



5 APR 2019

[REDACTED]

Dear [REDACTED]

On 12 March 2019, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- 1. The total numbers of Special Needs Grants for Food broken down by Work and Income offices, from the quarter ending 30 June 2018 until the most recently available quarter. Please provide this data broken down by quarter until the most recent available quarter.*

Work and Income, a service line of the Ministry, provides hardship assistance to help people pay for essential items or services they need urgently. Hardship assistance includes Special Needs Grants (SNGs) which provide non-taxable, one-off recoverable or non-recoverable financial assistance to people to meet immediate needs, such as a food grant.

More information about food grants is available on Work and Income's website at: [www.workandincome.govt.nz/eligibility/urgent-costs/food.html](http://www.workandincome.govt.nz/eligibility/urgent-costs/food.html).

Please find enclosed a table with the number of hardship payments for SNGs for food during the quarters ending 30 June 2018, 30 September 2018 and 31 December 2018.

In order to protect client privacy, some values fewer than six are suppressed and are represented by 'S'. The Ministry is unable to provide you with the exact number as releasing this information is likely to risk identifying the individuals concerned. As such, this information is withheld under section 9(2)(a) of the Act. The need to protect the privacy of these individuals outweighs any public interest in this information.

Further information regarding benefits and hardship payments is available on the Ministry's website. The Benefit Fact Sheets provide a high-level view of trends in hardship information over the past five years. The Fact Sheets present numbers and characteristics of clients who have received hardship assistance at the end of the current quarter and for the equivalent quarter one year ago and five years ago. You will note Work and Income divides New Zealand into 11 regions. The Benefit Fact Sheets are available at: [www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/](http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/benefit/)

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,

- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding Special Needs Grants for food, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Cassandra Wise  
**Team Manager Issue Resolution**

The number of hardship payments for Special Needs Grants (SNGs) for food granted during the quarters ending 30 June 2018, 30 September 2018 and 31 December 2018

Region	Site	2018- June	2018- Sept	2018- Dec
<b>Northland</b>	Dargaville	111	93	93
	Kaikohe	438	410	465
	Kaitaia	799	698	683
	Kamo	268	211	224
	Kawakawa	323	236	213
	Kerikeri	322	363	335
	Whangarei Central	1,584	1,804	2,054
	<b>Subtotal</b>	<b>3,845</b>	<b>3,815</b>	<b>4,067</b>
<b>Auckland Metro</b>	Albany	213	283	390
	Avondale	510	414	487
	Birkenhead District	364	364	437
	Browns Bay	88	105	133
	Clendon	2,541	2,671	3,096
	Glenfield	312	267	370
	Glenmall	1,393	1,286	1,325
	Grey Lynn	525	429	574
	Helensville	165	162	169
	Highland Park	456	379	403
	Hunters Corner District	830	656	1,195
	Mangere	2,892	2,746	3,166
	Manukau District	715	800	1,461
	Manurewa	5,101	6,103	6,665
	Mt Albert	296	249	1,066
	Mt Eden	326	356	328
	New Lynn	721	627	744
	Onehunga	759	927	897
	Orewa	634	722	887
	Otahuhu	950	950	1,360
	Otara	1,057	805	1,303
	Papakura	3,005	3,056	3,361
	Papatoetoe	548	568	984
	Pukekohe	1,205	1,145	1,827
	Queen Street	682	951	1,732
	Takapuna	372	442	583
	Tamaki	1,421	1,387	2,075
	Three Kings	1,005	893	916
	Waiheke	141	137	106
	Waitakere	1,728	2,239	2,733
	Waiuku	356	397	548
	Warkworth	286	344	346
	Westgate	953	932	1,223
<b>Subtotal</b>	<b>32,550</b>	<b>33,792</b>	<b>42,890</b>	

