than one theme.

Q29 Themes	% of comments that included this theme	Total number
Thank you for conducting this review/survey	15%	76
Being a celebrant is my passion	11%	55
Training should be mandatory	7%	38
No comment	7%	36
Being a celebrant is a community service, not a business or profession	7%	37
Don't limit the number of celebrants	7%	34
BDM should provide more support resources	5%	23
Concerns about CANZ	4%	22
Community service	4%	21
Opposition to protecting celebrant's businesses by limiting the number of celebrants	4%	20
I am happy with the status quo	4%	19
Concern regarding VCANZ requirement for registry weddings	4%	19
Diversity among celebrants is important	3%	17
Renewal timing	3%	15
Concern about unprofessional celebrants	3%	14
Celebrants who conduct a small number of ceremonies should not be excluded	2%	12
I don't charge a fee for my services	2%	12
There are too many celebrants	2%	11
The number of celebrants should be limited	2%	10
There is currently insufficient oversight of celebrant performance	2%	10
Quality is more important than the number of celebrants	2%	9
Training should not be mandatory	2%	9
CANZ membership should be encouraged	2%	9
Concerns regarding 'one-off' weddings for friends or family	2%	8
Current training requirements are not sufficient	1%	7
Being a celebrant is no longer a viable business	1%	7
The fee to become a celebrant is too much	1%	7
The fee to become a celebrant should be increased	1%	4
The fee celebrants charge should be capped	1%	4
A minimum celebrant fee should be introduced to uphold the profession	1%	4
The quiz needs to be updated	1%	4
Experience is more important than a qualification	1%	3
Other	18%	93

Appendix 2: CANZ member views

Responses to these questions differ between CANZ members and non-members

Q9 Membership of a support network and professional development

Is it appropriate to consider an applicant's membership of a support network and the completion of on-going professional development?

	Yes	No	Number of respondents
CANZ members	80%	20%	517
Non-members	50%	50%	1,050

Q12 Current level of preparation for new celebrants

Is the current level of preparation for a new celebrant sufficient instruction during the interview, the guide and passing the quiz?

	Too Much	About Right	Insufficient	Number of respondents
CANZ members	1%	66%	33%	514
Non-members	2%	86%	12%	1,038

Q13 Compulsory training

Should the completion of a training course or a celebrant specific qualification be compulsory in order to become an independent celebrant?

	Yes	No	Number of respondents
CANZ members	63%	37%	520
Non-members	34%	66%	1,048

Q16 The number of celebrants

Should the number of celebrants be limited?

	Yes	No	Number of respondents
CANZ members	60%	40%	518
Non-members	42%	58%	1,046

Q17 Current need – geographically

In your view, does the current number of celebrants currently exceed the need in your area?

	Yes	No	Number of respondents
CANZ members	57%	43%	500
Non-members	31%	69%	1,003

Q18 Interests of a community: celebrants who don't perform ceremonies in a year

When considering a renewal application, the Registrar-General must be satisfied the reappointment remains in the interest of the public or a particular community. Should celebrants who don't perform any marriages in twelve months be approved for another year?

	Yes	No	Number of respondents
CANZ members	65%	35%	513
Non-members	80%	20%	1,055

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