



18 JUN 2019

Dear [REDACTED]

On 3 May 2019, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

- *The figures for the Gisborne region (including the East Coast like Ruatoria etc) for the amount of hardship assistance grants given out by the MSD for the past five years - broken into each quarter.*

The Ministry, through Work and Income, provides recoverable and non-recoverable financial assistance to help people meet an immediate need for essential items including food, health costs and power.

These payments are available to any person that meets the income and asset test criteria, and they are unable to meet the cost for an essential need from any other source. Work and Income also ensures that people receive their correct entitlement to any other financial assistance as part of the application and assessment process.

Work and Income assists people in managing their costs long term, not just with immediate and urgent assistance. It is important to understand why the client cannot meet these costs, in order to provide the most appropriate form of assistance. This can include helping them find other avenues of assistance such as from their District Health Board. The applicant also has an obligation to manage their own finances with the help of Work and Income. This may include seeking financial advice from budgeting services.

Please find enclosed Table One which provides figures around the number of Advance Payment of Benefit (ADV), Special Needs Grants (SNG) and Recoverable Assistance Payment (RAP) and amounts approved in the Gisborne, Kaiti and Ruatoria Work and Income service centres during the last five calendar years ending December 2018 and the March 2019 quarter, broken down by quarter, reason group and amount.

Further information about financial assistance and eligibility can be found on the Work and Income website: [www.workandincome.govt.nz/individuals/a-z-benefits/index.html](http://www.workandincome.govt.nz/individuals/a-z-benefits/index.html).

Information about trends in benefit receipts is available on the Benefit fact sheets here: [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 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 concerning hardship assistance in Gisborne, 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  
**Manager, Issue Resolution, Service Delivery**

**Table One: Number of Advance Payment of Benefit (ADV), Special Needs Grants (SNG) and Recoverable Assistance Payment (RAP) and amounts approved in the Gisborne, Kaiti and Ruatoria Work and Income service centres during the last five calendar years ending December 2018 and the March 2019 quarter, broken down by quarter, reason group and amount**

Reason group	In the quarter ending											
	31 March 2014		30 June 2014		30 September 2014		31 December 2014					
	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount				
Accommodation Including Housing Support Package	424	\$196,479	410	\$221,978	379	\$205,901	359	\$192,174				
Affected by benefit stand down	28	\$3,175	54	\$6,040	23	\$2,539	19	\$2,007				
Driver Licence	49	\$5,114	52	\$5,619	54	\$5,809	69	\$7,674				
Emergency Housing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Electricity Gas and Water	136	\$83,095	67	\$29,661	132	\$73,422	127	\$83,576				
Food	1,195	\$137,735	1,048	\$122,444	1,089	\$124,984	1,094	\$125,285				
Medical and Health related costs	100	\$47,453	79	\$34,381	86	\$32,541	76	\$31,151				
Re-establishment grants	12	\$4,197	22	\$6,439	9	\$2,963	13	\$5,177				
School costs	213	\$38,747	28	\$4,942	16	\$3,645	7	\$1,347				
Other	963	\$325,420	1,109	\$357,098	1,036	\$337,616	929	\$318,855				
<b>Total</b>	<b>3,120</b>	<b>\$841,416</b>	<b>2,869</b>	<b>\$788,602</b>	<b>2,824</b>	<b>\$789,421</b>	<b>2,693</b>	<b>\$767,245</b>				

Table continued overleaf.

Reason group	In the quarter ending											
	31 March 2015		30 June 2015		30 September 2015		31 December 2015					
	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount				
Accommodation Including Housing Support Package	338	\$182,952	369	\$205,662	473	\$252,632	459	\$256,947				
Affected by benefit stand down	14	\$1,518	21	\$2,807	34	\$4,002	9	\$1,089				
Driver Licence	63	\$6,495	71	\$8,005	58	\$5,615	45	\$4,857				
Emergency Housing	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				
Electricity Gas and Water	109	\$69,337	69	\$41,422	144	\$97,273	141	\$100,947				
Food	1,133	\$131,245	1,186	\$134,419	1,430	\$167,897	1,388	\$161,812				
Medical and Health related costs	68	\$24,800	104	\$45,020	128	\$52,989	96	\$36,232				
Re-establishment grants	18	\$5,563	17	\$5,717	7	\$2,399	15	\$4,923				
School costs	231	\$37,971	33	\$5,572	25	\$4,726	15	\$2,545				
Other	914	\$301,562	1,082	\$340,053	1,057	\$340,523	1,137	\$383,212				
<b>Total</b>	<b>2,888</b>	<b>\$761,444</b>	<b>2,952</b>	<b>\$788,677</b>	<b>3,356</b>	<b>\$928,055</b>	<b>3,305</b>	<b>\$952,564</b>				

Table continued overleaf.