Region	Site	2018- June	2018- Sept	2018- Dec
<b>Waikato</b>	Cambridge	126	117	117
	Dinsdale	1,122	1,313	1,563
	Five Cross Roads	1,510	1,509	1,772
	Glenview	424	451	555
	Hamilton	657	783	751
	Hamilton East	415	508	628
	Huntly	320	328	173
	Matamata	96	89	113
	Morrinsville	111	69	60
	Ngaruawahia	346	288	518
	Paeroa	68	49	61
	Te Awamutu	258	270	384
	Thames	132	143	129
	Waihi	172	163	194
	<b>Subtotal</b>	<b>5,757</b>	<b>6,080</b>	<b>7,018</b>
<b>Taranaki</b>	Hawera	204	240	283
	Marton	102	252	92
	New Plymouth	672	852	1,391
	Stratford	151	159	179
	Taihape	78	86	135
	Taumarunui	93	79	106
	Te Kuiti	218	225	240
	Waitara	158	179	275
	Whanganui	785	823	1,010
		<b>Subtotal</b>	<b>2,461</b>	<b>2,895</b>
<b>Bay of Plenty</b>	Greerton	598	626	605
	Kawerau	274	341	355
	Mount Maunganui	412	429	505
	Opotiki	124	195	177
	Rotorua	2,229	2,463	2,489
	Taupo	262	292	356
	Tauranga	141	210	175
	Te Puke	242	360	305
	Tokoroa	432	398	512
	Whakatane	506	575	672
	<b>Subtotal</b>	<b>5,220</b>	<b>5,889</b>	<b>6,151</b>
<b>East Coast</b>	Flaxmere	193	242	271
	Gisborne	1,254	1,159	1,250
	Hastings Community Link	722	607	623
	Kaiti	11	11	140
	Napier	1,281	1,248	1,289
	Ruatoria	70	57	64
	Taradale	349	414	333
	Waipukurau	151	146	117
	Wairoa	158	254	177
	<b>Subtotal</b>	<b>4,189</b>	<b>4,138</b>	<b>4,264</b>

Region	Site	2018- June	2018- Sept	2018- Dec
Central	Dannevirke	295	277	334
	Feilding	222	245	234
	Foxton	128	156	180
	Horowhenua	528	535	493
	Kapiti	812	824	759
	Otaki	305	394	362
	Palmerston North	941	992	1,370
	Wairarapa	831	848	904
	<b>Subtotal</b>	<b>4,062</b>	<b>4,271</b>	<b>4,636</b>
Wellington	Johnsonville	412	438	482
	Lower Hutt	470	506	448
	Naenae	1,229	1,243	1,483
	Newtown	860	862	1,160
	Porirua	1,333	1,300	1,570
	Upper Hutt	571	497	548
	Wainuiomata	396	303	414
	Wellington	741	758	655
	<b>Subtotal</b>	<b>6,012</b>	<b>5,907</b>	<b>6,760</b>
Nelson	Blenheim	511	682	568
	Greymouth	165	154	247
	Motueka	371	313	312
	Nelson	582	560	578
	Nelson Region Processing Unit	0	S	17
	Richmond	484	497	534
	Westport	134	S	176
	<b>Subtotal</b>	<b>2,247</b>	<b>2,325</b>	<b>2,432</b>
	Canterbury	Ashburton	119	124
Canterbury Youth Service		53	100	79
Hornby		392	370	456
Linwood		593	636	670
New Brighton		453	397	381
Papanui		320	318	304
Rangiora		368	293	308
Riccarton		273	284	196
Shirley		344	337	403
Sydenham		524	564	542
<b>Subtotal</b>		<b>3,439</b>	<b>3,423</b>	<b>3,487</b>

Region	Site	2018- June	2018- Sept	2018- Dec
<b>Southern</b>	Alexandra	91	71	50
	Balclutha	88	94	109
	Dunedin Central	999	1,069	1,261
	Gore	291	262	298
	Invercargill	1,210	1,220	1,240
	Mosgiel	183	160	165
	Oamaru	237	226	262
	Queenstown	41	64	103
	South Dunedin	577	577	599
	Timaru	637	636	587
		<b>Subtotal</b>	<b>4,354</b>	<b>4,379</b>
<b>Other</b>	<b>Subtotal</b>	<b>63,288</b>	<b>65,318</b>	<b>93,277</b>
<b>Grand total</b>		<b>137,424</b>	<b>142,232</b>	<b>183,367</b>

**Notes:**

- SNG is Special Needs Grants
- This represents a count of grants not individuals as the same client may have been granted a hardship payment more than once.
- This represents payments to all benefits and pensions, not just working age clients on main benefits.
- S' represents a suppressed cell. These numbers are withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information. Some numbers are suppressed secondarily.
- 'Other' includes the:
  - Central Processing Unit
  - Centralised Collection Unit
  - Centralised Unit Housing
  - Christchurch Contact Centre
  - Due Paid Assessment Team
  - Ellerslie Contact Centre
  - Hamilton Contact Centre
  - Integrity Intervention Centre
  - National Office
  - Not recorded
  - Palmerston North Fraud
  - Remote Client Unit
  - Seniors Support Centre
  - Specialised Processing Srv WLG
  - Specialised Processing Srv WRE
  - Staff Assistance Unit
  - StudyLink Processing Centre
  - Veterans Pension Centre
  - Waitakere Contact Centre
  - Wellington Contact Centre
  - Youth Service Support Unit