



**MINISTRY OF SOCIAL
DEVELOPMENT**

TE MANATŪ WHAKAHIATO ORA

Dear [REDACTED]

On 29 April 2019, you emailed the Ministry requesting, under the Official Information Act 1982, the following information:

The breakdown of the 'other' category for the data provided in a previous OIA about Special Needs Grants for Food, by specified site and quarter.

Please find enclosed a table with the breakdown of the 'other' category for 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.

In order to protect client privacy, some values fewer than six are suppressed and are represented by an '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.

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.

If you are not satisfied with this response about the breakdown of 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 or 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'C. Wise', with a large, stylized initial 'C'.

Cassandra Wise
Manager Issue Resolution, Service Delivery

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

	Site	2018- June	2018- September	2018- December
Other	Central Processing Unit	359	126	167
	Centralised Collection Unit	11	S	17
	Centralised Unit Housing	S	10	423
	Christchurch Contact Centre	3,902	5,395	6,580
	Due Paid Assessment Team	S	152	S
	Ellerslie Contact Centre	4,292	4,009	5,992
	Hamilton Contact Centre	7,868	8,267	12,265
	Integrity Intervention Centre	0	S	0
	National Office	13,112	13,313	17,247
	Not recorded	0	0	762
	Palmerston North Fraud	0	0	S
	Remote Client Unit	24	26	19
	Seniors Support Centre	2,304	2,749	3,219
	Specialised Processing Srv WLG	9	S	0
	Specialised Processing Srv WRE	274	95	19
	Staff Assistance Unit	S	6	22
	StudyLink Processing Centre	3,001	3,192	4,655
	Veterans Pension Centre	0	0	0
	Waitakere Contact Centre	11,408	10,903	19,438
	Wellington Contact Centre	16,380	16,888	22,029
Youth Service Support Unit	336	177	419	
	Subtotal	63,288	65,318	93,277

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.
- Some grants may show under the site a staff member was transferring from rather than the site they have transferred to.