Reason group	In the quarter ending											
	31 March 2016		30 June 2016		30 September 2016		31 December 2016					
	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount				
Accommodation Including Housing Support Package	334	\$186,123	340	\$191,283	348	\$195,172	350	\$217,618				
Affected by benefit stand down	14	\$1,828	10	\$1,161	25	\$3,385	32	\$3,645				
Driver Licence	35	\$3,856	58	\$6,474	36	\$3,982	32	\$3,156				
Emergency Housing	N/A	N/A	N/A	N/A	N/A	N/A	85	\$79,098				
Electricity Gas and Water	111	\$68,563	104	\$62,625	175	\$144,888	153	\$115,107				
Food	1,222	\$146,592	1,194	\$140,716	1,400	\$165,485	1,513	\$176,470				
Medical and Health related costs	88	\$40,284	87	\$41,004	116	\$49,406	112	\$54,779				
Re-establishment grants	14	\$4,840	20	\$6,718	12	\$3,747	19	\$6,093				
School costs	232	\$42,400	24	\$4,423	35	\$7,335	10	\$1,312				
Other	1,047	\$373,049	1,222	\$396,735	1,417	\$538,296	1,327	\$479,041				
<b>Total</b>	<b>3,097</b>	<b>\$867,535</b>	<b>3,059</b>	<b>\$851,139</b>	<b>3,564</b>	<b>\$1,111,695</b>	<b>3,633</b>	<b>\$1,136,318</b>				

Table continued overleaf.

Reason group	In the quarter ending											
	31 March 2017		30 June 2017		30 September 2017		31 December 2017					
	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount				
Accommodation Including Housing Support Package	392	\$235,094	381	\$228,998	371	\$214,497	296	\$189,675				
Affected by benefit stand down	41	\$4,686	42	\$5,438	81	\$10,358	52	\$6,790				
Driver Licence	22	\$2,063	24	\$2,675	20	\$2,261	12	\$1,072				
Emergency Housing	106	\$110,939	81	\$94,370	94	\$95,032	14	\$8,590				
Electricity Gas and Water	134	\$89,000	109	\$70,136	176	\$119,667	164	\$124,745				
Food	1,482	\$173,704	1,228	\$142,243	1,289	\$146,615	1,075	\$124,216				
Medical and Health related costs	118	\$54,887	111	\$58,607	107	\$64,325	112	\$65,943				
Re-establishment grants	26	\$8,263	21	\$6,883	26	\$8,611	24	\$7,920				
School costs	315	\$57,107	58	\$9,873	32	\$5,480	11	\$2,324				
Other	1,598	\$552,148	1,484	\$529,094	1,436	\$480,398	1,238	\$439,569				
<b>Total</b>	<b>4,234</b>	<b>\$1,287,891</b>	<b>3,539</b>	<b>\$1,148,317</b>	<b>3,632</b>	<b>\$1,147,243</b>	<b>2,998</b>	<b>\$970,844</b>				

Table continued overleaf.

Reason group	In the quarter ending											
	31 March 2018		30 June 2018		30 September 2018		31 December 2018					
	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount	Number of grants approved	Amount				
Accommodation Including Housing Support Package	336	\$206,414	399	\$259,522	427	\$248,840	412	\$247,451				
Affected by benefit stand down	37	\$4,257	64	\$8,287	39	\$5,088	58	\$7,118				
Driver Licence	19	\$1,653	12	\$1,118	17	\$1,780	49	\$5,032				
Emergency Housing	46	\$37,332	132	\$116,104	155	\$141,987	192	\$220,878				
Electricity Gas and Water	127	\$85,211	135	\$75,929	189	\$132,694	221	\$145,993				
Food	1,119	\$128,293	1,335	\$151,258	1,227	\$134,584	1,454	\$157,877				
Medical and Health related costs	120	\$58,197	111	\$65,541	147	\$76,483	139	\$92,353				
Re-establishment grants	15	\$4,961	31	\$10,144	19	\$6,522	38	\$13,088				
School costs	295	\$51,417	41	\$6,598	24	\$6,268	17	\$3,392				
Other	1,295	\$462,496	1,623	\$537,929	1,923	\$696,529	2,026	\$676,163				
<b>Total</b>	<b>3,409</b>	<b>\$1,040,230</b>	<b>3,883</b>	<b>\$1,232,430</b>	<b>4,167</b>	<b>\$1,450,774</b>	<b>4,606</b>	<b>\$1,569,345</b>				

Table continued overleaf.

Reason group	In the quarter ending	
	31 March 2019	Amount
	Number of grants approved	
Accommodation Including Housing Support Package	384	\$253,533
Affected by benefit stand down	39	\$4,927
Driver Licence	26	\$2,779
Emergency Housing	241	\$401,601
Electricity Gas and Water	137	\$84,356
Food	1,523	\$167,501
Medical and Health related costs	134	\$81,570
Re-establishment grants	22	\$6,950
School costs	165	\$39,391
Other	2,009	\$713,590
<b>Total</b>	<b>4,680</b>	<b>\$1,756,198</b>

**Notes:**

- This table includes all grants and amounts provided (Advance Payment of Benefit, Special Needs Grant and Recoverable Assistance Payment) in Gisborne, Kaiti and Ruatoria Work and Income service centres.
- Work and Income service centres are based on where the recommending staff member was based at the time of grant.
- Emergency Housing grants prior to December 2016 were granted under the reason code 'other'.
- Reason group 'Other' include all other reasons not specified in the 'Reason Group'
- This is the count of grants. A client can have more than one grant in the reported periods.
- This is a count of approved and granted EH SNGs. The total amount approved and granted may not be the same as the amount spent.